



## User Guide

Getting Started 1

Loading Paper 2

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For safe and correct use, be sure to read the Safety Information in "Read This First" before using the machine.



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# Manuals for This Machine

Read this manual carefully before using this machine.

Refer to the manuals that are relevant to what you want to do with the machine.

## ★ Important

- The method for viewing the manual depends on the manual.
- Adobe® Acrobat® Reader®/Adobe Reader must be installed in order to view the manuals as PDF files.
- A Web browser must be installed in order to view the HTML manuals.

## User Guide

Summaries are provided below for the operating instructions regarding the basic usage of this machine, frequently used functions, and troubleshooting when an error message appears.

## Read This First

Before using the machine, be sure to read the "Safety Information" section of this manual. It describes the regulations and environmental conformance.

## Quick Installation Guide

Describes procedures from unpacking the machine to connecting it to a computer.

## Operating Instructions

Provides detailed information about the operation of the machine in HTML format. The following are the main topics of the manual:

- Getting Started
- Setting Up the Printer
- Loading Paper
- Printing
- Configuring and Managing the Printer
- Troubleshooting
- Maintenance and Specifications

## VM Card Extended Feature Settings

Explains how to set up the extended features settings using the control panel or Web Image Monitor.

## Security Guide

This manual is for administrators of the machine. It explains security functions that you can use to prevent unauthorized use of the machine, data tampering, or information leakage. For enhanced security, we recommend that you first:

- Install the Device Certificate.

- 
- Enable SSL (Secure Sockets Layer) Encryption.
  - Change the user name and password of the administrator using Web Image Monitor.

For details, see "Before Using This Printer", Security Guide.

Be sure to read this manual when configuring the enhanced security functions or user and administrator authentication.

### **Driver Installation Guide**

Explains how to install and configure the drivers.

### **Other Manuals**

- Appendix
- DHCP Option 204

# 1. Getting Started

This section describes the symbols used in the manuals supplied with the printer, available options, and names and functions of components.

## Before You Start

### How to Read the Manuals

#### Symbols used in the manuals

This manual uses the following symbols:

##### **Important**

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

##### **Note**

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

##### **Reference**

This symbol is located at the end of sections. It indicates where you can find further relevant information.

[ ]

Indicates the names of keys on the machine's display or control panels.



Indicates the key sequence order you should perform using the control panel.

Example:

Select [Host Interface] ▶ Press [OK]

(Select [Host Interface], and then press the [OK] key.)

 **Region A** (mainly Europe and Asia)

 **Region B** (mainly North America)

Differences in the functions of Region A and Region B models are indicated by the two symbols. Read the information indicated by the symbol that corresponds to the region of the model you are using. For details about which symbol corresponds to the model you are using, see page 6 "Model-Specific Information".

## Disclaimer

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Contents of this manual are subject to change without prior notice.

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of the data registered in this machine. Documents or data might be erased due to your operational errors or malfunctions of the machine.

In no event will the manufacturer be responsible for any documents created by you using this machine or any results from the data executed by you.

## Notes

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The manufacturer shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the manufacturer with your office products.

For good output quality, the manufacturer recommends that you use genuine toner from the manufacturer.

Some illustrations in this manual might be slightly different from the machine.

## About IP addresses

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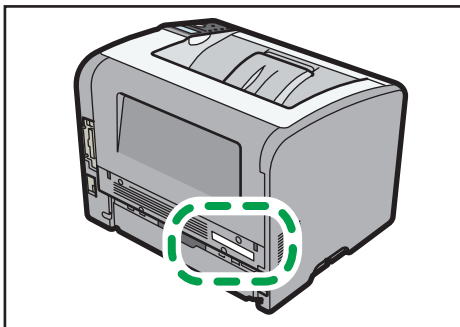
In this manual, "IP address" covers both IPv4 and IPv6 environments. Read the instructions that are relevant to the environment you are using.

## Model-Specific Information

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This section explains how to identify the region to which your printer belongs.

There is a label on the rear of the printer, located in the position shown below. The label contains details that identify the region to which your printer belongs. Read the label.



DBG112



The following information is region-specific. Read the information under the symbol that corresponds to the region of your printer.

 **Region A** (mainly Europe and Asia)

If the label contains the following, your printer is a Region A model:

- CODE XXXX -27
- 220–240 V

 **Region B** (mainly North America)

If the label contains the following, your printer is a Region B model:

- CODE XXXX -17
- 120–127 V

 **Note**

- Dimensions in this manual are given in two measurement units: metric and imperial. If your printer is a Region A model, refer to the metric units. If your printer is a Region B model, refer to the imperial units.

## List of Options

This section provides a list of options for this printer and the names commonly used in this manual.

| Option name                       | Description                  |
|-----------------------------------|------------------------------|
| Paper Feed Unit TK2010            | 500-sheet paper feed unit    |
| Memory Unit Type N 1.0GB          | SDRAM module                 |
| Hard Disk Drive Option Type P4    | Hard disk                    |
| IEEE802.11 Interface Unit Type O  | Wireless LAN interface board |
| IEEE 1284 Interface Board Type A  | IEEE 1284 interface board    |
| USB Device Server Option Type M12 | USB device server board      |
| XPS Direct Print Option Type P4   | XPS card                     |
| VM CARD Type W                    | VM card                      |

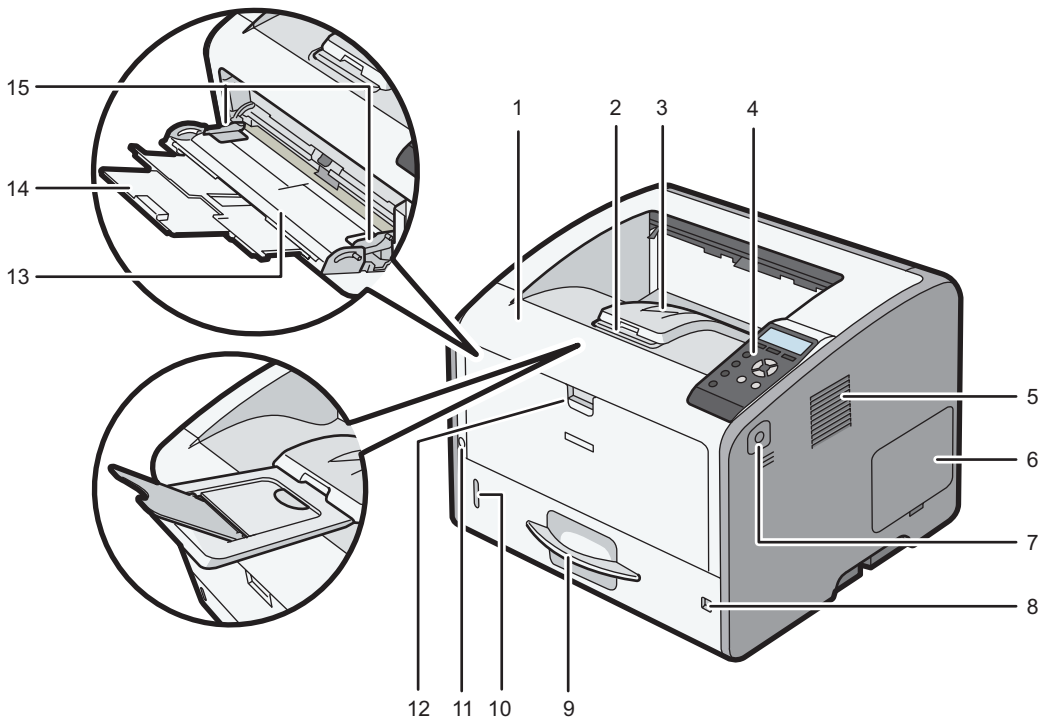
# Guide to Names and Functions of Components

## Guide to Components

### CAUTION

- Do not obstruct the machine's vents. Doing so risks fire caused by overheated internal components.

### Exterior: Front view



DBQ006

#### 1. Front cover

Open to access the inside of the printer and remove jammed paper.

Open here to replace the print cartridge and the drum unit.

#### 2. Tray Extension

Pull this fence to prevent paper from falling off.

### 3. Standard tray

Output is stacked here with the print side down.

### 4. Control panel

For details, see page 13 "Guide to the Names and Functions of the Control Panel".

### 5. Ventilation holes

Prevent overheating.

### 6. Memory cover

Remove this cover to install the optional SDRAM module and hard disk.

### 7. Front cover open button

Push this button to open the front cover.

### 8. Paper size dial

Use this dial to specify the paper size. To use a paper size that is not indicated on the paper size dial, set the dial to "✖". If this is the case, set the paper size using the control panel.

### 9. Tray 1

Up to 500 sheets of plain paper can be loaded.

For details about the sizes and types of paper that can be used, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".

### 10. Remaining paper indicator

Indicates the approximate amount of paper remaining in the tray.

### 11. Main power switch

Use this switch to turn the power on and off.

For details about how to shut down the printer, see page 17 "Turning Off the Power".

### 12. Bypass tray open lever

Push this lever to open the bypass tray.

### 13. Bypass tray

Up to 100 sheets of plain paper can be loaded.

For details about the sizes and types of paper that can be used, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".

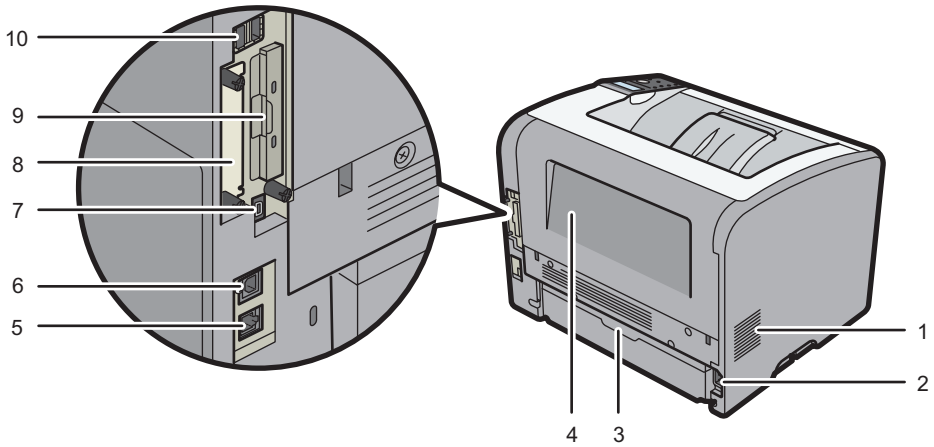
### 14. Extender for the bypass tray

Pull this extender out when loading A4□, 8<sup>1</sup>/<sub>2</sub> × 11□ or larger size paper in the bypass tray.

### 15. Paper guides

When loading paper in the bypass tray, align the paper guides flush against the paper.

## Exterior: Rear view



DBP007

### 1. Ventilation holes

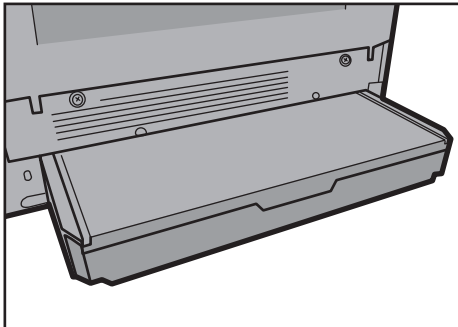
Prevent overheating.

### 2. Power connector

Connect the power cord to the printer. Insert the other end into an electrical outlet.

### 3. Paper tray cover

Prevent dust from getting into the paper tray when it is extended.



DBP009

### 4. Rear cover

Open to access the inside of the printer.

Open here to replace the fusing unit or using the envelope lever.

### 5. Ethernet port

Use a network interface cable to connect the printer to a network.

### 6. USB port B

Use a USB cable to connect the printer to a computer.

### 7. USB port H (Port for use by customer engineer)

Do not use this port.

**8. Optional interface board slot**

Optional interface boards can be inserted.

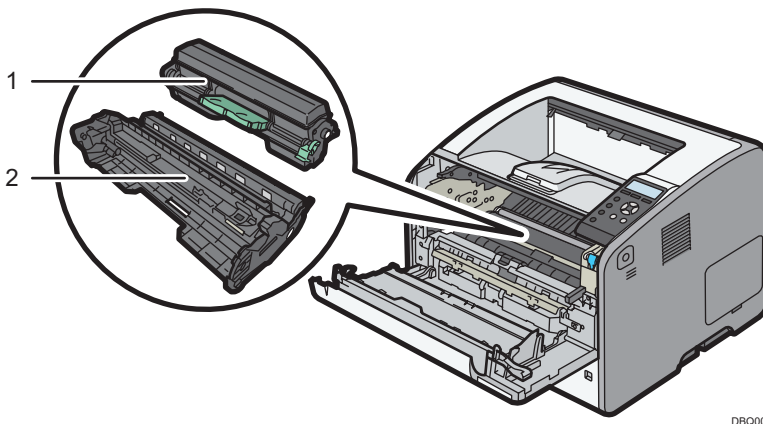
Insert an optional wireless LAN interface board, IEEE 1284 interface board, or USB device server.

**9. Expansion card slots**

Remove the cover to install SD cards.

**10. USB port A**

Connect external devices such as a card authentication device, etc.

**Interior: Front view**

DBQ008

**1. Print cartridge**

Messages appear on the screen when the print cartridge needs to be replaced, or a new cartridge needs to be prepared.

For details about the messages that appear on the screen when consumables need to be replaced, see "Replenishing and Replacing Consumables", Operating Instructions.

**Note**

- When you set the print cartridge apart from the drum unit, pull down the lever on the right side of the print cartridge, and then pull the print cartridge out.

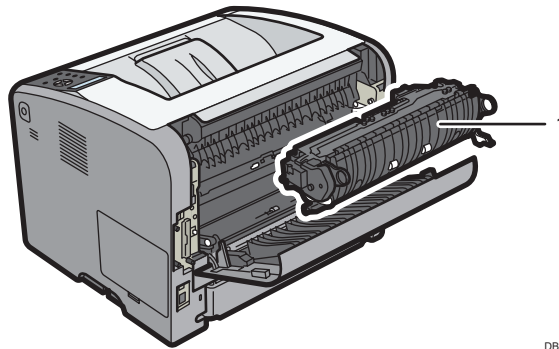
**2. Drum unit**

Messages appear on the screen when the drum unit needs to be replaced, or a new drum unit needs to be prepared.

For details about the messages that appear on the screen when consumables need to be replaced, see "Replenishing and Replacing Consumables", Operating Instructions.

## Interior: Rear view

1



DBQ009

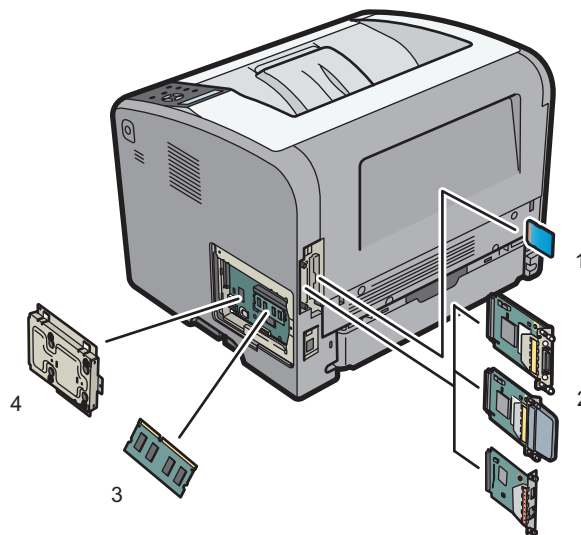
### 1. Fusing unit

Messages appear on the screen when the fusing unit needs to be replaced, or a new fusing unit needs to be prepared.

For details about the messages that appear on the screen when consumables need to be replaced, see "Replenishing and Replacing Consumables", Operating Instructions.

The fusing unit is included in Maintenance Kit.

## Guide to functions of the printer's internal options



DBP093

### 1. SD memory card options

- VM card  
With this card, you can install embedded software applications.
- XPS card

Allows you to print XPS files.

To attach this option, see "Installing SD Card Options", Operating Instructions.

## 2. Optional interface units

- Wireless LAN board

Allows you to communicate over a wireless LAN.

- IEEE 1284 interface board

Allows you to connect to an IEEE 1284 cable.

- USB device server

Allows you to add an Ethernet port to the printer and use two IP addresses at the same time.

To attach this option, see "Installing the Interface Units", Operating Instructions.

## 3. SDRAM module

You can add the SDRAM up to 1.0 GB.

To attach this option, see "Installing the SDRAM module", Operating Instructions.

## 4. Hard disk

Allows you to store documents to be printed.

To attach this option, see "Installing the hard disk", Operating Instructions.

### ↓ Note

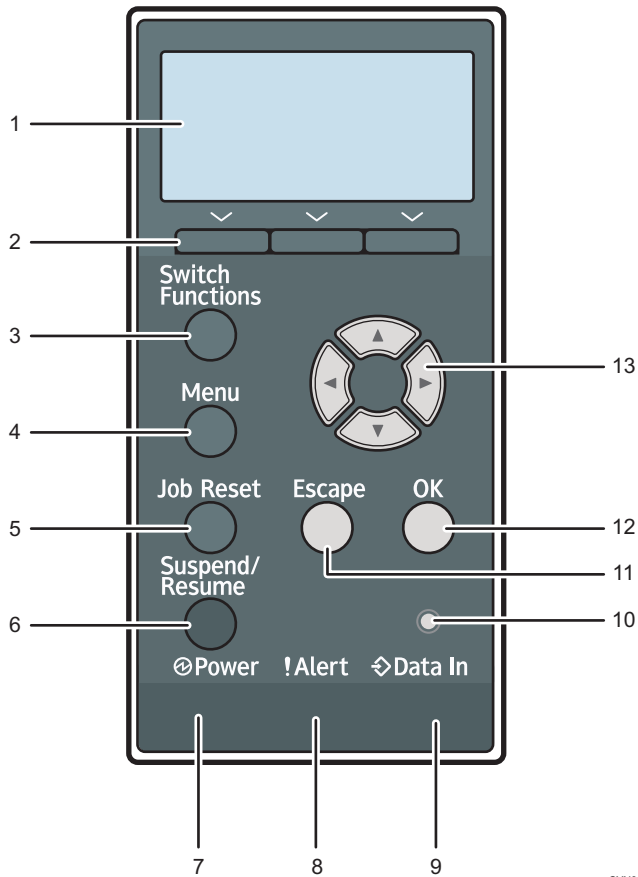
- If you want to use two or more SD cards that can be inserted in the same slot, contact your sales or service representative.

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## Guide to the Names and Functions of the Control Panel

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This illustration shows the control panel of the printer.



CYN041

### 1. Display

Displays current printer status and error messages.

Entering energy saver mode turns off the back light. For details about energy saver mode, see page 18 "Saving Energy".

### 2. Selection keys

Correspond to the function items at the bottom line on the display.

Example: When this manual instructs you to press [Option], press the selection key on the left below the initial screen.

### 3. [Switch Functions] key

Press this key to switch between the operation screen of the printer function and the function screens of the extended features currently in use.

### 4. [Menu] key

Press this key to configure and check the current printer settings.

Press to change the default settings to meet your requirements. See page 21 "Displaying the Printer Configuration Screens Using the Control Panel".



### 5. [Job Reset] key

Press to cancel the current print job.

### 6. [Suspend/Resume] key

Press this to suspend the print job currently being processed. The indicator remains lit as long as the job is suspended.

To resume the job, press this key again. The suspended job will resume automatically when the time specified in [Auto Reset Timer] elapses (default: **60 seconds**).

For details about the [Auto Reset Timer] setting, see "Timer Settings", Operating Instructions.

### 7. Power indicator

Lights up when the printer is ready to receive data from a computer. Flashes when the printer is warming up or receiving data. It is unlit when the power is off or when the printer is in energy saver mode.

### 8. Alert indicator

Lights up or flashes when a printer error occurs.

Steady red: printing is not possible, or is possible but print quality cannot be ensured.

Flashing yellow: the printer will soon require maintenance or a replacement consumable such as print cartridge.

Follow the instructions that appear on the display.

### 9. Data in indicator

Flashes when the printer is receiving data from a computer. The data in indicator is lit if there is data to be printed.

### 10. Light sensor

The sensor that detects the ambient light level when the ECO Night Sensor function is enabled.

### 11. [Escape] key

Press this key to cancel an operation or return to the previous display.

### 12. [OK] key

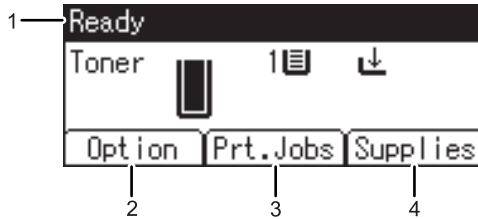
Use this key to confirm settings or setting values, or move to the next menu level.

### 13. Scroll keys

Press these keys to move the cursor in each direction.

When the [▲] [▼] [◀] [▶] keys appear in this manual, press the applicable key for the direction that you want to move the cursor.

## Guide to the Names and Functions of the Control Panel Screen



CYN901

### 1. Operational Status or Messages

Displays the printer status and messages.

### 2. [Option]

Press to display the following items:

- Form Feed

You can output data that is unprintable due to errors such as a missing line-feed code.

- Error Log

If a document cannot be printed due to errors or other reasons, an error log is created. You can check the error log using the control panel.

### 3. [Prt.Jobs]

Press to display print jobs sent from a computer.

[Prt.Jobs] is displayed only when the optional hard disk is installed in the printer.

### 4. [Supplies]

Press to display the information about printer supplies.

#### ↓ Note

- By default, the remaining amount of toner is displayed. To avoid displaying the remaining amount of toner, set [Display Supply Info] to [Off] in [General Settings] under [Maintenance].

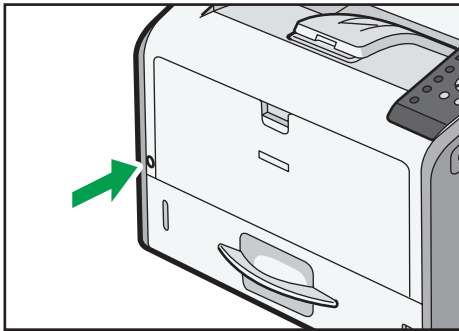
# Turning On/Off the Power

This section explains how to turn on/off the printer.

1

## Turning On the Power

1. Make sure the power cord is firmly plugged into the wall outlet.
2. Push the main power switch.



DBQ054

The power indicator turns on.

### Note

- After you switch the main power on, a screen may appear to indicate that the printer is initializing. Do not switch the power off during this process. Initialization takes about three minutes.

## Turning Off the Power

### CAUTION

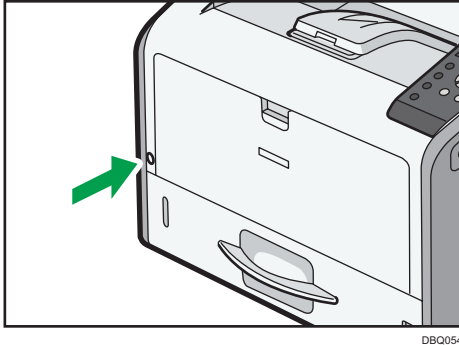
- When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.

### Important

- Do not press and hold the main power switch when turning off the printer. Doing so shuts down the printer forcefully and may damage the hard disk and the SDRAM module, causing a malfunction of the printer.
- Before unplugging the power cord plug, turn off the power switch and make sure the power switch indicator turns off. Not doing so may result in damage to the hard disk or memory, leading to a malfunction.

- Do not turn off the power while the printer is in operation.

1. Push the main power switch.



The main power is turned off automatically when the shutdown process is complete.

If the shutdown process is not complete within the period of time displayed on the screen, contact your service representative.

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## Saving Energy

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This printer has the following energy saving functions:

### Low Power mode

If the printer is not used for a certain period of time, it enters Low Power mode.

In Low Power mode, the printer consumes less electricity than in the standby mode by turning off the display and lowering the temperature of the fusing unit heater. If the printer receives a job, it increases the temperature of the fusing unit and perform printing, but the display remains off.

You can configure the period of time the printer waits before it enters Low Power mode in [Low Power Mode Timer]. For details, see "System", Operating Instructions.

To exit Low Power mode, do one of the following:

- Start print jobs
- Press any key on the control panel
- Open any cover
- Open any paper tray

The printer also exits Low Power mode when the ECO Night Sensor detects an increase in the ambient light level.

### Fusing Unit Off mode

If you do not use the printer for a certain period after an operation, the display will turn off and the printer goes into Fusing Unit Off mode. The printer uses less electricity in Fusing Unit Off mode.

When the printer is in Fusing Unit Off mode, the display is on but the fusing unit heater is off to save energy. In this mode, you can change the printer settings on the control panel. However, the printer must exit this mode to print.

You can change the amount of time that the printer waits before switching to Fusing Unit Off mode under [Fusing Unit Off Mode Timer]. For details, see "System", Operating Instructions.

To exit Fusing Unit Off mode, do one of the following:

- Start print jobs
- Display the [Maintenance] screen on the control panel
- Operate the control panel when [Exit Fusing Unit Off Mode] is set to [On Operating Control Panel]

### Sleep mode

If the printer remains inactive for a specified period after entering Fusing Unit Off mode, it enters Sleep mode to further reduce the power consumption. The printer also enters Sleep mode when:

- The printer waits before entering Sleep mode is set in [Sleep Mode Timer]
- It is the day and time specified in [Weekly Timer]

The printer can print jobs from computers.

You can change the amount of time that the printer waits before switching to Sleep mode.

For details about setting [Sleep Mode Timer] and [Weekly Timer], see "System", Operating Instructions.

To exit Sleep mode, do one of the following:

- Press one of the keys on the control panel
- Start print jobs

### ECO Night Sensor

ECO Night Sensor can detect darkness and automatically turn off this product's power.

If ECO Night Sensor is enabled and detects darkness in a room after the lights are turned off, the sensor automatically turns the power off and reduces the power consumption of this product to 1W or less.

The default settings of ECO Night Sensor are enabled.

To change the settings, see "System", Operating Instructions.

#### ★ Important

- The ECO Night Sensor function's factory default is [Auto Power Off Only]. If the printer is located in an environment where the ambient light level is low (such as in a hallway or a location with motion sensor lighting), it is advisable that you either keep this function disabled or adjust its sensitivity.
- You can configure the printer to automatically turn its power on when it detects an increase in the ambient light level. The printer may also react to daylight and turn its power on. If the

printer is located in an environment where it is exposed to direct sunlight, it is advisable that you do not change the factory default configuration and only enable [Auto Power Off Only].

**Note**

- The energy saving functions will not activate when:
  - Communicating with external devices
  - The hard disk is active
  - A warning message is displayed
  - The service call message is displayed
  - Paper is jammed
  - The printer's covers are opened
  - Toner is being replenished
  - The printer settings screen is displayed
  - Fixed warm-up is in progress
  - Data is being processed
  - Operations are suspended during printing
  - The Data In indicator is on or flashing
  - The sample print, locked print, hold print, or stored print screen is displayed
  - Accessing the printer using Web Image Monitor
- The printer consumes less energy when in Sleep mode, but it takes longer to start printing.
- If two or more energy saving functions are set, the function for which the predetermined conditions to enter energy saving mode are met takes effect first.

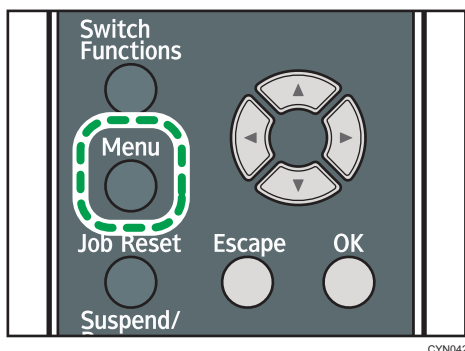
# Displaying the Printer Configuration Screens Using the Control Panel

The configuration screens allow you to change or set defaults.

## ★ Important

- If Administrator Authentication Management is specified, contact your administrator.

### 1. Press the [Menu] key.



### 2. Select the settings you want to change.

Press the [▼] or [▲] key to select the next or previous items.

### 3. Press the [OK] key.

## ↓ Note

- Any changes you make with configuration screens remain in effect even if the main power switch is turned off.
- To cancel changes made to settings and return to the initial display, press the [Escape] key.

# Using Web Image Monitor

## ★ Important

- You cannot configure the printer settings using Web Image Monitor from a computer connected to the USB device server's network. Be sure to access Web Image Monitor from the printer's network.

Using Web Image Monitor, you can check the printer status and change settings.

## Available operations

The following operations can be remotely performed using Web Image Monitor from a client computer.

- Displaying printer status or settings
- Checking the print job status or history
- Interrupting currently printing jobs
- Resetting the printer
- Managing the Address Book
- Configuring printer settings
- Configuring network protocol settings
- Configuring security settings

## Configuring the printer

To perform the operations from Web Image Monitor, TCP/IP is required. After the printer is configured to use TCP/IP, operations from Web Image Monitor become available.

## Recommended Web browser

- Windows:
  - Internet Explorer 6.0 or higher
  - Firefox 10 and 15 or higher
  - Google Chrome 19 or higher
- Mac OS:
  - Safari 3.0 or higher
  - Firefox 10 and 15 or higher
  - Google Chrome 19 or higher

Web Image Monitor supports screen reader software. We recommend JAWS 7.0 or a later version.

## ↓ Note

- Display and operation problems may occur if you do not enable JavaScript and cookies, or if you are using a non-recommended Web browser.



- If you are using a proxy server, change the Web browser settings. Contact your administrator for information about the settings.
- We recommend using Web Image Monitor in the same network.
- If the printer is firewall-protected, it cannot be accessed from computers outside the firewall.
- If the printer under DHCP is used, the IP address may be changed automatically by the DHCP server settings. Enable DDNS setting on the printer, and then connect using the printer's host name. Alternatively, set a static IP address to the DHCP server.
- If the HTTP port is disabled, a connection to the printer using the printer's URL cannot be established. SSL settings must be enabled on this printer. For details, contact your network administrator.
- If Firefox is used, fonts and colors may be different, or tables may not appear properly configured.
- When using a host name under Windows Server 2003/2003 R2/2008/2008 R2/2012/2012 R2 with IPv6 protocol, perform host name resolution using an external DNS server. The host file cannot be used.
- To use JAWS 7.0 under Web Image Monitor, you must be running Windows and Internet Explorer 6.0 or a later version.
- If you are using Internet Explorer 8.0 or higher, downloading will be slower than with other browsers. To download faster with Internet Explorer 8.0 or higher, open the browser's [Internet Options] menu and register the printer's URL as a trusted site, and then disable SmartScreen filter for trusted sites. For details about these settings, see the Internet Explorer Help files.
- You can access Web Image Monitor more quickly by registering the printer's URL as a bookmark. Note that the URL you register must be the URL of the top page, which is the page that appears before login. If you register the URL of a page that appears after login, Web Image Monitor will not open properly from the bookmark.
- If user authentication is activated, you must enter your login user name and password to use Web Image Monitor. For Details, see page 23 "Displaying the top page".
- When you configure settings using Web Image Monitor, do not log in from the control panel. The settings you have configured using Web Image Monitor may become invalid.

---

## Displaying the top page

---

There are two modes available with Web Image Monitor: guest mode and administrator mode.

Displayed items may differ depending on the printer type.

### Guest mode

This mode requires no login to enter.

In the guest mode, the printer status, settings, and print job status can be viewed, but the printer settings cannot be changed.

## Administrator mode

This mode requires an administrator login to enter.

In the administrator mode, you can configure various printer settings.

### ★ Important

- When entering an IPv4 address, do not begin segments with zeros. For example: If the address is "192.168.001.010", you must enter it as "192.168.1.10".

#### 1. Start your Web browser.

#### 2. Enter "http://(printer's IP address or host name)/" in your Web browser's address bar.

The top page of Web Image Monitor appears.

If the printer's host name has been registered on the DNS or WINS server, you can enter it.

When setting SSL, a protocol for encrypted communication, under the environment in which server authentication is issued, enter "https://(printer's IP address or host name)/".

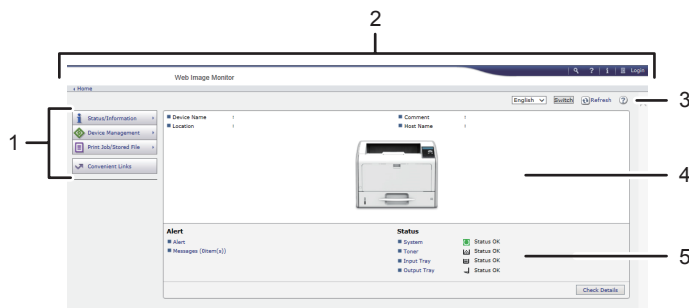
#### 3. To log in to Web Image Monitor in the administrator mode, click [Login] on the top page.

The window for entering the login user name and password appears.

#### 4. Enter your login user name and password, and then click [Login].

For details about the login user name and password, contact your administrator.

Depending on the configuration of your Web browser, the login user name and password might be saved. If you do not want to save them, configure your Web browser's settings so that this information is not saved.



DBQ190

#### 1. Menu area



Displays the content of a selected menu item.


#### 2. Header area

Displays the dialog box for switching to the user mode and administrator mode and the menu for each mode.

Also displays the link to Help and dialog box for keyword search.

### 3. Refresh/Help

 (Refresh): Click  at the upper right in the work area to update the printer information. Click the Web browser's [Refresh] button to refresh the entire browser screen.

 (Help): Use Help to view or download Help file contents.

### 4. Basic Information area

Displays the basic information of the printer.

### 5. Work area

Displays the contents of the item selected in the menu area.



## 2. Loading Paper

This chapter describes available trays for each paper size and type, and explains how to load paper in paper trays.

### Paper Loading Procedure

2

To achieve the print results you expect, it is important to select an appropriate input tray according to the size, type, and weight of the paper you want to use for printing. You also need to specify the paper size and type properly using the control panel or Web Image Monitor, and/or the paper size dial on the tray.

Follow the procedure below to load paper.

**1. Check the paper tray available for the size, type, and weight of the paper you want to use for printing.**

For details about available paper trays for each paper size and type, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".

**2. Change the paper size and type settings for the tray you selected.**

Use the control panel of the printer or Web Image Monitor to change the paper size and type.

When loading paper into Trays 1 to 4, adjust the paper size dial on the trays.


For details about changing paper settings using the control panel, see page 52 "Paper Settings".

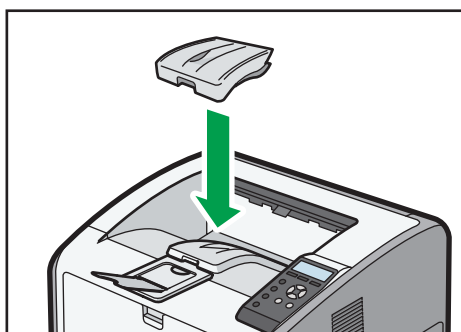
**3. Load paper into the tray.**

For details about loading paper, see page 37 "Loading Paper into Paper Trays" or page 42 "Loading Paper into the Bypass Tray".

For details about loading envelopes, see page 46 "Loading Envelopes".



**Note**

-  **Region A** (mainly Europe)
  - When A3-size paper is loaded, attach the active tray onto the standard tray, as shown in the illustration below.



DBQ601






















## Paper Size Specifications

The following tables show the paper sizes that can be loaded in each paper tray. The "Paper size" column shows the names of paper sizes and their dimensions in millimeters and inches. The  and  icons indicate the paper orientation in relation to the printer body.

The letters in the tables indicate the following:







- A: Select the paper size using the control panel.
- B: Select the paper size using the paper size dial on the tray.
- C: Set the paper size dial on the tray to "✖", and select the paper size with the control panel.
- ✓: You can print on both sides of paper.
- -: Not supported

### Metric sizes

| Paper size name   | Actual size  | Bypass tray | Tray 1 | Trays 2-4 | Two-sided |
|---|--------------|-------------|--------|-----------|-----------|
|  Region A A3      | 297 × 420 mm | A           | B      | B         | ✓         |
|  Region B A3      | 297 × 420 mm | A           | C      | B         | ✓         |
|  Region A A4      | 210 × 297 mm | A           | B      | B         | ✓         |
|  Region B A4  | 210 × 297 mm | A           | C      | B         | ✓         |
| A4   | 210 × 297 mm | A           | B      | B         | ✓         |
| A5   | 148 × 210 mm | A           | C      | C         | ✓         |
|  Region A A5  | 148 × 210 mm | A           | B      | C         | ✓         |
|  Region B A5  | 148 × 210 mm | A           | C      | C         | ✓         |
| A6   | 105 × 148 mm | A           | C      | C         | ✓         |
| B4   | 257 × 364 mm | A           | C      | C         | ✓         |
| B5            | 182 × 257 mm | A           | C      | C         | ✓         |
| B6   | 128 × 182 mm | A           | C      | C         | ✓         |
| B6   | 128 × 182 mm | A           | -      | -         | -         |
| C5 Env   | 162 × 229 mm | A           | -      | -         | -         |

| Paper size name | Actual size  | Bypass tray     | Tray 1          | Trays 2-4 | Two-sided |
|-----------------|--------------|-----------------|-----------------|-----------|-----------|
| C5 Env          | 162 × 229 mm | A               | C               | -         | -         |
| C6 Env          | 114 × 162 mm | A               | -               | -         | -         |
| C6 Env          | 114 × 162 mm | A* <sup>1</sup> | -               | -         | -         |
| DL Env          | 110 × 220 mm | A               | -               | -         | -         |
| DL Env          | 110 × 220 mm | A* <sup>1</sup> | C* <sup>2</sup> | -         | -         |
| 8K              | 267 × 390 mm | A               | C               | C         | ✓         |
| 16K             | 195 × 267 mm | A               | C               | C         | ✓         |

### Imperial sizes

| Paper size name   | Actual size | Bypass tray | Tray 1 | Trays 2-4 | Two-sided |
|---|-------------|-------------|--------|-----------|-----------|
|  Region A 11 × 17                              | 11" × 17"   | A           | C      | B         | ✓         |
|  Region B 11 × 17                              | 11" × 17"   | A           | B      | B         | ✓         |
| 11 × 15   | 11" × 15"   | A           | C      | C         | ✓         |
| 11 × 14   | 11" × 14"   | A           | C      | C         | ✓         |
| 10 × 15   | 10" × 15"   | A           | C      | C         | ✓         |
| 10 × 14   | 10" × 14"   | A           | C      | C         | ✓         |
|  Region A 8 <sup>1</sup> / <sub>2</sub> × 14 | 8.5" × 14"  | A           | C      | C         | ✓         |
|  Region B 8 <sup>1</sup> / <sub>2</sub> × 14 | 8.5" × 14"  | A           | B      | C         | ✓         |
|  Region A 8 <sup>1</sup> / <sub>2</sub> × 13 | 8.5" × 13"  | A           | C      | C         | ✓         |
|  Region B 8 <sup>1</sup> / <sub>2</sub> × 13 | 8.5" × 13"  | A           | B      | C         | ✓         |
| 8 <sup>1</sup> / <sub>2</sub> × 11  | 8.5" × 11"  | A           | B      | B         | ✓         |
| 8 <sup>1</sup> / <sub>4</sub> × 14  | 8.25" × 14" | A           | C      | C         | ✓         |

| Paper size name  | Actual size   | Bypass tray     | Tray 1          | Trays 2-4 | Two-sided |
|--|---------------|-----------------|-----------------|-----------|-----------|
| 8 <sup>1</sup> / <sub>4</sub> × 13 <sup>□</sup>                              | 8.25" × 13"   | A               | C               | C         | ✓         |
| 8 × 13 <sup>□</sup>  | 8" × 13"      | A               | C               | C         | ✓         |
| 8 × 10 <sup>1</sup> / <sub>2</sub> <sup>□□</sup>                             | 8" × 10.5"    | A               | C               | C         | ✓         |
| 8 × 10 <sup>□□</sup>   | 8" × 10"      | A               | C               | C         | ✓         |
| 7 <sup>1</sup> / <sub>4</sub> × 10 <sup>1</sup> / <sub>2</sub> <sup>□□</sup> | 7.25" × 10.5" | A               | C               | C         | ✓         |
| 5 <sup>1</sup> / <sub>2</sub> × 8 <sup>1</sup> / <sub>2</sub> <sup>□</sup>   | 5.5" × 8.5"   | A               | C               | C         | ✓         |
| 5 <sup>1</sup> / <sub>2</sub> × 8 <sup>1</sup> / <sub>2</sub> <sup>□</sup>   | 5.5" × 8.5"   | A               | -               | -         | -         |
| 4 <sup>1</sup> / <sub>8</sub> × 9 <sup>1</sup> / <sub>2</sub> <sup>□</sup>   | 4.125" × 9.5" | A               | -               | -         | -         |
| 4 <sup>1</sup> / <sub>8</sub> × 9 <sup>1</sup> / <sub>2</sub> <sup>□</sup>   | 4.125" × 9.5" | A <sup>*1</sup> | C <sup>*2</sup> | -         | -         |
| 3 <sup>7</sup> / <sub>8</sub> × 7 <sup>1</sup> / <sub>2</sub> <sup>□</sup>   | 3.875" × 7.5" | A               | -               | -         | -         |
| 3 <sup>7</sup> / <sub>8</sub> × 7 <sup>1</sup> / <sub>2</sub> <sup>□</sup>   | 3.875" × 7.5" | A <sup>*1</sup> | C <sup>*2</sup> | -         | -         |

\*1 You can load envelopes whose length is 127 mm or longer with their flaps open. Note that envelopes with certain types and forms of flaps cannot be loaded.

\*2 You can load envelopes whose length is 148 mm or longer with their flaps open. Note that envelopes with certain types and forms of flaps cannot be loaded.

**Custom Size Specifications**

You can also load custom size paper by specifying horizontal and vertical sizes.

The following tables show the custom paper sizes that can be loaded in each tray.

**Metric sizes**

| Tray        | Horizontal size (One-sided) | Vertical size (One-sided) | Horizontal size (Two-sided) | Vertical size (Two-sided) |
|-------------|-----------------------------|---------------------------|-----------------------------|---------------------------|
| Bypass tray | 60.0 to 297.0 mm            | 127.0 to 1260.0 mm        | 90.0 to 297.0 mm            | 148.0 to 432.0 mm         |
| Tray 1      | 90.0 to 297.0 mm            | 148.0 to 432.0 mm         | 90.0 to 297.0 mm            | 148.0 to 432.0 mm         |
| Trays 2-4   | 100.0 to 297.0 mm           | 148.0 to 432.0 mm         | 100.0 to 297.0 mm           | 148.0 to 432.0 mm         |



**Imperial sizes**

| Tray        | Horizontal size<br>(One-sided) | Vertical size<br>(One-sided) | Horizontal size<br>(Two-sided) | Vertical size<br>(Two-sided) |
|-------------|--------------------------------|------------------------------|--------------------------------|------------------------------|
| Bypass tray | 2.37 to 11.69"                 | 5.00 to 49.60"               | 3.55 to 11.69"                 | 5.83 to 17.00"               |
| Trays 1     | 3.55 to 11.69"                 | 5.83 to 17.00"               | 3.55 to 11.69"                 | 5.83 to 17.00"               |
| Trays 2–4   | 3.94 to 11.69"                 | 5.83 to 17.00"               | 3.94 to 11.69"                 | 5.83 to 17.00"               |

**Note**

- You can load paper of up to 1,260 mm (49.60 inches) in length in the paper feeding direction. However, the recommended printing area is up to 432 mm (17 inches).
- The printing speed may slow down depending on the paper size, type, thickness, or orientation.
- When paper smaller than 279 mm (11 inches) in width is used for printing, the printing speed may gradually slow down.

## Paper Type Specifications

The following table show the paper types that can be loaded in each tray. See “Paper weight” table for the actual paper weight indicated by numbers in the “Paper weight No.” column. Use both tables to specify the correct paper type for the paper you are using.

The letters in the tables indicate the following:

- A: Supported
- ✓: You can print on both sides of paper.
- -: Not supported

| Paper type         | Paper weight No. | Bypass tray | Tray 1 | Trays 2-4 | Two-sided |
|--------------------|------------------|-------------|--------|-----------|-----------|
| Thin Paper         | 1                | A           | A      | A         | ✓         |
| Plain Paper        | 2                | A           | A      | A         | ✓         |
| Plain Paper 2      | 3                | A           | A      | A         | ✓         |
| Middle Thick Paper | 4                | A           | A      | A         | ✓         |
| Thick Paper 1      | 5                | A           | A      | A         | ✓         |
| Thick Paper 2      | 6                | A           | A      | A         | ✓         |
| Thick Paper 3      | 7                | A           | A      | A         | -         |
| Recycled Paper     | 2, 3             | A           | A      | A         | ✓         |
| Color Paper        | 2, 3             | A           | A      | A         | -         |
| Special Paper 1    | - *1             | A           | A      | A         | ✓         |
| Special Paper 2    | - *1             | A           | A      | A         | -         |
| Special Paper 3    | - *1             | A           | A      | A         | -         |
| Letterhead Paper   | 1 to 6           | A           | A      | A         | ✓         |
| Letterhead Paper   | 7                | A           | A      | A         | -         |
| Preprinted Paper   | 2, 3             | A           | A      | A         | -         |
| Punched Paper      | 3                | A           | A      | A         | ✓         |
| Bond Paper         | 3                | A           | A      | A         | ✓         |

| Paper type      | Paper weight No. | Bypass tray | Tray 1 | Trays 2-4 | Two-sided |
|-----------------|------------------|-------------|--------|-----------|-----------|
| Cardstock Paper | 6                | A           | -      | -         | -         |
| Transparency    | - *1             | A           | -      | -         | -         |
| Label Paper     | 3 to 5           | A           | A      | A         | -         |
| Envelope        | 6, 7             | A           | A      | -         | -         |

\*1 It is not necessary to specify the paper weight for this paper type.

### Paper weight

| No. | Paper weight   |
|-----|--|
| 1   | 52–65 g/m <sup>2</sup> (14–18 lb. BOND)              |
| 2   | 66–74 g/m <sup>2</sup> (18–20 lb. BOND)              |
| 3   | 75–89 g/m <sup>2</sup> (20–24 lb. BOND)              |
| 4   | 90–105 g/m <sup>2</sup> (24–28 lb. BOND)             |
| 5   | 106–130 g/m <sup>2</sup> (28–35 lb. BOND)            |
| 6   | 131–162 g/m <sup>2</sup> (35 lb. BOND–90 lb. INDEX)  |
| 7   | 163–220 g/m <sup>2</sup> (90 lb. INDEX–80 lb. COVER) |

### Note

- When you print using Middle Thick Paper, Thick Paper 1, Thick Paper 2, or Thick Paper 3, the print speed may change.
- The printing speed may slow down depending on the paper size, type, thickness, or orientation.
- When paper smaller than 279 mm (11 inches) in width is used for printing, the printing speed may gradually slow down.

# Paper Precautions

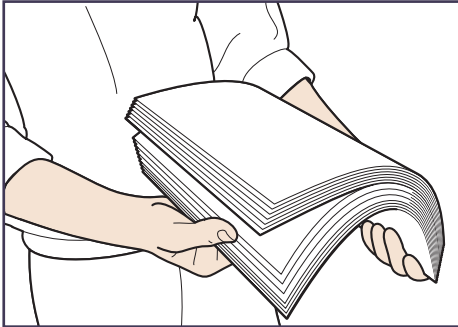
## CAUTION

- Do not attempt to print on stapled sheets, aluminum foil, carbon paper, or any kind of conductive paper. Doing so risks fire.

2

### Precautions

- Print quality is not guaranteed if paper other than the ones recommended is used. For more information about recommended paper, contact your sales or service representative.
- If paper jams occur or multiple sheets are fed at once, fan the paper before loading it.



CBK254

- If you load paper when only a few sheets of paper remain in the tray, multiple sheet feeding may occur. Remove any remaining paper, stack them upon the new sheets of paper, and then fan the entire stack before loading it into the tray.
- Straighten curled or warped paper before loading.
- For details about available paper sizes and types for each paper tray, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".
- Depending on the environment where the printer is being used, you might at times hear a rustling noise from paper moving through the printer. This noise does not indicate a malfunction.
- If paper cannot be fed properly because of burrs on the edges of paper, load paper upside down.
- It is recommended to load envelopes and labels into the bypass tray.

### Unusable Paper

To prevent errors and misfeeds, do not use:

- Paper for inkjet printers, thermal fax paper, art paper, paper with perforated lines, hemmed-edge paper, or window envelopes
- Bent, folded, or creased paper, perforated paper, slippery paper, torn paper, rough paper, thin paper with little stiffness, and paper with a dusty surface

**Note**

- Errors can occur if you print onto sides that are already printed. Be sure to print onto blank sides only.
- Even supported types of paper may cause paper jams or malfunctions if they have been improperly stored.
- If you print onto rough grain paper, the output image might be blurred.
- Do not load sheets that have already been printed by another printer.

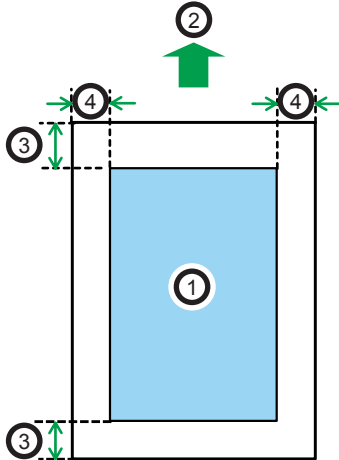
**Paper Storage**

When storing paper, the following precautions should always be followed:

- Do not store paper where it will be exposed to direct sunlight.
- Avoid storing paper in humid areas (humidity: 70% or less).
- Store on a flat surface.
- Do not store paper vertically.
- Once opened, store paper in plastic bags.

**Print Area**

The following shows the recommended print area for paper printed with this printer:



OEC244

1. Print area
2. Feed direction
3. 4.2 mm (0.2 inches)
4. 4.2 mm (0.2 inches)

 **Note**

- The print area may vary depending on the paper size, printer language, and printer driver settings.
- The recommended printing area for the bypass tray is up to 432 mm (17 inches) in length in the paper feeding direction.
- Depending on the printer driver settings, you may be able to print outside the recommended print area. However, the actual output may not come out as desired, or a paper feed problem may occur.
- If [Edge to Edge Print] is enabled, you can print by reducing the margins on the left, right, and bottom edges in relation to the feed direction to 0 mm, and those on the leading edge up to 2.7 mm. For details, see "Print Settings", Operating Instructions.

# Loading Paper into Paper Trays

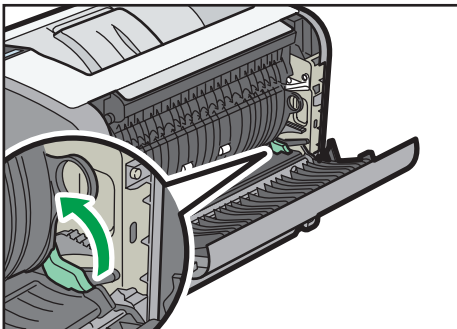
In the following example procedure, paper is loaded into Tray 1.

## CAUTION

- When loading paper, take care not to trap or injure your fingers.
- When using the envelope lever, take care not to trap or injure your fingers.

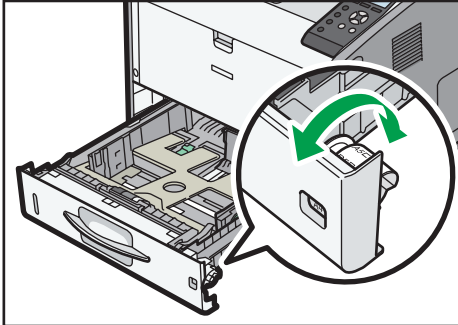
## Important

- For details about trays that can be loaded for each paper size and type, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".
- Be sure to select the correct paper size and feed direction using the paper size dial on the tray. Otherwise, the printer might be damaged, or printing problems might occur.
- Make sure the paper stack does not exceed the upper limit mark inside the paper tray. Excessive stacking can cause paper jams.
- If paper jams occur frequently, flip the paper stack in the tray.
- Do not mix different types of paper in the same paper tray.
- After loading paper, specify the paper size using the control panel or paper size dial, and paper type using the control panel. When printing a document, specify the same paper size and type in the printer driver as specified on the printer.
- Do not move the side paper guides and end paper guide forcefully. Doing so may damage the tray.
- When loading label paper, load it one by one.
- The envelope lever is kept down by the factory default. Before printing with paper, except for envelopes, be sure to raise the envelope lever all the way up.



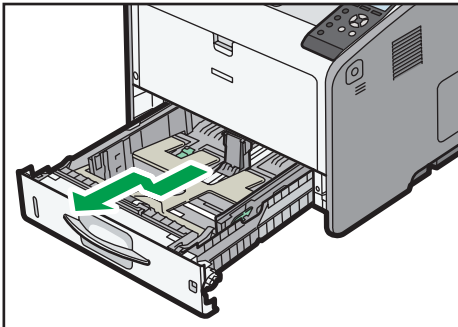
DBQ027

1. Pull out the paper tray carefully. Adjust the paper size dial to match the size and feed direction of paper in the paper tray.



DBQ051

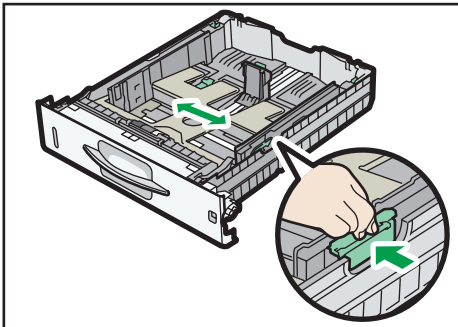
2. Pull the tray carefully until it stops, lift the front side of the tray, and then pull it out of the printer.



DBQ052

Place the tray on a flat surface.

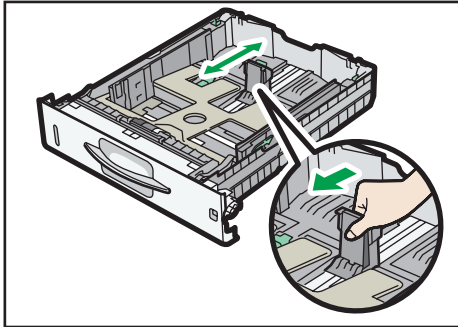
3. Squeeze the clip on the side paper guide and slide it to match the paper size.



DBQ301

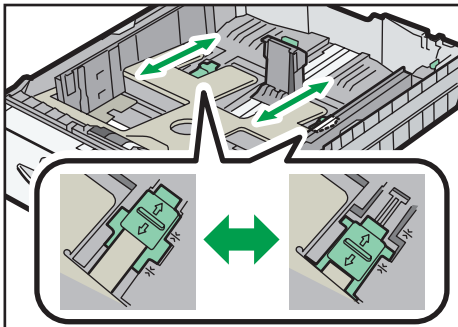


4. Squeeze the end guide and slide it inward to match the standard size.



DBQ302

5. Slide the two levers at the bottom of the tray according to the thickness of the paper.

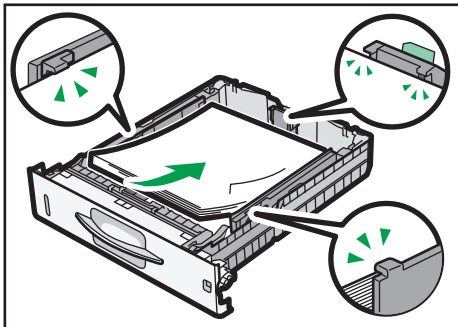


DBP008

If the paper is heavier than 130 g/m<sup>2</sup> (35 lb.), slide both levers into the rear (thick) position. If the paper is 130 g/m<sup>2</sup> (35 lb.) or lighter, slide both levers into the forward (thin) position.

6. Load the new paper stack print side down.

Make sure paper is not stacked higher than the upper limit (upper line) marked inside the tray.



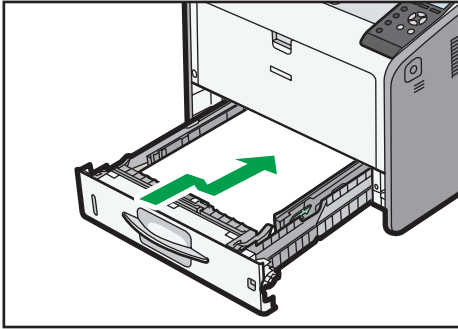
DBQ038

7. Adjust the paper guides to close any gaps.

Do not move paper loaded in the tray more than a few millimeters.

Moving the loaded paper excessively may cause damage to paper edges on the openings of the tray's lifting plate, resulting in sheets being folded or becoming jammed.

8. Lift the front side of the tray, and then slide it into the printer carefully until it stops.



DBQ039

To avoid paper jams, make sure the tray is securely inserted.

**Note**

- When loading paper larger than A4 or  $8\frac{1}{2} \times 11$  into Trays 1 to 4, extend the tray. For details, see page 40 "When Loading Paper Larger than A4 or  $8\frac{1}{2} \times 11$ ".
- Letterhead paper must be loaded in a specific orientation. For details, see page 44 "Loading Orientation-Fixed Paper or Two-Sided Paper".
- You can load envelopes into Tray 1. Envelopes must be loaded in a specific orientation. For details, see page 46 "Loading Envelopes".

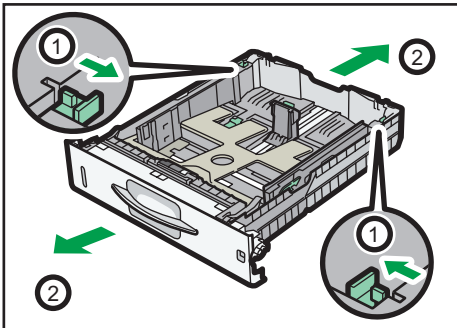
## When Loading Paper Larger than A4 or $8\frac{1}{2} \times 11$

When loading paper larger than A4 or  $8\frac{1}{2} \times 11$  into Trays 1 to 4, extend the tray.

1. Pull the tray out of the printer.

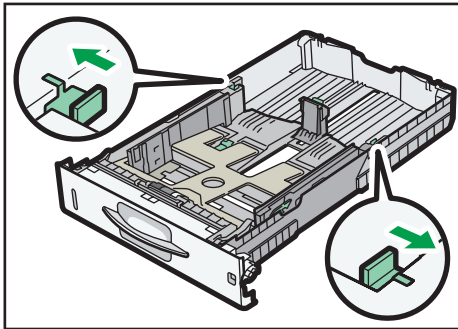
For details, see Steps 1 and 2 on page 37 "Loading Paper into Paper Trays".

2. Slide the catches inwards to unlock the tray, and then slide the tray until it stops.



DBQ405

### 3. Return the catches to the positions where they lock.



DBQ403

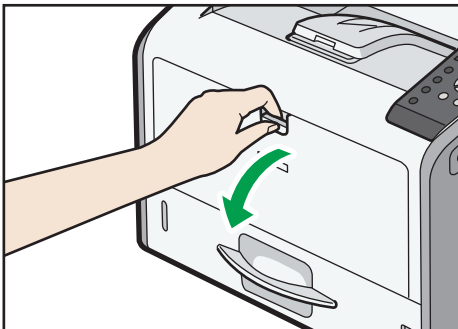
#### ↓ Note

- When loading A4, 8 1/2 × 11, or smaller paper, do not extend the tray. Otherwise, a paper jam may occur.

# Loading Paper into the Bypass Tray

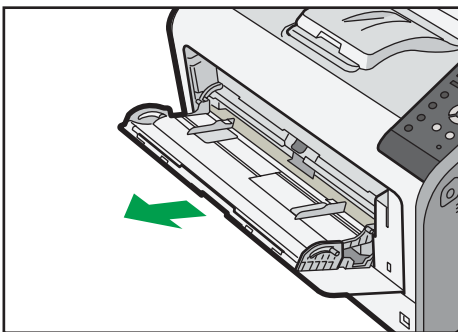
**★ Important**

- For details about trays that can be loaded for each paper size and type, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".
  - Make sure the paper stack does not exceed the upper limit mark. Excessive stacking can cause paper jams.
  - Do not mix different types of paper.
  - After loading paper, specify the paper size and type using the control panel. When printing a document, specify the same paper size and type in the printer driver as specified on the printer.
  - When loading label paper, load it one by one.
  - Load paper longer than A3  $\square$  one by one and support it with hands so that it is fed properly.
  - Paper feeding conditions and printing quality may vary depending on the paper thickness and width. Be sure to perform test printing using the same paper beforehand.
1. While pressing and holding the bypass tray open lever in the upper center of the bypass tray, pull the tray open.



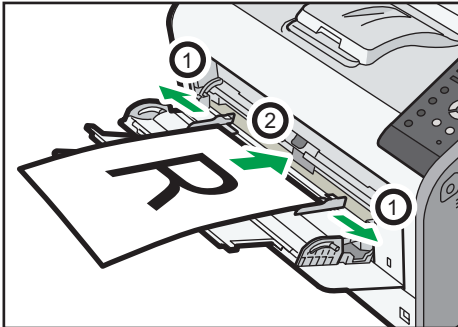
DBQ059

Pull the extender out when loading A4  $\square$ , 8 1/2 x 11  $\square$  or larger paper.



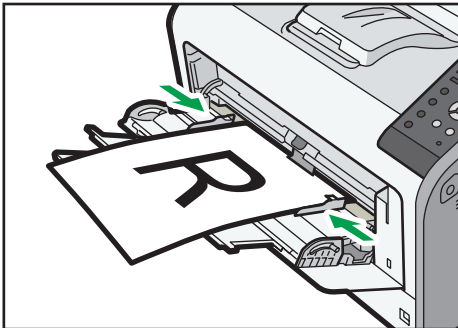
DBQ120

2. Slide both sides of the paper guide outward, and then load paper print side up until it stops.




DBQ121

3. Adjust both sides of the paper guide to match the paper width.



DBQ122

**Note**

- When using the bypass tray, it is recommended that you set the paper direction to .
- Letterhead paper must be loaded in a specific orientation. For details, see page 44 "Loading Orientation-Fixed Paper or Two-Sided Paper".
- You can load envelopes into the bypass tray. Envelopes must be loaded in a specific orientation. For details, see page 46 "Loading Envelopes".

# Loading Orientation-Fixed Paper or Two-Sided Paper



Orientation-fixed (top to bottom) or two-sided paper (for example, letterhead paper, punched paper, or copied paper) might not print correctly, depending on how the paper is placed.

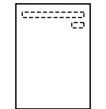







## Settings using the control panel

Set [Letterhead Setting] to [Auto Detect] or [On (Always)], and then place the paper as shown in the table below. For details about [Letterhead Setting], see "Machine Modes", Operating Instructions.

## Paper orientation

The meanings of the icons are as follows:

| Icon   | Meaning                                     |
|--|---|
|   | Place or load paper printed side face up.   |
|  | Place or load paper printed side face down. |

| Print side | Trays 1-4   | Bypass tray   |
|------------|---|---|
| One-sided  |  |  |
|            |  |  |
| Two-sided  |  |  |
|            |  |  |

**Note**

- To print on letterhead paper when [Letterhead Setting] is set to [Auto Detect], you must specify [Letterhead] for the paper type in the printer driver's settings.

- If a print job is changed partway through printing from one-sided to two-sided printing, one-sided output after the first copy may be printed facing a different direction. To ensure all paper is output facing the same direction, specify different input trays for one-sided and two-sided printing. Note also that two-sided printing must be disabled for the tray specified for one-sided printing.
- For details about how to make two-sided prints, see "Printing on Both Sides of a Page", Operating Instructions.

# Loading Envelopes

This section explains various details about and recommendations concerning envelopes.

## Specifications of Envelopes

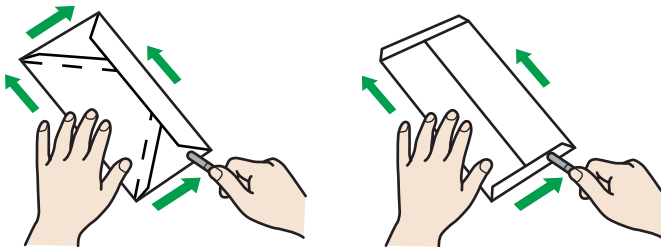
2

### ⚠ CAUTION

- Some of this machine's internal components get very hot. For this reason, take care when removing misfed paper. Not doing so could result in burns.
- When using the envelope lever, take care not to trap or injure your fingers.

### ★ Important

- Do not use window envelopes.
- Envelopes, especially those with glue on their flaps, may stick together. Fan the envelopes to separate them before loading. If the envelopes still stick together, load them one by one. For the envelope types that can be used with this printer, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".
- Misfeeds might occur depending on the length and shape of the flaps.
- When loading envelopes with their flaps open, specify a custom size. You can print with a standard envelope size setting only when printing on envelopes with their flaps closed. However, be sure to open the flaps when loading envelopes into Tray 1 with their flaps toward the back of the printer.
- Before loading envelopes, press down on them to remove any air from inside, flattening out all four edges. If they are bent or curled, flattening their leading edges (the edge going into the printer) by running a pencil or ruler across them.



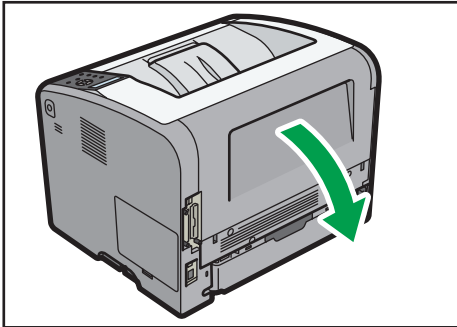
CHU024

### Using the envelope lever

Before loading envelopes, be sure to lower the envelope lever.

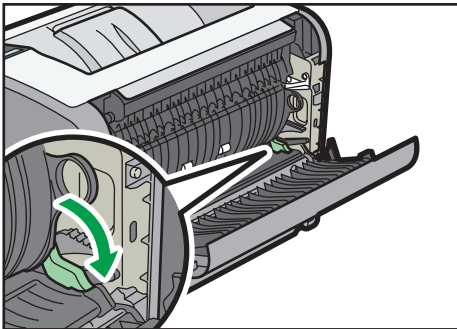


### 1. Open the rear cover.



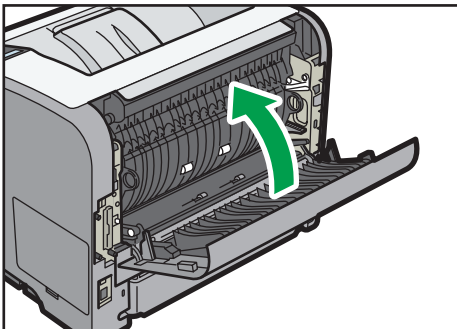
DBQ020

### 2. Lower the envelope lever all the way down.



DBQ111

### 3. Close the rear cover.





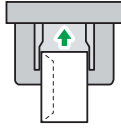


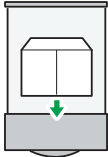
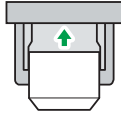
DBQ029

#### Note

- Be sure to raise the envelope lever after printing on envelopes.

#### Loading orientation for envelopes

The method for loading envelopes varies depending on the orientation of the envelopes. Be sure to load envelopes with the correct orientation.

| Orientation   | Paper tray 1  | Bypass tray   |
|---|---|---|
| Envelopes <br>    | -   | <br><ul style="list-style-type: none"> <li>• Flaps: closed</li> <li>• Bottom side of envelopes: toward the right of the printer</li> <li>• Side to be printed: face up</li> </ul> |
| Envelopes  *1<br> | <br><ul style="list-style-type: none"> <li>• Flaps *2: open</li> <li>• Bottom side of envelopes: toward the front of the printer</li> <li>• Side to be printed: face down</li> </ul> | <br><ul style="list-style-type: none"> <li>• Flaps: open</li> <li>• Bottom side of envelopes: toward the back of the printer</li> <li>• Side to be printed: face up</li> </ul>    |

When loading envelopes, use both the control panel and the printer driver to select "Envelope" for the paper type and specify the thickness of the envelopes. For details, see page 53 "Configuring Envelope Settings Using the Control Panel".

\*1 To print on envelopes that are loaded with their long edges against the printer body, rotate the print image by 180 degrees using the printer driver.

\*2 If the flaps are not held with the end guide, the envelopes may not be fed properly. In this case, load them into the bypass tray.

**Recommended envelopes**

For details about recommended envelopes, contact your local dealer.

The size of envelopes that you can load depends on the tray in which you load them. For details, see page 28 "Paper Size Specifications".

**Note**

- Load only one size and type of envelope at a time.
- The duplex function cannot be used with envelopes.

- Straighten any curls within 2 mm (0.1 inch) upward and 0 mm (0 inches) downward on the tray before loading.
- To achieve better output quality, it is recommended that you set the right, left, top, and bottom print margin to at least 15 mm (0.6 inches) each.
- The output quality on envelopes may be uneven if parts of an envelope have differing thicknesses. Print one or two envelopes to check the print quality.
- When printing onto envelopes, the print speed is slower than usual.
- Flatten out prints if they are creased or curled.
- Check that the envelopes are not damp.
- High temperature and high humidity conditions can reduce print quality and cause envelopes to become creased.
- Depending on the environment, printing on envelopes may wrinkle them even if they are the recommended envelopes.
- Certain types of envelopes might be output creased, dirtied, or misprinted. If you are printing a solid color on an envelope, lines may appear where the overlapped edges of the envelope make it thicker.

## Printing on Envelopes with Windows (PCL 6/PostScript 3)

1. After creating a document, open the [Printing Preferences] dialog box in the document's native application.
2. Click the [Detailed Settings] tab.
3. In the "Menu:" box, click the [Basic] icon, and then configure the following settings:

- Document Size:  
Select the envelope size.

4. In the "Menu:" box, click the [Paper] icon, and then configure the following settings:

- Input Tray:  
Select the paper tray where the envelopes are loaded.
- Paper Type:  
Select [Envelope].

Change any other print settings as necessary. For details, see the printer driver's Help.

5. Click [OK].
6. Start printing from the application's [Print] dialog box.

**Note**

- Configure the paper settings appropriately using both the printer driver and the control panel. For details about settings using the control panel, see page 53 "Configuring Envelope Settings Using the Control Panel".
- Envelopes must be loaded in a specific orientation. For details, see page 46 "Loading Envelopes".

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## Printing on Envelopes with Windows (PCL 5e)

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1. After creating a document, open the [Printing Preferences] dialog box in the document's native application.
2. Click the [Paper] tab, and then configure the following settings:

|   |
|---|
| <ul style="list-style-type: none"><li>• Input Tray:<br/>Select the paper tray where the envelopes are loaded.</li><li>• Document Size:<br/>Select the envelope size.</li><li>• Type:<br/>Select [Envelope].</li></ul> |
| Change any other print settings as necessary. For details, see the printer driver's Help.   |

3. Click [OK].
4. Start printing from the application's [Print] dialog box.

**Note**

- Configure the paper settings appropriately using both the printer driver and the control panel. For details about settings using the control panel, see page 53 "Configuring Envelope Settings Using the Control Panel".
- Envelopes must be loaded in a specific orientation. For details, see page 46 "Loading Envelopes".

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## Printing on Envelopes with Mac OS X

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1. After creating a document, open the printing preferences screen in the document's native application.

**2. Configure the following settings:**

- Two-Sided:  
Select [Off].
- Paper Size:  
Select the envelope size.
- Orientation:  
Select the orientation of the envelope.

**3. Select [Paper Feed] in the pop-up menu.****4. Select the paper tray where the envelopes are loaded.****5. Select [Printer Features] in the pop-up menu.****6. Switch the "Feature Sets:" menu to configure the following settings:**

- Paper Type:  
Select [Envelope].

**7. Change any other print settings as necessary.****8. Start printing from the application's printing preferences screen.****↓ Note**

- Configure the paper settings appropriately using both the printer driver and the control panel. For details about settings using the control panel, see page 53 "Configuring Envelope Settings Using the Control Panel".
- Envelopes must be loaded in a specific orientation. For details, see page 46 "Loading Envelopes".

# Paper Settings

This section explains how to specify paper size and type using the control panel.

## Note

- When [Tray Setting Priority] is set to [Machine Setting(s)], the paper settings configured using the printer's control panel have priority over the settings specified in the printer driver or commands. For details, see "Machine Modes", Operating Instructions.

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## Specifying a Paper Size

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### Important

- To use the paper size and feed direction other than those indicated on the paper size dial, set the dial to "✖", and set the paper size using the control panel.
- To use custom size paper, be sure to specify the paper size using the control panel and the printer driver.
- The printer cannot print on custom size paper if the application does not support custom size paper.

---

## Specifying Standard Size Paper

---

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

1. Select [Paper Input] ▶ Press [OK]
2. Select [Paper Size: (tray name)] ▶ Press [OK]
3. Select the size of the paper set in the specified tray ▶ Press [OK]

## Note

- For details about the available paper size, see page 28 "Paper Size Specifications".

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## Specifying Custom Size Paper

---

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

1. Select [Paper Input] ▶ Press [OK]
2. Select [Paper Size: (tray name)] ▶ Press [OK]
3. Select [Custom Size] ▶ Press [OK]
4. Enter the horizontal value ▶ Press [OK]
5. Enter the vertical value ▶ Press [OK]

**Note**

- For details about the available paper size, see page 28 "Paper Size Specifications".

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## Specifying a Paper Type

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You can improve printer performance by selecting the optimum paper type for the tray.

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

1. Select [Paper Input] ▶ Press [OK]
2. Select [Paper Type: (tray name)] ▶ Press [OK]
3. Select the type of the paper set in the specified tray ▶ Press [OK]

The setting is complete when specifying the following types of paper:

Thin Paper, Plain Paper, Plain Paper 2, Middle Thick, Thick Paper 1, Thick Paper 2, Thick Paper 3, Special Paper 1, Special Paper 2, Special Paper 3

4. If you have selected [Recycled Paper], [Color Paper], [Letterhead], [Label Paper], [Envelope], or [Preprinted Paper] for the paper type, press [Escape]
5. Select [Maintenance] ▶ Press [OK]
6. Select [General Settings] ▶ Press [OK]
7. Select the paper thickness setting for the specified paper type ▶ Press [OK]
8. Select the tray where the specified type of paper is loaded ▶ [OK]

If you selected [Letterhead Setting], [Label Paper Setting], or [Envelope Setting] in Step 8, you can specify the paper thickness for each tray separately. For other paper types, the specified paper thickness is applied to all trays.

9. Select the paper thickness ▶ Press [OK]

**Note**

- For details about the available paper type, see page 32 "Paper Type Specifications".

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## Configuring Envelope Settings Using the Control Panel

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When printing on envelopes, load envelopes in bypass tray or Tray 1, and then follow the procedure below to specify envelope type and thickness.

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

1. Select [Paper Input] ▶ Press [OK]
2. Select [Paper Size: (tray name)] ▶ Press [OK]
3. Select the envelope type ▶ Press [OK]

4. Select [Paper Type: (tray name)] ▶ Press [OK]
5. Select [Envelope] ▶ Press [OK]
6. Press [Escape]
7. Select [Maintenance] ▶ Press [OK]
8. Select [General Settings] ▶ Press [OK]
9. Select [Envelope Setting] ▶ Press [OK]
10. Select the source tray for which you want to change the paper thickness ▶ Press [OK]
11. Select the paper thickness ▶ Press [OK]

**Note**

- For details about the envelope types that can be loaded in each tray, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".
- For details about how to load envelopes, see page 46 "Loading Envelopes".
- Configure the paper settings appropriately using both the printer driver and the control panel. For details about paper settings using the printer driver, see page 49 "Printing on Envelopes with Windows (PCL 6/PostScript 3)", page 50 "Printing on Envelopes with Windows (PCL 5e)", or page 50 "Printing on Envelopes with Mac OS X".



# 3. Troubleshooting

This chapter provides solutions to common problems and it also explains how to correct unwanted print results.

## When a Panel Tone Beeps

The following table describes various beep patterns that the printer produces to alert users about printer conditions and the meaning of each beep pattern.

| Beep pattern                          | Meaning                      | Causes   |
|---------------------------------------|------------------------------|--|
| Single short beep                     | Panel/screen input accepted. | A control panel key was pressed.   |
| Two long beeps                        | Printer has warmed up.       | When the power is turned on or the printer exits Sleep mode, the printer has fully warmed up and is ready for use.           |
| Five long beeps repeated four times.  | Soft alert                   | An error message appears on the control panel if there is no tray for the selected paper size or the tray is empty.          |
| Five short beeps repeated five times. | Strong alert                 | The printer requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred. |

**Note**






- Beep alerts cannot be muted. If the printer's covers are opened and closed repeatedly within a short space of time during an alert indicating a paper jam or insufficient toner, a beep alert might continue, even after normal status has resumed.
- You can enable or disable beep alerts. For details, see "General Settings", Operating Instructions.

# When Checking the Indicator Lamps, Status Icons, and Messages on the Control Panel

## Indicators

This section describes the indicators displayed when the printer requires the user to remove misfed paper, to add paper, or to perform other procedures.

3

| Indicator  | Status   |
|--|--|
|  : Paper Misfeed indicator  | Appears when a paper misfeed occurs.<br>For details about removing jammed paper, see page 92 "Removing Jammed Paper".        |
|  : Load Paper indicator     | Appears when paper runs out.<br>For details about loading paper, see page 27 "Loading Paper".                                |
|  : Add Toner indicator      | Appears when toner runs out.<br>For details about adding toner, see "Replacing the Print Cartridge", Operating Instructions. |
|  : Service Call indicator | Appears when the printer is malfunctioning or requires maintenance.  |
|  : Cover Open indicator   | Appears when one or more covers of the printer are open.   |

## If USB Connection Fails

| Problem  | Causes   | Solutions   |
|--|--|---|
| The printer is not automatically recognized.     | The USB cable is not connected properly.   | Disconnect the USB cable, turn off the printer, and then turn it on again. When the printer has fully booted up, reconnect the USB cable.   |
| Windows has already configured the USB settings. | Check whether or not the computer has identified the printer as an unsupported device. | Open Windows' Device Manager, and then, under [Universal Serial Bus controllers], remove any conflicting devices. A [!] or [?] icon is displayed for conflicting devices. Take care not to accidentally remove required devices. For details, see Windows Help. |

## When Messages Are Displayed

This section describes the main messages that appear on the display panel and printed error logs and reports. If other messages appear, follow their instructions.

### Status Messages

| Message                      | Status  |
|------------------------------|---|
| "Energy Saver Mode"          | The printer is in Energy Saver mode. Press any key to recover to the normal mode.   |
| "Hex Dump Mode"              | In Hex Dump mode, the printer receives data in a hexadecimal format. Turn off the printer after printing, and then turn it on again.  |
| "Job Suspended"              | All jobs are suspended. Turn off the printer, and turn it on again to resume the jobs.  |
| "Offline"                    | The printer is offline and cannot print.  |
| "Please wait..."             | This message may appear for a few seconds. It means the printer is initializing, replenishing toner, or performing maintenance operations. Wait a while.  |
| "Printing..."                | The printer is printing. Wait a while.  |
| "Printing Suspended"         | Printing is suspended. To resume printing, press the [Suspend/Resume] key.  |
| "Ready"                      | This is the default ready message. The printer is ready for use. No action is required.   |
| "Resetting Job"              | The printer is resetting the print job. Wait a while.   |
| "Setting change..."          | The printer is applying the changes made to its settings. Wait a while.   |
| "The cooling fan is active." | The printer may stop printing after it has been printing for more than 50 minutes continuously in order to cool down its inside. Printing will resume automatically after approximately 40 seconds. |
| "Updating Certificate..."    | The printer is updating the @Remote certificate. Turn the power off, and then turn it on again.   |
| "Waiting for print data..."  | The printer is waiting for the next data to print. Wait a while.  |

## Alert Messages (Displayed on the Control Panel)

| Message  | Cause   | Solution  |
|--|---|---|
| "  r(A1) Open Front Cover and remove the paper."          | Open the front cover and remove the jammed paper from the paper feed path.                                | For details, see page 92 "Removing Jammed Paper". |
| "  r(A2) Remove misfeed in Trays. Opn & cls Frt. Cov."    | Remove the jammed paper from the bypass tray. To reset the error, open the front cover and then close it. | For details, see page 92 "Removing Jammed Paper". |
| "  r(B) Open Front Cover and remove the paper."           | Open the front cover and remove the jammed paper from the internal paper feed path.                       | For details, see page 92 "Removing Jammed Paper". |
| "  r(B) (C) Open Front/Rear Cover and remove misfeed."    | Open the front cover and remove any jammed paper from the internal paper feed path.                       | For details, see page 92 "Removing Jammed Paper". |
| "  r(Y1) Remove misfeed in Tray 2. Opn & cls Frt. Cov." | Open Tray 2 and remove the jammed paper. To reset the error, open the front cover and then close it.      | For details, see page 92 "Removing Jammed Paper". |
| "  r(Y2) Remove misfeed in Tray 3. Opn & cls Frt. Cov." | Open Tray 3 and remove the jammed paper. To reset the error, open the front cover and then close it.      | For details, see page 92 "Removing Jammed Paper". |
| "  r(Y3) Remove misfeed in Tray 4. Opn & cls Frt. Cov." | Open Tray 4 and remove the jammed paper. To reset the error, open the front cover and then close it.      | For details, see page 92 "Removing Jammed Paper". |
| "  r(Z1) Open Rear Cover and remove misfeed"            | Open the rear cover and remove the jammed paper from the paper duplex unit.                               | For details, see page 92 "Removing Jammed Paper". |

| Message   | Cause   | Solution  |
|---|---|---|
| "⚠️(Z2) Pull out Tray 1 & remove ppr. Opn & cls F.Cov"  | Open Tray 1 and remove the jammed paper. To reset the error, open the front cover and then close it.                          | For details, see page 92 "Removing Jammed Paper".   |
| "⚠️(Z3) Opn Tray1/R.Cov & remove ppr. Opn & cls F.Cov"  | Open Tray 1 and the rear cover, and then remove the jammed paper. To reset the error, open the front cover and then close it. | For details, see page 92 "Removing Jammed Paper".   |
| "🖨️Toner is almost empty."                              | The print cartridge is almost empty.  | For details, see "Replacing the Print Cartridge", Operating Instructions.   |
| "🖨️Add toner. Replace Toner Cartridge."                 | The toner has run out. Replace the print cartridge.   | For details, see "Replacing the Print Cartridge", Operating Instructions.   |
| "@Remote Cert. update failed"                           | Updating the @Remote certificate failed.  | Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative. |
| "Cannot connect=>Comm.Serv. Check proxy user/password." | The proxy user name or password is incorrect.   | Check the proxy server settings, and then change the user name and/or password if they are incorrect.                   |
| "Cannot connect with DHCP server. (101/201)"            | An IP address cannot be obtained from the DHCP server.  | Contact your network administrator.   |
| "Cannot connect with NetWare print server. (107/207)"   | No connection with the NetWare print server is available.   | Contact your network administrator.   |
| "Cannot connect with NetWare server.(106/206)"          | No connection with the NetWare print server is available.   | Contact your network administrator.   |

| Message   | Cause  | Solution  |
|---|--|---|
| "Cannot print."   | The printer cannot print the sent data.  | Check that the file you want to print is a supported file type.<br>Check the misfeeds and ask your network administrator for help.                            |
| "Change (Tray name) to the following settings:"           | The size of the paper in the tray does not match the paper size specified in the printer driver.                       | Select a tray containing paper that is the same size as the specified paper size.   |
| "Check network settings. (103/203)"                       | The IP address setting is incorrect.   | Check the IP address, subnet mask, and gateway address.   |
| "Classification Code Error"                               | A classification code is not specified for the print job.  | Enter a classification code using the printer properties and print the document again.  |
| "Connect failed:WirelessCard Turn power off, check card." | The printer cannot detect the wireless LAN interface board.  | Check that the board is supported or installed correctly.   |
| "Cover Open. Please close the indicated cover."           | A cover of the printer is open.  | Close the cover as indicated on the control panel.  |
| "Duplex mode is in off position for (tray name)"          | The duplex mode for the indicated tray is not available.   | You can use one-sided printing only. Press [Change] to change the tray's settings, press [JobReset] to reset the job, or press [Form Feed] to force printing. |
| "Ethernet Board Error"                                    | An error on the Ethernet is detected.  | Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative.                                       |
| "Exceeded max. No. of files."                             | While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum file capacity was exceeded. | Delete unneeded files stored in the printer.  |

| Message   | Cause  | Solution   |
|---|--|--|
| "Exceeded max. No. of pages."                                 | While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum page capacity was exceeded. | <ul style="list-style-type: none"> <li>• Delete unneeded files stored in the printer.</li> <li>• Reduce the number of pages to print.</li> </ul> |
| "Exceeded max. print size. Press [FormFeed] or [JobReset]."   | The specified paper size exceeds the maximum size supported by this printer.   | Press [Form Feed] to force printing or [JobReset] to cancel printing.  |
| "Exceeded max. print size. Press [JobReset]."                 | The specified paper size exceeds the maximum size supported by this printer.   | Press [JobReset] to cancel printing.   |
| "Failed to connect to server for Remote Diagnostics."         | The printer cannot communicate with Remote Communication Gate.   | Check the connection to the Remote Server Gate.  |
| "Independent-supply toner"                                    | Independent-supply toner is set.   | Use the toner recommended for this printer.  |
| "IPv6 Address already exists Link-local Address(109/209)"     | The same IPv6 address is already used.   | Contact your network administrator.  |
| "IPv6 Address already exists Stateless Address(109/209)"      | The same IPv6 address is already used.   | Contact your network administrator.  |
| "IPv6 Address already exists Manual Config. Address(109/209)" | The same IPv6 address is already used.   | Contact your network administrator.  |
| "Load paper in (tray name)"                                   | There is no paper in the specified tray.   | Load the specified paper in the tray, press [JobReset] to reset the job.   |
| "No privileges to use funct."                                 | The logged in user does not have the privileges to register programs or change the paper tray settings.                | For details about how to set permissions, see Security Guide.  |
| "Option RAM Error"  | The printer cannot detect an optional SDRAM module.  | Check that the SDRAM module installed correctly.   |



| Message  | Cause   | Solution  |
|--|---|---|
| "Par. I/F board has a problem."  | The printer's self-diagnostic test failed due to a loopback error.  | Replace the IEEE 1284 board that caused the error.  |
| "Printer Font Error."  | There are problems with the printer's font file.  | Turn the printer off, and then turn it on again.<br>If the problem persists, contact your sales or service representative.              |
| "Problem with Hard Disk Please call service."  | The printer cannot detect the hard disk.  | Check that the hard disk installed correctly. If the problem persists, contact your sales or service representative.                    |
| "Problem:Wireless card Please call service."   | The printer cannot detect a wireless LAN interface board.   | Check that the wireless LAN interface board installed correctly. If the problem persists, contact your sales or service representative. |
| "Replacmnt Reqrud Maint. Kit"  | You need to replace the maintenance kit.  | For details, see "Replacing Other Consumables", Operating Instructions.   |
| "Rep Rqrd: Drum U. (PrtSusp)"<br>"Printing was suspended. It will resume after the Drum Unit is replaced." | You need to replace the drum unit.  | For details, see "Replacing Other Consumables", Operating Instructions.   |
| "Rep Rqrd: Drum U. (PrtSusp)"<br>"Replace Drum Unit."  | You can still continue printing with the existing drum unit, but print quality is not guaranteed. If printed pages come out blurred or with streaks or spots, replace the drum unit with a new one. | For details, see "Replacing Other Consumables", Operating Instructions.   |
| "Repl Reqrud Soon Maint. Kit"  | You will need to replace the maintenance kit soon.  | Contact your sales or service representative to obtain a new unit.  |

| Message   | Cause  | Solution   |
|---|--|--|
| "Rplcmnt Rqrd Soon:Drum Unit"                             | You will need to replace the drum unit soon.   | Contact your sales or service representative to obtain a new unit.   |
| "SD Card authenticatn.failed Error recurs, call service." | Authentication from the SD card failed.  | Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative.  |
| "Set the Drum Unit correctly."                            | The drum unit may not be installed correctly.  | Turn the printer off, and then install the drum unit again.  |
| "Set the Maintenance Kit correctly."                      | The fusing unit may have not been installed correctly.                                       | Turn the printer off, and then install the fusing unit again.<br><br>If the message continues to appear after the unit is installed again, contact your sales or service representative. |
| "Set the Toner Cartridge correctly."                      | The print cartridge may have not been installed correctly.                                   | Turn the printer off, and install the print cartridge again.   |
| "Standard Tray is full. Remove the paper."                | The standard tray is full.   | Remove the paper.  |
| "Supply order has failed."                                | The automatic supply order failed.   | The message indicates the printer tried to order the supplies.   |
| "This NetBIOS name is already in use.(108/208)"           | The NetBIOS name specified for the printer is already used by another device on the network. | Contact your network administrator.  |
| "The same IPv4 Address already exists.(102/202)"          | The IPv4 address specified for the printer is already used by another device on the network. | Contact your network administrator.  |
| "The selected job has already been printed or deleted."   | This message might appear if you print or delete a job from Web Image Monitor.               | Press Exit on the message screen.  |

| Message   | Cause   | Solution  |
|---|---|---|
| "USB has a problem. Please call service."                     | The printer has detected a USB board failure.   | Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative. |
| "Values set for IPv6/Gateway addresses are invalid.(110/210)" | The IPv6 address or gateway address is invalid. | Check the network settings.   |
| "WPA Auth. incomplete.(211)"                                  | WPA authentication could not be completed.      | Contact your network administrator.   |

### Alert Messages (Printed on Error Logs and Reports)

This section describes likely causes of and possible solutions for the error messages that are printed on the error logs or reports.

| Message     | Cause   | Solution   |
|-------------|---|--|
| "84: Error" | There is no work area available for image processing.   | Select [Font Priority] for [Memory Usage] in [System]. Decrease the number of files sent to the printer. |
| "85: Error" | The specified graphics library is unavailable.  | Check that the data is valid.  |
| "86: Error" | Parameters of the control code are invalid.   | Check the print settings.  |
| "91: Error" | Printing was canceled by the auto job cancel function due to a command error.   | Check that the data is valid.  |
| "92: Error" | Printing was canceled because the [Job Reset] key or the [Suspend/Resume] key was pressed on the printer's control panel. | Perform the print operation again as necessary.  |

| Message                     | Cause  | Solution  |
|-----------------------------|--|---|
| "Address book is in use."   | The printer currently cannot perform authentication because the Address Book is being used by another function.                  | Wait a while, and then retry the operation.   |
| "Auto-user prog. failed."   | Automatic registration of information for LDAP Authentication or Windows Authentication failed because the Address Book is full. | For details about the automatic registration of user information, see Security Guide.   |
| "Cannot print."             | You have no privileges to print the PDF file you want to print.  | Contact the owner of the document.  |
| "Classification Code Error" | The classification code is not specified with the printer driver.  | Select [Optional] for the classification code. For details about how to specify classification code settings, see "Registering Classification Codes", Operating Instructions. |
| "Collate cancelled."        | Collate was canceled.  | Turn the printer off, and then turn it on again. If the message appears again, contact your service representative.   |
| "Collate: Page max."        | The amount of free memory is insufficient to perform collating.  | Reduce the number of pages to be printed or install the optional SDRAM.   |
| "Command Error."            | An RPCS command error occurred.  | Check that the communication between a device and the printer is working correctly.   |
| "Compressed Data Error"     | The printer detected corrupt compressed data.  | Check that the program you used to compress the data is functioning correctly.  |
| "Duplex cancelled."         | Duplex printing was canceled.  | Change the setting for "Duplex Tray" in [Paper Input] to enable duplex printing for the paper tray.   |

| Message                         | Cause   | Solution  |
|---------------------------------|---|---|
| "Error occurred. Prntd/Cnclcd." | An error occurred during printing, but it was ignored.  | Check the print settings.   |
| "Excd Prt Vol Use max count."   | Printing was canceled because the print maximum number was reached.   | Contact your user administrator.  |
| "Excd Prt Vol Use max count."   | Maximum number of user codes that can be registered has been reached.   | Delete unnecessary user codes.  |
| "File System Error."            | PDF direct printing could not be performed because the file system could not be obtained.   | Turn the printer off, and then turn it on again. If the message appears again, contact your service representative.   |
| "File System Full."             | The PDF file cannot be printed because the capacity of the file system is full.   | Delete all unnecessary files from the hard disk, or decrease the file size sent to the printer.   |
| "Function use denied."          | The print job was cancelled because of one of the following: <ul style="list-style-type: none"> <li>The user does not have privileges to print.</li> <li>No privileges to print are assigned to the entered user name or user code, or a wrong password was specified for the user name.</li> </ul> | Enter the user name or user code with privileges to print, or enter the correct password for the user name.   |
| "HDD is full."                  | The hard disk became full while printing a Sample Print, Locked Print, Hold Print, or Stored Print file. Delete unnecessary files stored in the printer.  | Reduce the data size of the Sample Print, Locked Print, Hold Print, or Stored Print file.<br><br>When printing with the PostScript 3 printer driver, the hard disk capacity for fonts and forms has been exceeded. Delete unnecessary forms or fonts registered to the printer. |

| Message                   | Cause   | Solution  |
|---------------------------|---|---|
| "HDD not installed."      | The printer received a stored job file but no hard disk is installed. | Install a hard disk.  |
| "I/O buffer overflow."    | An input buffer overflow occurred.                                    | <ul style="list-style-type: none"> <li>• Select [Font Priority] for [Memory Usage] in [System].</li> <li>• In [I/O Buffer] under the [Host Interface] menu, set the maximum buffer size to a larger value.</li> <li>• Reduce the number of files being sent to the printer.</li> </ul>  |
| "Insufficient Memory."    | A memory allocation error occurred.                                   | <p><b>PCL 6</b></p> <p>Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help. On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Raster] in the "Vector/Raster:" list. In some cases, it will take a long time to complete a print job.</p> <p><b>PCL 5e, PostScript 3</b></p> <p>Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.</p> |
| "Memory Retrieval Error." | A memory allocation error occurred.                                   | Turn off the printer, and then turn it on again. If the message appears again, replace the SDRAM.   |

| Message                      | Cause  | Solution   |
|------------------------------|--|--|
| "No response from server."   | A timeout occurred while the printer was connecting to the server for LDAP Authentication or Windows Authentication.   | Check the status of the server.  |
| "Paper Size Error"           | Printing was canceled because the specified paper size cannot be fed from the tray.  | Check the available paper size.  |
| "Paper Type Error"           | The printer does not recognize the paper type specified using the printer driver.  | Check that the printer is connected to the network correctly and bidirectional communication is enabled. If the problem persists, check the user paper type settings of the printer. |
| "Password mismatch."         | A wrong password was entered when an encrypted PDF file was printed.   | Check the password.  |
| "PDF File Error."            | A syntax error, etc., occurred.  | Check that the PDF file is valid.  |
| "Print overrun."             | Printing images was aborted.   | Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.  |
| "Receiving data failed."     | Data reception was aborted.  | Resend the data.   |
| "Sending data failed."       | The printer received a command to stop a transmission from the printer driver.   | Check that the computer is working correctly.  |
| "User auth. already exists." | The same account name is already used in the newly selected domain or server in an environment using LDAP Authentication or Integration Server Authentication. | Contact your user administrator.   |

## When You Cannot Print

| Problem                  | Cause  | Solution  |
|--------------------------|--|---|
| Printing does not start. | The power is off.  | For details about how to turn on the main power switch, see page 17 "Turning On/Off the Power".   |
| Printing does not start. | The cause is displayed on the screen of the control panel.           | Check the error message or warning status on the display panel, and then take the required action. For details about solutions, see page 58 "When Messages Are Displayed".  |
| Printing does not start. | The interface cable is not connected correctly.                      | For details about how to connect interface cables correctly, see "Connecting the Printer", Operating Instructions.  |
| Printing does not start. | The correct interface cable is not being used.                       | The type of interface cable to use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. For details about interface cable, see "Connecting the Printer", Operating Instructions. |
| Printing does not start. | The interface cable was connected after the printer was switched on. | Connect the interface cable before turning on the main power switch.  |



| Problem                  | Cause   | Solution  |
|--------------------------|---|---|
| Printing does not start. | If the printer is using wireless LAN, failure to print might result from a weak wireless signal.  | <p>Check the radio signal status of the wireless LAN in [System Settings]. If the signal quality is not satisfactory, move the printer to a location where radio waves can pass or remove objects that might cause interference.</p> <p>You can check the signal status only when wireless LAN is used in infrastructure mode. For details about the radio signal status of the wireless LAN, see "Host Interface", Operating Instructions.</p> |
| Printing does not start. | If the printer is using wireless LAN, when there is a microwave oven, mobile phone, industrial machine, scientific instrument, or medical instrument which uses the same frequency range near the device, radio waves may be interfering with the wireless LAN's communication. | Turn off the microwave oven, mobile phone, industrial machine, scientific instrument, or medical instrument which uses the same frequency range and then try printing again. If printing is successful, move the device to a location where it does not interfere.  |
| Printing does not start. | If the printer is using wireless LAN, SSID settings may be incorrect.   | Check that the SSID is correctly set using the printer's display panel. For details about SSID Setting, see "Connecting to the Wireless LAN Interface", Operating Instructions.   |

| Problem  | Cause   | Solution   |
|--|---|--|
| Printing does not start.   | If the printer is using wireless LAN, the receiver's MAC address may be preventing communication with the access point. | Check the access point settings when using the infrastructure mode. Depending on the access point, client access may be filtered by MAC address. Also, check that there are no transmission problems between the access point and wired clients, and between the access point and wireless clients.  |
| Printing does not start.   | The Login User Name, Login Password, or Driver Encryption Key is incorrect.   | Check the Login User Name, Login Password, and Driver Encryption Key.  |
| Printing does not start.   | Advanced encryption has been set using the Extended Security function.  | Check the settings of the Extended Security function. For details about Extended Security function settings, see Security Guide.   |
| [List / Test Print] is disabled.   | A mechanical error might have occurred.   | Contact your service representative.   |
| Printing does not start when using the extended wireless LAN in Ad-hoc Mode. | The correct Communication Mode is not set.  | <ul style="list-style-type: none"> <li>• Turn the main power switch off and then back on again. For details about how to turn on/off the main power switch, see page 17 "Turning On/Off the Power".</li> <li>• Change [Communication Mode] in [System Settings] to [802.11 Ad-hoc Mode], and then select [Off] for [Security Method]. For details about Communication Mode, see "Host Interface", Operating Instructions.</li> </ul> |

If printing does not start, contact your service representative.

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## When the Data In Indicator Does Not Light Up or Flash

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When the Data In indicator does not light up or flash after a print job starts, data is not being sent to the printer.

### When the printer is connected to the computer using the interface cable

Check that the print port setting is correct. When connecting the printer to the computer using a parallel interface, connect using LPT1 or LPT2.

- 1. Open the printer properties dialog box, and then click the [Ports] tab.**

For details about displaying the printer properties dialog box, see "Displaying the Printer Driver Properties with Windows", Operating Instructions.

- 2. In the [Print to the following port(s)] list, check that the correct port is selected.**

### Network connection

For details about the network connection, contact your administrator.

## Other Printing Problems

This section describes likely causes of and possible solutions for problems that can occur when a print job is performed from a computer.

### When You Cannot Print Properly

3

| Problem                                     | Cause  | Solution   |
|---|--|--|
| The printed image is smudged.               | Settings for thick paper have not been configured when printing on thick paper in the bypass tray. | <p><b>PCL 5e</b></p> <p>On the printer driver's [Paper] tab, select [Bypass Tray] in the "Input Tray:" list. Then in the "Type:" list, select a proper paper type.</p> <p><b>PCL 6/PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select [Bypass Tray] in the "Input Tray:" list. Then in the "Paper Type:" list, select a proper paper type.</p> |
| Printed images contain blots or are patchy. | The paper is damp.   | Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 34 "Paper Precautions".   |
| Printed images contain blots or are patchy. | The printer is not on a level surface.   | The printer must be placed on a stable and level surface. Check the printer environment and select an appropriate location. For details about the printer's environment, see "Install Location", Operating Instructions.   |

| Problem  | Cause  | Solution   |
|--|--|--|
| Printed images contain blots or are patchy.      | The paper is creased, curled, or has blemishes.  | Smooth out the wrinkles or replace the paper. For details about paper, see page 34 "Paper Precautions".  |
| The printed image is faded over the entire page. | The paper is damp.   | Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 34 "Paper Precautions".   |
| The printed image is faded over the entire page. | The paper is unsuitable. Printing on coarse or treated paper might result in faint print image.  | Use recommended paper. For details about recommended paper, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".   |
| The printed image is faded over the entire page. | If [On] is selected in the "Toner Saving:" list in the printer driver settings, the entire page will be faded when printed.                                      | <b>PCL 6/PostScript 3</b><br>On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Off] in the "Toner Saving".   |
| Images smudge when rubbed. (Toner is not fixed.) | The specified paper type and the paper that is actually loaded might be different. For example, thick paper might be loaded but not specified as the paper type. | <b>PCL 5e</b><br>On the printer driver's [Paper] tab, select a proper paper type in the [Type:] box.<br><b>PCL 6/PostScript 3</b><br>On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select a proper paper type in the "Paper Type:" list. |

| Problem  | Cause   | Solution   |
|--|---|--|
| The printed image is different from the image on the computer's display.                           | Printing will be performed by the printer's graphic processing function.  | <b>PCL 6</b><br>On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Raster] in the "Vector/Raster:" list.                                    |
| The image is too dark or too light.  | The paper type settings are not configured correctly.   | Check that the paper loaded on the paper tray or bypass tray matches the paper type set on the display panel. For details about paper type settings, see page 52 "Paper Settings".           |
| The image is too dark or too light.  | The paper is loaded reverse side up. Printing on non-print surfaces reduces print quality and can damage the printer's internal components.   | Before printing on special paper, check its surface carefully. For details about special paper, see page 34 "Paper Precautions".   |
| Image is dirty.  | Use of non-recommended toner can result in a loss of print quality and other problems.  | Use genuine manufacturer toner. Contact your service representative.   |
| Faint spots or smears appear on printed pages when printing is performed on both sides of a sheet. | The moisture in paper evaporates because of the heat generated during printing and forms dews on the surface of paper. These dews cause faint spots or smears of toner on printed images. | When you print on one side of paper continuously in a low-temperature environment, such as early in the morning or late at night, wait for about 10 minutes before starting duplex printing. |
| Printed graphics do not match graphics on the screen.  | If the printer driver is configured to use the graphics command, the graphics command from the printer is used to print.  | If you want to print accurately, set the printer driver to print without using the graphics command. For details about settings for printer driver, see the printer driver Help.             |
| Print result differs from the display.   | A non-Windows operating system is being used.   | Check that the application supports the printer driver.  |

| Problem                                  | Cause   | Solution   |
|--|---|--|
| Print result differs from the display.   | The printer is not selected for printing.                 | Use the printer driver of the printer and check that the printer is the specified printer. For details about how to open the printer driver settings screen, see "Displaying the Printing Preferences dialog box from the [Start] menu", Operating Instructions. |
| Print result differs from the display.   | Data transmission failed or was canceled during printing. | Check whether there is failed or canceled data remaining. For details about how to identify the cause of the error, see "Checking Error Logs", Operating Instructions.   |
| Characters differ from the display.      | The loaded paper is unsuitable.                           | Printing on recommended paper produces better resolution. For details about recommended paper, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".  |
| Image position differs from the display. | The page layout settings are not configured correctly.    | Check the page layout settings configured using the application. For details about page layout settings, see the application's Help.   |

| Problem  | Cause   | Solution   |
|--|---|--|
| Image position differs from the display.                     | The page layout settings are not configured correctly.                    | <p><b>PCL 5e</b></p> <p>On the printer driver's [Paper] tab, select [Print On] box, and then select the desired size.</p> <p><b>PCL 6 / PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Basic] in "Menu:", and then select the desired size in the "Print On:" list.</p> |
| Lines of garbled or unwanted alphanumeric characters appear. | An incorrect printer language might have been selected.                   | Select the correct printer driver, and then print the file again.  |
| Images are cut off, or excess is printed.                    | You may be using paper smaller than the size selected in the application. | Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. For details about the reduction function, see the printer driver Help.  |
| Photo images are grainy.                                     | Some applications print at a lower resolution.                            | Use the application's or printer driver's settings to specify a higher resolution. For details about printer driver's settings, see the printer driver Help.   |
| A solid line is printed as a dashed line or appears blurred. | Dither patterns do not match.   | <p><b>PostScript 3</b></p> <p>Change the dithering settings on the printer driver. For details about the dithering settings, see the printer driver Help.</p>  |



| Problem   | Cause  | Solution  |
|---|--|---|
| Fine lines are fuzzy with inconsistent thickness or color, or do not appear.                      | Super fine lines have been specified in the application.   | <p><b>PostScript 3</b></p> <p>Change the dithering settings on the printer driver. For details about the dithering settings, see the printer driver Help.</p> <p>If the problem continues after you change the dithering settings, use the settings of the application in which the image was created to change the color and thickness of the lines.</p> |
| Images appear only partially colored.   | The paper is damp.   | Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 34 "Paper Precautions".  |
| When printing is performed using the USB device server, a print job cannot be completed properly. | Even if the USB device server has received the data successfully, the printer cannot complete the print job properly because the timeout period set on the printer is too short. | Specify a longer period for [I/O Timeout] using the printer's control panel.  |

## Paper Misfeeds Occur Frequently

| Problem                                  | Cause  | Solution   |
|--|--|--|
| Paper is not fed from the selected tray. | When you are using Windows, printer driver settings override those settings using the display panel. | <p><b>PCL 5e</b></p> <p>On the printer driver's [Paper] tab, select the desired input tray in the "Input Tray:" list.</p> <p><b>PCL 6/PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select the desired input tray in the "Input Tray:" list.</p> |
| Images are printed at a slant.           | The tray's side fences might not be locked.  | Check that the side fences are locked. For details about how to set the side fences, see page 37 "Loading Paper into Paper Trays" or page 42 "Loading Paper into the Bypass Tray".   |
| Images are printed at a slant.           | The paper is feeding in at a slant.  | Load the paper correctly. For details about loading paper, see page 37 "Loading Paper into Paper Trays" or page 42 "Loading Paper into the Bypass Tray".   |
| Misfeeds occur frequently.               | The number of sheets loaded exceeds the capacity of the printer.                                     | Load paper only as high as the upper limit markings on the side fences of the paper tray, or the markings on the paper guides of the bypass tray.  |
| Misfeeds occur frequently.               | The paper tray's side fences are set too tightly.  | Push the side fences lightly, and then reset them.   |

| Problem  | Cause   | Solution   |
|--|---|--|
| Misfeeds occur frequently.                         | The paper is damp.                                | Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 34 "Paper Precautions".   |
| Misfeeds occur frequently.                         | The paper is too thick or too thin.               | Use recommended paper. For details about recommended paper, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".   |
| Misfeeds occur frequently.                         | The paper is wrinkled or has been folded/creased. | <ul style="list-style-type: none"> <li>• Use recommended paper. For details about recommended paper, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".</li> <li>• Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 34 "Paper Precautions".</li> </ul> |
| Misfeeds occur frequently.                         | Printed paper is being used.                      | Do not load sheets that have already been copied or printed by another printer.  |
| Misfeeds occur frequently.                         | Sheets are sticking together.                     | Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the printer one at a time.  |
| Sheets are feeding in together, resulting in jams. | Sheets are sticking together.                     | Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the printer one at a time.  |

| Problem  | Cause  | Solution   |
|--|--|--|
| Printed paper becomes creased.   | The paper is damp.   | Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 34 "Paper Precautions".   |
| Printed paper becomes creased.   | The paper is too thin.   | Use recommended paper. For details about recommended paper, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".   |
| Edges of sheets are creased.   | The paper is damp.   | Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 34 "Paper Precautions".   |
| Edges of sheets are creased.   | You are using non-recommended paper.                                       | Use recommended paper. For details about recommended paper, see page 28 "Paper Size Specifications" and page 32 "Paper Type Specifications".   |
| Duplex printing is malfunctioning.   | You have selected a paper tray that is not set for duplex print.           | Change the setting to enable duplex printing for the paper tray.   |
| The image on the back side of duplex printing has mottled blank patches or is smudged. | Missing patches and smudges are caused by moisture leaking from the paper. | <ul style="list-style-type: none"> <li>Do not install the printer in areas that are susceptible to low temperature.</li> <li>Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 34 "Paper Precautions".</li> </ul> |

| Problem                          | Cause                                    | Solution   |
|----------------------------------|--|--|
| White stripes appear on the OHP. | Fragments of paper are stuck to the OHP. | Use a dry cloth to wipe any paper fragments off the back of the OHP. |

## Additional Troubleshooting

| Problem                                    | Causes  | Solutions   |
|--|---|---|
| Printed pages fall off of the output tray. | Paper may curl depending on the paper size, type, or printing conditions. | <ul style="list-style-type: none"> <li>• Extend the extension tray of the output tray.</li> <li>• Load paper upside down in the paper input tray.</li> <li>• Remove the printed paper one by one. When printing multiple pages continuously, lower the envelope lever.</li> <li>• When printing is performed with the envelope lever lowered, a warning message appears. To turn off the message, set [Envelope Lever Alert] to [Do not Display]. For details about the setting item, see "Quality Maintenance", Operating Instructions.</li> </ul> |

| Problem   | Causes  | Solutions  |
|---|---|--|
| It takes a long time to complete a print job.   | Photographs and other data intensive pages take a long time for the printer to process, so simply wait when printing such data. | <p>If the Data In indicator is flashing, data has been received by the printer. Wait for a moment.</p> <p>Changing the following settings with the printer driver may help speed up printing:</p> <ul style="list-style-type: none"> <li>• Select [Speed] in "Print Priority" list.</li> <li>• Select a lower resolution.</li> </ul> <p>For details about how to change the settings, see the printer driver Help.</p> |
| Images are printed in the wrong orientation.  | The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same. | Set the printer's feed orientation and the printer driver's feed orientation accordingly. For details about settings for printer driver, see the printer driver Help.  |
| Optional components connected to the printer are not recognized.                                    | Bidirectional communication is not working.   | Set up optional devices on the properties of the printer. For details about how to set up optional devices, see the printer driver Help.   |
| Combined printing, booklet printing, or Auto Reduce/Enlarge printing does not come out as expected. | The application or printer driver settings are not configured correctly.  | Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.  |

| Problem   | Causes   | Solutions   |
|---|--|---|
| <p>Some types of data, such as graphics data or data from certain applications, do not print.</p> | <p>The printer driver settings are not configured correctly.</p> | <p>PCL 5e:<br/>On the printer driver's [Print Quality] tab, select [600 dpi] in the "Resolution" area.</p> <p>PCL 6:</p> <ul style="list-style-type: none"> <li>• On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Quality] in the "Print Priority:" list.</li> <li>• On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Raster] in the "Vector/Raster:" list.</li> </ul> <p>PostScript 3:<br/>On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Photographic] in the "Dithering:" list.</p> <p>For details about the printer driver settings, see the printer driver Help.</p> |

| Problem   | Causes  | Solutions   |
|---|---|---|
| Some characters are not printed or appear strange.      | The printer driver settings are not configured correctly. | <p>PCL 5e:</p> <p>On the printer driver's [Print Quality] tab, select [600 dpi] in the "Resolution" area.</p> <p>PCL 6:</p> <ul style="list-style-type: none"> <li>• On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Quality] in the "Print Priority:" list.</li> <li>• On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Raster] in the "Vector/Raster:" list.</li> </ul> <p>PostScript 3:</p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Text] in the "Dithering:" list.</p> <p>For details about the printer driver settings, see the printer driver Help.</p> |
| Print speed or application relinquishing speed is slow. | The printer driver settings are not configured correctly. | <p><b>PCL 6</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in "Menu:", and then select [Speed] in the "Print Priority:" list.</p> <p>For details about the printer driver settings, see the printer driver Help.</p> <p>Quit any other applications.</p>   |



| Problem   | Causes   | Solutions  |
|---|--|--|
| Print ends mid-job.   | An error might have occurred.  | Check the printer's display panel to see if an error has occurred.       |
| A print instruction was issued from the computer, but printing did not start.   | User Authentication may have been set.   | For details about User Authentication, see Security Guide.               |
| PDF files do not print out/<br>cannot perform PDF direct print.                 | PDF files are password-protected.  | To print password-protected PDF files, enter the password in [PDF Menu]. |
| PDF files do not print out/<br>cannot perform PDF direct print.                 | PDF files cannot be printed if they are print-disabled in PDF file security setting. | Change the PDF file security setting.                                    |
| PDF direct print produces strange or malformed characters.                      | Fonts were not embedded.   | Embed fonts in the PDF file you want to print, and then print.           |
| "Resetting job..." appears and printing is suspended.                           | Memory is insufficient.  | In [System], select [Memory Usage] to [Font Priority].                   |
| Printing did not start even though the specified print time has already passed. | The time set on the printer or computer is incorrect.                                | Set the correct time on the printer or computer.                         |
| Printing via wireless LAN is slow.  | The number of jobs exceeds the capacity of the printer.                              | Reduce the number of jobs.   |

| Problem                                   | Causes   | Solutions  |
|---|--|--|
| <p>Printing via wireless LAN is slow.</p> | <ul style="list-style-type: none"> <li>• A communication error might have occurred.</li> <li>• Interference from other wireless LAN devices can reduce the communication speed</li> <li>• If the printer is using a wireless LAN, radio waves may be interfering with the wireless communication. This may occur if there is a microwave oven, cordless telephone, industrial printer, scientific instrument, or medical instrument using the same frequency range near the device.</li> </ul> | <ul style="list-style-type: none"> <li>• Move the printer farther away from the wireless LAN device.</li> <li>• If there are active wireless LAN devices nearby, move the printer or disable those devices.</li> <li>• Turn off other printers or instruments that use the same frequency range, and then try printing again. If printing is successful, move the devices to a location where they do not interfere with the printer.</li> </ul> |

### The Printed Image is Different from the Image on the Computer

| Problem   | Solutions  |
|---|--|
| <p>The printed image is different from the image on the computer's display.</p> | <p>When you use some functions, such as enlargement or reduction, the layout of the image might be different from that displayed on the computer display.</p>  |
| <p>Images are cut off, or excess pages are printed.</p>                         | <p>If you are using paper smaller than the paper size selected in the application, use the same size paper with that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print.</p> <p>For details, see the printer driver's Help.</p> |

| Problem   | Solutions   |
|---|---|
| <p>PDF Direct Print is not executed (PDF file is not printed).</p>                                      | <p>You must install an optional hard disk or set the value of [RAM Disk] in the System Menu to 2 MB or higher.</p> <p>For details about [RAM Disk], see "System", Operating Instructions.</p> <p>When printing a PDF using a password, set the password of the PDF file using the [Change PDF Password] menu in [PDF Menu] or Web Image Monitor. For details about [Change PDF Password], see "PDF Menu", Operating Instructions.</p> <p>For details about Web Image Monitor, see Web Image Monitor Help.</p> <ul style="list-style-type: none"> <li>• PDF files not allowed to be printed by the PDF file security setting cannot be printed.</li> <li>• Highly compressed PDFs cannot be printed using PDF Direct Print. Open the relevant application and print the PDF file using the printer driver. Set the file format to standard PDF.</li> </ul> |
| <p>As a result of printing using PDF Direct Printing, characters are missing or misshapen.</p>          | <p>Before printing, embed the font in the PDF file to be printed.</p>   |
| <p>The paper size appears on the control panel and printing is not performed with PDF Direct Print.</p> | <p>When PDF Direct Print is used, printout requires paper set within the PDF file. When a message indicating a paper size appears, either place the indicated size in the paper tray or perform Form Feed.</p> <p>Also, if [Sub Paper Size] in the [System] menu is set to [Auto], printing is performed assuming Letter size and A4 size to be the same size. For example, when a PDF file set to A4 size paper is printed using PDF Direct Print and Letter size paper is loaded in the paper tray, or vice versa, the file will be printed out.</p>  |
| <p>The printer takes a long time to start printing.</p>   | <p>The printer accesses the USB interface when it receives a print job from the USB device server's network. In this case, it takes longer than usual to start a print job received from the printer's network.</p> <p>If it takes too long to start printing, specify a shorter period for [I/O Timeout] using the printer's control panel.</p>  |

## When Printer Is Not Functioning Properly

| Problem                                      | Solutions  |
|--|--|
| Paper is not fed from the selected tray.     | <p>When you are using a Windows operating system, the printer driver settings override those set using the control panel. Set the input tray you want using the printer driver.</p> <p>For details, see the printer driver's Help.</p>   |
| Prints do not stack properly.                | <ul style="list-style-type: none"> <li>• Paper is damp. Use paper that has been stored properly. See page 34 "Paper Precautions".</li> <li>• If printed sheets come out curled, use the standard tray extension. See page 8 "Guide to Components".</li> </ul>  |
| It takes too long to turn on the printer.    | <p>If the printer is turned off while accessing the hard disk (for example: during file deletion), the printer will require more time to power-up the next time it is turned on. To avoid this time delay, do not turn the printer off while it is in operation.</p>   |
| It takes too long to resume printing.        | <ul style="list-style-type: none"> <li>• The data is so large or complex that it takes time to process it. If Data In indicator is flashing, the data is being processed. Wait until it resumes.</li> <li>• The printer was in the Energy Saver mode or the Sleep mode. To recover from these modes, the printer must warm up, and this takes time until printing starts. For details, see page 18 "Saving Energy".</li> </ul>   |
| It takes too long to complete the print job. | <ul style="list-style-type: none"> <li>• Photographs and other data-intensive pages take a long time for the printer to process, so wait when printing such data. Changing the settings with printer driver may help to speed up printing. For details, see the printer driver's Help.</li> <li>• The data is so large or complex that it takes time for the printer to process it. If Data In indicator is flashing, the data is being processed. Wait until it resumes.</li> </ul> |

| Problem   | Solutions  |
|---|--|
| Attached options are not detected in the printer properties.  | <ul style="list-style-type: none"> <li>• The computer and printer are not in bidirectional communication. You must configure attached options in the printer properties. For details, see the printer driver's Help.</li> <li>• Once you perform an automatic update of device information using the PCL 6 or PostScript 3 printer driver's properties, other printer drivers may not be able to establish a bidirectional communication and cannot perform the automatic update successfully. This only occurs with 32-bit Windows XP. In such cases, log off and log back on to Windows, and perform the automatic update again. If the problem cannot be resolved, contact your sales or service representative.</li> </ul> |
| When printing combined prints or bound prints.  | <p>Check that the paper size and direction set in the printer driver are the same as those set in the application.</p> <p>If the settings are not the same, change the settings of the printer driver.</p>   |
| An empty tray is selected by Auto Tray Select, and the document is not printed due to out of paper error. | <p>If a paper tray is opened and closed while the printer is in Energy Saver mode, the printer will initialize the tray upon recovery, but the tray will not be selectable by Auto Tray Select.</p> <p>To print from a paper tray that you opened and closed while the printer was in Energy Saver mode, you must manually specify the tray as the source paper tray before printing. When the printer recovers from Energy Saver mode and completes initialization, it will then print the document from the tray you have specified.</p>   |

# Removing Jammed Paper

An error message appears if a paper misfeed occurs. The error message indicates where the misfeed occurs.

Check the location and remove the paper.

## ⚠ CAUTION

- Some of this machine's internal components get very hot. For this reason, take care when removing misfed paper. Not doing so could result in burns.
- When removing jammed paper, make sure not to trap or injure your fingers.

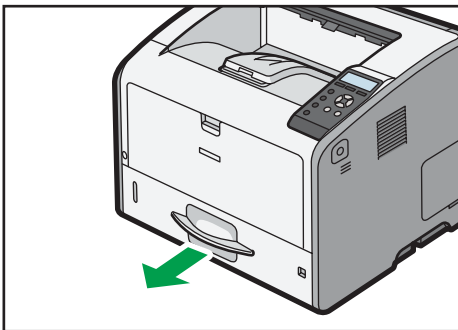
## ★ Important

- To prevent misfeeds, do not leave any torn scraps of paper inside the printer.
- Contact your service representative if misfeeds occur frequently.
- If the error message remains displayed even after you remove misfed paper, open and close the front cover.

## Paper Misfeed Message (A1)

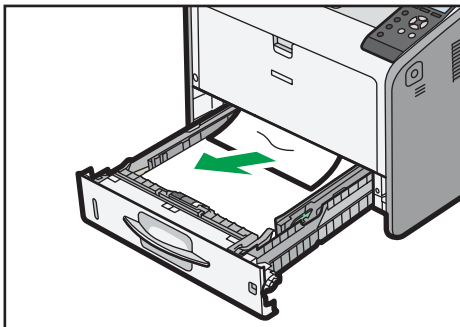
The paper misfeed message "⚠(A1)" appears when a paper misfeed occurs in the standard paper feed tray.

1. Pull out the paper tray until it stops.



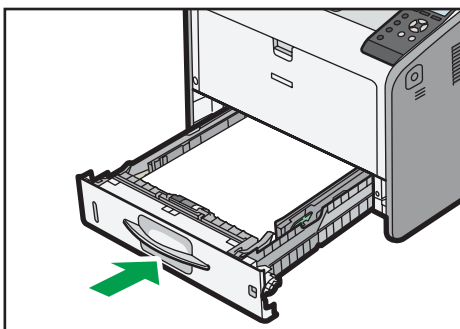
DBQ125

2. Pull out the jammed paper carefully.



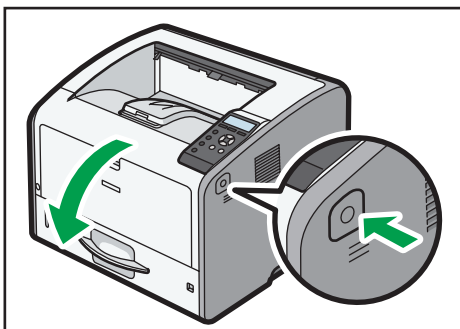
DBQ126

3. Close the paper tray carefully.

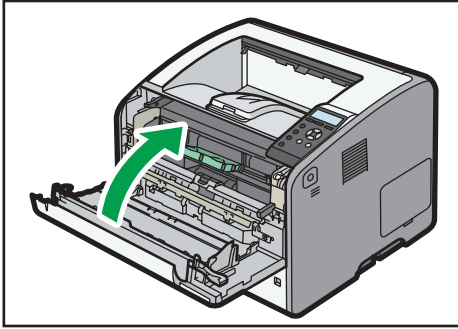


DBQ127

4. Open the front cover by pushing the front cover release button, and then close it to reset the misfeed condition.



DBQ010



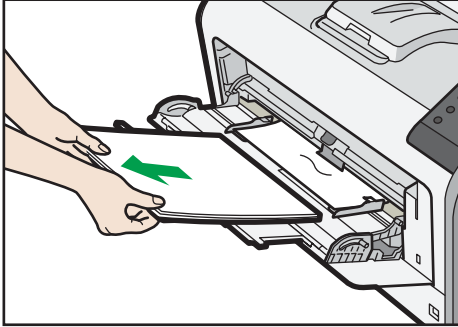
**Note**

- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the paper jam is cleared.

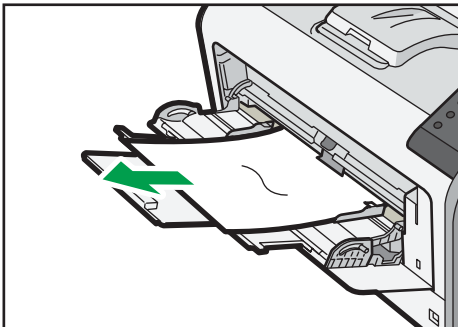
## Paper Misfeed Message (A2)

The paper misfeed message "⚠(A2)" appears when a paper misfeed occurs in the bypass tray.

1. Remove paper loaded in the bypass tray.

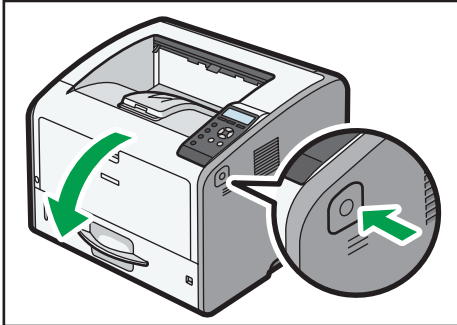


2. Pull out the jammed paper carefully.

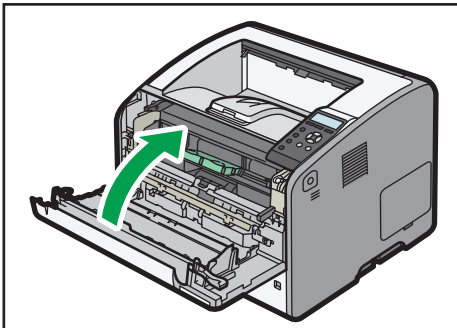




3. Open the front cover by pushing the front cover release button, and then close it to reset the misfeed condition.



DBQ010



DBQ067

**Note**

- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the paper jam is cleared.

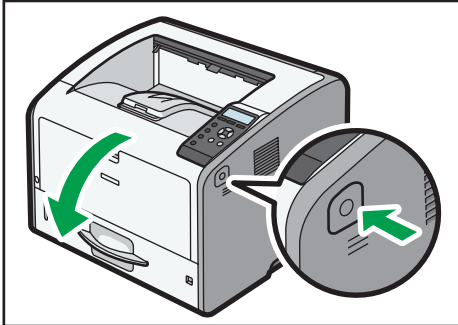
## Paper Misfeed Message (B)

The paper misfeed message "Ⓜ(B)" appears when a paper misfeed occurs in the internal paper feed path.

**Important**

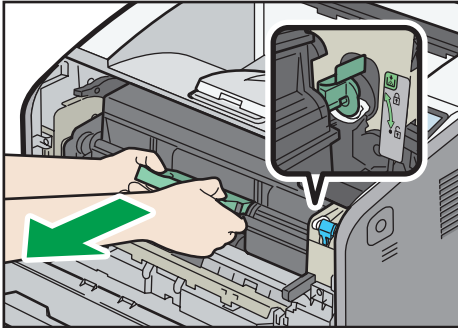
- The inside of this printer becomes very hot. Before removing paper around the fusing unit, wait until the temperature of the covers inside the fusing unit and paper transfer unit cools down.

1. Push the button on the right side of the printer, and then open the front cover with both hands carefully.



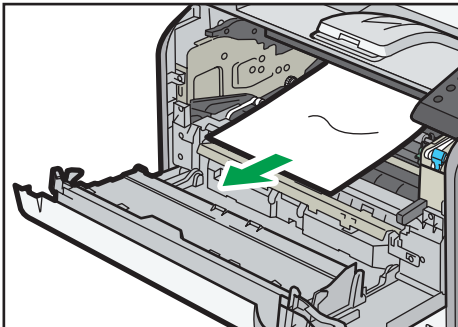
DBQ010

2. Hold the print cartridge's front handle to lift and pull it out.



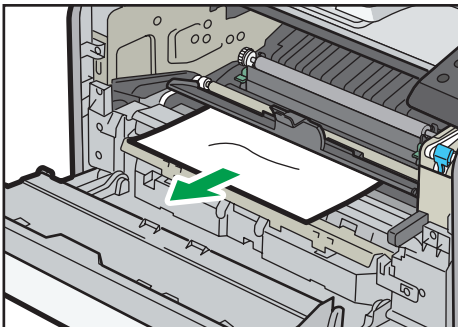
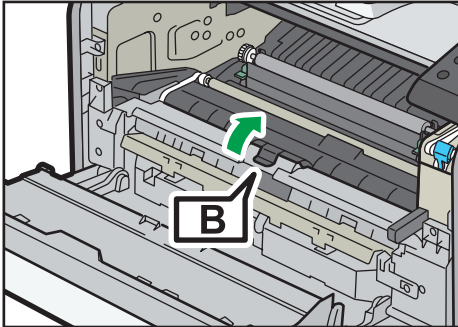
DBQ011

3. Pull out the jammed paper carefully.



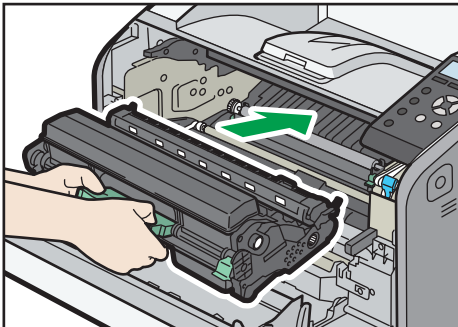
DBQ130

4. If you cannot see the jammed paper or remove it, lift "B" and remove the jammed paper.



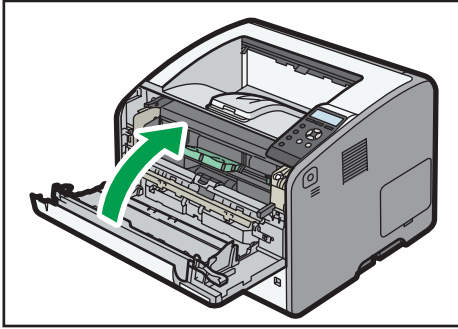
5. Hold the handle of the print cartridge, and then insert it into the printer until it stops.

Push in the print cartridge fully until it reaches the position indicated on the label attached on the printer.



6. Close the front cover with both hands carefully.

If the front cover does not close, do not force it. Check if the print cartridge is properly installed.



DBQ067

3

**Note**

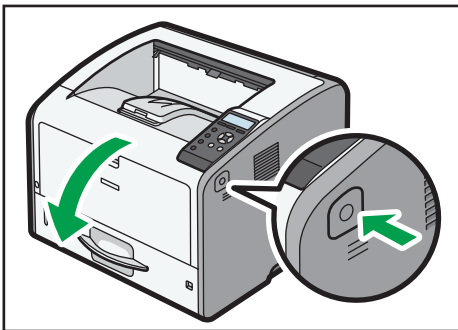
- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the paper jam is cleared.

## Paper Misfeed Message (B) (C)

The paper misfeed message "B (C)" appears when a paper misfeed occurs in the internal paper feed path.

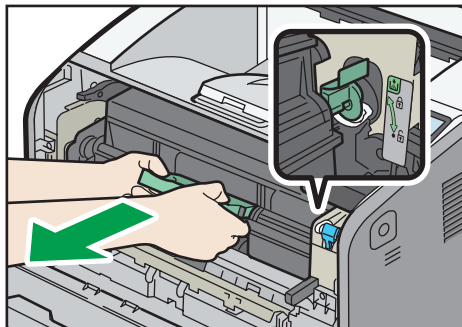
**Important**

- The inside of this printer becomes very hot. Before removing paper around the fusing unit, wait until the temperature of the covers inside the fusing unit and paper transfer unit cools down.
1. Push the button on the right side of the printer, and then open the front cover with both hands carefully.



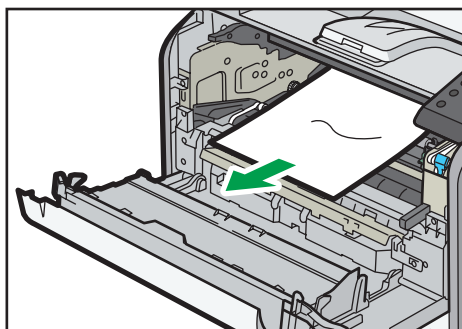
DBQ010

2. Hold the print cartridge's front handle to lift and pull it out.



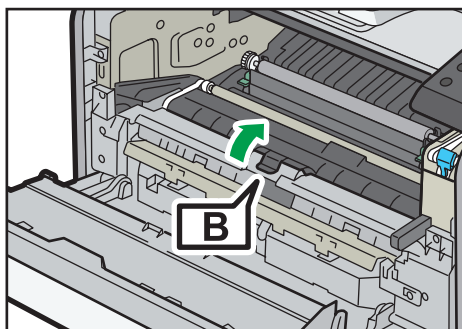
DBQ011

3. Pull out the jammed paper carefully.

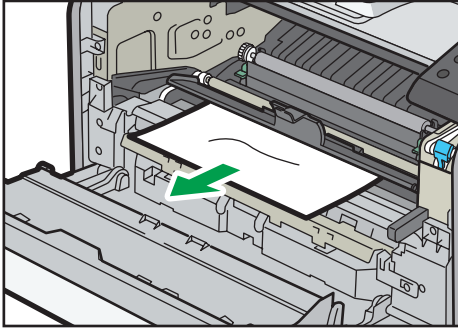


DBQ130

4. If you cannot see the jammed paper or remove it, lift "B" and remove the jammed paper.

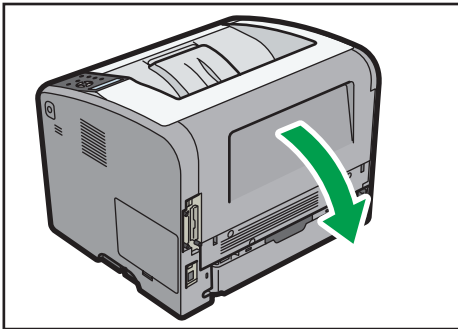


DBQ131



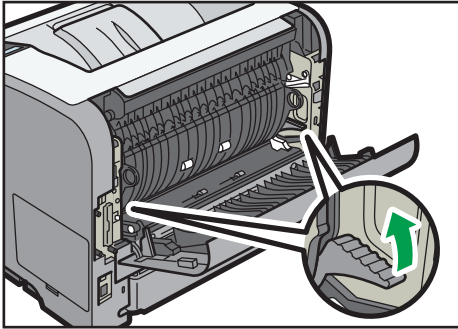
DBQ132

5. If you cannot remove the jammed paper, open the rear cover.



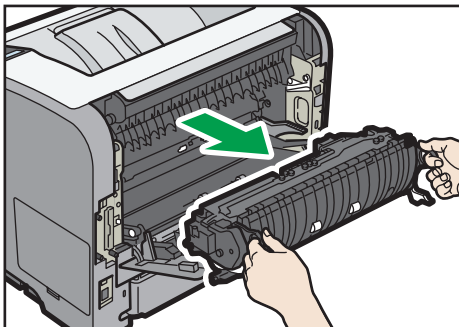
DBQ020

6. Lift the lock levers of the fusing unit.



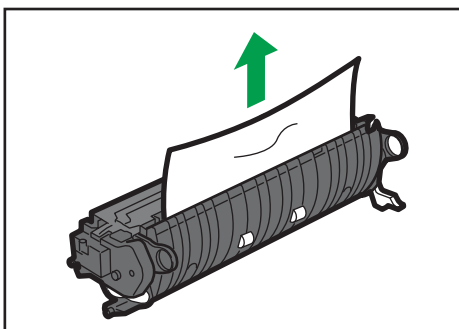
DBQ021

7. Pull the fusing unit out.



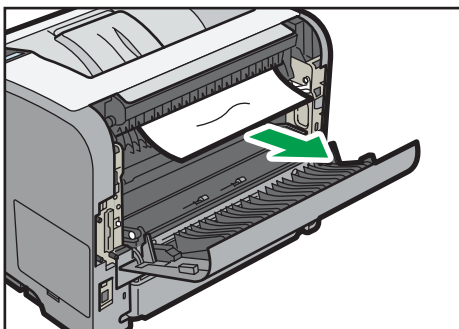
DBQ023

8. Hold the tab, and then remove the jammed paper.

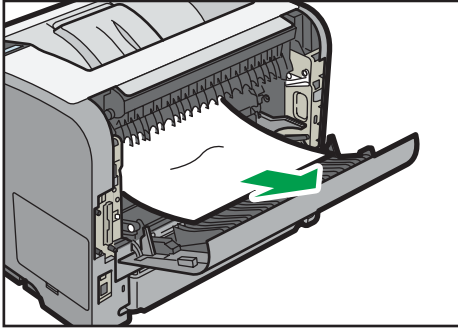


DBQ073

9. If the paper is not jammed in the fusing unit, remove the jammed paper from inside of the printer.

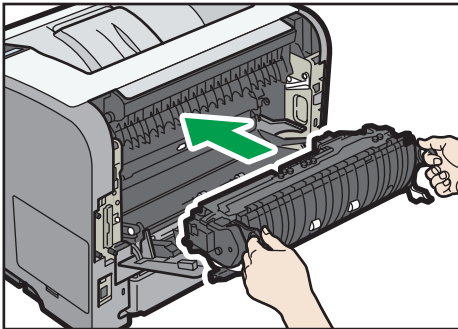


DBQ074



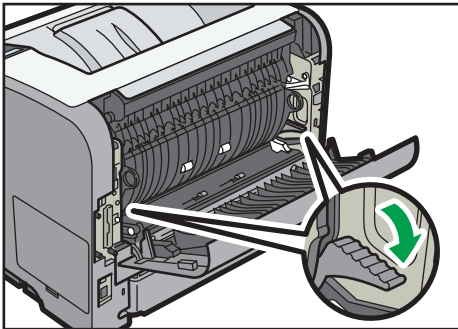
DBQ075

10. Push the fusing unit until it stops.



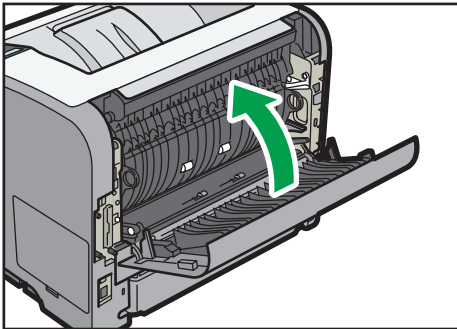
DBQ025

11. Push the lock levers of the fusing unit down until they click.



DBQ026



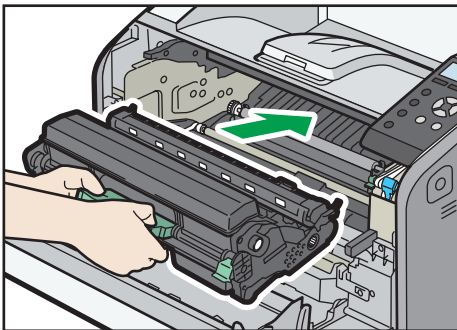
**12. Close the rear cover.**

DBQ029

3

**13. Hold the handle of the print cartridge, and then insert it into the printer until it stops.**

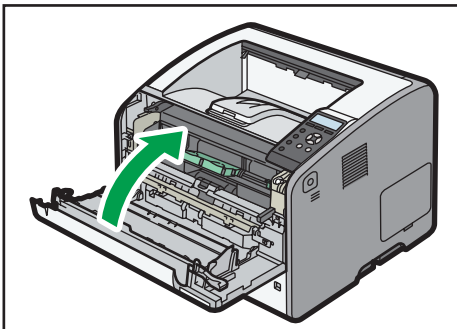
Push in the print cartridge fully until it reaches the position indicated on the label attached on the printer.



DBQ016

**14. Close the front cover with both hands carefully.**

If the front cover does not close, do not force it. Check if the print cartridge is properly installed.



DBQ067

**Note**

- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the paper jam is cleared.

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## Paper Misfeed Message (Y1), (Y2), or (Y3)

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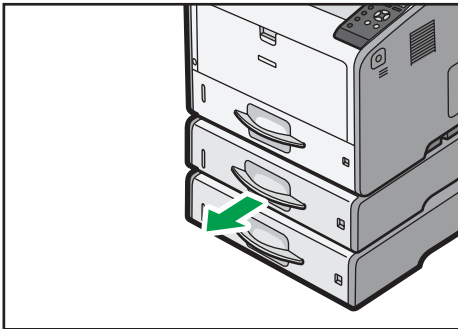
The following messages are displayed according to the tray where the paper is jammed:

- "r(Y1)": Tray 2
- "r(Y2)": Tray 3
- "r(Y3)": Tray 4

The procedure for removing jammed paper is the same for all trays. In the following procedure, a paper jam that occurs in Tray 2 (with the (Y1) message displayed) is explained as an example.

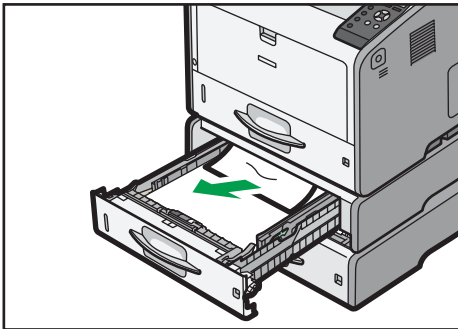
3

1. Pull out the paper tray until it stops.



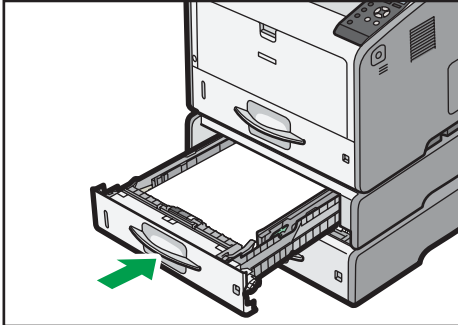
DBQ076

2. Pull out the jammed paper carefully.



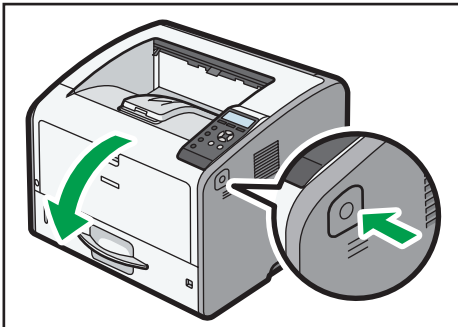
DBQ077

3. Hold the tray with both hands, slide it along the rails of the paper feed unit, and then push it straight in.

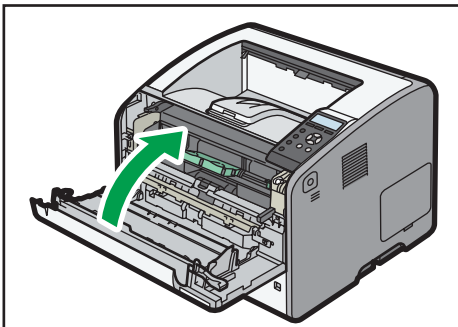


DBQ078

4. Open the front cover by pushing the front cover release button, and then close it to reset the misfeed condition.



DBQ010



DBQ067

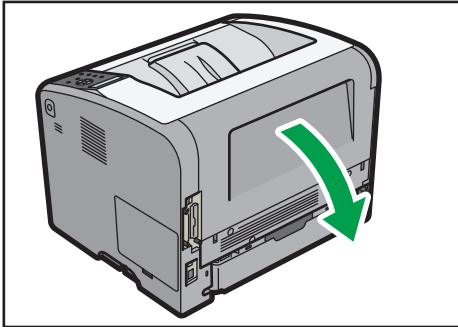
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## Paper Misfeed Message (Z1)

---

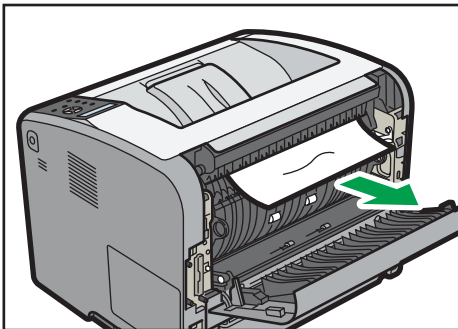
The paper misfeed message "Z1" appears when a paper misfeed occurs inside the duplex unit.

**1. Open the rear cover.**



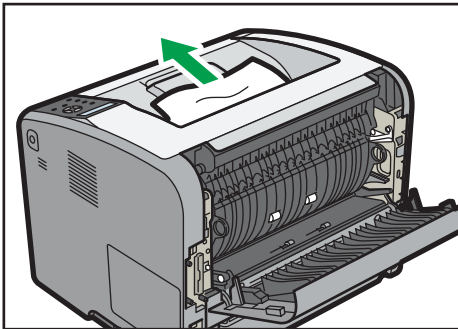
DBQ020

**2. Pull out the jammed paper carefully.**



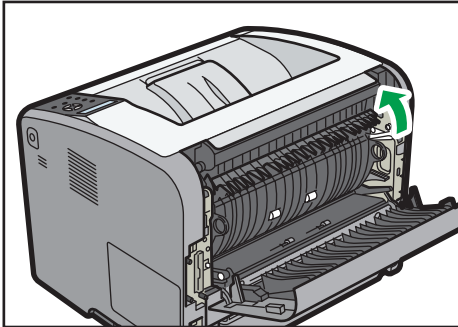
DBQ079

**3. If you can see the jammed paper in the output tray, keep the rear cover opened and remove the paper.**



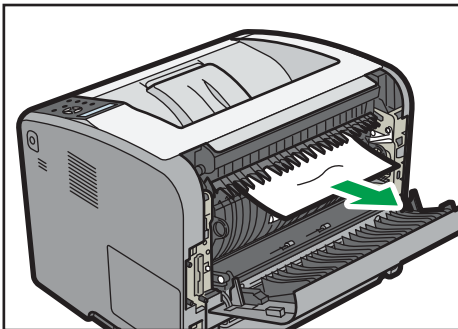
DBQ080

4. If you cannot see the jammed paper, lift the "Z1" guide board.



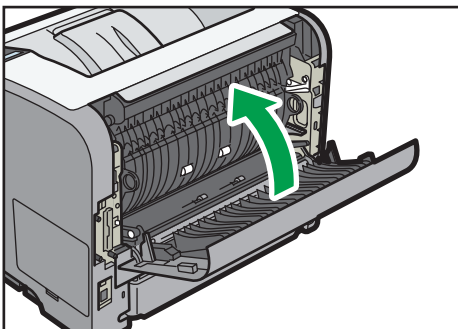
DBQ082

5. Pull out the jammed paper carefully.



DBQ081

6. Close the rear cover.



DBQ029

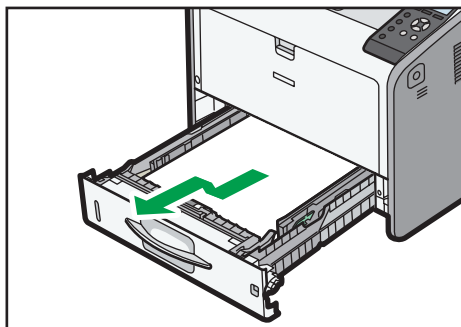
---

## Paper Misfeed Message (Z2)

---

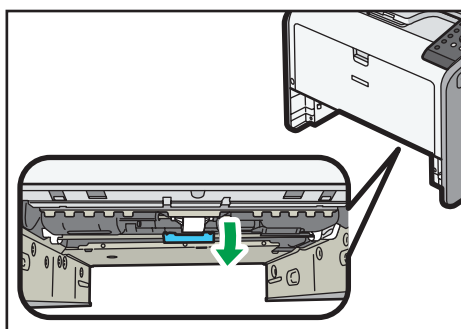
The paper misfeed message "Z2" appears when a paper misfeed occurs in the internal paper feed path of duplex printing.

1. Pull out the paper tray carefully.



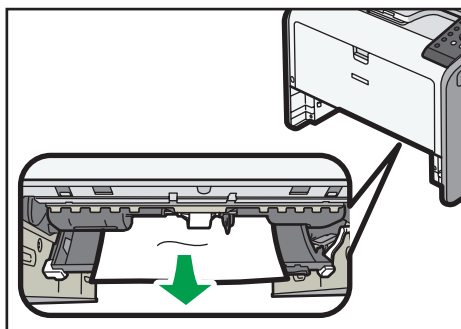
DBQ030

2. Pull down "Z2".



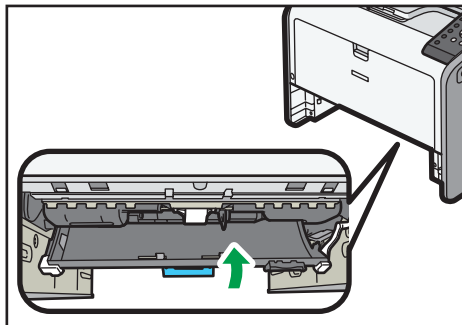
DBQ083

3. Pull out the jammed paper carefully.



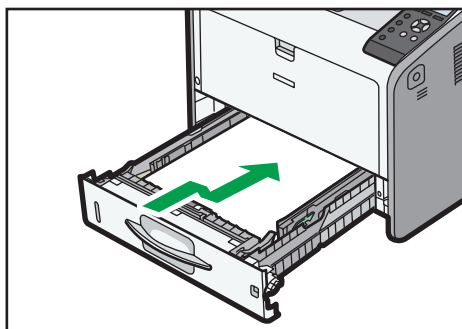
DBQ084

- Return "Z2" to its original position.



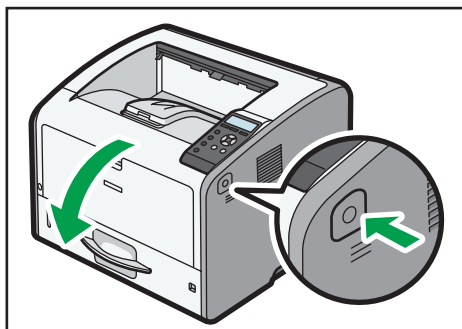
DBQ085

- Lift the front side of the tray, and then slide it into the printer carefully until it stops.

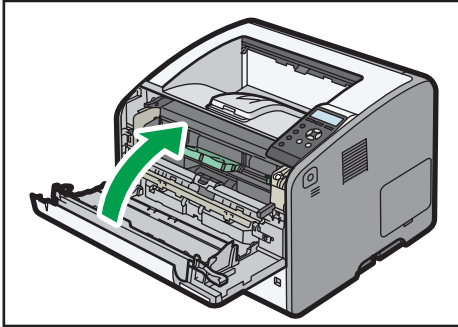


DBQ039

- Open the front cover by pushing the front cover release button, and then close it to reset the misfeed condition.



DBQ010

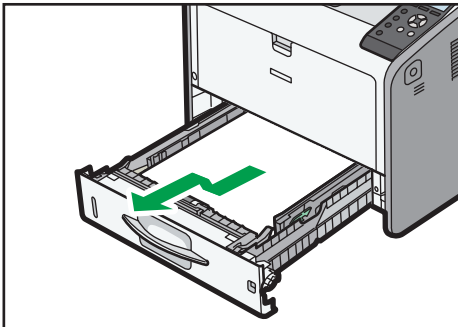


DBQ067

## Paper Misfeed Message (Z3)

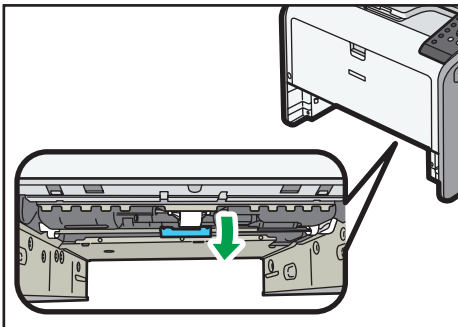
The paper misfeed message "Z3" appears when a paper misfeed occurs in the internal paper feed path of duplex printing.

1. Pull out the paper tray carefully.



DBQ030

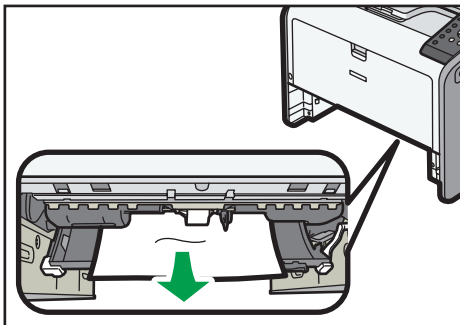
2. Pull down "Z2".



DBQ083

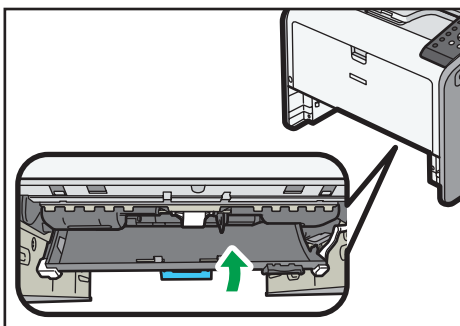


3. Pull out the jammed paper carefully.



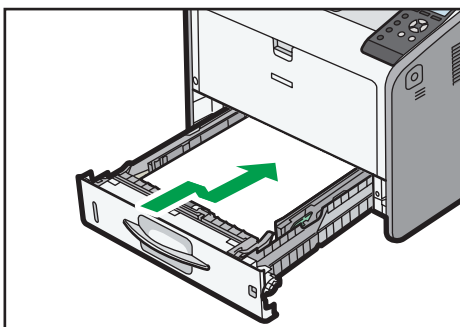
DBQ084

4. Return "Z2" to its original position.



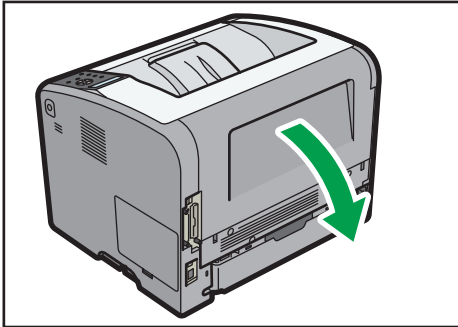
DBQ085

5. Lift the front side of the tray, and then slide it into the printer carefully until it stops.



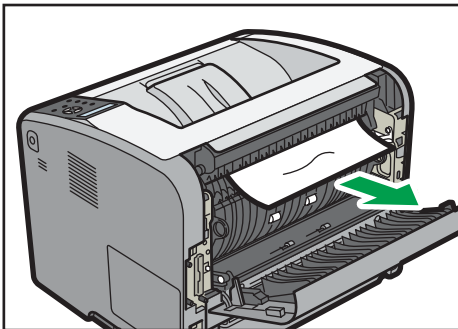
DBQ039

**6. Open the rear cover.**



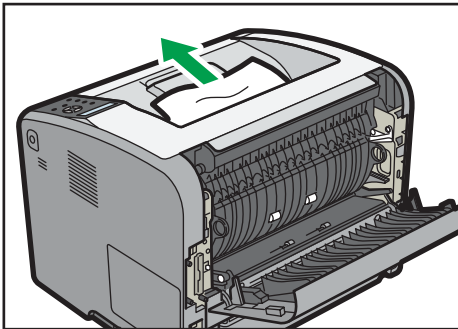
DBQ020

**7. Pull out the jammed paper carefully.**



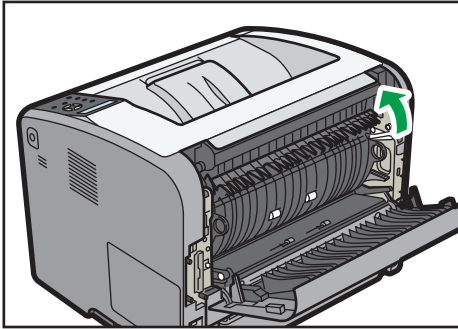
DBQ079

**8. If you can see the jammed paper in the output tray, keep the rear cover opened and remove the paper.**



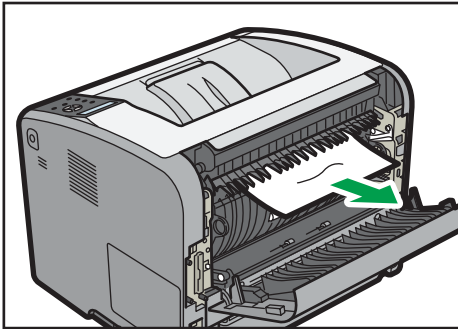
DBQ080

9. If you cannot see the jammed paper, lift the "Z1" guide board.



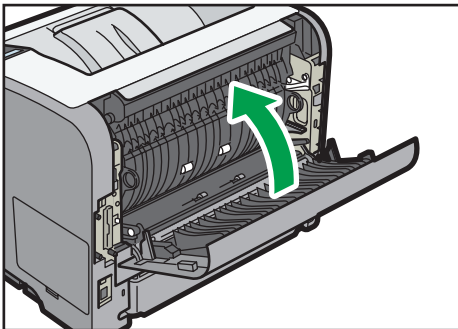
DBQ082

10. Pull out the jammed paper carefully.



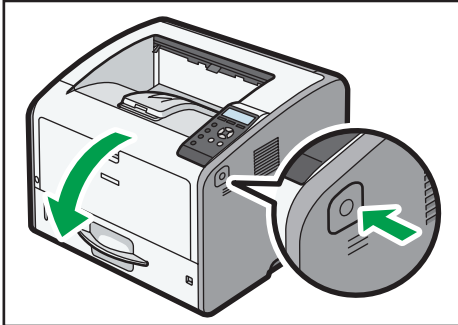
DBQ081

11. Close the rear cover.

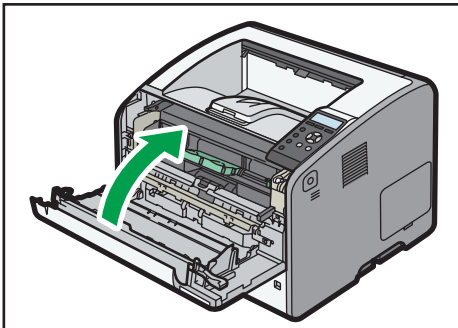


DBQ029

12. Open the front cover by pushing the front cover release button, and then close it to reset the misfeed condition.



DBQ010



DBQ067

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