TOSHIBA

MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS /
MULTIFUNCTIONAL DIGITAL SYSTEMS

Frequently Asked Questions

e-STUDIO2020AC/2520AC
e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC
e-STUDIO2528A/3028A/3528A/4528A/5528A/6528A
e-STUDIO6526AC/6527AC/7527AC
e-STUDIO6529A/7529A/9029A

Preface

Thank you for purchasing our product.
This manual describes frequently asked questions and actions to be taken for them in the use of the equipment.

■ 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, could 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.
📖	References describing items related to what you are currently doing. See these references 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
e-STUDIO2020AC/2520AC	e-STUDIO6525AC Series
e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC	
e-STUDIO2528A/3028A/3528A/4528A/5528A/6528A	e-STUDIO6528A Series
e-STUDIO6526AC/6527AC/7527AC	e-STUDIO7527AC Series
e-STUDIO6529A/7529A/9029A	e-STUDIO9029A Series

❑ Optional equipment

For available options, see the reference below:
Information About Equipment - Information About Equipment - Options

❑ 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.

❑ Abbreviations in this manual

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

❑ Trademarks

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

CONTENTS

Chapter 3   QUESTIONS FOR PRINTING

Chapter 4   QUESTIONS FOR SCANNING

Chapter 5   QUESTIONS FOR FAX

Chapter 6   QUESTIONS FOR e-Filing

Chapter 7   QUESTIONS FOR CLIENT SOFTWARE

Chapter 8 QUESTIONS FOR NETWORK

Chapter 9 QUESTIONS FOR ERROR MESSAGES

Chapter 10   QUESTIONS FOR ERROR CODES

1

QUESTIONS FOR EQUIPMENT

Questions for Equipment

■ The equipment does not work at all.

If the equipment cannot be booted, the power cable may not be securely inserted into the outlet. Insert the power cable into the outlet until it comes to a stop.
If the problem still persists, contact your service representative.

■ No icons or sings are displayed on the touch panel. (The MAIN POWER lamp and the [ENERGY SAVER] button light.)

If no icons or signs are displayed on the touch panel even though the power is turned ON, the equipment is in the Sleep mode or the Super Sleep mode. Press the [ENERGY SAVER] button to clear the Sleep mode or the Super Sleep mode.

■ No icons or sings are displayed on the touch panel. (Only the MAIN POWER lamp lights.)

The power of the equipment may not be turned ON. Press the [POWER] button.
If the problem still persists, contact your service representative.

■ The touch panel is dim.

The contrast of the touch panel is adjusted lower. From the touch panel of the equipment, press [User Functions - User-] and select the [User] tab > [General] > [Display Setting] to adjust the contrast lighter. For details, see the reference below:
User Functions - SETTING ITEMS (User) - General - Adjusting the display setting

■ Buttons on the control panel do 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.

■ Buttons on the control panel do not work. (The MAIN POWER lamp and the [ENERGY SAVER] button light.)

If buttons on the control panel do not work even though the power is turned ON, the equipment is in the Sleep mode or the Super Sleep mode. Press the [ENERGY SAVER] button to clear the Sleep mode or the Super Sleep mode.

■ Buttons on the control panel do not work. (Only the MAIN POWER lamp lights.)

The power of the equipment may not be turned ON. Press the [POWER] button.
If the problem still persists, contact your service representative.

■ Buttons on the control panel or icons on the touch panel do not work.

A system-related error has occurred.
Press the [POWER] button for at least 5 seconds to shut down the equipment.
If the problem still persists, contact your service representative.

■ 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, ask your administrator.

■ 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, ask your administrator.

■ A message is displayed on the touch panel.

Some trouble has occurred in the equipment. (Alternatively, the message is displayed even for an ordinary operation.) Check the meaning of the message and take the appropriate actions. To learn more about the messages displayed on the touch panel, see the reference below:

 P.57 "QUESTIONS FOR ERROR MESSAGES"

■ The equipment is rebooted automatically.

The auto-recovery function is made to work because a memory or operation abnormality has been detected. Due to rebooting, the equipment has been recovered to the normal condition. The equipment can be operated as usual.

■ The original is misfed.

Check whether the original is suitable for the equipment. For details, see the reference below:
Preparation of Paper (e-STUDIO6525AC Series/e-STUDIO6528A Series) - PLACING ORIGINALS - Precautions for Originals
Preparation of Paper (e-STUDIO7527AC Series/e-STUDIO9029A Series) - PLACING ORIGINALS - Precautions for Originals

■ Paper is misfed.

This may occur due to the following causes. Check them and take the appropriate actions.

The paper is unsuited for the equipment.	Check whether the paper is suitable for the equipment. For details, see the reference below: **Preparation of Paper (e-STUDIO6525AC Series/ e-STUDIO6528A Series) - LOADING PAPER - Precautions for Paper** **Preparation of Paper (e-STUDIO7527AC Series/ e-STUDIO9029A Series) - LOADING PAPER - Precautions for Paper**
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, see the reference below: **Preparation of Paper (e-STUDIO6525AC Series/ e-STUDIO6528A Series) - LOADING PAPER - Doing Paper Settings** **Preparation of Paper (e-STUDIO7527AC Series/ e-STUDIO9029A Series) - LOADING PAPER - Doing Paper Settings**
The stack of paper exceeds the loading line indicated on the side guide in the drawer.	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 guide or end guide in the drawer.	Adjust the space between the paper and the side guide or the end guide not to take much space. If thick paper is misfed; however, make a little space between the paper and the side guide. For details, see the reference below: **Preparation of Paper (e-STUDIO6525AC Series/ e-STUDIO6528A Series) - LOADING PAPER - Loading Paper in Drawers** **Preparation of Paper (e-STUDIO7527AC Series/ e-STUDIO9029A Series) - LOADING PAPER - Loading Paper in Drawers**
Hidden misfed paper has not been removed.	Check the sign again on the touch panel to see where the misfeed occurred.

■ Two or more sheets of paper are fed together.

Sheets of paper may be stuck together. Loosen the stack of paper well and set it again.

■ Sheets are not aligned when they exit.

This may occur due to the following causes. Check them and take the appropriate actions.

- Sheets are not placed in the drawer with correct side up as required for the equipment.
  Check which is the printing side of the sheets and place them correctly. Information about which is the printing side may be given on the wrapping paper of the sheets. If you cannot decide which side is the printing side, try printing on both sides to see if the sheets are aligned when they exit.
- 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, see the reference below:
  Preparation of Paper (e-STUDIO6525AC Series/e-STUDIO6528A Series) - LOADING PAPER - Doing Paper Settings
  Preparation of Paper (e-STUDIO7527AC Series/e-STUDIO9029A Series) - LOADING PAPER - Doing Paper Settings

■ The message indicating that there is no paper does not disappear even after paper has been placed in the drawer.

This may be due to the following causes. Check them and take the appropriate actions.

Sheets set in the drawer are not aligned.	Remove the sheets from the drawer, align them and set them again.
The side guide or end guide does not match the size of the paper set in the drawer.	Adjust the side guide or end guide to match the paper size.
The amount of paper placed in the Large Capacity Feeder is too small.	Place at least 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.

■ How to confirm and change the IP address of the equipment

From the touch panel of the equipment, press [User Functions -User-] and select the [Admin] tab > [Network] > [IPv4] to confirm or change the IP address. For details, see the reference below:
User Functions - SETTING ITEMS (Admin) - Network

■ The equipment does not recognize the inserted USB storage device.

Confirm that the USB storage device is securely inserted into the USB port.
A USB storage device for the equipment must meet the following conditions.

- USB2.0 (High Speed)
- Formatted in FAT16 or FAT32
- Only one partition

Tip

Some USB storage devices may not be recognized even if they meet these conditions. Try to use a USB storage device manufactured by other vendors that meets the conditions.

■ How to check the toner remaining in the toner cartridge

Follow the steps below.

1. Press [Job Status] on the Home screen.
2. Press the [Toner] tab. The remaining amount of toner in the toner cartridge is displayed.
3. When you have finished checking, press [Close].

Replace the toner cartridge when a message is displayed on the touch panel.

■ **The original misfeed symbol does not disappear even after the original misfeeding in the Reversing Automatic Document Feeder or the Dual Scan Document Feeder has been cleared.**

Open the cover beneath the Reversing Automatic Document Feeder or the Dual Scan Document Feeder and then remove the original. For details, see the reference below:

Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Paper Misfeed - ADF

Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Paper Misfeed - DSDF (Lower)
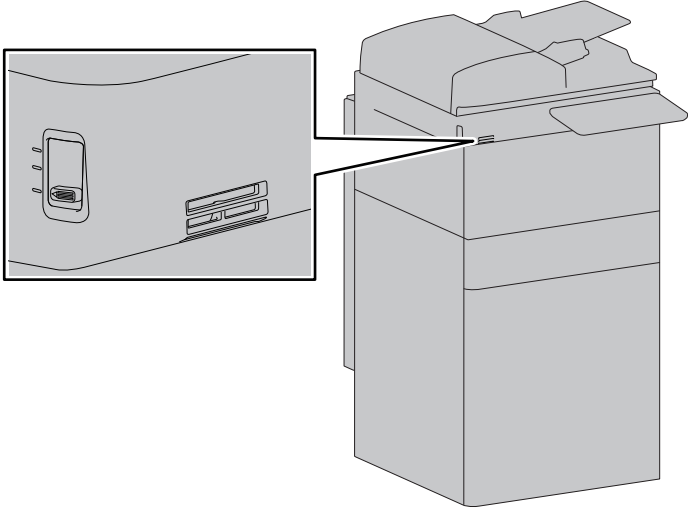
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Paper Misfeed - DSDF (Upper)

■ **Some functions cannot be used even though they are written in the Operator's Manuals.**

This will depend on the settings of the equipment or the access privilege given to the user. For details, ask your administrator.

■ **The motion sensor does not respond.**

This may occur due to the following causes. Check them and take the appropriate actions.

The setting of the motion sensor is disabled.	Change the setting of the sensing range by using the lever of the motion sensor and check that it functions properly. For details, see the reference below: **User Functions - SETTING ITEMS (Admin) - General - Setting the energy saver modes**
The setting of the sensing range is incorrect.	Change the setting of the sensing range by using the lever of the motion sensor and check that it functions properly. For details, see the reference below: **Information About Equipment - Information About Equipment - Description of Components**
There is an object blocking the motion sensor.	If there is an object blocking the motion sensor or generating heat in front of the equipment, remove it. The location of the motion sensor is as shown below.

■ The equipment does not shift into the energy saving mode when the motion sensor is enabled.

Even if the conditions for shifting into the energy saving mode have been met, the timing will be extended by one minute when the motion sensor is responding.

If the equipment does not shift into the energy saving mode, carry out the following actions.

- Adjust the sensing range to be closer by means of the motion sensor lever. For details, see the reference below:
  Information About Equipment - Information About Equipment - Description of Components
- Disable the motion sensor. For details, see the reference below:
  User Functions - SETTING ITEMS (Admin) - General - Setting the energy saver modes

2

QUESTIONS FOR COPYING

Questions for Copying

■ How to copy originals in different sizes in one go

By using the Reversing Automatic Document Feeder or the Dual Scan Document Feeder, more than one original in different sizes such as A4 or B4 can be copied in one go. Original sizes that can be copied in one go are as follows: A3, A4, A4-R, B4, B5, FOLIO

1. Place paper in the drawer. If an attempt is made to copy on paper of the same size as the originals, place paper of the corresponding size in the different drawers.
2. Adjust the side guides to the widest original. Place the originals by aligning them against the guide on the front.
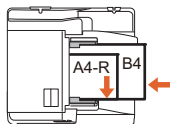
3. Press [Zoom].
4. Press [Mixed Size].
5. If an attempt is made to copy all the originals on paper of the same size, press [AMS].
6. Press [OK] to return to the basic menu for copying functions.
7. To copy on paper of the same size: Press the icon on the touch panel that indicates the drawer containing the paper of the corresponding size.
   To copy on paper of the same size as the original: Press [APS] on the touch panel.
8. Press the [START] button on the control panel.

■ How to copy an A5 original with the Reversing Automatic Document Feeder or the Dual Scan Document Feeder

Place the A5 original on the Reversing Automatic Document Feeder or the Dual Scan Document Feeder in a landscape orientation.

■ Black streaks appear on the copied image.

If the scanning area (the surface of the elongated glass) of the equipment is dirty, black streaks may appear on the copied image or faxes made with the Reversing Automatic Document Feeder or the Dual Scan Document Feeder.
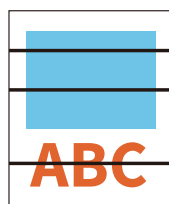
In such a case, clean the scanning area. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - REGULAR MAINTENANCE - Regular Maintenance
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - REGULAR MAINTENANCE - Regular Maintenance

■ Copying functions cannot be set.

Depending on the models, some functions cannot be combined if another one that is unavailable for the combination has already been set.

■ **Copying stops during scanning of the originals. "The number of originals exceeds the limits. Will you print out stored originals?" is displayed.**

Copying stops when the number of scanned pages has reached the maximum. To copy the scanned images, press [Yes]. To cancel, press [No].

■ **Copying stops during scanning of the originals. "Not enough Work Space to store originals. Will you print out stored originals?" is displayed.**

Copying stops when no available space has remained in the internal memory. To copy the scanned images, press [Yes]. To cancel, press [No].

■ **A copied image is too light.**

This may occur due to the following causes. Check them and take the appropriate actions.
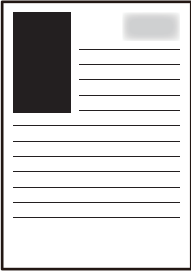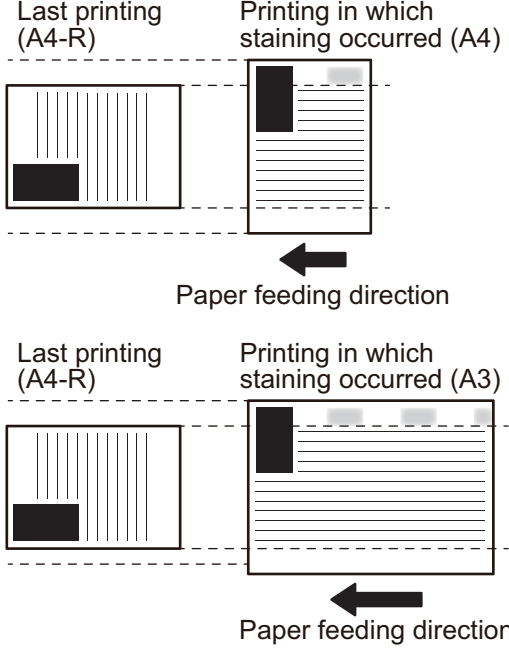
No toner is left.	When no toner is left, "Install new *** toner cartridge" is displayed. Replace the toner cartridge indicated by "***" with a new one of the same color. For details, see the reference below: **Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Replacing a Toner Cartridge** **Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Replacing a Toner Cartridge**
The copy density is set too light.	Darken the density manually. Alternatively, try the automatic density mode.

■ **A copied image is too dark.**

The copy density will be set too dark. Lighten the density manually. Alternatively, try the automatic density mode.

■ A copied image has stains.

This may occur due to the following causes. Check them and take the appropriate actions.

The original cover or the ADF is not fully lowered.	Lower it fully to block outside light.
The original glass, platen sheet, scanning area and guide are stained.	Clean them. For details, see the reference below: **Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - REGULAR MAINTENANCE - Regular Maintenance** **Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - REGULAR MAINTENANCE - Regular Maintenance**
The copy density is set too dark.	Lighten the density manually. Alternatively, try the automatic density mode.
A transparent original such as a transparency or tracing paper is being used.	Put a sheet of blank white paper behind the original. Make sure that the paper is large enough to cover the original.
The separation fingers in the fuser unit are dirty.	Cleaning of the fuser unit is necessary. Contact your service representative. Stains may be avoided by setting the paper size when carrying out bypass copying.
This has occurred due to an operation in which the paper size in a subsequent printing was wider than the previous one. 	If the paper size of the subsequent printing is wider than the previous one (e.g.: printing an A4, A3, LT or LD size paper after an A4-R or LT-R size one), the edges of the paper have sometimes become stained. In such a case, the staining can be reduced by the resetting the time interval to print. For details, ask your service technician. Example: Occurrence of staining on the edges of the paper Paper feeding direction Paper feeding direction

■ A copied image is skewed.

This may occur due to the following causes. Check them and take the appropriate actions.

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.
There is too much space between the paper and the side guides in the drawer or the bypass tray.	Adjust the space between the paper and the side guides so that it becomes appropriate. For details, see the reference below: **Preparation of Paper (e-STUDIO6525AC Series/ e-STUDIO6528A Series) - LOADING PAPER - Loading Paper in Drawers** **Preparation of Paper (e-STUDIO7527AC Series/ e-STUDIO9029A Series) - LOADING PAPER - Loading Paper in Drawers** **Preparation of Paper (e-STUDIO6525AC Series/ e-STUDIO6528A Series) - LOADING PAPER - Loading Paper on the Bypass Tray** **Preparation of Paper (e-STUDIO7527AC Series/ e-STUDIO9029A Series) - LOADING PAPER - Loading Paper on the Bypass Tray**

■ A copied image is partially missing.

This may occur due to the following causes. Check them and take the appropriate actions.

The size or orientation of the copy paper and that of the original are not consistent. The reproduction ratio is not properly set.	Set paper whose size matches the original or select the reproduction ratio corresponding to the size of the paper.
The binding margin is too wide.	Set the binding margin width to fully cover the original. For details, see the reference below: **Copy - HOW TO USE EDITING FUNCTIONS - Creating Margins**
The original is larger than the printable area.	The outside part of the printable area cannot be copied. By enabling the Full Image function, the whole image of the original can be copied in the 95 - 99% reduction ratio. For details, see the reference below: **Copy - HOW TO MAKE COPIES - Enlarging or Reducing Images - Reducing images to scan the entire original, including the edges (Full Image) (Color Model only)**

■ A copied image is blurred.

This may occur due to the following causes. Check them and take the appropriate actions.

There is a gap between the original glass and the original.	Lower the original cover or the ADF fully so that the original fully contacts the original glass.
The copy paper is damp.	Replace it with dry copy paper.

■ A copied image has unevenness in the horizontal direction.

Clean the main charger. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Cleaning the Inside of the Equipment

■ A copied image has black streaks in the horizontal direction.

This may occur due to the following causes. Check them and take the appropriate actions.

The scanning area and guide are stained.	Clean them. For details, see the reference below: **Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - REGULAR MAINTENANCE - Regular Maintenance** **Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - REGULAR MAINTENANCE - Regular Maintenance**
Fine dust can cause a conspicuous scanning noise on images while originals are being scanned with the ADF.	Set ADF Noise Reduction to reduce the scanning noise which can be caused while originals are being scanned. For details, see the references below: **Copy - USING IMAGE ADJUSTMENT FUNCTIONS - Reducing the Scan Noise** **User Functions - SETTING ITEMS (Admin) - General - Setting the scanner streaks reduction function**

■ A copied image has white streaks or color streaks in the horizontal direction.

Clean the main charger, LED print head and slit glass. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Cleaning the Inside of the Equipment

■ The area around a black solid image on the back side is slightly stained when duplex copying using the bypass tray is performed.

A misalignment occurred in the output of the back side due to dry sheet trouble as a result of low humidity. For thick paper, copy the back side by selecting "(BACK)" for the paper type. For plain paper, make 2-sided copies using the automatic duplexing unit. For details, see the reference below:
Copy - HOW TO MAKE COPIES - Specifying the Paper Type

■ A color original is copied in black-and-white even if [Auto Color] is selected for the color mode.

Some color originals such as those below may be copied in black-and-white.

- Originals with very few colored areas
- Overall blackish originals
- Originals in light colors

In such a case, select [Full Color] for the color mode.
Alternatively, change the criterion for determining whether an original is black-and-white or color. For details, see the reference below:
User Functions - SETTING ITEMS (User) - Copy

■ A black-and-white original is copied in color even if [Auto Color] is selected for the color mode.

Some black-and-white originals such as those below may be copied in color.

- Yellowed originals
- Originals with a colored background

In such a case, select [Black] for the color mode. Alternatively, change the criterion for determining whether an original is black-and-white or color. For details, see the reference below:
User Functions - SETTING ITEMS (User) - Copy

■ A copied image is skewed against the paper.

The paper in the drawer will be fed at a skew. Check and adjust the space between the paper and the side guides to ensure that it is not too great. For details, see the reference below:
Preparation of Paper (e-STUDIO6525AC Series/e-STUDIO6528A Series) - LOADING PAPER - Loading Paper in Drawers
Preparation of Paper (e-STUDIO7527AC Series/e-STUDIO9029A Series) - LOADING PAPER - Loading Paper in Drawers

■ The copied paper is wrinkled.

This may occur due to the following causes. Check them and take the appropriate actions.

The paper in the drawer is fed at a skew.	Check and adjust the space between the paper and the side guides to ensure that it is not too great. For details, see the reference below: **Preparation of Paper (e-STUDIO6525AC Series/ e-STUDIO6528A Series) - LOADING PAPER - Loading Paper in Drawers** **Preparation of Paper (e-STUDIO7527AC Series/ e-STUDIO9029A Series) - LOADING PAPER - Loading Paper in Drawers**
The paper in the drawer is damp.	Place paper which has been taken from newly opened wrapping. Note the following points in storing excess paper. • Wrap the paper in its wrapping to keep it free from dust. • Avoid direct sunlight. • Store somewhere free from damp. • Store paper somewhere flat so that it does not become folded or bent.

■ Show-through occurs.

If show-through occurs in the copying of a 2-sided original, this level could be lowered by using the background adjustment function. For details, see the reference below:
Copy - USING IMAGE ADJUSTMENT FUNCTIONS - Avoiding Show-through (Background adjustment)

3

QUESTIONS FOR PRINTING

Questions for Printing

■ The printer driver has been installed but printing fails.

Confirm if the port setting of the printer driver is correct following the procedure below.

> Tip

Log into Windows using an account that allows installation, such as that for administrators.

1. Select [Devices and Printers] in the [Start] menu.
2. Right-click [TOSHIBA Universal Printer 2] and then click [Printer properties].
3. Select the port of the equipment in the [Print to the following port(s)] list on the [Ports] tab of the printer driver. Click [Configure Port].
4. Confirm if the IP address of the equipment is set correctly in the [Printer Name or IP Address] box in [Configure Standard TCP/IP Port Monitor].
5. Confirm if [Raw] is selected in [Protocol] in [Configure Standard TCP/IP Port Monitor] and "9100" is entered in the [Port Number] box of [Raw Settings].

If the problem still occurs, ask your administrator.

■ How to delete a print job

1. Press the Job Status button at the upper right of the home screen or [Job Status] at the lower right on the screen of each function.
2. Press [Print] on the [Jobs] tab.
3. Select the job to be deleted from the print job list and then press [Delete].
4. Press [Delete] to delete the job.

■ How to print on non-standard size paper

Register a custom paper size on the printer driver to perform printing with non-standard size paper.

> Tip

Log into Windows using an account that allows installation, such as that for administrators.

For details, see the reference below:
Print - PRINTING FROM WINDOWS APPLICATIONS - Setting the Paper and Reproduction Ratio - Using various types of paper

■ How to clear print job errors

A print job error occurs and [Job Status] blinks when the paper specified by the computer is not set in the drawers of the equipment. Clear the error following the procedure below.

To print by placing paper on the bypass tray	1. Press the [Job Status] which is blinking. 2. Place paper of the size specified using the computer on the bypass tray and press the [START] button. Printing is performed. Press [Job Status] when printing has been completed.
To print by selecting the paper already placed in another drawer	Printing also can be carried out with the paper already placed in the drawers. However, if the size of the paper in the drawer is smaller than the one you have specified, some part of the image may not be printed. 1. Press the drawer button to use on the touch panel. 2. Press the [START] button.

■ Printing cannot be performed since the document password for a Private Print job has been forgotten.

The document password for a Private Print job is never shown, once the job has been sent to the equipment. To print the failed Private Print job, submit the document again as a new Private Print job.
The failed Private Print job remains unprinted in the job queue. To delete it, either way below is required. Ask your administrator.

- Enter the administrator's password in the Private Print job list on the touch panel and delete the job.
- Log in to TopAccess with the administrator's password and delete the job from the Print Job list.

■ Printing a document including many graphics takes time

Printing a document including many graphics from a Universal Printer Driver (PCL6) will take time.
Clear the [JPEG Compression] check box of the [PDL Settings] tab in [Customization] of the [Device Settings] tab before printing such documents.

■ Print jobs are not outputted even when printing is performed by entering the department code on the macOS.

The entered department code may not be correct. Confirm your department code.
If the department code is not correct, print jobs are processed according to the settings ([Department Setting] - [Invalid Department Code Print Job] from TopAccess). For details, see the reference below:
TopAccess - [Administration] - [Security] Item List - Authentication settings - Setting up Department Setting

■ Printing cannot be performed. (Port setting problems)

If the printer driver on the client computer points to a wrong network port, jobs neither appear in the current job queue nor are printed. Correct this by following the reference below:

1. Open the Printers folder from [Control Panel].
2. Right-click the printer driver icon of the equipment.
3. Select [Printer properties] from the shortcut menu.
4. Select the [Ports] tab. Check that the port is properly configured.
5. Click the [General] tab. Then click [Print Test Page] to confirm that printing is performed properly.

■ Printing cannot be performed. (SNMP community name problems)

Check if the SNMP community names are the same in the following 3 settings.

- Equipment
- TCP/IP port of the [Ports] tab in the printer driver
- [SNMP Settings] dialog box of the [Others] tab in the printer driver

■ Command line options are not processed.

All the print options are sent to the equipment at the beginning of the print job. If the print file has already contained print commands, the specified command line options are overwritten by those commands. For example, if the A4 size has been specified in the print file, the document is printed on A4-size paper even if the A3 size is selected with the lp command.
When this problem has occurred, change the properties of the document to create another print file. Then submit the print job using the lp command without setting additional parameters.

■ Retrieval of printer configuration has failed.

When "Retrieval of printer configuration failed" is displayed while [Printer properties] of the printer is being accessed, the printer driver cannot communicate with the equipment. Take the appropriate actions by following the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Is the equipment turned ON?	Next Step ↓	→	Turn ON the power of the equipment.
2	Can the computer be connected to the equipment via TopAccess?	Next Step ↓	→	Reboot the equipment.
3	Does the same message appear again when you access the property of the printer driver?	**End**	→	1. Press [Refresh] on the [Device Settings] tab to search the printer. 2. If the printer is not found, check the printer driver port assignment and make sure that it is correct.

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

When this has occurred, it is necessary to have a user, who has the privilege to change the printer driver setting, log into the computer. Log into with Administrator.

■ Printing cannot be performed. (Network connection problems)

When this has occurred, take the appropriate actions by following the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Is the specified protocol compatible with the one for your network and client?	Next Step ↓	→	Specify the proper protocol.
2	Are the supported types of printing services specified correctly?	Next Step ↓	→	Check whether or not the settings are required for your print environment.
3	Are the settings of the gateway and subnet mask of the equipment included in the network gateway of the client to attempt the printing?	**End**	→	Specify the TCP/IP correctly.

■ SMB printing has failed.

When an attempt is made to print a document using an SMB connection, the job cannot be printed and such messages continuously appear as "No more connections can be made to this remote computer" or "Your file could not be printed due to an error". If Windows 10 or Windows Server 2012 or later can be used as the print server, printing via the Windows Print Server is recommended. If the Windows Print Server cannot be used in your network, use LPR print instead.

■ Printing cannot be performed. (Client problems)

If the print jobs sent from a specific client within a network fail, the problem may be caused by the client. Take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Does the equipment work properly? Are copy jobs outputted properly?	Next Step ↓	→	Check the device status displayed in the Device page of TopAccess.
2	Are the options specified for the job supported by the hardware configuration?	**End**	→	If not, delete the job, install the required components and try it again.

■ Printing cannot be performed. (Hardware problems)

If print jobs cannot be outputted from all computers on the network, hardware errors may be the cause. Contact your service representative.

■ Printing with USB print has failed. Text cannot be printed properly.

If the size of the print data is too large, the communication between the equipment and the computer will take some time. Due to this, printing will fail or text sometimes cannot be printed properly.
Directly connect the equipment and the computer with a USB2.0 Hi-Speed certified cable.
Display the printer property from [Devices and printers]. On the [Advanced] tab, select [Spool print documents so program finishes printing faster] > [Start printing after last page is spooled] and press [OK]. Then reattempt printing.
If the problem still persists, this can be solved by changing the settings of the equipment. For details, contact your service representative.

■ Wi-Fi Direct connection is disconnected during printing.

When the wireless LAN is accessed via Wi-Fi Direct, it is not recommended to connect this equipment by selecting from [Devices and Printers] - [Add a printer] of Windows 10 or later. If this equipment is selected from [Add a printer] and the wireless LAN is accessed via Wi-Fi Direct, access will be disconnected after approx. 1 minute has passed.
In such a case, access the wireless LAN from the wireless network list. By accessing the wireless LAN from the wireless network list, printing will automatically restart if there are any printing jobs which are being held on the spooler of the OS.

■ An error appears on the printer driver for Printing with USB print.

This will appear when this equipment and the Windows PC are connected by a USB cable and installation is performed by plug-and-play.
The printer driver can be used normally even if an error appears on it.
If only the Windows PC is used, it is recommended to change the setting of [USB Cable Print] to [Legacy USB (Win)].
For details, see the reference below:
User Functions - SETTING ITEMS (Admin) - USB Cable Print

■ Preset printing has failed in the ready screen.

If printing jobs have already been registered in this equipment, preset printing from the ready screen is not possible. However, if the registered printing jobs are shown as below, preset printing is possible. Execute printing or deleting the printing jobs other than them.

- Reserved printing job
- Printing job in waiting the operation by a user

The following cases may be a cause of this failure. Check the setting of the jobs as well as the equipment and its condition.

- When no paper is placed in the drawer
- When the drawer is opened
- When no toner is left
- When the paper size is not matched
- When the paper type is not matched
- When the quota is insufficient

4

QUESTIONS FOR SCANNING

Questions for Scanning

■ How to perform scanning in a JPEG format file

Select [Full Color] or [Gray Scale] for the Color mode in the scan setting. Then select [JPEG] for the file format.

■ Storing location of scanned files

When [File] is selected as the storage directory, scanned files are stored in a shared folder "file_share" in the internal storage device of the equipment. For details, see the reference below:
Scan - SCANNING (BASIC OPERATION) - Using Saved Scan Data - Using scan data saved as files - Using scans saved in MFP Local

■ Forwarding to a folder on the network has failed.

Check the following items.

- Is the specified folder shared?
  Setting the shared folder may differ depending on the equipment or OS.
- Is the network path for the folder entered correctly?
- Is the login user name or password entered correctly?
- Is your antivirus software blocking writing to the network folder?

■ [Remote 1] (or [Remote 2]) cannot be selected in [Save as File].

Confirm the shared folder setting on the TopAccess menu following the procedure below.

1. Select as follows: [Administration] tab > [Setup] > [Save as file].
2. Confirm that [Use Network Folder Destination] is selected on [Destination].
3. Confirm that the [Remote 1] check box (or the [Remote 2] check box) of [Remote 1 and Remote 2 Settings] is selected.

■ Scan to E-mail has failed.

Even if an original is scanned and sent as an attached file of the e-mail, it does not reach the specified e-mail address. In such a case, check the following items.

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

■ Scanned data saved in the shared folder cannot be found.

For Windows OS, search the network for the equipment using the search function of Explorer. The data are stored in the equipment's shared folder named "FILE_SHARE".
For Mac OS, make sure that the OS version is Mac OS X 10.7.5 or later.
If the equipment cannot be found on the network, make sure that the SMB Server Protocol setting is enabled on TopAccess. ([Administration] tab > [Setup] > [Network] > [SMB])

■ Scanning from a computer with Office 2013 or later has failed.

When this has occurred, install an addin to invoke a scan driver for the equipment. For details, see the reference below:
Installation - INSTALLING SCAN DRIVER AND UTILITIES (Windows)

■ OCR does not work properly.

If OCR does not work properly when an original is scanned, check the following items.
- The OCR option is installed in the equipment.
- The OCR setting is enabled.

Change the OCR settings as below.
- Select the language setting of OCR so that it matches that for the original.
- Enable auto rotation for OCR.
- Increase the scanning resolution.
- When scanning documents using the ADF, set the scanning density to be lower than the middle.

For details, see the reference below:
Scan - USEFUL FUNCTIONS - Changing Scan Settings - Settings for reading out original characters (OCR)

■ Show-through occurs.

If show-through occurs in the scanning of a 2-sided original, this level could be lowered by using the background adjustment function. For details, see the reference below:
Scan - USEFUL FUNCTIONS - Changing Scan Settings - Adjusting the background density

QUESTIONS FOR FAX

5

Questions for Fax

■ How to forward a received fax

A received fax can be forwarded to another facsimile as it is or as an Internet Fax job.
It is necessary to predetermine settings to enable this function. For details, see the reference below:
Fax - USING THE FAX UNIT (USEFUL FUNCTIONS) - Using the Mailbox Function

Moreover, when settings have been made from TopAccess, it is also possible to forward to a shared folder in the equipment, an e-Filing box, or an e-mail address other than a fax number or an internet fax number. For details, see the references below:
TopAccess - [Registration] - [Registration] Overview
TopAccess - [Administration] - [Registration] ([Administration]) Item List - Fax Received Forward and InternetFAX Received Forward settings

■ How to register and change a sender's name and fax number

A sender's name and fax number can be registered and changed from the touch panel of the equipment by pressing [User Functions -User-] and selecting the [Admin] tab > [Fax] > [Terminal ID].

■ "0050" is displayed on the Send log of fax.

"0050" is an error code to indicate that the recipient's line is busy. Reattempt the transmission later.

■ How to prevent mistakes in sending fax jobs

To prevent mistakes, confirm that the correct recipient is specified before sending. For details, see the reference below:
Fax - USING THE FAX UNIT (BASIC OPERATION) - Operating the Fax unit - Specifying the recipient - Confirming/Deleting the recipients

This also can be made by following the steps below. For details, contact your service representative.

- Disable the direct input of fax numbers and limit the destination setting to selections from the address book.
- Specify the destination twice and compare them. If they are the same, send the fax.

■ How to send a fax job from a computer

A fax or internet fax job can be sent from a computer in which the N/W-Fax Driver is installed. It is not necessary to print the original fax.

1. Select [Print] in the [File] menu of the application.
2. Select [TOSHIBA e-STUDIO Fax] and then click [Preferences] ([Properties]).
3. Specify the destination on the [Send] tab of the printer driver and then click [OK].
4. Click [Print] ([OK]) to start sending a fax or internet fax job.

■ "Memory overflow" is displayed.

This is displayed when the memory has overflowed during the scanning of documents to the memory in the fax function.
Press [FUNCTION CLEAR] on the control panel to clear this message. Then wait for the memory to be cleared or delete some reserved jobs on the [Job Status] screen.

■ "Communication error" is displayed.

This is displayed when a communication error has occurred during direct TX.
Reattempt the communication.

■ "Job reservation full" is displayed.

This is displayed when the number of reserved jobs has exceeded the maximum.
Wait for job reservations to be completed or delete some reserved jobs on the [Job Status] screen.

■ "Job memory full" is displayed.

This is displayed when the total number of destinations for reserved jobs has exceeded the maximum.
Wait for job reservations to be completed or delete some reserved jobs on the [Job Status] screen.

■ "Sorry not possible" is displayed.

This is displayed when on-hook or direct TX has been attempted during communications.
Wait for communications to end and then reattempt it.

■ "Not allowed now" is displayed.

This is displayed when further polling transmission reservation has been attempted even though polling transmission was already reserved.
Wait for polling transmission jobs to be completed or delete some reserved jobs on the [Job Status] screen.

■ "Too Many Tel# digits." is displayed.

This is displayed when 128 digits or more have been registered for a chain dial communication.
Confirm the number of digits dialed and register the numbers again.

■ "Fax line1 is out of order. Reboot the machine./Fax line2 is out of order. "Reboot the machine." is displayed.

This is displayed when an error has occurred with the fax unit.
Press the [POWER] button and then [Restart] on the touch panel. If the problem still persists, contact your service representative.

■ "Transmit" is not displayed even if the [START] button is pressed.

When this has occurred, check the following items. If the problem still persists, contact your service representative.

- Did you replace the handset before you pressed the [START] button? When you are making a call on the handset to send a fax, do not replace the handset until you press the [START] button.
- Is the modular cable disconnected?
- Is the type of the telephone line specified correctly?
- Can you receive telephone calls?
- Is there any problem at the recipient's side? Contact the recipient.

■ Originals are fed diagonally.

When this has occurred, check the following items.

- Are the side guides of the ADF adjusted to the width of the original to be sent?
- Does the original to be sent match the available conditions for sending?

■ 2 original sheets are fed together.

When this has occurred, check the following items.

- Has the number of original sheets exceeded the maximum which can be placed at one time (35 to 80 g/m^2: 100 sheets)? Has the height of the placed original exceeded the maximum (16 mm or lower)?
- Does the original to be sent match the available conditions for sending?
- Have the originals been pushed into the ADF with too much force?

■ Even though a fax job has been sent, it is not printed on the paper at the recipient's side.

When this has occurred, check the direction of the original.
When the original is placed on the original glass, specify the original size.

■ Black lines are shown in the sent image.

When this has occurred, check whether the scanning area of the ADF is dirty. If it is, clean it with a soft cloth.

■ Fax jobs are not sent even if operations are carried out normally.

When this has occurred, check that the recipient's machine is compatible with yours. The equipment does not support G2 machines.

■ Sending fax jobs to an overseas site fails.

Specify Quality TX in order to send fax jobs to overseas sites. For details, see the reference below:
Fax - USING THE FAX UNIT (BASIC OPERATION) - Operating the Fax unit - Setting the transmission conditions - Setting other transmission conditions - Changing the Fax Settings

■ Fax jobs cannot be received even if "Receive" is displayed and the [START] button is pressed.

When this has occurred, check the following items.

- Did you replace the handset before you pressed the [START] button? When you answer a call on the handset to receive a fax, do not replace the handset until you press the [START] button.
- Is the power plug unplugged from the outlet?
- Is there any problem at the sender's side? Contact the sender to check this.

■ Paper is not outputted.

Check whether paper has run out or not.

■ Received jobs are printed in dark and illegible or black lines are printed.

Check the following items.

- Is the suitable value set for the print density? Make a copy and check the print conditions.
- Is the original being sent as a dirty copy? Contact the sender to check this.
- Is there any abnormality in the sender's machine? Alternatively, is the operation performed correctly? Contact the sender to check this.

■ Paper is outputted but not printed.

Check the following items.

- Is there enough toner?
- Is the original placed correctly on the sender's machine? Contact the sender to check this.

■ Paper misfeeding has frequently occurred.

Check the following items.

- Is the size setting of the drawer correct?
- Is the drawer properly inserted?
- Is the specified paper being used?

6

QUESTIONS FOR e-Filing

Questions for e-Filing

■ The e-Filing session has been terminated.

When "This operation will end your e-Filing session." is displayed and e-Filing returns to its top page, perform the following operations.

- When clicking the [Return], [Refresh] or [Home] button or the [login] link
  Try again to do the operation you intended.
- When closing the window by clicking the [X] button of the browser
  Finish the current operation before closing the window.
- When operating the main window while the sub window is displayed
  Do not operate the main window until the processing on the sub window has been completed.

■ Numerous sub windows repeatedly appear.

Close all the windows and exit from the web browser. Then restart the browser and clear the cookie files.

■ Displaying the items in Contents Frame takes a long time.

There are more than 100 items of Box, Folder and Document in Contents Frame. Decrease them.

■ "Internal error occurred. Please restart e-Filing." is displayed.

Turn the power of the equipment OFF and then back ON. Then reattempt to access e-Filing. If the error message is still displayed, contact your system administrator or service technician.

■ "Your e-Filing Session has Timed Out. Please restart e-Filing." is displayed.

Access to the e-Filing utility will be timed out according to the Session Timer setting in the WEB General Setting of TopAccess.
Restart the browser.
To change the setting, ask your system administrator.

■ "The items have been modified." is displayed.

The items are currently being modified by another user.
Wait for a while and try it again.

■ "Cannot start e-Filing Session. The Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Ask your administrator to delete unnecessary Box data with the e-Filing.

■ "Cannot create a Box. The Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Cannot create a Folder. The Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary folders.

■ "Cannot edit the Document. The Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Cannot insert Page. The Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Cannot archive Documents. The Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Cannot upload archived file. The Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Cut failed. Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Copy failed. Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Paste failed. Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Save failed. Disk is Full." is displayed.

Not enough space is remaining in the internal storage device.
Delete unnecessary data with the e-Filing by each user. Alternatively, ask your administrator to delete unnecessary data.

■ "Cannot create a Folder. Maximum number of folders has been reached." is displayed.

More than 101 Folders are created in one Box.
Delete unnecessary Folders and reattempt the operation.

■ "Cannot create a Document. Maximum number of documents has been reached." is displayed.

More than 401 Documents are created in one Box or Folder.
Delete unnecessary Documents and reattempt the operation.

■ "Cannot insert Page. Maximum number of pages has been reached." is displayed.

More than 201 Pages are created in one Document.
Delete unnecessary Pages and reattempt the operation.

■ "Paste failed. Maximum number of pages has been reached." is displayed.

More than 201 Pages are created in one Document.
Delete unnecessary Pages and reattempt the operation.

■ "Cut failed. The items have been deleted or modified." is displayed.

The items are being edited or have been deleted by another user.
Refresh the page and check whether or not the item was deleted or is currently being edited.

■ "Copy failed. The items have been deleted or modified." is displayed.

The items are being edited or have been deleted by another user.
Refresh the page and check whether or not the item was deleted or is currently being edited.

■ "Paste failed. The items have been deleted or modified." is displayed.

The items are being edited or have been deleted by another user.
Refresh the page and check whether or not the item was deleted or is currently being edited.

■ "Delete failed. The items have been deleted or modified." is displayed.

The items are being edited or have been deleted by another user.
Refresh the page and check whether or not the item was deleted or is currently being edited.

■ "Please enter valid password." is displayed.

The entered password is invalid.
Enter the correct password.

■ "A folder with the name you specified already exists. Please try again." is displayed.

A Folder with the same name already exists in the Box.
Change the name to an unused one and reattempt the operation.

■ "Another user is archiving or uploading. Please try again later." is displayed.

The document is being archived or uploaded by another user.
Wait for a while and try it again.

■ "The Maximum Possible Archive Size exceeded. Archiving is not Possible." is displayed.

A file over 2 GB has been archived.
Divide the file so that the size for one file is less than 2 GB.

■ "The Box cannot be erased. A document contained in Box is being used." is displayed.

The documents in the Box are currently being used by another user.
Wait for a while and try it again.

■ "The document is being used. Please try again later." is displayed.

The documents in the Box are currently being used by another user.
Wait for a while and try it again.

■ "File format doesn't correspond. Please contact Administrator." is displayed.

The format of the archived file is invalid.
Ask your administrator about the file format.
Reattempt it after the archived file is converted.

■ "e-Filing is not ready. Please try again later." is displayed.

e-Filing is being started.
Wait for a while and try it again.

7

QUESTIONS FOR CLIENT SOFTWARE

Questions for Client Software

■ "Devices are not discovered in your network." is displayed while installing the printer driver.

Click [Retry] to search the equipment over the network again.
Confirm that the SNMP settings specified in the [SNMP Settings] dialog box are correct.
Click [Continue] to select a temporary local port and then configure the Raw TCP/LPR port. After the printer driver has been installed, configure the Raw TCP/LPR port.

■ Printer drivers or other client software cannot be installed.

Perform the following items and then reattempt the installation.

- Uninstall any existing printer drivers.
- Quit resident software such as antivirus software.
- Log into Windows using an account that allows installation, such as that for administrators.

■ How to register data in a CSV file to the address book

Use AddressBook Viewer or TopAccess to register them.

■ Printing cannot be carried out from the computer.

Check the following items.

- The MAIN POWER lamp of the equipment is lit.
- The power plug is securely inserted into the outlet.
- The network cable is securely connected to the LAN port of the equipment.
- A sufficient amount of toner and paper is remaining.
- The set number of pages does not exceed the maximum allowed for the specific department or user.

If the problem still occurs, ask your administrator.

■ "Setup needs to copy Windows NT files" is displayed.

The wrong port type has been selected from the Printer Ports dialog. Select the local port by following the procedure below.

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

■ "Client software DVD now required" is displayed

A printer to be added has been selected from the Add Printer list. Add the printer by following the procedure below.

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

■ "File *.DRV on client DVD could not be found" is displayed.

A printer to be added has been selected from the Add Printer list. Add the printer by following the procedure below.

1. Cancel the Add Printer Wizard.
2. Select [Add Printer] from the [File] menu in the Printers folder to start the Add Printer Wizard. Then perform the installation again.
3. When the screen for selecting a printer is displayed, select [Have Disk].
4. Browse to the subdirectory that contains the appropriate *.inf file.

■ "Location does not contain information about your hardware" is displayed.

The path to the *.inf file selected is too far away. Alternatively, an excessive number of characters has been used for the directory path.
Copy the directory containing the *.inf file to the local drive and resume installation.

■ "This port is currently in use" is displayed.

The driver has been either opened and is printing a job or is in use by another printer.

- Check that all print jobs have been completed.
- Quit all applications.
- Change the port of the driver.

■ "Problem with the current printer setup" is displayed.

The driver has not been configured properly since the installation was not completed correctly.
Delete the driver. Then reattempt to download it from the Client Utilities/User Documentation DVD or the equipment.

■ "Could not connect to the MFP device" is displayed.

- Communication between the N/W-Fax driver and the equipment has failed.
  Check that the equipment is operating. If not, turn ON the power of the equipment.
- Connect the N/W-Fax driver with the equipment through TopAccess.
  If the connection fails, reboot the client computer and the equipment.

■ The result of the fax job is not listed in the Send field of the [Log] tab.

From [Job Status] on the touch panel of the equipment, select [Fax] and search for the job with "Invalid" indicated in the Status field. If there is the job, select it and press [Send] to resend it.

■ Fax transmission has failed if a cover sheet is attached.

Set the file name of the printer driver in 30 letters or less.
If a fax job is sent with a cover sheet added from Microsoft Excel from the N/W-Fax driver with the IPP port specified while a printer driver whose file name consists of 54 letters or more is specified for the default printer, no cover sheet is outputted and an XL error occurs.

■ Log-in using client software has failed.

Ask your administrator.
Since the user name and password registered in the client software are used for authentication in the case of automatic log-in, the log-in screen may not be displayed.

■ Printing can be made even with an incorrect user name and password.

Install the client software with the latest version.
If the client software version is earlier than the system one in the equipment, printing may be performed even when an incorrect user name and password are entered.

8

QUESTIONS FOR NETWORK

Questions for Network

■ The equipment cannot be located in the network.

Improper settings may cause problems in locating the equipment in the network. Take the appropriate actions by following the checklist below.
If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Check the protocol settings by printing out the NIC Configuration Page from the Home screen > [User Functions -User-] > [Admin] tab > [List/Report] > [List] > [NIC Configuration Page]. Are the protocol settings correct?	Next Step ↓	→	Specify the proper protocol.
2	Print out the Function List from the Home screen > [User Functions -User-] > [Admin] tab > [List/Report] > [List] > [Function]. Make sure that there are not any discrepancies or inconsistencies between the current network settings and your network environment. Change the network settings, if necessary. Use the Find Computer utility from your Windows computer to locate the printer name of the equipment. Can you find the equipment?	Next Step ↓	→	Specify the proper protocol if required. Once you have located the equipment, configure the port that it is mapped correctly to the device.
3	Can you locate other computers connected to the same network?	Next Step ↓	→	Check the network settings on the client computer to make sure that they are compatible with the network settings on the equipment.
4	Check the link LED activity on the hub and/or network of the equipment and the computer. Do the hardware components appear to be functioning properly?	Next Step ↓	→	Contact your service representative.
5	Confirm whether the Ethernet cable is normal. Does the current Ethernet speed appear on the Ethernet setting screen ([User Functions -User-] > [Admin] tab > [Network] > [Ethernet])?	Next Step ↓	→	If "Link not detected" is displayed on the Ethernet setting screen, a contact failure or disconnection may occur in the cable. In this case, check the cable and replace it with a new one, if required.
6	Make sure that the printer name for the equipment is unique. In addition to this, verify that the WINS and/or DNS server database are not causing potential naming conflicts with the network settings on the equipment. If necessary, change the network settings on the equipment. After the communication comes back online, can you see the equipment in the network?	**End**	→	Specify the NetBIOS name of the equipment correctly. If the network environment is using complex subnet, the IP address used in the equipment should be within the range of valid addresses.

■ The equipment cannot be located with Local Discovery.

When the TWAIN driver, File Downloader, AddressBook Viewer, Backup/Restore Utility, Remote Scan driver, N/W-Fax driver or printer driver cannot automatically discover the equipment over the network, the most likely cause is the limitations of the protocols supported by the computer. Take the appropriate actions by following the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Is SNMP enabled on the equipment?	Next Step ↓	→	Enable the SNMP (MIB).
2	Are the SNMP setting of the equipment and that of the software the same?	Next Step ↓	→	SNMP V1/V2: Check if the community names of the equipment and the software are the same. SNMP V3: Check if each item of the SNMP setting of the equipment and the software is the same.
3	Confirm that the protocol suite installed in the client computer has been updated with the latest software for the given operating system. If your network only supports the IPX/SPX protocol, make sure that the most current version of Novell Client software is installed.	Next Step ↓	→	See the vendor's website for information about product updates and technical supports.
4	Print out the NIC Configuration Page from the Home screen > [User Functions -User-] > [Admin] tab > [List/Report] > [List] > [NIC Configuration Page]. Does the equipment support the same protocol as the network?	Next Step ↓	→	Specify the proper protocol. Change the protocol settings from TopAccess, if necessary. Then reboot the equipment for the changes to take effect. Repeat step 2. Check that the equipment can be located.
5	Check the NIC Configuration Page. Are the IP address and subnet mask settings correct?	Next Step ↓	→	Specify the TCP/IP correctly.
6	Check that the router is not filtering out the equipment packets. Is the router processing equipment packets correctly?	**End**	→	Adjust the router settings.

■ The equipment does not respond to a ping command.

When this has occurred, take the appropriate actions by following the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Confirm that the TCP/IP protocol suite is installed in the client computer.	Next Step ↓	→	Refer to the networking section of your operating system documentation.
2	From the Home screen > [User Functions - User-] > [Admin] tab > [List/Report] > [List] > [NIC Configuration Page], check that the TCP/IP settings are correct. Is the IP address entered and is it valid? Are the Gateway and Subnet settings correct?	Next Step ↓	→	Enter the correct TCP/IP settings. Reboot the equipment. Print out the NIC Configuration Page and check the TCP/IP settings.
3	Execute the ping command to the equipment again. Does the equipment respond to the ping command?	**End**	Next Step ↓	
4	Execute the ping command to the equipment from another computer on the same network. If there is no response, an out-of-range or invalid IP address may be assigned to the equipment.	Next Step ↓	→	Ask your network administrator to assign a valid IP address to the equipment.
5	Is it possible to execute the ping command to the equipment from another computer on the same network?	**End**	→	Check that the Gateway and Subnet settings of the protocol setting in the computer are correct.

■ The touch panel has locked or a network shutdown has occurred after the LDAP search has been performed.

When this has occurred, take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ↓	→	Check that the LDAP server is correctly running.
2	Is the LDAP server setting specified correctly?	**End**	→	Specify the LDAP server setting correctly. The password is displayed by hidden symbols. Reenter the correct password.

■ LDAP authentication takes a long time.

When log-in from the touch panel is not possible due to this, take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ↓	→	Check that the LDAP server is correctly running.
2	Is the LDAP server setting specified correctly?	**End**	→	Specify the LDAP server setting correctly. The password is displayed by hidden symbols. Reenter the correct password.

■ SMB printing in a Windows operating system environment has failed.

Take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties specified correctly?	Next Step ↓	→	Specify the IP address correctly.
2	Is the unique name given to the Microsoft computer?	Next Step ↓	→	Specify the computer name correctly.
3	Is the workgroup name valid and entered correctly?	Next Step ↓	→	Specify the workgroup correctly.
4	Is LLMNR enabled?	Next Step ↓	→	Enable LLMNR.
5	When IPv4 is supported: Is the WINS server address set correctly?	Next Step ↓	→	When IPv4 is supported: Set the WINS server address correctly. Alternatively, enter "0.0.0.0" for the WINS server address to disable the WINS service.
6	When IPv4 is supported: If the client computers are located in different segments, is the WINS service provided correctly?	Next Step ↓	→	When IPv4 is supported: Configure the WINS server and enable the WINS service on the equipment to allow users access from a different segment. Check the equipment by means of the network computer.
7	Is the proper printer driver installed?	Next Step ↓	→	Install the proper printer driver.
8	Is the port name of the printer driver valid?	**End**	→	Specify the correct port name and check that printing can be performed by means of the equipment.

■ Raw TCP or LPR print in a Windows operating system environment has failed.

Take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties specified correctly?	Next Step ↓	→	Specify the IP address correctly.
2	Is Raw TCP print specified correctly?	Next Step ↓	→	Specify the Raw TCP print service correctly on TopAccess.
3	Is LPR/LPD print specified correctly?	Next Step ↓	→	Specify the LPD print service correctly on TopAccess.
4	Is the proper printer driver installed?	Next Step ↓	→	Install the proper printer driver.
5	Is the Raw TCP or the LPR port configured with the correct IP address?	**End**	→	Specify the correct port number on TopAccess and check that printing can be performed by means of the equipment.

■ IPP printing in a Windows operating system environment has failed.

Take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties specified correctly?	Next Step ↓	→	Specify the IP address correctly.
2	Is the HTTP server on the equipment enabled?	Next Step ↓	→	Enable the HTTP server in the HTTP Network Service.
3	Is IPP print specified correctly?	Next Step ↓	→	Specify the IPP print service correctly on TopAccess.
4	Is the proper printer driver installed?	Next Step ↓	→	Install the proper printer driver.
5	Is the IPP port configured with the correct URL?	**End**	→	Specify the correct port number on TopAccess and check that printing can be performed by means of the equipment.

■ Novell printing in a NetWare environment has failed.

Take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is NetWare connection configured in the equipment?	Next Step ↓	→	Specify NetWare network settings correctly.
2	Is a printer driver for the Novell iPrint printing installed properly?	Next Step ↓	→	Install iPrint Client and download the printer driver from the NetWare print server. For details, see the reference below: **Installation - INSTALLING PRINTER DRIVERS FOR WINDOWS - Other Installations - Novell iPrint**
3	Are the settings of the IP address and the port for the printers created by a server correct?	**End**	→	Specify the correct IP address and the port number. Check that printing can be performed by means of the equipment.

■ Printing in a Mac OS environment has failed.

Take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties specified correctly?	Next Step ↓	→	Specify the IP address correctly.
2	Can any other network devices be accessed from a Mac OS computer?	Next Step ↓	→	Refer to the network related documents for your Mac OS computer or contact your Apple support center.
3	Can printing be carried out by any other Mac OS computer to the equipment? If it is possible, compare the settings to determine which need to be changed to support print from the equipment.	**End**	→	Refer to the network related documents for your Mac OS computer or contact your Apple support center.

■ Printing in a UNIX/Linux environment has failed.

Take the appropriate actions by following the checklist below. If the problem still persists, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties specified correctly?	Next Step ↓	→	Specify the IP address correctly.
2	Is LPR/LPD print specified correctly?	Next Step ↓	→	Specify the LPD print service correctly on TopAccess.
3	Has the installation of the UNIX/Linux filters succeeded?	Next Step ↓	→	Reinstall the UNIX/Linux filters.
4	Has the print queue been created and configured properly?	Next Step ↓	→	Recreate the print queue.
5	Can printing be carried out to the equipment using LPD as the root?	Next Step ↓	→	Specify the UNIX/Linux access of the equipment to enable other users to perform printing from Bourne shell. For more detailed information, refer to the UNIX/Linux document.
6	Is it possible to execute the ping command to the equipment from your computer?	Next Step ↓	→	Execute the ping command from another server remotely. If the equipment can be located from the server, check whether or not the segments between the equipment and the current network match.
7	Is LP Daemon functioning?	**End**	→	Reload Daemon or restart the system. Then check that printing can be performed by means of the equipment.

■ Wireless LAN connection cannot be established.

Shut down the equipment by pressing the [POWER] button. Then reboot the equipment by pressing the [POWER] button again. If this problem still persists, check the following items.

Check...	Corrective Action
The user certificate (client certificate and CA certificate) installed in the client computer is invalid.	Issue a user certificate whose valid period has been changed.
The wireless LAN setting is disabled.	Enable the wireless LAN setting.
The access point connection has failed.	Refer to the manual for the wireless LAN access point in use and specify the settings correctly.
The wireless LAN connection cannot be established even if [WEP] or [None] is selected in [Security] of the infrastructure mode and "connected" is indicated for the wireless LAN connection status on the touch panel screen.	The SSID or WEP encryption key entered may be incorrect. Modify the wireless LAN connection settings.
The equipment is connected to the access point with TKIP specified for the encryption mode.	Specify the TKIP and AES for the encryption mode of the equipment.
The equipment is connected to the access point with WPA specified for the authentication mode.	Specify the WPA/WPA2 Enterprise for the authentication mode of the equipment.
The equipment is connected to the access point with WPAPSK specified for the authentication mode.	Specify the WPA/WPA2 Personal for the authentication mode of the equipment.
The infrastructure mode and Wi-Fi Direct are used together.	Configure the same settings with the operation channel for both the wireless access point at the connection destination of the infrastructure mode and the group owner of Wi-Fi Direct.
WPA/WPA2 Enterprise, WPA2 Enterprise, WPA3 Enterprise or WPA3 Enterprise 192-bit Security is used for the authentication.	Check that the RADIUS server supports TLS1.2 (Windows Server 2016 or later, hostapd Integrated EAP Server).
WPA3 is used for the authentication mode.	Check which is set for the access point; WPA3 Enterprise or WPA3 Enterprise 192-bit Security.

9

QUESTIONS FOR ERROR MESSAGES

Questions for Error Messages

◼ "Close *** cover" is displayed.

The cover indicated by *** is open. Check the cover on the touch panel and close it.

◼ "Misfeed in ***" is displayed.

Paper misfeed has occurred inside the equipment. Remove the misfed paper following the guidance displayed on the touch panel.

◼ "Install new *** toner cartridge" is displayed.

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, K: black)
Check the color indication on the touch panel and replace the toner cartridge. (For color models, e-STUDIO5528A and e-STUDIO6528A, about another 50 sheets can be printed after this message appears. The number varies depending on the conditions of printing.)

◼ "*** toner not recognized Check the toner cartridge" is displayed.

This may occur due to the following causes. Check them and take the appropriate actions. (For color models, "****" indicates the applicable color.)

The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly. For details, see the reference below: **Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Replacing a Toner Cartridge** **Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Replacing a Toner Cartridge**
The terminal of the toner cartridge is stained.	Clean the terminal with a soft cloth.
The recommended toner cartridge is not being used.	Use the recommended toner cartridge.

◼ "Check paper size setting on control panel for drawer N. Check the direction or size of the paper." is displayed.

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. Take the appropriate actions by following the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Paper Misfeed - Clearing paper misfeeds caused by a wrong paper size setting
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Paper Misfeed - Clearing paper misfeeds caused by a wrong paper size setting

◼ "Wait (performing self-check)" is displayed.

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." is displayed.

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 the message disappears.

◼ "Time for cleaning. Open the front cover and follow the guidance." is displayed.

The main charger, LED print head or slit glass needs cleaning. Clean the main charger, LED print head and slit glass following the guidance displayed on the touch panel.
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Cleaning the Inside of the Equipment

■ "Check the original and set it again." is displayed.

This may occur due to the following causes. Check them and take the appropriate actions.

- The original is misfed inside of the ADF.
  Remove the misfed original following the guidance on the touch panel.
- 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" is displayed.

The direction of the original placed on the original glass is incorrect. Change the direction of the original by 90 degrees and place it on the original glass.

■ "Change from this mode Count over, cannot store anymore." is displayed

The number of originals to be scanned has exceeded the limit specified with the department or user code during scanning. For details of setting the limit for the number of copies, ask your administrator.

■ "*** Ready(*** toner not recognized) Check the toner cartridge" is displayed.

This may occur due to the following causes. Check them and take the appropriate actions. (For color models, "****" indicates the applicable color.)

The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly. For details, see the reference below: **Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Replacing a Toner Cartridge** **Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Replacing a Toner Cartridge**
The terminal of the toner cartridge is stained.	Clean the terminal with a soft cloth.
The recommended toner cartridge is not being used.	Use the recommended toner cartridge.

■ "Ready (saddle stitch tray full)" is displayed.

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)" is displayed.

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. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Refilling With Staples - Saddle Stitch unit
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Refilling With Staples - Saddle Stitch unit

■ "Ready (Check Stapler)" is displayed.

A staple jam has occurred in the stapler of the finisher. Alternatively, the staple sheet has not been fed sufficiently. Remove the top staple sheet. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Staple Jam - Finisher
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Staple Jam - Finisher

■ "Ready (Check Stapler)" is displayed.

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. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Refilling With Staples - Finisher
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Refilling With Staples - Finisher

■ "Ready (hole punch dust bin is full)" is displayed.

The dust bin of the Hole Punch Unit is full. Remove the paper punchings. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Cleaning the Hole Punch Dust Bin
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Cleaning the Hole Punch Dust Bin

■ "Ready (finisher full)" is displayed.

The receiving tray of the finisher is full of paper. Remove the paper from the receiving tray of the finisher.

■ "Ready (inner tray full)" is displayed.

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" is displayed.

The number of originals to be scanned has exceeded the limit specified with the department code during scanning. For details of setting the limit for the number of copies, ask your administrator.

■ "Add paper" is displayed.

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. For details on how to set paper, see the references below:
Preparation of Paper (e-STUDIO6525AC Series/e-STUDIO6528A Series) - LOADING PAPER - Loading Paper in Drawers
Preparation of Paper (e-STUDIO7527AC Series/e-STUDIO9029A Series) - LOADING PAPER - Loading Paper in Drawers
Preparation of Paper (e-STUDIO6525AC Series/e-STUDIO6528A Series) - LOADING PAPER - Loading Paper on the Bypass Tray
Preparation of Paper (e-STUDIO7527AC Series/e-STUDIO9029A Series) - LOADING PAPER - Loading Paper on the Bypass Tray

■ "Call For Service" is displayed.

Adjusting by a service technician is required. Contact your service representative. Provide the error code (C***) displayed on the right side of the touch panel at that time.

⚠ WARNING
Never attempt to repair, disassemble or modify the equipment by yourself.
You could cause a fire or get an electric shock. In such a case, contact your service representative.

■ "Examine stapler in the saddle stitch unit." is displayed.

A staple jam has occurred in the stapler of the saddle stitch unit. Remove the jammed staples. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Staple Jam - Saddle Stitch unit
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Staple Jam - Saddle Stitch unit

■ "Check staple cartridge in the saddle stitch unit." is displayed.

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. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Refilling With Staples - Saddle Stitch unit
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Refilling With Staples - Saddle Stitch unit

■ "Check staple cartridge" is displayed.

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. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Refilling With Staples - Finisher
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Refilling With Staples - Finisher

■ "Examine stapler." is displayed.

A staple jam has occurred in the stapler of the finisher. Remove the jammed staples. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Staple Jam - Finisher
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Staple Jam - Finisher

■ "Saving Energy - Press ENERGY SAVER Button." is displayed.

The equipment has entered into the energy saving mode since it has not been used for a certain time. Press the [ENERGY SAVER] button to clear the energy saving mode.

■ "Change drawer to correct paper size" is displayed.

This may occur due to the following causes. Check them and take the appropriate actions.
- No paper suitable for the original is set.
  Set the paper suitable 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" is displayed.

Inspection and maintenance by a service technician are required. Contact your service representative.

■ "Power failure" is displayed.

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" is displayed.

The Data Overwrite Enabler is clearing the data. This message is displayed if the Data Overwrite Enabler is installed. The equipment can be operated while the message is being displayed.

■ "Check paper size setting on control panel for Bypass. Check the direction or size of the paper." is displayed.

Paper misfeed has occurred because of the mismatch between the paper size placed in the bypass tray and the size registered for the bypass tray in the equipment. Just removing the misfed paper does not prevent another paper from being misfed. Take the appropriate actions by following the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Paper Misfeed - Clearing paper misfeeds caused by a wrong paper size setting
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Clearing a Paper Misfeed - Clearing paper misfeeds caused by a wrong paper size setting

■ "Misfeed in bypass." is displayed.

The paper placed on the bypass tray misfed. Remove the misfed paper. Then place the paper again.

■ "Check the direction or size of the paper on the bypass tray and press START" is displayed.

This may occur due to the following causes. Check them and take the appropriate actions.

- 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 match the paper length.
  Align the side guides of the bypass tray to the paper length.

■ "Reboot the machine." is displayed.

A system-related error has occurred. Press the [POWER] button and then [Restart] on the touch panel.

■ "Toner near empty. (***)" is displayed.

Toner is running out. (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, K: black)
Some toner is still left in the toner cartridge while this message is being 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. (Depending on the copying conditions, this message may not appear even when the toner cartridge is near empty.)

> Note

- Replace the toner cartridge after the toner has completely run out. "Install new *** toner cartridge" is displayed at that time.
- Printing in the black mode is available even if the other colors have run out. Neither printing in the color nor black mode can be done when the black toner has run out.
- Depending on the destination, this message may not be displayed on the screen.

■ "Replace the waste toner box" is displayed.

The waste toner box is full. Replace the waste toner box following the guidance displayed on the touch panel.

■ "Please empty hole punch waste" is displayed.

The dust bin of the Hole Punch Unit is full. Remove the paper punchings. For details, see the reference below:
Troubleshooting (e-STUDIO6525AC Series/e-STUDIO6528A Series) - TROUBLESHOOTING FOR THE HARDWARE - Cleaning the Hole Punch Dust Bin
Troubleshooting (e-STUDIO7527AC Series/e-STUDIO9029A Series) - TROUBLESHOOTING FOR THE HARDWARE - Cleaning the Hole Punch Dust Bin

■ "This original is copy protected" is displayed.

An attempt is made to copy a prohibited original. This original cannot be copied.

◼ "DEPARTMENT Quota exceeded. Contact the administrator." is displayed.

The copying, printing or scanning quota to the department has reached "0". For details of setting the quota, ask your administrator.

◼ "Check under the finisher tray and reboot the machine." is displayed.

An obstruction is placed under the tray of the Finisher. Remove the obstruction under the tray of the Finisher and reboot the equipment.

◼ "Not enough Work Space to store originals Will you print out stored originals?" is displayed.

The internal memory available ran out 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].

◼ "User quota exceeded. Contact the administrator." is displayed.

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." is displayed.

The copying, printing or scanning quota to the user has reached "0". For details of setting the quota, ask your administrator.

◼ "The number of originals exceeds the limits. The scanned data will be deleted." is displayed

The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning. (When the magazine sort or page number function is used) Reduce the number of originals to be scanned and reattempt the operation.

◼ "The number of originals exceeds the limits. Will you copy stored originals?" is displayed.

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" is displayed.

Large amounts of jobs have remained. Delete unnecessary jobs in progress or during interrupting. Then reattempt the operation.

◼ "Storage device self test is processing" is displayed.

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 storage device is required. Please contact service." is displayed.

Due to the malfunction in the internal storage device, its replacement is required. Contact your service representative.

◼ "Back up the storage device data" is displayed.

Although the internal storage device is being worked properly, periodical backup of the data in it 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, see the reference below:
User Functions - SETTING ITEMS (Admin) - General - Setting the data backup and restore

■ "LAN cable is not detected" is displayed.

The LAN cable connection is not detected. Check the following items.

- The LAN cable is connected to the equipment.
- There is no damage on the connector of the LAN cable.
- The LAN cable is open circuited.
- The LAN cable is connected to the HUB or there is no damage to the connector.
- The power is turned ON for the HUB to which the LAN cable is connected.
- The settings of the communication speed and the Ethernet method for the equipment and the HUB are aligned.

■ "Service in progress. Please do not turn off" is displayed.

Do not turn the power off while this message is displayed since the status of the equipment is being checked and its result is being notified to the service system. After checking of the status has been completed, the equipment will be rebooted automatically if necessary. The equipment can be used normally after the message has disappeared or the equipment is rebooted. The status will be indicated by the 2-digit number after the message. This is not a malfunction.

■ "TRU box needs to be replaced. (Please make a service call.)" is displayed.

Replacing by a service technician is required. Contact your service representative.

■ "Prepare new waste toner box." is displayed.

The waste toner box is nearly full. Prepare a new waste toner box.

■ "Time for developer(*) maintenance." is displayed.

Little developer material remains. "*" indicates the color of the developer. (The colors are shown abbreviated: Y: yellow, M: magenta, C: cyan, K: black)
Contact your service representative.

■ "Confirm waste toner box is attached and close waste toner box cover." is displayed.

The waste toner box is not securely attached. Alternatively, the waste toner box cover is open. Confirm the waste toner box is securely mounted and close the waste toner box cover.

■ "*** toner cartridge was replaced before empty. Please reinsert cartridge. And use until empty." is displayed.

The toner cartridge was replaced before the toner in it has been used up completely. (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, K: black)
Reinstall the removed toner cartridge. If you do not have it, ask your service technician.

■ "Invalid data." is displayed.

This may occur due to the following causes. Check them and take the appropriate actions.

- The selected file is not the clone file. Select the clone file again and press [Install].
- The clone file is corrupted. Use a recreated clone file. Alternatively, copy the original clone file into a USB storage device and reattempt the operation.
- The recognition of the USB storage device is poor or it is broken. Replace the USB storage device with a new one and reattempt the operation.

■ "Failed to import the file - Invalid file format" is displayed.

This will be displayed when the copied file is broken due to a cut in communication while it is being uploaded in TopAccess. Wait for a while and reattempt the communication. Alternatively, check the connection environment of this equipment and your client computer, reboot the equipment and reattempt the communication.

10

QUESTIONS FOR ERROR CODES

Questions for Error Codes

■ Error codes on print jobs

Job lists are recorded in the [Print Log], [Transmission Journal], [Reception Journal] and [Scan Log] page of TopAccess. The following error codes are sometimes shown on these pages. These codes help you specify the cause of an error you might encounter. It is recommended to take a memo of the displayed error code when you need to contact your service representative.

Tip

The error codes are also shown on the [Log] screen of the touch panel. See the following list when you find an error code on the touch panel. If the error code displayed is not in it, contact your service representative.

Error code	Description	Corrective action
4011	Job canceled	The job has been canceled by a user.
4012	Auto deletion of expired job	Expired job (Period of time to save, Private, Hold, Proof, invalid Jobs, Multi Station Print, Print job in [Skipped] status) has been deleted automatically.
4021	Power failure	Check whether the power cable is connected properly and is inserted securely. Then resend the job.
4031	Internal storage device full error	Delete unnecessary private print jobs and invalid department print jobs. Then reattempt the operation.
4032	Too many jobs registered	The number of registered jobs for Multi Station Print has exceeded the upper limit. Reduce the jobs.
4033	Network setting error	The Multi Station Print job cannot be registered. Fix the settings for Multi Station Print.
4041	User authentication error	The user performing the printing has not been authenticated or registered. Perform user authentication or user registration.
4042	Department code authentication error	Check the information about the department code registered in the equipment.
4043	Project code authentication error	Check the information about the project code registered in the equipment.
4045	There is something wrong with the connection with the LDAP server or its authority setting.	Ask your LDAP server administrator.
4111	The number of prints has become "0"	The quota of prints specified in the department and user management has become "0" at the same time. Set the quota again or perform initialization.
4112	The number of prints has become "0"	The quota of prints specified in the user management has become "0". Set the quota again or perform initialization.
4113	The number of prints has become "0"	The quota of prints specified in the department management has become "0". Perform initialization.
4121	Job cancellation due to the external counter error	1. Put in a coin or insert a card and then perform printing again. Alternatively, contact your administrator. 2. Connect the key counter and the perform printing again. 3. Clear the Schedule Print setting and perform printing again.
4211	Printing data storing limitation error	Printing with the data being stored temporarily in an internal storage device, such as Proof Print, Private Print and Scheduled Print, cannot be performed. Use normal printing.

Error code	Description	Corrective action
4212	e-Filing storing limitation error	When any of the settings below is configured in the [Printing Preferences] dialog box in the printer driver, printing with the data being stored in an internal storage device such as Print and e-Filing or printing and then storing the data in an internal storage device such as Print to e-Filing cannot be performed. Use normal printing such as Hold Print or Multi Station Print. • [Store to e-Filing] is selected in the [Print Job] box. Then the [Print] check box is selected in the [Storing to e-Filing] dialog box displayed by clicking [...] next to the [Print Job] box. • [Multiple Job Type] is selected in the [Print Job] box. Then the [Storing to e-Filing] check box is selected in the [Multiple Job Type] dialog box displayed by clicking [...] next to the [Print Job] box.
4213	File storing limitation error	The file storing function is set to "disabled". Check the setting of the equipment.
4214	Fax/iFax transmission failure	The Fax/iFax transmission or N/W-Fax/iFax function is set to "disabled". Check the setting of the equipment.
4221	Private-print-only error	The setting has been set so that printing other than Private printing is not available. Perform Private printing. Email direct printing cannot be performed since Private printing is not selectable for it.
4222	Hold-print-only error	Email direct printing cannot be performed since Hold printing is not selectable for it.
4223	Private-print-only/Hold-print-only error	Email direct printing cannot be performed since Private printing and Hold printing are not selectable for it.
4243	No license error	Install the license for Multi Station Print.
4244	Function disabled error	Enable the Multi Station Print function with TopAccess.
4245	OCR function is not enabled	Install the OCR license.
4311	No authority to execute a job	For details, ask your administrator.
4312	Not authorized to store a file	For details, ask your administrator.
4313	Not authorized to store in e-Filing	For details, ask your administrator.
4314	Not authorized to send a Fax/iFax	For details, ask your administrator.
4321	Not authorized to perform printing in the specified setting	For details, ask your administrator.
4411	Image data generation failure	Reattempt printing or use another printer driver (PS3, Universal). In case of Direct printing, check that the file to be printed is not broken (e.g.: The file can be opened on a client computer) or check that the file format is supported.
4412	Double-sign encoding error	This has occurred because the PDF file is encrypted in unsupported script. Printing the file in this function is impossible.

Error code	Description	Corrective action
4511	Connection timeout	Printing has failed since the transmission of the print data stopped during the communication with a client computer or the connection from a client computer has not been cut. Check that the Ethernet cable is connected properly. In addition, check that the Ethernet settings in the equipment are the same as those for the hub connected to the equipment. Then reattempt the communication.
4521	Reach the max number of connections	Printing has failed since the numbers of the connection have reached the maximum. Wait for a while and reattempt the communication. If the error still persists, contact your service representative.
4522	Registered print job number reached to limit at data reception	The job reception is limited since the printing jobs under processing have become full. 1. Wait until the printing of jobs under processing and waiting is finished and then reattempt the operation. 2. Delete unnecessary private print jobs and invalid department print jobs. Then reattempt the operation.
4523	Internal storage device full at data reception	The job reception is limited since there is not enough space in the internal storage device. Delete unnecessary private printing jobs and those with no department codes in the internal storage device and then perform the job.
4611	Font download failure	The font cannot be registered since the available number of fonts has exceeded. Delete at least one font.
4612	Font download failure	The font cannot be registered since there is no space in an internal storage device. Delete at least one font.
4613	Font download failure	The font cannot be registered since an error has occurred. Perform downloading again or regenerate the font data first.
4621	Downloaded font deletion failure	Check whether or not the font to be deleted has been registered.
4721	Connection error of Multi Station Print (Invalid combination of the ROM version)	Contact your service representative.
4731	Multi Station Print Job List corruption error	Jobs were removed since an abnormality has occurred in the Multi Station Print job list. Register the removed jobs again.
4F10	Print failure	Perform the printing again. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation. If the error still persists, contact your service representative.
4F11	Print failure	Contact your service representative.

■ Error codes on transmission and reception

Job lists are recorded in the [Print Log], [Transmission Journal], [Reception Journal] and [Scan Log] page of TopAccess. The following error codes are sometimes shown on these pages. These codes help you specify the cause of an error you might encounter. It is recommended to take a memo of the displayed error code when you need to contact your service representative.

Tip

The error codes are also shown on the [Log] screen of the touch panel. See the following list when you find an error code on the touch panel. If the error code displayed is not in it, contact your service representative.

Error code	Description	Corrective action
0012	Original misfeed	Remove the misfed original.
0013	Door open	Firmly close the open doors.
0020	Power failure	Check the power interruption report.
0030	Transmission is canceled (The transmission was terminated due to a job cancellation requested by a user or a paper jam during Direct Transmission.)	Remove the misfed original.
0033	Polling Error	Contact the sender to check if there is a polling job.
0042	Memory full	Check that there is sufficient space in the memory and reattempt the communication.
0050	Line busy	Reattempt the communication.
0051	Fax line cable disconnected	Check that the fax line cable is connected properly. To clear the messages, press the [FUNCTION CLEAR] button twice.
0040, 0052, 00B0-00B7, 00C0-00C4, 00C6, 00C7, 00C8, 00D0-00DA	Signal Error or Line Condition Error	Reattempt the communication.
00C5	Oversized original reception error	The size of a received job exceeds the length limit. Ask the sender to transmit a shorter one.
00E8	Internal storage device error	Reattempt the communication. If the error still persists, contact your service representative.
00F0-00F4	Hardware/Software failure	Reattempt the communication. If the error still persists, contact your service representative.
1C10	System access abnormality	Turn the power OFF and then back ON and reattempt the job in error. Check that the SSL/TLS and authentication settings are specified properly in the SMTP client setting. If the error still persists, contact your service representative.
1C11	Insufficient memory	Complete any running jobs first before the job in error is reattempted. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
1C12	Message reception error	Turn the power OFF and then back ON and reattempt the job in error.
1C13	Message transmission error	Turn the power OFF and then back ON and reattempt the job in error.

Error code	Description	Corrective action
1C14	Invalid parameter	If a template is being used, create it again. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
1C15	Exceeding file capacity	Ask your administrator to change the "Fragment Page Size" setting or reduce the number of pages. Then reattempt the operation.
1C30-1C33	Storage device access error	Complete any running jobs first before the job in error is reattempted. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
1C40	Image conversion abnormality	Turn the power OFF and then back ON and reattempt the job in error. If the error still persists, contact your service representative.
1C60	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the job in error and reattempt the operation. In addition, check whether the server or local storage device has sufficient space in its storage capacity.
1C61	Address Book reading failure	Turn the power OFF and then back ON and reattempt the job in error. Reset the data in the Address Book and reattempt the operation. If the error still persists, contact your service representative.
1C63	Terminal IP address unset	Specify the IP address of the terminal.
1C64	Terminal mail address unset	Specify the e-mail address of the terminal.
1C65	SMTP address unset	Specify the SMTP server address.
1C66	Server time-out error	Check whether the SMTP server is operating properly.
1C69	SMTP server connection error	Set the login name and password of the SMTP and confirm that the SMTP server is operating properly. In addition, confirm that From Address of [E-mail] is set correctly.
1C6B	Terminal mail address error	Ask your administrator to check that the SMTP Authentication method is correct or invalid characters are not used in the Terminal mail address.
1C6C	Destination mail address error	Check that invalid characters are not used in the Destination Email address. Specify the appropriate e-mail address and reattempt the operation.
1C6D	System error	Turn the power OFF and then back ON and reattempt the job in error. If the error still persists, contact your service representative.
1C70	SMTP client off	Enable the SMTP Client setting.
1C71	SMTP authentication error	Confirm that the Authentication method, login name and password are correct. In addition, if SSL/TLS is enabled, make sure that the SSL/TLS setting and port number are correctly set.
1C72	POP Before SMTP error	Confirm that the POP Before SMTP settings are correct. Moreover, confirm that the POP3 settings are proper.
1CC0	Job canceled	The job has been canceled by a user.
1CC1	Power failure	Check whether the power cable is connected properly and is inserted securely. Check whether the power voltage is stable.
3A10	MIME format error	Ask the sender to resend the e-mail in the MIME1.0 format.

Error code	Description	Corrective action
3A20	Email process error	Ask the sender to resend the e-mail.
3A30	Partial Email timeout error	Ask the sender to resend the e-mail or change the Partial Wait time setting.
3A40	Invalid partial Email received	Ask the sender to resend the partial e-mail in the RFC2046 format.
3A50	Internal storage device full error	Ask the sender to resend the e-mail by separating it into several e-mails. If this error occurs due to running out of paper and too many waiting jobs being stored in the internal storage device, add paper to activate the other jobs.
3A70	Interrupt partial Email reception	Ask your administrator to enable the Enable Partial Email setting. Then ask the sender to resend the e-mail.
3A80	Partial Email disabled	Ask your administrator to enable the Enable Partial Email setting. Then ask the sender to resend the e-mail.
3B10	Email format error	Ask the sender to resend the e-mail.
3B20	Content-Type error	Ask the sender to resend the e-mail with any of the following conditions. • By attaching only a TIFF-FX format file • By attaching a PDF, JPEG or XPS format file (multiple files attachment allowed) • By attaching a file whose format is supported by the equipment
3B40	Email decode error	Ask the sender to resend the e-mail.
3C10, 3C13	TIFF analysis error	Ask the sender to resend the e-mail with attached files that are TIFF format.
3C20	TIFF compression error	Ask the sender to resend the e-mail with attached TIFF files in the MH, MR, MMR or JBIG compression.
3C30	TIFF resolution error	Ask the sender to resend the e-mail with attached TIFF files whose resolution is either 200 x 100, 200 x 200, 200 x 400, 300 x 300 or 400 x 400 dpi.
3C40	TIFF paper size error	Ask the sender to resend the e-mail with attached TIFF files that can be printed on paper available for this equipment.
3C50	Offramp transmission error	Ask the sender to specify the correct fax numbers and resend the e-mail.
3C60	Offramp security error	Check that the specified fax numbers are registered in the address book of the equipment. If not, register the fax numbers in the address book and ask the sender to resend the e-mail with the correct fax numbers.
3C70	Power failure	Check that the job is recovered or not. If not, ask the sender to resend the e-mail.
3C90	Offramp Fax transmission disable error	Enable the Fax Send function.
3D10	Destination address error	Check that the DNS and mail server settings are specified correctly. If they are, ask the sender to confirm that the destination address is correct.
3D20	Exceeding maximum offramp destinations	Ask the sender to specify up to 40 destinations for one offramp gateway job.

Error code	Description	Corrective action
3D30	Fax unit is not installed	Make sure that the Fax unit is installed, or connected correctly.
3E10	POP3 server communication error	Check whether the POP3 server address is correctly set and the POP3 server works properly. In addition, if SSL/TLS is enabled, make sure that the SSL/TLS setting and port number are correctly set.
3E20	POP3 server communication timeout	Check whether the POP3 server works properly and the LAN cable is connected to the server correctly.
3E30	POP3 login error	Check that the POP3 user name and password are set correctly. When [Application] is selected for [Authentication], register the account from the setting management screen of the connected application.
3E40	POP3 login type error	Check that the POP3 login type (Auto, POP3, APOP) is set correctly.

■ Error codes on scan jobs

Job lists are recorded in the [Print Log], [Transmission Journal], [Reception Journal] and [Scan Log] page of TopAccess. The following error codes are sometimes shown on these pages. These codes help you specify the cause of an error you might encounter. It is recommended to take a memo of the displayed error code when you need to contact your service representative.

Tip

The error codes are also shown on the [Log] screen of the touch panel. See the following list when you find an error code on the touch panel. If the error code displayed is not in it, contact your service representative.

Email

Error code	Description	Corrective action
2C10, 2C12, 2C13, 2C20-2C22	Wrong job status	A system error has occurred during the sending of an e-mail. Reattempt it. Check that the SSL/TLS and authentication settings are specified properly in the SMTP client setting. If the error still persists, contact your service representative.
2C11, 2C62	Not enough memory	Complete any running jobs first before the job in error is reattempted. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2C14	Invalid parameter specified	If a template is being used, create it again. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2C15	Mail size exceeded limit or maximum size	Send the jobs by dividing them into several ones.
2C30-2C33	Storage device access error	Complete any running jobs first before the job in error is reattempted. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2C40	Failed to convert image file format	If this error has occurred while converting the file to a highly compressed PDF format, reattempt the operation. If the error still persists, use the normal PDF format. When this error has occurred while converting the file to other than a highly compressed PDF format, turn the power OFF and then back ON. Then reattempt the operation. If the error still persists, contact your service representative.
2C43	Encryption error. Failure to create a file	Perform the job again. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2C44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and reattempt the job in error. To create an unencrypted file, ask your administrator.
2C45	Failure in making meta data	Check that the template setting is correct and reattempt the job in error. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2C50	Executed Email sending without logging in being done by a user or department in the setting which requires authentication	Have a user or a department log in and reattempt the operation.
2C60	Internal storage device full failure during processing	Reduce the number of pages of the job in error and reattempt the operation. In addition, check whether the server or local storage device has sufficient space in its storage capacity.

Error code	Description	Corrective action
2C61	Failure to read Address Book	Turn the power OFF and then back ON and reattempt the job in error. Reset the data in the Address Book and reattempt the operation. If the error still persists, contact your service representative.
2C63	Terminal IP address unset	Specify the IP address of the terminal.
2C64	Terminal mail address unset	Specify the e-mail address of the terminal.
2C65, 2C66, 2C69	Failure to connect to SMTP server	Check whether the SMTP server is operating properly or the correct SMTP server is selected. In addition, confirm that From Address of [E-mail] is set correctly.
2C6A	Failure to send Email message	Turn the power OFF and then back ON and reattempt the operation. If the error still persists, contact your service representative.
2C6B	Invalid address specified in From: field	Ask your administrator to check that the SMTP Authentication method is correct or invalid characters are not used in the Terminal mail address.
2C6C	Invalid address specified in To: field	Check that invalid characters are not used in the Destination Email address. Delete any invalid characters and reset the appropriate Destination mail address. Then reattempt the operation.
2C70	SMTP service is not available	Ask your administrator whether the SMTP service is enabled.
2C71	SMTP authentication error	Confirm that the Authentication method, login name and password are correct. In addition, if SSL/TLS is enabled, make sure that the SSL/TLS setting and port number are correctly set.
2C72	POP Before SMTP error	Confirm that the POP Before SMTP settings are correct. Moreover, confirm that the POP3 settings are proper.
2CC0	Job canceled	The job has been canceled by a user.
2CC1	Power failure	Check whether the power cable is connected properly and is inserted securely. Then resend the job.

Save as File

Error code	Description	Corrective action
2D10, 2D12, 2D13	Wrong job status	Turn the power OFF and then back ON and reattempt the operation. If the error still persists, contact your service representative.
2D11	Not enough memory	Wait for a while and reattempt the operation. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2D14	Invalid parameter specified	If a template is being used, create it again. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2D15	Exceeding maximum file capacity	Divide the file into several ones or reattempt the job in a single-page format.

Error code	Description	Corrective action
2D30	Failure to create directory	Check that the access privilege to the storage directory is writable and also that the disk in the directory has enough space. Then reattempt the job in error. If more than one job is performed simultaneously, the error may occur because the storage device temporarily runs out of space. I Wait for a while and reattempt the operation. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2D31, 2D33	Failure to create file	Check that the access privilege to the storage directory is writable and also that the disk in the directory has enough space. Then reattempt the job in error. If more than one job is performed simultaneously, the error may occur because the storage device temporarily runs out of space. I Wait for a while and reattempt the operation. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2D32	Failure to delete file	Check that the access privilege to the storage directory is writable. Then reattempt the job in error. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2D40	Failed to convert image file format	If this error has occurred while converting the file to a highly compressed PDF format, reattempt the operation. If the error still persists, use the normal PDF format. When this error has occurred while converting the file to other than a highly compressed PDF format, turn the power OFF and then back ON. Then reattempt the operation. If the error still persists, contact your service representative.
2D43	Encryption error. Failure to create a file	Perform the job again. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2D44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and reattempt the job in error. To create an unencrypted file, ask your administrator.
2D50	Executed [Scan to File] without logging in being done by a user or department in the setting which requires authentication	Have a user or a department log in and reattempt [Scan to File].
2D62	Failure to connect to the network	Make sure that the network path is correct, and retry the scan. If the error still occurs, ask your administrator to confirm whether the IP address or path of the server is correct. Also make sure that the server is operating properly.
2D63	Invalid network path specified	Make sure you specify correct network folder and retry the scan. In case of Meta scan, confirm the destination path.
2D64	Failure to log into the file server	Make sure you specify correct user name and password to logon the file server and retry the scan.
2D66	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the job in error and reattempt the operation. In addition, check whether the server or local storage device has sufficient space in its storage capacity.
2D67	FTP service is not available	Ask your administrator whether the FTP service is configured correctly.

Error code	Description	Corrective action
2D68	File Sharing service is not available	Ask your administrator whether the SMB is enabled.
2D69	NetWare service is not available	Ask your administrator whether the NetWare is enabled.
2DA6	Failure to delete file	Delete the files in the shared folder from Explorer. Turn the power OFF and then back ON and reattempt the job in error. If the error still persists, contact your service representative.
2DA7	Failure to acquire resource	Turn the power OFF and then back ON and reattempt the job in error. If the error still persists, contact your service representative.
2DC0	Job canceled	The job has been canceled by a user.
2DC1	Power failure	Check whether the power cable is connected properly and is inserted securely. Then resend the job.

Store to USB

Error code	Description	Corrective action
2E10, 2E12, 2E13	Wrong job status	Turn the power OFF and then back ON and reattempt the job in error. If the error still persists, contact your service representative.
2E11	Not enough memory	Wait for a while and reattempt the operation. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2E14	Invalid parameter specified	If a template is being used, create it again. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2E15	Document size exceeded limit or maximum size	Divide the file into several ones or reattempt the job in a single-page format.
2E30	Failure to create directory	Check that the access privilege to the storage directory is writable and also that the disk in the directory has enough space. Then reattempt the job in error. If more than one job is performed simultaneously, the error may occur because the storage device temporarily runs out of space. I Wait for a while and reattempt the operation. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2E31, 2E33	Failure to create file	Check that the access privilege to the storage directory is writable and also that the disk in the directory has enough space. Then reattempt the job in error. If more than one job is performed simultaneously, the error may occur because the storage device temporarily runs out of space. I Wait for a while and reattempt the operation. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2E32	Failure to delete file	Turn the power OFF and then back ON and reattempt the job in error. If the error still persists, contact your service representative.

Error code	Description	Corrective action
2E40	Failed to convert image file format	If this error has occurred while converting the file to a highly compressed PDF format, reattempt the operation. If the error still persists, use the normal PDF format. When this error has occurred while converting the file to other than a highly compressed PDF format, turn the power OFF and then back ON. Then reattempt the operation. If the error still persists, contact your service representative.
2E43	Encryption error. Failure to create a file	Perform the job again. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2E44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and reattempt the job in error. To create an unencrypted file, ask your administrator.
2E45	Failure in making meta data	Check that the template setting is correct and reattempt the job in error. If the error still persists, turn the power OFF and then back ON. Then reattempt the job in operation.
2E50	Executed [Store to USB] without logging in being done by a user or department in the setting which requires authentication	Have a user or a department log in and reattempt [Store to USB].
2E65	There are too many documents in the folder. Failure in creating a new document	Delete the data in the local storage folder in the equipment and reattempt the operation.
2E66	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the job in error and reattempt the operation. In addition, check whether the server or local storage device has sufficient space in its storage capacity.
2EC0	Job canceled	The job has been canceled by a user.
2EC1	Power failure	Check whether the power cable is connected properly and is inserted securely. Then resend the job.

Remote Scan, WS Scan, File Downloader

Error code	Description	Corrective action
2A20	Failure to acquire resource	Reattempt the job in error. If the error still persists, turn the power OFF and then back ON. Then reattempt the operation.
2A31	WS Scan function is not available	The WS Scan function is disabled. Change it to "Enabled".
2A40	System fatal error	Turn the power OFF and then back ON and reattempt the operation.
2A50	Job canceled	The job has been canceled by a user.
2A51	Power failure	Check whether the power cable is connected properly and is inserted securely. Then resend the job.
2A60	Authentication for WS Scan failed	When Fax & Scan of Windows is used with the WIA driver, check if the user name for the login is registered. When the control panel or EWB of the equipment is used, check if the user name for the login is registered.
2A70	Insufficient permission to execute Remote Scan	Check whether the user is authorized to perform this job.

Error code	Description	Corrective action
2A71	Insufficient permission to execute WS Scan	Check whether the user is authorized to perform this job.
2A72	Insufficient permission to access e-Filing box using scan utility	Check whether the user is authorized to perform this job.
2A73	The user who attempted to export or import the address book has no permission	Check whether the user is authorized to perform this job.

Store to e-Filing

Error code	Description	Corrective action
2B11	Job status failed	Turn the power OFF and then back ON and reattempt the job in error. If the error still persists, contact your service representative.
2B20	Failure to access file	Turn the power OFF and then back ON and reattempt the job in error. If the error still persists, contact your service representative.
2B30	Insufficient disk space in a user box	Delete unnecessary documents in e-Filing and reattempt the operation.
2B31	Failure to access a user box	Check that the specified box or folder is available. (If it is not available, this error will not occur.) A folder with the same name as an already existing document in the box cannot be created. Change the folder name and reattempt the operation. Delete the specified box or folder and configure it again. Reattempt the job in error. If the specified box or folder cannot be deleted, contact your service representative.
2B50	Failure to process image into a user box	Turn the power OFF and then back ON and reattempt the operation. If the error still persists, contact your service representative.
2B51	Failure to process print image from a user box	Check that the Function List can be outputted from the Home screen > [User Functions -User-] > [Admin] tab > [List/Report] > [List] > [Function]. Reattempt the printing. If the error still persists, contact your service representative.
2B71	The storage period of e-Filing documents will expire	Check whether any necessary documents are stored in e-Filing The documents will be deleted in a few days.
2B80	The internal storage device for storing e-Filing data is running out of space.	Delete unnecessary documents in e-Filing.
2B90	Insufficient memory	Turn the power OFF and then back ON and reattempt the operation. If the error still persists, contact your service representative.
2BA0	Invalid box password specified	Check that the password is correct and reattempt the operation. Alternatively, reset the password and then reattempt the operation. When this error has occurred in the printing of the data in e-Filing, do this with the administrator's password. If the error still persists or the password is invalid for the operation other than printing, contact your service representative.
2BA1	Incorrect paper size, color mode or resolution	The specified size, color mode or resolution is not supported by e-Filing. Check the settings.
2BB0	Job canceled	The job has been canceled by a user.
2BB1	Power failure	Check whether the power cable is connected properly and is inserted securely. Then resend the job.
2BC0	System fatal error	Turn the power OFF and then back ON and reattempt the operation. If the error still persists, contact your service representative.
2BD0	Power failure occurred during e-Filing restore	Check whether the power cable is connected properly and is inserted securely. Then resend the job.
2BE0	Failure to obtain the machine parameters	Turn the power OFF and then back ON and reattempt the operation.

Error code	Description	Corrective action
2BF0	Reached the maximum number of pages	Reduce the number of pages of the job in error and reattempt the operation.
2BF1	Reached the maximum number of documents	Delete unnecessary documents in e-Filing.
2BF2	Reached the maximum number of folders	Delete unnecessary folders in e-Filing.

Network Settings

Error code	Description	Corrective action
2500	Syntax error, command unrecognized	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON and reattempt the operation.
2501	Syntax error in parameters or arguments	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON and reattempt the operation.
2503	Bad sequence of commands	Check whether the mail server is operating properly. Turn the power OFF and then back ON and reattempt the operation. If the error still persists, contact your service representative.
2504	Command parameter not implemented	Check whether the mail server is operating properly. Turn the power OFF and then back ON and reattempt the operation. If the error still persists, contact your service representative.
2550	Mailbox unavailable	Check that the destination e-mail addresses are correct. Check the access privilege for the mailbox in the mail server.
2551	User not local	Check that the user destination e-mail addresses are correct. Check whether the mail server is operating properly.
2552	Insufficient system storage	Check the size limitation of the mailbox in the mail server. Select the text mode or a lower resolution in the original mode and then reattempt the operation. If the error still persists, divide the original to reattempt the operation.
2553	Mailbox name not allowed	Check whether invalid characters are used in the mailbox in the mail server.

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<u>**Frequently Asked Questions**</u>

e-STUDIO2020AC/2520AC
e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC
e-STUDIO2528A/3028A/3528A/4528A/5528A/6528A
e-STUDIO6526AC/6527AC/7527AC
e-STUDIO6529A/7529A/9029A

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