

# DocuPrint P505 d

## User Guide

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# 1

## **Before Using the Machine**

## Preface

Thank you for selecting the DocuPrint P505 d (hereafter referred to as "the printer" or "the machine").

This guide describes how to operate the machine and the precautions you should follow during operation. To get the most out of the machine and to use it effectively, be sure to read this guide before use.

The guide assumes that you are familiar with a personal computer and that you are knowledgeable of computer networks. When you need additional information, refer to the manuals provided with the personal computer, operating system, and network products.

After reading this guide, be sure to keep it handy for quick reference. It will be useful in case you forget how to perform operations or if a problem occurs with the machine.

# Types of Manuals

The following guides are provided with the machine.

## Accompanying Manuals

### ■ Software/Product Manual (CD)

The guides in this media describe how to operate and maintain the machine.

### ■ Safety Guide

The guide describes precautions you should follow for safe use of the machine. Be sure to read this guide first.

### ■ Setup Guide

The guide describes step-by-step instructions on how to set up your printer.

## Help Accessible from the Software

### ■ Print Driver Help

The help describes the print features and operations.

## Guides for Optional Components

Optional components are available for the machine. Some of them come with user guides.

The guides for optional components describe all the necessary steps for using the optional components and installing the software.

# Important Security Instructions

The Security Warning screen is displayed before the Home screen when any one of the following conditions is fulfilled and you enter the System Administration mode.

- The system administrator's passcode is the default value.
- The SNMP protocol's community name and authentication password are default values.
- The Global IP Address is used and [Login Method] is set to [Simple].

To use the machine more safely, we recommend that you change the settings immediately after installing the machine.

- Change the system administrator's passcode, and SNMP protocol's community name and authentication password from the default values.

Changing these settings prevents the machine from the malicious person's attacks (changing settings or exploitation of information).

## Note

- Changing the system administrator's passcode, and SNMP protocol's community name and authentication password from the default values affects the behavior of cooperative software or utilities. Check the influence before changing these settings.
- When using the Global IP Address on the machine, set the IP address filtering setting to prevent the machine from illegal access from an external network (browsing job history or accessing the data stored in the machine).
- Set [Login Method] to [Local] or [Network].

Select [Local] to use the user information registered on the machine to manage authentication. Only the users who have succeeded in the authentication can use the machine. When using this method, entering user ID is required to log in.

## Reference

- For information on how to change the system administrator's passcode, refer to "Changing Password from the CentreWare Internet Services" (P.156).
- For information on how to change the SNMP authentication information, refer to "SNMP" (P.114).
- For information on how to set the IP address filtering, refer to "IP Address Filtering" (P.133).
- For information on how to set the login method, refer to "Login Method" (P.118).



# Using This Guide

## Organization of This Guide

This guide consists of the following chapters:

### ■ 1 Before Using the Machine

Describes how to use this guide.

### ■ 2 Setting Up the Printer (Printer Setup)

Describes how to connect the printer to your computer and network, and how to install the software into your computer.

### ■ 3 Product Overview

Describes the basic information of the machine, such as the names of components, how to use the touch screen, how to switch the machine on and off, and how to exit the Power Saver mode.

### ■ 4 Paper and Other Media

Describes the types of paper and other media that you can use on the machine and how to load media in a tray.

### ■ 5 Printing

Describes how to print documents using various features.

### ■ 6 Device

Describes the procedures to check the machine status and set up the system.

### ■ 7 CentreWare Internet Services

Describes how to use CentreWare Internet Services.

### ■ 8 Encryption and Digital Signature Settings

Describes how to configure the machine to use the Encryption and the Digital Signature features with your communications and documents.

### ■ 9 Authentication and Accounting Features

The machine has the Authentication feature to restrict the availability of services for each feature and the Accounting feature to manage the use of each feature based on the Login Type selected.

### ■ 10 Maintenance

Describes how to replace consumables and to clean the machine.

### ■ 11 Problem Solving

Describes troubleshooting procedures to solve the problems with the machine.

### ■ 12 Appendix

Describes the specifications of the machine, optional accessories, and cautions/restrictions.

## Conventions

- The screen shots and illustrations used in this guide vary depending on the machine configuration and optional components installed. Some of the items in the screen shots may not be displayed or available depending on your machine configuration.
- The procedures in this guide may vary depending on the driver and utility software being used due to the upgrades.
- In this guide, "Computer" refers to a personal computer or workstation.
- The following terms are used in this guide:

### Important

- Important information that you should read.



### Note



- Additional information on operations or features.

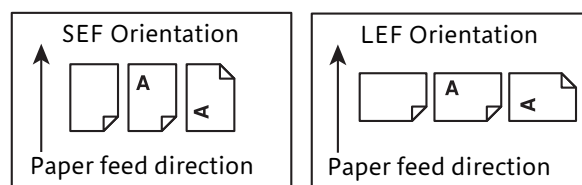
- The following symbols are used in this guide:

- |  |   |
|--|---|
| <p>" "</p> <p>[ ]</p> <p>&lt; &gt; button</p> <p>&lt; &gt; key</p> <p>&gt;</p> | <ul style="list-style-type: none"> <li>• A cross-reference included in this guide.</li> <li>• Names of media, features, touch screen messages and input text.</li> <li>• Folders, files, applications, button or menu names displayed on the touch screen.</li> <li>• Names of menus, commands, windows, or dialog boxes displayed on the computer screen and their buttons and menu names.</li> <li>• Hardware buttons on the control panel.</li> <li>• Keys on the keyboard of the computer.</li> <li>• Path to a certain item within a procedure on the control panel.<br/>For example: When you see the procedure "select [Device] &gt; [Language] &gt; [Keyboard Layout]", this means that you need to select [Device], select [Language], and then select [Keyboard Layout].</li> <li>• Path to a certain item within a procedure on a computer.<br/>For example: When you see the procedure "to search for files and folders, click [Start] &gt; [Search] &gt; [For Files or Folders]", this means that you need to click [Start], click [Search], and then click [For Files or Folders] to search for files and folders.</li> <li>• Cross-reference<br/>For example: "Refer to "Device" &gt; "Language" &gt; "Keyboard Layout" in the User Guide." The sentence above means that it is recommended to refer to the section "Keyboard Layout", in "Language" in chapter "Device" of the User Guide.</li> </ul> |
|--|---|

- Orientation of paper is described in this guide as follows:

  Short Edge Feed (SEF): Loading the document or paper in portrait orientation when viewed from the front of the machine.

  Long Edge Feed (LEF): Loading the document or paper in landscape orientation when viewed from the front of the machine.



# 2

## **Setting Up the Printer (Printer Setup)**

# Connecting and Setting Up Your Printer

To connect your printer to a computer or device, the following specification must be met for each of the connection type:

Connection type	Connection specifications
Ethernet	10BASE-T/100BASE-TX/1000BASE-T
USB	USB3.0
Wireless (optional)	IEEE 802.11n/802.11g/802.11b/802.11a

## Connecting to a Computer or a Network

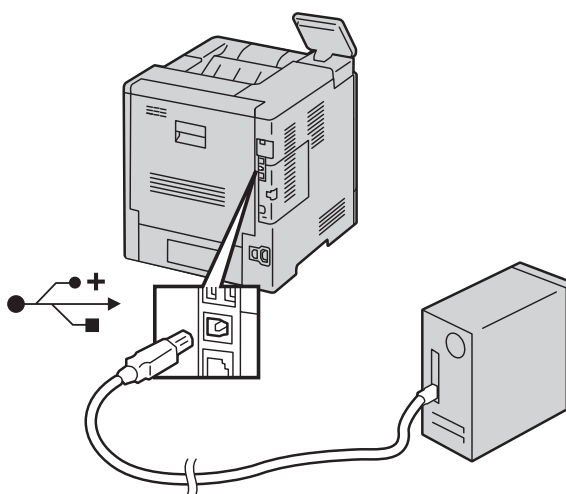
### Important

- Before making connections, be sure to turn off the printer.

### Connecting to a Computer Using the USB Cable (Direct Connection)

A local printer is a printer which is directly connected to your computer using the USB cable. If your printer is connected to a network instead of your computer, skip this section and go to "Connecting to a Network Using the Ethernet Cable" (P.17).

- 1 Connect the smaller end of the USB cable to the USB port at the rear of the printer.



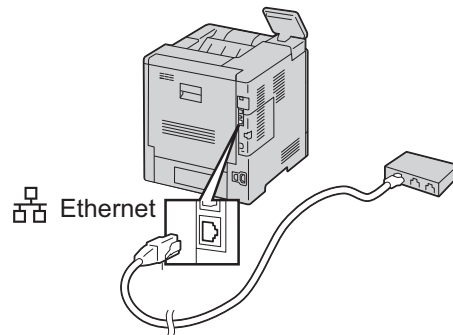
- 2 Connect the other end of the cable to a USB port of the computer.

### Important

- Do not connect the printer USB cable to a USB port located on the keyboard.

## Connecting to a Network Using the Ethernet Cable

- 1 Connect the Ethernet cable.



To connect the printer to a network, connect one end of the Ethernet cable into the Ethernet port on the rear of the printer, and the other end to a LAN drop or hub.

## Connecting to a Wireless Network

See "Configuring the Wireless Settings" (P.19).

## Turning On/Off the Printer

### Turning On the Printer or Exiting Low Power or Sleep Mode

To turn on the printer, or to exit Low Power mode or Sleep mode, press the Power button.

#### Note

- The printer exits Low Power mode or Sleep mode automatically by receiving data from a connected device.
- When the printer is in Low Power mode, or Sleep mode, the touch screen is powered off and unresponsive. To wake the printer manually, press the Power button.

### Restarting, Placing in Sleep Mode, or Turning Off the Printer

#### Note

- If the printer does not respond to a single press of the Power button, then press and hold the button for 5 seconds. A Please Wait message appears as the printer powers down.  
After 10 seconds, the touch screen goes dark and the Power button flashes until the printer powers down.

- 1 Press the Power button on the control panel.
- 2 Select an option.
  - To restart the printer, select [Restart].
  - To place the printer in Sleep mode, select [Sleep].

#### Note

- In Sleep mode, the touch screen goes dark and the Power button flashes.
- To turn off the printer, select [Power Off].

## Configuring Initial Settings on the Control Panel

When you turn on the printer for the first time, the install wizard screen to perform the initial setup appears on the control panel. Follow the wizard to configure the initial settings, including the following:

- Language  
See "Language" (P.76).
- Date & Time  
See "Date & Time" (P.77).
- Measurements  
See "Measurements" (P.77).

The printer is ready for use after tapping [Done] on the [Install Complete] screen that appears at the end of the settings.

## 2

## Setting Up the Printer Using Quick Setup (Windows® Only)

### Note

- To set up the printer as a wireless printer, see "Configuring the Wireless Settings" (P.19).
- To set up the printer connected with Macintosh computers, see "Installing Printer Drivers on Computers" (P.27).

### Basic Setup

To set up the printer, you can use the setup program on the computer running a Microsoft® Windows® operating system.

The program first searches for the printer and grasps how the printer is connected to the computer. Based on that information, the program will automatically install the drivers and software to your computer.

Before starting this basic setup, make sure that the printer is turned on, and ensure the cable connections as follows:

- To set up the printer as a network (wired) printer, connect the Ethernet cable to the printer.
- To set up the printer as a USB printer, connect the USB cable to the printer.

### Note

- To enable the automatic search for network printers on the computer running a client operating system (Windows® 7, Windows® 8.1 or Windows® 10), go to [Control Panel] > [Network and Internet] > [Network and Sharing Center] > [Advanced sharing settings], and set [Network discovery] for the current network profile to [Turn on network discovery].

- 1 Insert the Software/Product Manual disc provided with the printer into your computer.

The setup program launches automatically and begins to search for your printer.

### Note

- If the setup program does not launch automatically, follow the procedure below.  
The following procedure uses Windows® 10 as an example.

- 1) Right-click the Start button, and then click [Run].
- 2) Enter [D:\Launcher.exe] (where [D] is the drive letter of the optical drive), and then click [OK].

- 2 Click [Quick Setup] on the main menu screen of the setup program.
  - 3 Accept the terms of the license agreement and click [Next]. The program begins to search for your printer.
  - 4 Wait for the Quick Setup wizard to find your printer.  
For a network (wired) printer, select your printer after the printer is found, and then click [Next].  
For a USB printer, Quick Setup automatically installs your printer after the printer is found.
- Note**
- If Quick Setup does not find any printer, the main menu window of Quick Setup appears. See "Installing Printer Drivers on Computers" (P.27).
- 5 Click [Finish] to exit the wizard when the [Ready to Print!] screen appears.
  - 6 Eject the Software/Product Manual disc.

## Configuring the Wireless Settings

The Wireless LAN Kit (optional) allows you to use the printer with wireless network connection.

The specifications of the Wireless LAN Kit are described below.

Item	Specification
Connectivity Technology	Wireless
Compliant Standards	IEEE 802.11a, 802.11b, 802.11g, and 802.11n
Bandwidth	IEEE 802.11n, 802.11g and 802.11b: 2.4 GHz IEEE 802.11n and 802.11a: 5 GHz
Data Transfer Rate	IEEE 802.11n: 72 Mbps IEEE 802.11g and 802.11a: 54, 48, 36, 24, 18, 12, 9, and 6 Mbps IEEE 802.11b: 11, 5.5, 2, and 1 Mbps
Security	64 (40-bit key)/128 (104-bit key) WEP, WPA Personal (TKIP, AES), WPA2 Personal (AES), WPA Enterprise (TKIP, AES) <sup>*1</sup> , WPA2 Enterprise (AES) <sup>*1</sup>
Wi-Fi Protected Setup (WPS) <sup>*2</sup>	Push-Button Configuration (PBC) Personal Identification Number (PIN)
Wireless Mode	Infrastructure, Ad-hoc, Wi-Fi Direct

<sup>\*1</sup> : EAP method supports PEAPv0/MS-CHAPv2, EAP-TLS, EAP-TTLS/PAP, EAP-TTLS/CHAP and EAP-TTLS/MSCHAPv2.

<sup>\*2</sup> : WPS 2.0 compliant.

### Note

- The Wireless LAN Kit is configured as a secondary network interface by default.  
If the wireless connection is the only network to be used, the Wireless LAN Kit must be set as the primary interface.
- When the Wireless LAN Kit is configured as a primary network interface, you cannot use IEEE 802.1x authentication on the Ethernet port.

## Determining the Wireless Network Settings

You need to know the settings for the wireless network to set up the wireless printer. For details of the settings, contact your network administrator.

[Wireless Settings]	SSID	A name with up to 32 alphanumeric characters, which identifies the wireless network	
	Network Type	[Infrastructure] or [Ad hoc]	
[Security Settings]	Encryption	No security	For the wireless setting without specifying any encryption
		WEP	Requires a WEP key. For a 64-bit WEP: up to 10-hexadecimal character key For a 128-bit WEP: up to 26-hexadecimal character key
		Transmit Key	WEP key 1-4
		WPA2 Personal*	With AES method
		Mixed Mode Personal*	Automatically selects the encryption type from WPA Personal (AES), WPA2 Personal (AES) or WPA Personal (TKIP).
		Passphrase	Alphanumeric characters from 8 to 63 bytes long and hexadecimal characters of 64 bytes long
		WPA2 Enterprise*	With AES method
		Mixed Mode Enterprise*	Automatically selects an available encryption type from WPA Enterprise (AES), WPA2 Enterprise (AES) or WPA Enterprise (TKIP).
		Authentication	PEAPv0 MS-CHAPv2, EAP-TLS, EAP-TTLS/PAP, EAP-TTLS/CHAP or EAP-TTLS/MS-CHAPv2

\* : Available only when [Infrastructure] is selected as Network Type.

## Configuring the Optional Wireless LAN Kit

You can select a method to configure the Wireless LAN Kit from the following:

- WPS-PBC<sup>\*1\*3</sup>
- WPS-PIN<sup>\*2\*3</sup>
- Auto SSID Setup
- Manual SSID Setup
- CentreWare Internet Services

<sup>\*1</sup> : WPS-PBC (Wi-Fi Protected Setup-Push Button Configuration) is a method to authenticate and register devices required for wireless configuration, by pressing the button provided on your access point or wireless router. This setting is available only when the access point supports WPS. Before starting WPS-PBC, check where the WPS button (button name may vary) on the wireless LAN access point.

<sup>\*2</sup> : WPS-PIN (Wi-Fi Protected Setup-Personal Identification Number) is a method to authenticate and register devices required for wireless configuration, by entering PIN assignments into the wireless LAN access point. This setting, performed through access point, is available only when the access points of your wireless router supports WPS.

<sup>\*3</sup> : For WPS operation on the wireless LAN access point, refer to the manual supplied with the wireless LAN access point.



**Note**

- The optional Wireless LAN Kit must be installed on the printer.

**■ WPS-PBC**

You can start Push Button Configuration only from the control panel.

- 1 Press the Home button.
- 2 Tap [Device] > [Connectivity] > [Wi-Fi].
- 3 Tap [Manual Setup].
- 4 Tap [Wi-Fi Protected Setup (WPS)] > [PBC] > [OK].

**Note**

- Start the WPS-PBC on the wireless LAN access point (Registrar) within 2 minutes.

When the WPS operation is successful and the printer is rebooted, wireless LAN connection setting is completed.

**■ WPS-PIN**

The PIN code of WPS-PIN can only be configured from the control panel.

- 1 Press the Home button.
- 2 Tap [Device] > [Connectivity] > [Wi-Fi].
- 3 Tap [Manual Setup].
- 4 Tap [Wi-Fi Protected Setup (WPS)] > [PIN].
- 5 Write down the displayed 8-digit PIN code for the wireless LAN access point.
- 6 Tap [OK].

**Note**

- Enter the PIN code into the wireless LAN access point (Registrar) within 2 minutes.

When the WPS operation is successful and the printer is rebooted, wireless LAN connection setting is completed.

**■ Auto SSID Setup**

- 1 Press the Home button.
- 2 Tap [Device] > [Connectivity] > [Wi-Fi].  
The printer automatically searches the access points on wireless network.
- 3 Tap the desired access point.  
When you select an access point with no encryption, proceed to step 5.  
If the desired access point does not appear, go to "Manual SSID Setup" (P.22).

**Note**

- Some hidden SSID may not be displayed. If the SSID is not detected, turn on SSID broadcast from the router.

**4** Enter the login information.

When the encryption type of the selected access point is WEP, WPA2 Personal or Mixed Mode PSK (AES/TKIP) in step 3:

1) Enter the password in the [Enter Password] text box.

2) Tap [OK].

When the encryption type of the selected access point is WPA2 Enterprise or Mixed Mode Enterprise (AES/TKIP) in step 3:

1) Enter the identity in the [Enter Identity] text box.

2) Tap [Next].

3) Enter the user name in the [Enter User Name] text box.

4) Tap [Next].

5) Enter the password in the [Enter Password] text box.

6) Tap [OK].

**5** If the [Wi-Fi] screen is displayed with the desired access point set to [Connected], wireless LAN connection setting is complete.**■ Manual SSID Setup**

**1** Press the Home button.

**2** Tap [Device] > [Connectivity] > [Wi-Fi].

**3** Tap [Manual Setup].

**4** Enter the SSID in the [Enter Network Name (SSID)] text box, and then tap [Enter].

**5** Tap [Network Type] to select the network type from [Infrastructure] and [Ad hoc] depending on your environment.

If you select [Infrastructure], proceed to step 6.

If you select [Ad hoc], proceed to step 7.

**6** Tap [Security] to select the encryption type from [None], [WEP], [WPA2 Personal], [Mixed Mode Personal (AES/TKIP)], [WPA2 Enterprise] or [Mixed Mode Enterprise (AES/TKIP)].

If you do not set security for your wireless network:

1) Tap [None].

To use WEP, WPA2 Personal or Mixed Mode PSK (AES/TKIP):

1) Tap the desired encryption type.

2) Enter the password in the [Enter Password] text box.

3) Tap [Enter].

To use WPA2 Enterprise or Mixed Mode Enterprise (AES/TKIP):

1) Tap the desired encryption type.

- 2) Tap [Mode] to select the authentication method from [PEAPv0 MS-CHAPv2], [EAP-TLS], [EAP-TTLS/CHAP], [EAP-TTLS/PAP] or [EAP-TTLS/MSCHAPV2].

If you select any authentication method for Mixed Mode Enterprise (AES/TKIP) or [PEAPv0 MS-CHAPv2] for WPA2 Enterprise, proceed to substep c.

If you select [EAP-TLS], [EAP-TTLS/CHAP], [EAP-TTLS/PAP] or [EAP-TTLS/MSCHAPV2] for WPA2 Enterprise, proper security certificates need to be installed using CentreWare Internet Services. Follow the instructions displayed when you select the authentication method.

- 3) Enter the identity in the [Enter Identity] text box.
  - 4) Tap [Next].
  - 5) Enter the user name in the [Enter User Name] text box.
  - 6) Tap [Next].
  - 7) Enter the password in the [Enter Password] text box.
  - 8) Tap [Enter].
- Proceed to step 8.

- 7** Tap [Security] to select the encryption type from [None] or [WEP].

If you do not set security for your wireless network:

- 1) Tap [None].

To use WEP:

- 1) Tap [WEP].
- 2) Enter the password in the [Enter Password] text box.
- 3) Tap [Enter].

- 8** If the [Wi-Fi] screen is displayed with the desired access point set to [Connected], wireless LAN connection setting is complete.

## ■ CentreWare Internet Services

- 1** Launch the CentreWare Internet Services.

### Reference

- See "Starting the CentreWare Internet Services" (P.90).

- 2** Click [Connectivity].
- 3** Click [Wi-Fi] under [Connections].
- 4** Click [Enable] slider to turn it on.
- 5** Enter the SSID in the [SSID] text box.
- 6** Select [Ad hoc] or [Infrastructure] in the [Network Type] drop-down list box.

- 7 Select the encryption type from [No Encryption], [WEP], [WPA2 Personal], [WPA2 Enterprise], [Mixed Mode Personal (AES/TKIP)] or [Mixed Mode Enterprise (AES/TKIP)] in the [Encryption] drop-down list box, and then set each item for the encryption type selected.

**Reference**

- For details on each item, see "CentreWare Internet Services" (P.87).

- 8 Click [OK] to apply the settings.
- 9 Turn off the printer, and then turn it on again.  
Wireless LAN connection setting is complete.

### Reconfiguring the Wireless Settings

To change the wireless settings from your computer, perform the following.

**Note**

- To change the wireless settings through wireless connection, ensure that the wireless connection setting is completed.

#### ■ Reconfiguring the Wireless Settings Using CentreWare Internet Services

- 1 Launch the CentreWare Internet Services.
- 2 Click [Connectivity].
- 3 Click [Wi-Fi] under [Connections].
- 4 Change the wireless settings of the printer.
- 5 Reboot the printer.
- 6 Change the wireless settings on your computer or access point accordingly.

**Note**

- To change the wireless settings on your computer, refer to the manuals provided with the Wireless LAN Kit or if your computer provides a wireless adapter tool, change the wireless settings using that tool.

# Setting the IP Address

## Assigning an IP Address

You can select the IP mode from Dual Stack, IPv4, and IPv6. If your network supports both IPv4 and IPv6, select Dual Stack.

Select the IP mode of your environment, and then set IP address, subnet mask (for IPv4 only), and gateway address.

### Important

- Assigning an IP address that is already in use can cause network communication issues.

### Note

- Assigning an IP address is considered as an advanced function and is normally done by a system administrator.
- When you assign an IP address manually in IPv6 mode, use the CentreWare Internet Services. To display the CentreWare Internet Services, use the link-local address. To confirm the link-local address, print a configuration report and check the IPv6 link-local address.

See "Information Pages" (P.76).

## Assigning an IPv4 Address Using the Control Panel

- 1 Press the Home button.
- 2 Tap [Device] > [Connectivity].
- 3 Do either of the following:
  - **If the printer is connected to a network with the Ethernet cable:**  
Tap [Ethernet].
  - **If the printer is connected to a wireless network:**  
Tap [Wi-Fi], and then tap the desired network.
- 4 Tap [IPv4].
- 5 Tap the [Enable IPv4] slider to turn it on.  
Make sure that [Mode] is set to [Static].
- 6 Tap [IPv4 Address].
- 7 Enter the IPv4 address using the number pad, and then tap [Enter].
- 8 Tap [Gateway Address].
- 9 Enter the gateway address using the number pad, and then tap [Enter].
- 10 Tap [Subnet Mask].
- 11 Enter the subnet mask using the number pad, and then tap [Enter].
- 12 Tap [OK], or tap [Restart] if you change the mode in Step 5.

## Verifying the IP Settings

You can confirm the settings by using the control panel or printing the configuration report.

### Verifying the IPv4 Settings Using Control Panel

- 1 Press the Home button.
- 2 Tap [Device] > [About].
- 3 Verify the IP address displayed in [IPv4:] under [Network].

### Verifying the IPv4 Settings Using Configuration Report

- 1 Print the configuration report.
- 2 Verify the correct IPv4 IP address, subnet mask and gateway address are listed in the configuration report.  
If the IP address shows "0.0.0.0" (the factory default), an IP address has not been assigned. To assign one for your printer, see "Assigning an IPv4 Address Using the Control Panel" (P.25).

# Installing Printer Drivers on Computers

## Configuration on the Computer

To print from the machine, you need to install a print driver on your computer.

### Reference

- For information on the driver installation procedures, refer to the Media Information contained in the Media (Software/Product Manual).





# 3

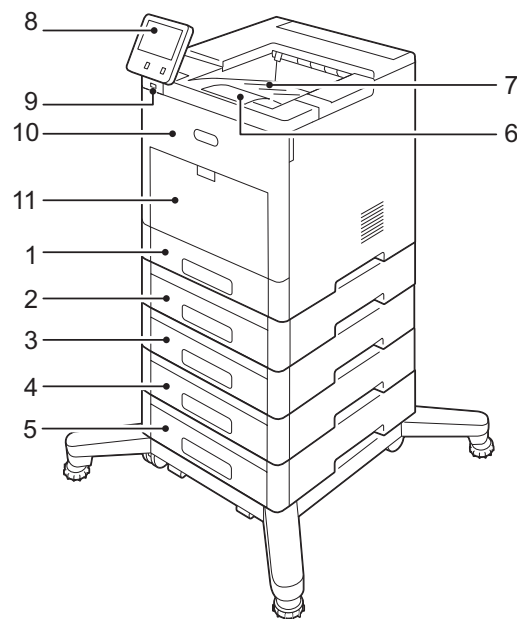
## **Product Overview**

# Machine Components

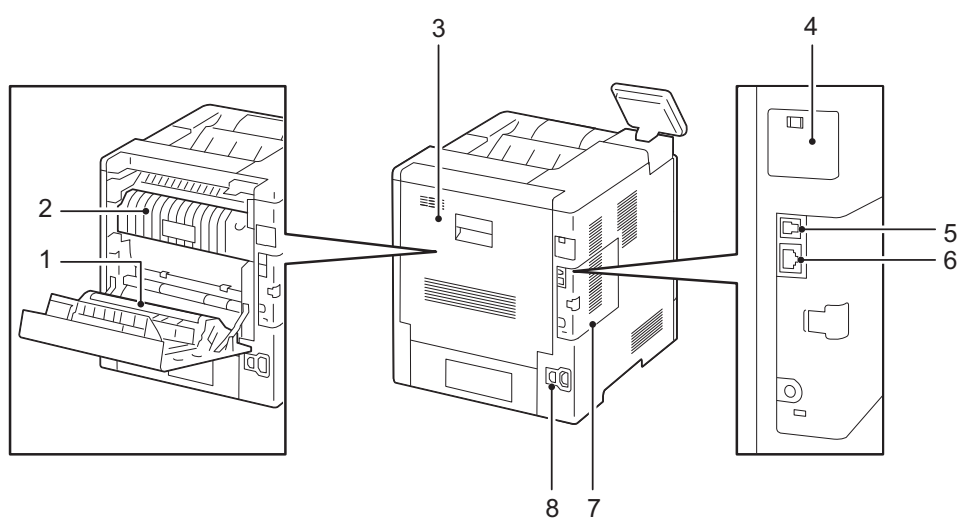
The following describes machine components and their functions.

## Front and Rear Views

### Front View

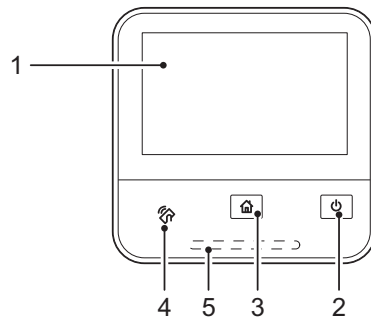


- 1 Tray 1
- 2 Tray 2 (optional)
- 3 Tray 3 (optional)
- 4 Tray 4 (optional)
- 5 Tray 5 (optional)
- 6 Output Tray Extension
- 7 Output Tray
- 8 Control Panel
- 9 USB Memory Port
- 10 Front Door
- 11 Bypass Tray

**Rear View**

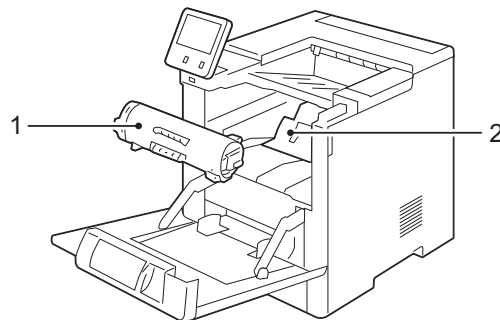
- 1 Transfer Roller
- 2 Fusing Unit
- 3 Rear Door
- 4 Wireless LAN Kit Port Cover
- 5 USB Port, Type B
- 6 Ethernet Port
- 7 Left-Side Panel
- 8 Power Connector

## Control Panel



- 1 Touch Screen Display
- 2 Power Button
- 3 Home Button
- 4 NFC (Near Field Communication)
- 5 Status LED

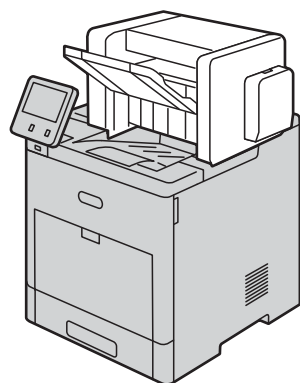
## Internal Parts



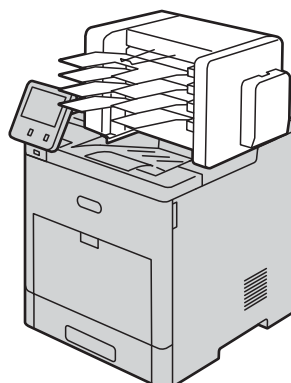
- 1 Toner Cartridge
- 2 Drum Cartridge

## Finisher and 4-Bin Mailbox (Optional)

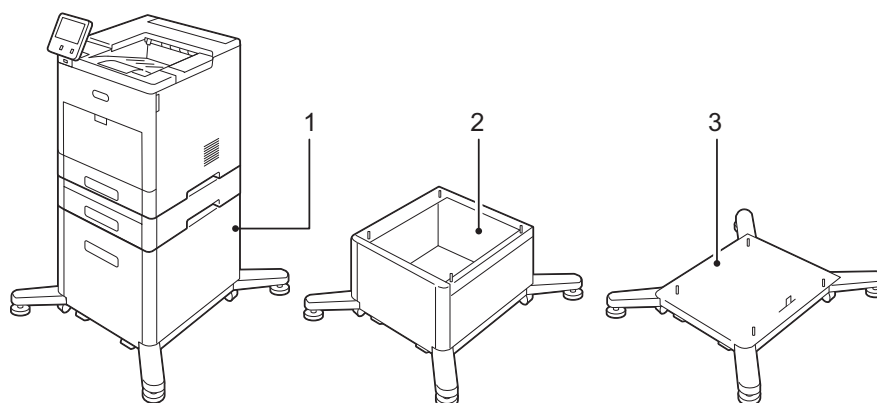
Finisher



4-Bin Mailbox



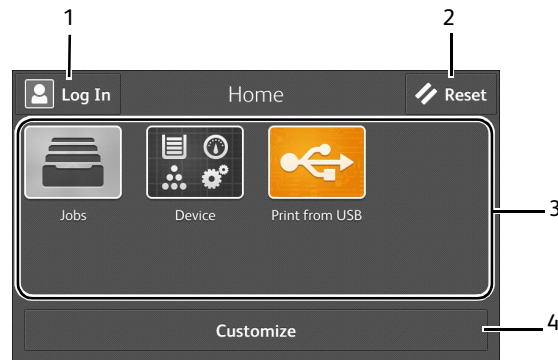
## High-Capacity Feeder, Cabinet, and Caster (Optional)



- 1 High-Capacity Feeder
- 2 Cabinet
- 3 Caster

# Control Panel

## About the Home Screen



- 1 Log In
- 2 Reset
- 3 Tiles
- 4 Customize

### Log In

Select this button to log in.

### Reset

Resets the printer.

### Tiles

Displays the tiles of the functions you can select from.

### Customize

Select this button to change the tile layout.

## Basic Operations on the Touch Panel

You can operate the touch panel as with a smart phone or a tablet.

### To Select an Item on the Screen

Tap the item.

### To Scroll the Screen or the Listed Items

Swipe the screen by dragging your finger on the screen.

To scroll faster, flick the screen.

#### Note

- You cannot swipe or flick on some screens depending on the screen design and specifications. In this case, operate by tapping the buttons shown on the screen.

## Moving, Adding or Removing the Tiles

Tap [Customize] to change the tile layout.

### To Move the Tiles

Tap and hold the tile you want to move, and drag it to the desired place.

Tap [Done] to save the changes.

### To Add the Tiles

Tap [Add] and select the item you want to add.

Tap [Done] to save the changes.

### To Remove the Tiles




Tap the [x] icon on the tile you want to remove.

Tap [Done] to save the changes.

## Using the Keyboard Displayed on the Touch Panel

During operations, a keyboard for entering text sometimes appears. The following describes how to enter text.

- Entering alphabets

To enter uppercase letters, tap . To return to the lowercase letters, tap  again. To lock to the uppercase letters, double-tap .

To enter the accented versions of each letter, tap and hold the key for the letter you want to accent and select the desired letter.

- Entering numbers and symbols

Tap .

Tap  to enter more symbols.

- Entering a space

Tap .

- Deleting characters

Tap  to delete one character at a time.

- Changing the language

Tap .

- Closing the keyboard

Tap .

## Changing the Language and Keyboard Layout

To change the language and keyboard layout used on the touch panel:

- 1 On the Home screen, select [Device].
- 2 Select [Language].
- 3 See "Language" (P.76) to change the language and keyboard layout.

- 4 Select [OK] on the [Language] screen to save the settings.

## Setting the Power Saver Timers

You can set the power saver timers for the printer. The printer enters the power saver mode when the printer is not used for a certain period of time.

- 1 On the Home screen, select [Device].
- 2 Select [General], and then [Power Saver].
- 3 See "Power Saver" (P.78) to change the values of [Low Power Timeout] and [Sleep Timeout].
- 4 Select [OK].



# 4

## **Paper and Other Media**

# Paper Types

This section describes the kinds of paper available for this machine.

Use of unrecommended paper may result in paper jams, lower print quality, malfunctions, or damage to the machine. To achieve optimum performance of the machine, we recommend that you use only paper recommended by Fuji Xerox.

If you want to use paper not recommended by Fuji Xerox, contact our Customer Support Center.

## WARNING

**Do not use conductive paper such as origami paper, carbonic paper or conductivelycoated paper. When paper jam occurs, it may cause short-circuit and eventually a fire accident.**

## Important

- Moisture generated by water, rain, or vapor may cause the printed images to fade. For more information, contact our Customer Support Center.

## Loadable Quantity and Weight for Supported Paper

Paper Trays	Basis Weight	Loadable Quantity*	Loadable Paper
Tray 1 Trays 2 to 5 (Optional)	60 to 220 gsm	550 sheets	Plain (60 - 90 gsm) Bond (91 - 105 gsm) Recycled (60 - 90 gsm) Lightweight Cardstock (106 - 176 gsm) Cardstock (177 - 220 gsm) Punched (60 - 105 gsm) Pre Printed (60 - 105 gsm)
Bypass Tray	60 to 220 gsm	Up to 16.5 mm 150 sheets	Plain (60 - 90 gsm) Bond (91 - 105 gsm) Recycled (60 - 90 gsm) Lightweight Cardstock (106 - 176 gsm) Cardstock (177 - 220 gsm) Punched (60 - 105 gsm) Pre Printed (60 - 105 gsm)
High-Capacity Feeder (Optional)	60 to 176 gsm	2,000 sheets	Plain (60 - 90 gsm) Bond (91 - 105 gsm) Recycled (60 - 90 gsm) Lightweight Cardstock (106 - 176 gsm) Punched (60 - 105 gsm) Pre Printed (60 - 105 gsm)

## Important

- Printing on paper that differs from the paper type and size selected in the print driver, or printing from a tray that does not support the loaded paper may result in a paper jam. To ensure correct printing, select the correct paper size, paper type, and paper tray.

## Supported Paper Type

### Standard Paper

When printing on commonly used paper (plain paper), use paper meeting the standards described below. To print as clear as possible, we recommend the following standard paper.

- Fuji Xerox P
- Xerox Vitality Multipurpose Paper

### Supported Paper

Frequently used in offices other than the standard paper.

### Supported Paper Types and Weights

Trays	Paper Types	Weights
Tray 1 Trays 2 to 5 (Optional) Bypass Tray	Recycled	60-90 gsm
	Plain	60-90 gsm
	Custom Hole-Punched Letterhead Pre-Printed	60-105 gsm
	Bond	91-105 gsm
	Lightweight Cardstock	106-176 gsm
	Cardstock	177-220 gsm
	Labels	-
High-Capacity Feeder (Optional)	Recycled	60-80 gsm
	Plain	60-90 gsm
	Custom Hole-Punched Letterhead Pre-Printed	60-105 gsm
	Bond	91-105 gsm
	Lightweight Cardstock	106-176 gsm
Tray 1 and Bypass Tray	Envelopes	-

## Unusable Paper

Using paper not recommended by Fuji Xerox may cause a paper jam or machine malfunction. Use paper recommended by Fuji Xerox.

The following paper cannot be used with the machine.

- Transparencies
- Symphony (Pastel Pink etc)
- Damp or wet paper
- Paper pre-printed with other printer or copying machine
- Wrinkled, creased, or ripped paper
- Envelopes that are not flat, or that have clasps or windows
- Color paper with surface treatments
- Paper with rough surface, such as pulp paper or fibrous paper

## Storing and Handling Paper

### ■ Please keep the following points in mind when storing paper

- Store paper inside a cabinet or other dry place. Paper that has absorbed moisture can result in paper jams and lower image quality.
- After opening a package of paper, wrap and store any remaining paper. We recommend that you store remaining paper in moisture prevention packets.
- Store paper on a flat surface to prevent bends or warping.

### ■ Please adhere to the following points when loading paper in a tray

- Align the stack of paper neatly before setting it in a tray.
- Do not use paper that is creased or wrinkled.
- Do not use warped or curled paper.
- Do not load paper of mixed sizes together into a tray.
- Carefully fan labels before use. Otherwise, the paper may stick together, resulting in paper jams, or multiple sheets being fed to the machine simultaneously.
- When you load A5 paper in a tray, select [Plain S] for the paper type. Otherwise, a paper jam may occur.

# Loading Paper

This section describes how to load paper.

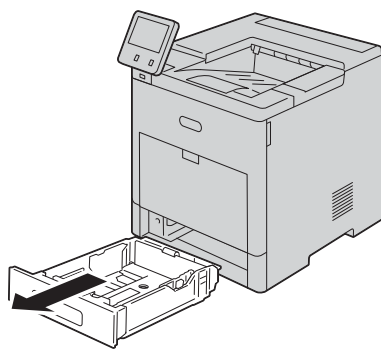
## Loading Paper in Trays 1 to 5

The following describes the procedure for loading paper in Trays 1 to 5.

### Note

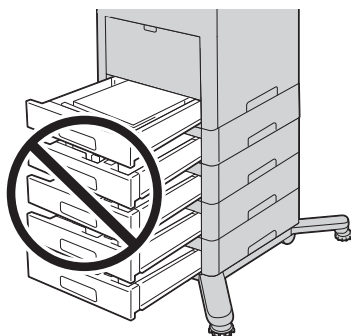
- You can adjust the length of the trays to accommodate A4, A5, B5, Letter (8.5 x 11"), and Legal (8.5 x 14") paper sizes. When you use the Legal-length paper setting, the paper tray protrudes from the front of the printer.

- 1 Pull out the tray until it stops, and then lift the front of the tray slightly. Now you can remove the tray from the printer.

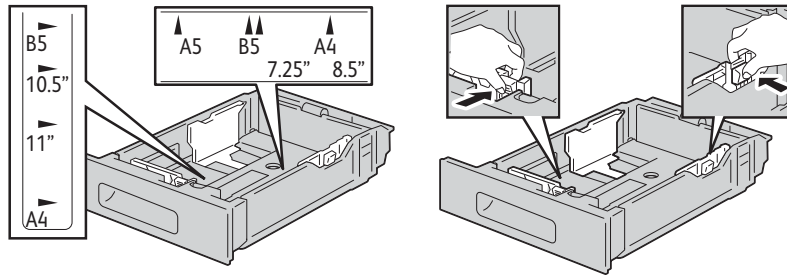


### Important

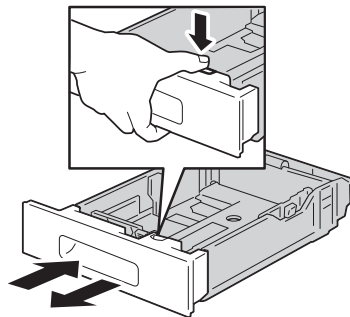
- Do not pull out multiple trays at the same time. Otherwise, the machine gets inclined and turns over, which may cause injuries.



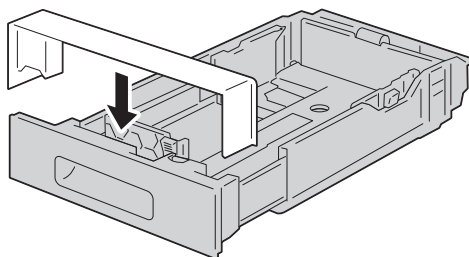
- 2 For paper sizes other than Legal, adjust the paper guides as illustrated.



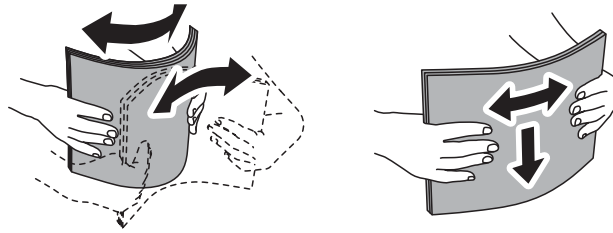
For Legal-size paper, to extend the front of the tray, press the release latch, then pull the tray out.



- 3 When the tray is extended for Legal-size paper, place the tray cover over the protruding part of the tray to protect the paper.



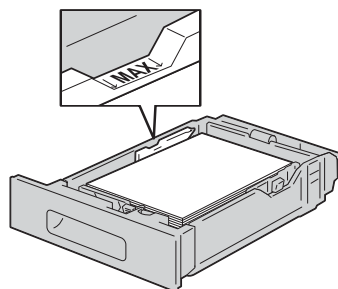
- 4** Fan the paper well, and align the edges of the paper stack on a level surface to avoid paper jams and misfeeds.



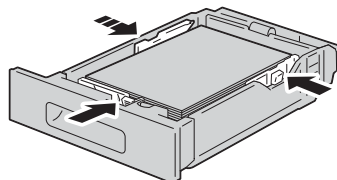
- 5** Load paper into the tray with the print side face up.
- Load hole-punched paper with the holes to the left.
  - Load label sheets in the tray face up.
  - For 1-sided printing, load letterhead paper face up with the top of the paper toward the back of the tray.
  - For 2-sided printing, load letterhead and pre-printed paper face down with the top edge feeding into the printer.

**Note**

- Do not load paper above the maximum fill line. It may cause paper jams or machine malfunction.



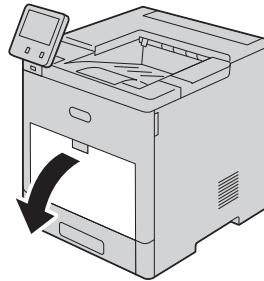
- 6** Adjust the paper guides to align the edges of the paper loaded.



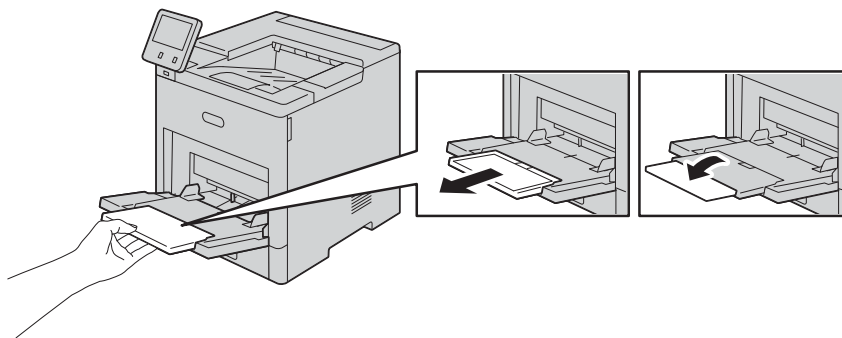
- 7** Insert the tray into the printer.

## Loading Paper in Bypass Tray

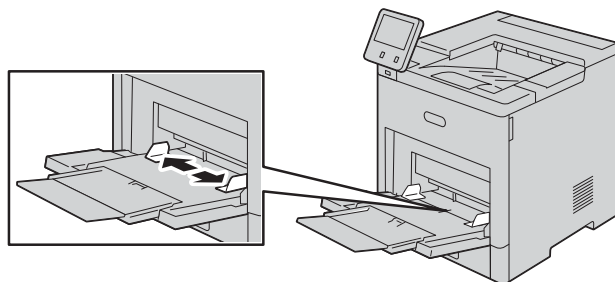
- 1 Open the Bypass Tray. If the Bypass Tray is loaded with paper already, remove any different size or type of paper.



- 2 For larger paper sizes, pull out, then open the Bypass Tray extension.



- 3 Move the paper guides toward the outside edges of the tray.

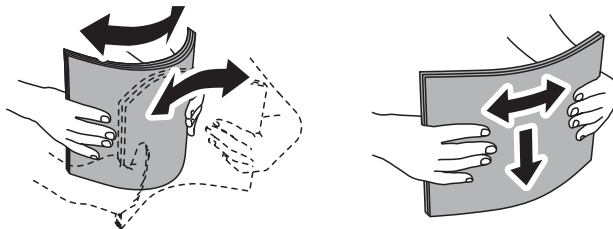




- 4** Fan the paper well, and align the edges of the paper stack on a level surface to avoid paper jams and misfeeds.

**Note**

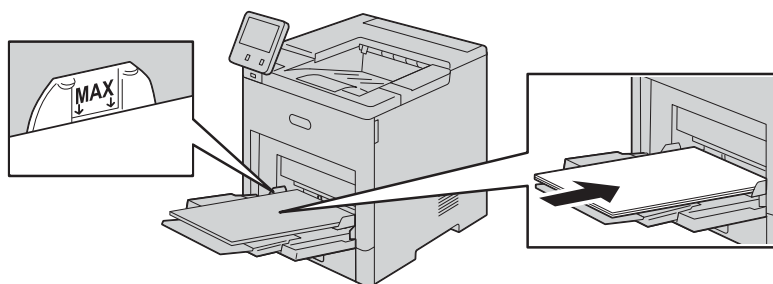
- Do not unpack paper until you are ready to use the paper.



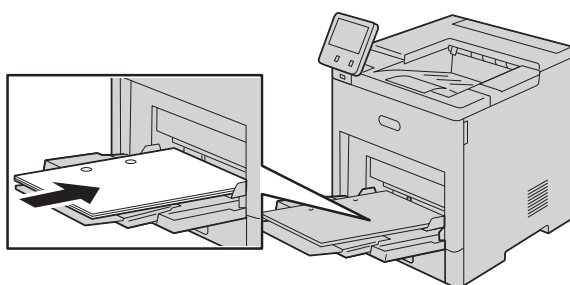
- 5** Load the paper in the tray.

**Note**

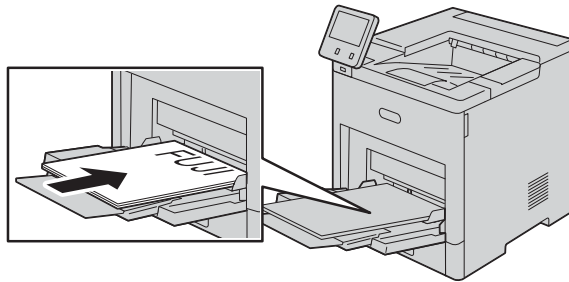
- Do not load paper above the maximum fill line on the paper guides. It may cause paper jams or machine malfunction.



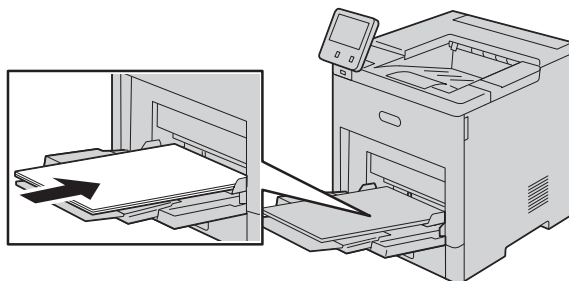
- Load hole-punched paper with the holes to the left.



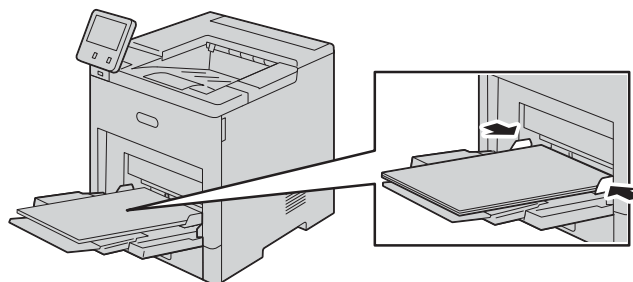
- For 1-sided printing, load letterhead or pre-printed paper face up with the top edge going into the printer.



- For 2-sided printing, load letterhead and pre-printed paper face down with the top edge going into the printer.



## 6 Adjust the paper guides to align the edges of the paper loaded.



## 7 The printer prompts you to verify the paper type, size and color.

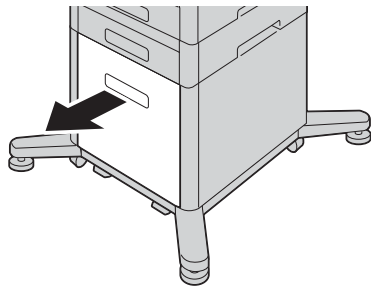
- 1) If the paper size, type and color are correct, select [OK].
- 2) If the paper size, type or color are incorrect, change the settings.
  - To select a paper type, touch the current paper type, and then select the appropriate type from the list.
  - To select a paper size, touch the current paper size, and then select the appropriate size from the list.

- To select a different paper color, touch the current paper color, and then select the appropriate color from the list.
- 3) Select [OK] to save the settings.

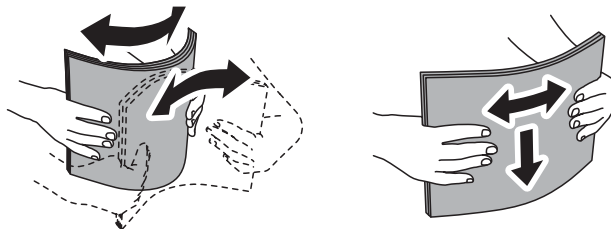
## Loading Paper in the High-Capacity Feeder

The High-Capacity Feeder tray accommodates 8.5 x 11" / A4 paper only and is loaded in the short-edge feed (SEF) direction.

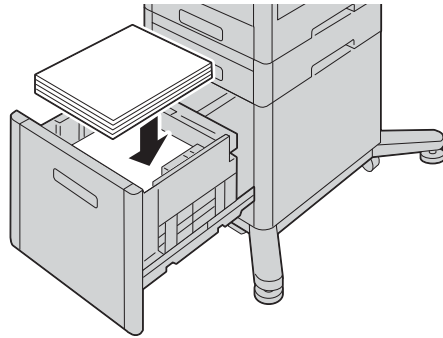
- 1** Pull out the tray slowly until it stops.



- 2** Fan the paper well, and align the edges of the paper stack on a level surface to avoid paper jams and misfeeds.

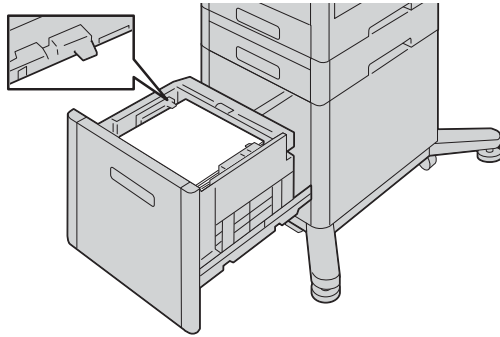


### 3 Load the paper into the tray.

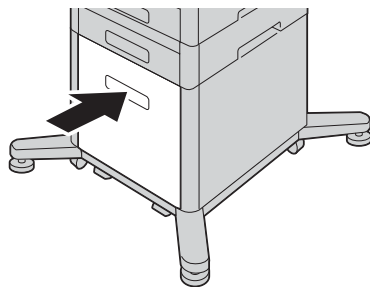


#### Note

- Do not load paper above the maximum fill line. It may cause paper jams or machine malfunction.



### 4 Push in the tray until it stops.



### 5 If [Tray Mode] is set to [Fully Adjustable], the printer prompts you to set the paper type, size and color.

- 1) If the paper size, type and color are correct, select [OK].
- 2) If the paper size, type or color are incorrect, change the settings.
  - To select a paper type, touch the current paper type, and then select the appropriate type from the list.
  - To select a paper size, touch the current paper size, and then select the appropriate size from the list.

- To select a different paper color, touch the current paper color, and then select the appropriate color from the list.

3) Select [OK] to save the settings.

## Setting the Tray Mode

Tray Mode defines the printer behavior when a paper conflict or mismatch occurs.

### Configuring the Tray Mode for Trays 1 to 5 and High-Capacity Feeder

**1** Press the Home button.

#### Note

- Perform the operation with administrator authentication.

**2** Select [Device] > [Paper Trays].

**3** Select the desired tray.

**4** Select [Tray Mode].

**5** Select the desired mode:

- [Fully Adjustable] prompts you to confirm or modify paper tray settings when paper is loaded in the tray.
- [Dedicated] uses the current paper size and type settings and does not prompt you to confirm or modify the settings. Select this setting to use the tray for printing on a specific paper type and size, such as letter-size or hole-punched paper.

**6** Select [OK] to save the settings.

**7** Press the Home button.

## Printing on Special Paper

### Envelopes

You can print envelopes from Tray 1 or the Bypass Tray.

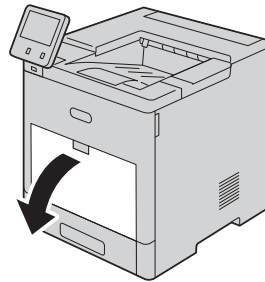
#### ■ Guidelines for Printing Envelopes

- Use only paper envelopes.
- Do not use envelopes with windows or metal clasps.
- Print quality depends on the quality and construction of the envelopes. If you do not get the desired results, try another envelope brand.
- Maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid excess moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Remove air bubbles from the envelopes before loading them into the tray by setting a heavy book on top of the envelopes.
- In the print driver software, select Envelope as the paper type.

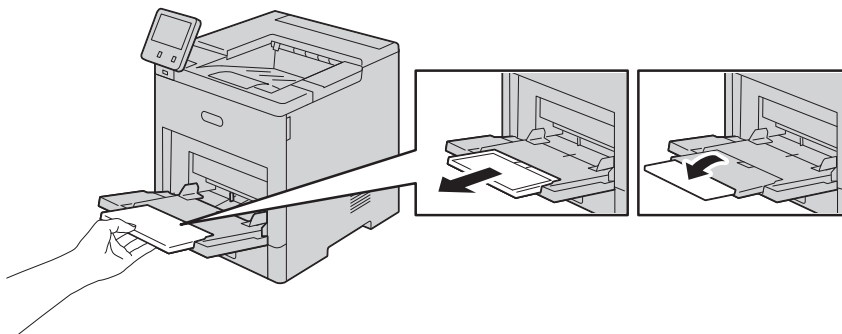
- Do not use padded envelopes. Use envelopes that lie flat on a surface.
- Do not use envelopes with heat-activated glue.
- Do not use envelopes with press-and-seal flaps.

### ■ Loading Envelopes in the Bypass Tray

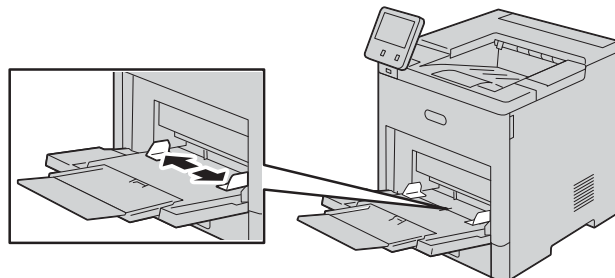
- 1 Open the Bypass Tray.



- 2 Pull out the extension tray for larger sizes.



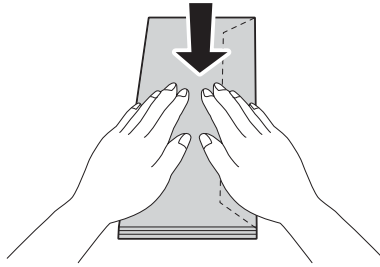
- 3 Move the paper guides toward the outside edges of the tray.



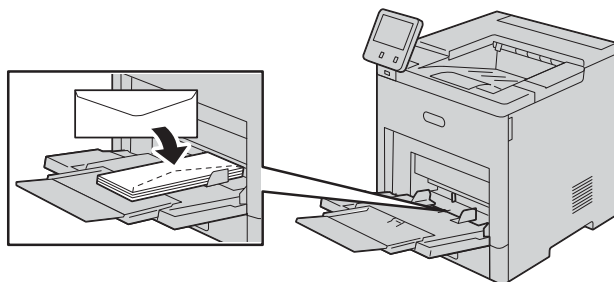
#### 4 To load the envelopes, select an option:

##### Note

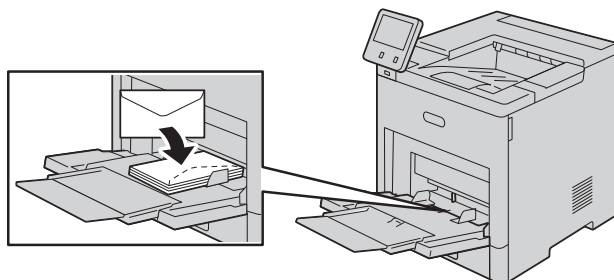
- To prevent jams, ensure that the leading edge of the envelopes are flat or have only a slight upward curl, less than 5 mm, before loading into the tray. If the edge is curled or swollen, fold it over to decurl. The length of the curl must be within 8-10 mm. Downward curl at the leading edge of envelopes is not acceptable and can cause a jam or misfeed.
- Load envelopes up to 16.5 mm in height. This is approximately 10-20 envelopes, depending on brand, size, and texture.
- If you do not load envelopes in the Bypass Tray right after you have removed the envelopes from the packaging, the envelopes can bulge. To avoid jams, flatten the envelopes before loading them into the tray.



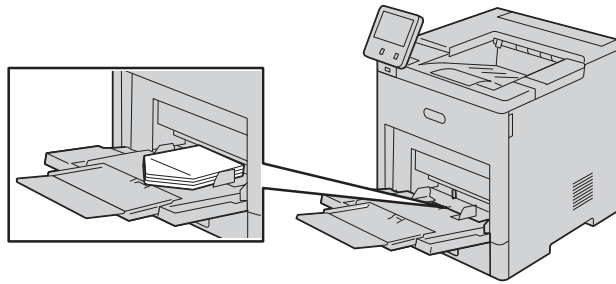
- For Number 10 envelopes, load the envelopes with the short edge going into the printer, flaps down, and flaps to the right.



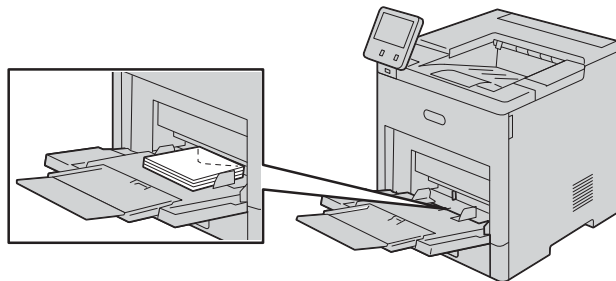
- For Monarch or DL envelopes, perform one of the following steps. If the envelopes wrinkle, try another option.
  - Load envelopes with the short edge going into the printer, flaps down, and flaps to the right.



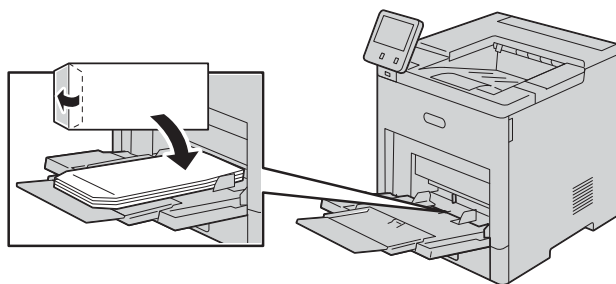
- Load envelopes with the print-side up, flaps open and down, and the bottom of the envelope going into the printer.



- Load envelopes with the print-side up, flaps closed and down, and flaps going into the printer.

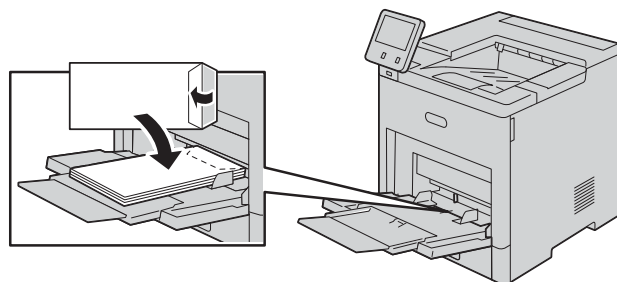


- For C5 envelopes, perform one of the following steps. If the envelopes wrinkle, try the other option.
  - Load envelopes with the print-side up, flaps open and down, and the bottom of the envelope going into the printer.





- Load envelopes with the print-side up, flaps closed and down, and short edge going into the printer.



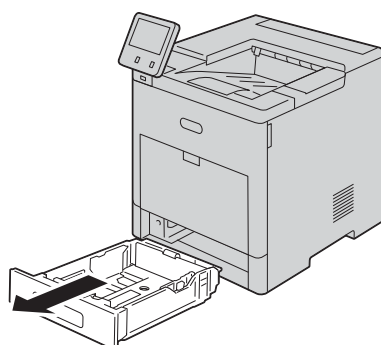
### Note

- To print correctly, load envelopes with the flaps open. In the print driver, select [Portrait], [Landscape], or [Rotated Landscape], as needed. To flip the images, select [Rotate Image 180 Degrees].

- 5 Adjust the paper guides to align the edges of the envelopes.
- 6 The printer prompts you to verify the paper type, size, and color.
  - 1) If the paper type, size, and color are correct, select [OK].
  - 2) If the paper type, size, or color are incorrect, change the settings.
    - To select a paper type, touch the current paper type, and then select [Envelope] from the list.
    - To select a size, touch the current size setting, and then select the appropriate size from the list.
    - To select an envelope color, touch the current paper color, and then select the appropriate color from the list.
  - 3) Select [OK] to save the settings.

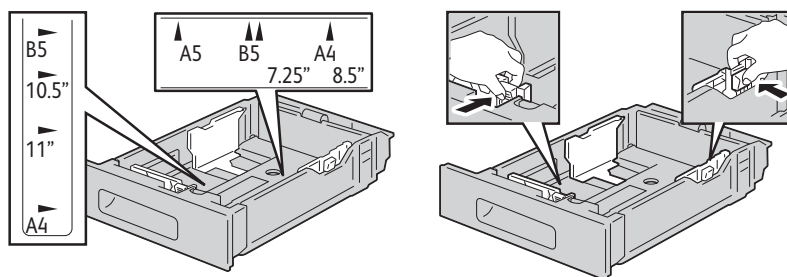
### ■ Loading Envelopes in Tray 1

- 1 Pull out the tray until it stops, and then lift the front of the tray slightly. Now you can remove the tray from the printer.



- 2 Remove any paper in the tray.

- 3 Adjust the paper guides as illustrated.



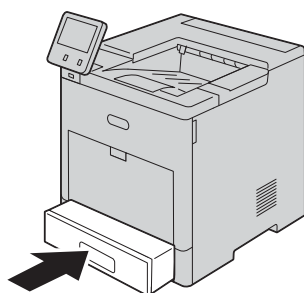
- 4 Load envelopes in the trays with the flaps closed, flap-side down, and the short edge leading into the printer.

**Note**

- Do not load more than 50 envelopes into the tray, up to 45 mm in height.

- 5 Adjust the paper guides to align the edges of the envelopes.

- 6 Insert Tray 1 into the printer, then push it all the way in.



- 7 If [Tray Mode] is set to [Fully Adjustable], the printer prompts you to set the paper type, size and color.

1) If the paper type, size and color are correct, select [OK].

2) If the paper type, size or color are incorrect, change the settings.

- To select a paper type, touch the current paper type, and then select [Envelope] from the list.
- To select a size, touch the current size setting, and then select [Custom] from the list. Touch the Length field and select a number value. Touch the Width field and select a number value. Select [OK].
- To select a different color, touch the current paper color, and then select the appropriate color from the list.

3) Select [OK] to save the settings.

- 8 From the [Print] dialog on your computer, select the paper setting values and click [OK]. To feed and print the envelopes, click [Print].

## Labels

You can print labels from the Bypass Tray or Tray 1.

### ■ Guidelines for Printing Labels

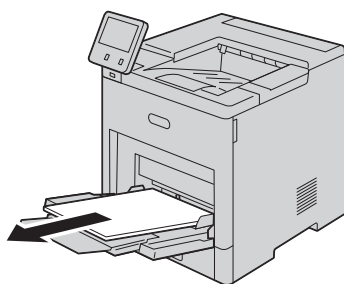
- Use labels designed for laser printing.
- Do not use vinyl labels.
- Do not feed a sheet of labels through the printer more than once.
- Do not use dry gum labels.
- Print only on one side of the sheet of labels. Use full-sheet labels only.
- Store unused labels flat in their original packaging. Leave the label sheets inside the original packaging until ready to use. Return any unused label sheets to the original packaging and reseal it.
- Do not store labels in extremely dry or humid conditions or extremely hot or cold conditions. Storing labels in extreme conditions can cause print-quality problems or cause labels to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause labels to curl and jam in the printer.
- In the print driver software, select Label as the paper type.
- Before loading labels, remove all other paper from the tray.

### Important

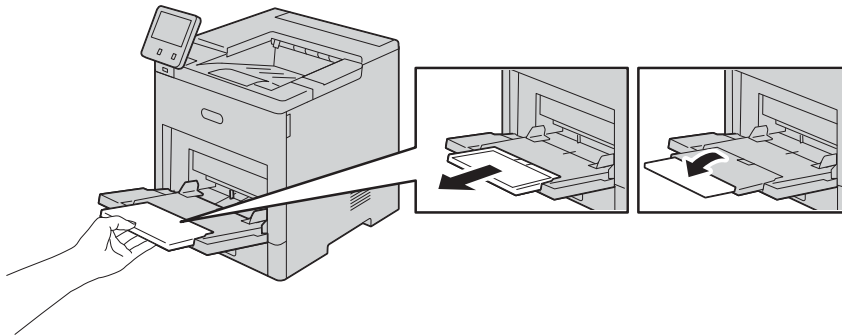
- Do not use any sheet where labels are missing, curled, or pulled away from the backing sheet. It could damage the printer.

### ■ Loading Labels in the Bypass Tray

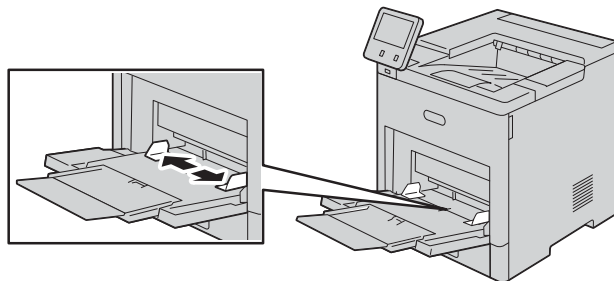
- 1 Open the Bypass Tray. If the tray is already open, remove all paper from the tray.



- 2 For larger paper sizes, pull out, then open the Bypass Tray extension.

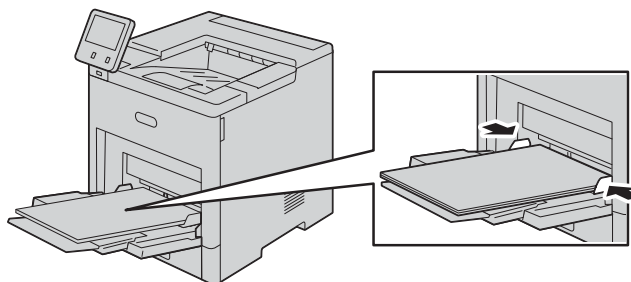


- 3 Move the paper guides toward the outside edges of the tray.



- 4 Load label sheets in the Bypass Tray, face up, with the top edge of the page feeding into the printer first.

- 5 Adjust the paper guides to align the edges of the paper.



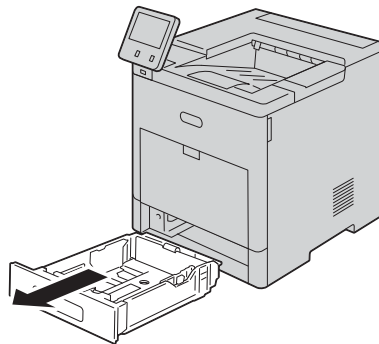
- 6 The printer prompts you to verify the type, size and color of the label sheets.

- 1) If the type, size and color are correct, select [OK].
- 2) If the type, size or color are incorrect, change the settings.
  - To select the type, touch the current paper type, and then select [Labels] from the list.

- To select a size, touch the current size setting, and then select the appropriate size from the list.
  - To select the color, touch the current paper color, and then select the appropriate color from the list.
- 3) Select [OK] to save the settings.

### ■ Loading Label Sheets in Tray 1

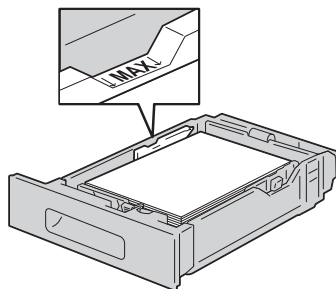
- 1** Pull out the tray until it stops, and then lift the front of the tray slightly. Now you can remove the tray from the printer.



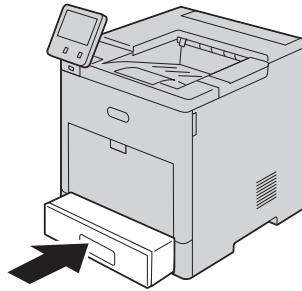
- 2** Adjust the paper guides.
- 3** Load the label sheets in the tray, face up.

**Note**

- Do not load paper above the maximum fill line. It may cause paper jams or machine malfunction.



- 4** Insert Tray 1 into the printer, then push it all the way in.



- 5** If [Tray Mode] is set to [Fully Adjustable], the printer prompts you to set the label sheet size, type and color.
- 1) If the paper size, type, and color are correct, select [OK].
  - 2) If the paper size, type, or color are incorrect, change the settings.
    - To select a sheet size, touch the current size setting, and then select the appropriate size from the list.
    - To select the paper type, touch the current paper type, and then select [Labels] from the list.
    - To select a different color, touch the current color, and then select the appropriate color from the list.
  - 3) Select [OK] to save the settings.

# 5

## Printing

# Printing

This section covers tips for printing, how to print certain information from your printer, and how to cancel a job.

## Sending a Job to Print

Install the printer driver to use all the features of the printer. When you choose [Print] from an application, a window representing the printer driver opens. Select the appropriate settings for the specific job that you are sending to print. Print settings selected from the driver override the default menu settings selected from the control panel.

You may need to click [Preferences] from the initial [Print] box to see all of the available system settings. If you are not familiar with a feature in the printer driver window, open the online Help for more information.

To print a file from a typical Microsoft® Windows® application:

- 1 Open the file you want to print.
- 2 From the [File] menu, select [Print].
- 3 Verify that the correct printer is selected in the dialog box. Change the print settings if needed.
- 4 Click [Preferences] to adjust system settings that are not available from the first screen, and then click [OK].
- 5 Click [OK] or [Print] to send the job to the selected printer.

## Canceling a Print Job

You can cancel a job using the control panel or a computer.

### Canceling a Job From the Control Panel

#### ■ Canceling a Job From the [Jobs] Screen

- 1 Press the Home button.
- 2 Select [Jobs].
- 3 Select the job to cancel.
- 4 Select [Delete].

#### ■ Canceling a Job From the Banner

- 1 Tap the banner which is displayed during the printing process.

#### **Note**

- The banner will be hidden if you tap the arrow button on the right end of the banner. When the banner is not displayed on the screen, cancel the job from the [Jobs] screen.



- 2 Select [Delete].

## Canceling a Job From a Computer

### ■ Canceling a Job From the Taskbar (Windows® Only)

When you send a job to print, a small printer icon appears in the bottom right corner of the taskbar.

- 1 Double-click the printer icon.  
A list of print jobs appears in the printer window.
- 2 Select the job you want to cancel.
- 3 Press the <Delete> key.

### ■ Canceling a Job From the Dock (OS X Only)

When you send a job to print, the printer icon appears in the Dock.  
The following procedure uses OS X 10.10 as an example.

- 1 Click the printer icon.  
A list of print jobs appears in the printer window.
- 2 Click the delete job button on the left.

## Duplex Printing

Duplex printing allows you to print on both sides of a sheet of paper.

### Duplex Printing With Duplex Unit

#### ■ For Windows®:

The following procedure uses a typical Windows® program on Windows® 7/Windows® 10 as an example.

- 1 Open the file you want to print.
- 2 Open the print dialog box from the program.
- 3 Select the print driver, and then click [Preferences] > [General].
- 4 In the Paper Source drop-down list box, select a paper tray.
- 5 In the [Duplex] drop-down list box, select [Flip on Short Edge] or [Flip on Long Edge].

#### **Note**

- For details on the [Flip on Short Edge] and [Flip on Long Edge] options, see "Using Booklet Print" (P.62).

- 6 Click [OK].
- 7 Click [Print].

### ■ For OS X:

The following procedure uses TextEdit on OS X 10.10 as an example.

- 1** Open the file you want to print.
- 2** From the [File] menu, select [Print].
- 3** Make sure that the [Two-Sided] check box is selected in the dialog box.
- 4** In the print options pop-up menu, select [Layout].
- 5** In the [Two-Sided] drop-down list box, select [Long-Edge binding] or [Short-Edge binding].
- 6** Click [Print].

### Using Booklet Print

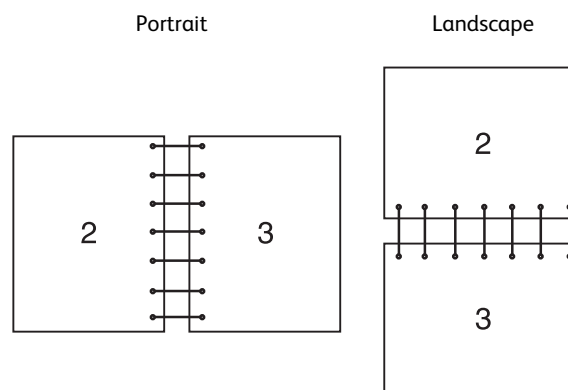
To use the booklet print feature, select the [Enable] check box of the [Booklet Printing] in the [Layout] tab.

#### Note

- When the XML Paper Specification (XPS) or PS driver is used, booklet print is not available.
- You must select [Flip on Long Edge] in [Duplex] when using the Booklet Print feature.

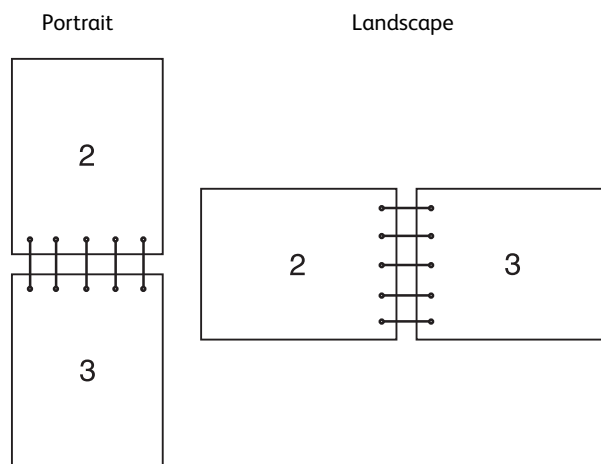
Flip on Long Edge

Assumes binding along the long edge of the page (left edge for portrait orientation and top edge for landscape orientation). The following illustration shows long-edge binding for portrait and landscape pages:



**Flip on Short Edge**

Assumes binding along the short edge of the page (top edge for portrait orientation and left edge for landscape orientation). The following illustration shows short-edge binding for portrait and landscape pages:



## Using Stored Print

When you send a job to the printer, you can specify in the printer driver to store the job in the memory. When you are ready to print the job, go to the printer and use the control panel to identify which job in the memory you want to print.

**Note**

- The data in the memory is cleared when the printer is turned off.
- The storage capacity for all stored jobs is 400MB.
- The maximum number of stored print jobs is 200 per user ID.
- The print job will be aborted and a notification will be displayed if either the maximum storage capacity or the maximum number of stored jobs is reached.

**Overview**

You can specify the following job types in the printer driver.

**■ Secure Print**

You can temporarily store print jobs secured with a password in the memory. Users with the password can print them from the control panel. This feature can be used to print confidential documents. A stored print job will be deleted after you print it or at a designated time.

**■ Sample Set**

The collated print job is stored in the memory, but a single copy is printed automatically so you can check the print result. If you do not have problems with the print result, you can choose to print more copies. This prevents large number of misprinted copies from being printed at one time.

**■ Using Secure Print and Sample Set**

To use the Secure Print and Sample Set features, you need to select [Secure Print] or [Sample Set] from [Job Type] in the [General] tab of the print driver. The job will be stored in the memory until you request to print it from the control panel.

**Note**

- You must specify a passcode for the Secure Print job.
- For details about a printer driver feature, see the help of the print driver.

## Procedures for Printing Stored Jobs

### Note

- The stored print feature is available when using the PCL or PS driver.

- 1 Press the Home button.
- 2 Select [Jobs].
- 3 Select a job to print.

### ■ Printing Secure Print Jobs From Control Panel

This section describes how to print the Secure Print jobs.

#### ◆ In case of you are logged in except Simple authentication

If authentication is enabled and the user ID on the secure print jobs matches the login user ID on the device, you can access the secure print jobs without entering the passcode specified at the printer driver.

- 1 Press the Home button.
- 2 Select [Jobs].
- 3 Select [Personal & Secure Jobs].
- 4 Your secure print jobs are displayed. Select a job to print.

### Note

- If you want to print all jobs, select [Print All]. If you want to delete all jobs, select [Delete All].

#### ◆ In case of you are not logged in

If authentication is not enabled or you are logged in using Simple authentication, use following procedure.

- 1 Press the Home button.
- 2 Select [Jobs].
- 3 Select [Personal & Secure Jobs].
- 4 Secure print users' folders are displayed. Select your folder.
- 5 Enter the passcode that you specified on the printer driver and select [OK].
- 6 Your secure print jobs are displayed. Select a job to print.

### Note

- If you want to print all jobs, select [Print All]. If you want to delete all jobs, select [Delete All].

### ■ Deleting a Print Job

To delete printing a job, use the following procedure.

- 1 Press the Home button.

- 2** Select [Jobs].
- 3** Select a job to delete.
- 4** Select [Delete].

**Note**

- Secure Print jobs will be deleted after printing.
- Existing jobs will be deleted at a time designated in the CentreWare Internet Services. For details, see "Stored Print Job Settings" (P.98).

## Print From USB

The [Print from USB] feature allows you to print files stored in a USB flash drive without using a computer.

Files in the following file formats can be printed directly from a USB flash drive:

- PDF
- TIFF
- JPEG
- XPS (XPS stands for XML Paper Specification.)
- EXIF2.0-2.2

**Important**

- To prevent damage to the printer, do not connect any device other than a USB flash drive to the front USB port of the printer.
- Do not remove the USB flash drive from the front USB port until the printer has finished printing.

## Printing Procedure

- 1** Insert the USB memory device into the USB memory slot.
- 2** Select desired file.
- 3** Select [OK].
- 4** Select [Print].

## Printing With Wi-Fi Direct

This section provides information for Wi-Fi Direct printing. Wi-Fi Direct allows your Wi-Fi mobile devices such as computers, smart phone, and tablets, to connect to the printer directly via a Wi-Fi network. With Wi-Fi Direct, you can print documents, photos, or e-mails on your Wi-Fi mobile devices directly without any wireless access point.

### Note

- Wi-Fi Direct is available even if the printer is connected to your wireless network.
- Only printing function is available via the Wi-Fi Direct network.
- The maximum number of devices that can be connected via the Wi-Fi Direct network is 3.
- You cannot connect your mobile device to the Internet via the printer's Wi-Fi Direct network.
- Depending on the device, the channel used to connect the device to the printer via Wi-Fi Direct may differ from the channel used by the printer to connect to a network via Wi-Fi infrastructure mode. In such a case, simultaneous connection with Wi-Fi Direct and Wi-Fi infrastructure mode may not work properly.
- The printer connected with Wi-Fi Direct supports the following protocols; LPD, Port9100, Web Services on Devices (WSD) (print), Bonjour (mDNS), SNMPv1/v2c, CentreWare Internet Services.

### Setting Up Wi-Fi Direct

To use Wi-Fi Direct, you need to first set up the Wi-Fi Direct settings from the control panel of the printer. To connect your mobile device to the printer via Wi-Fi Direct, select the SSID of the printer from the list of wireless networks on the mobile device and enter the passphrase necessary for connection.

#### ■ Setting Up the Printer

- 1 Tap [Device].
- 2 Tap [Connectivity].
- 3 Tap [Wi-Fi Direct].
- 4 In the [Wi-Fi Direct] menu, set [Wi-Fi Direct] to [On].
- 5 Tap [Setup].
- 6 Tap [Group Role], and then select the desired mode.

### Note

- For [Auto] mode, the passcode is automatically created so the [SSID Suffix] and [Passcode] fields are ignored. For [Group Owner] mode, the password is what must be entered on the client device.
- If [Auto] mode is selected, you need to complete the Wi-Fi Direct setup via the control panel. Tap [Device], then select [About]. Scroll down and select [Start Wi-Fi Direct Connection], then select [Yes] to allow pairing with the device.

- 7 The printer must be rebooted after you set [Wi-Fi Direct].
- 8 If [Group Owner] mode is selected, tap [Device], and then select [About] to check what the SSID Prefix and Passcode are.

## ■ Connecting the Mobile Device

### 1 Connect the mobile device to the Wi-Fi Direct network.

The following procedure uses Windows<sup>®</sup> 7, Windows<sup>®</sup> 10, OS X 10.11, iOS, and Android as examples.

For Windows<sup>®</sup> 7:

- 1) Click the network icon on the taskbar.
- 2) Click the printer's SSID, and then click [Connect].
- 3) Enter the passphrase, and then click [OK].
- 4) Click [Cancel], and then exit the [Set Network Location] window.

For Windows<sup>®</sup> 10:

- 1) Click the [Start] button, and then click [Settings].
- 2) Click the Wi-Fi icon.
- 3) Click the printer's SSID, and then click [Connect].
- 4) Enter the passphrase, and then click [OK].

For OS X 10.11:

- 1) Click the network icon on the Menu Bar.
- 2) Click the printer's SSID.
- 3) Enter the passphrase, and then click [Join].

For iOS:

- 1) Tap [Settings] > [Wi-Fi].
- 2) Tap the printer's SSID.
- 3) Enter the passphrase, and then tap [Join].

For Android:

The procedure varies depending on the mobile device you are using. Refer to the manual provided with your mobile device.

## 2 Install the print driver on the mobile device.

For Windows® 7, Windows® 10, OS X 10.11:

You need to install the printer driver on the mobile device. See "Installing Printer Drivers on Computers" (P.27).

For iOS:

You need to install the printing program from App Store, and then the printer is ready for use.

For Android:

You need to install the printing program from Google Play™, and then the printer is ready for use.

The printing procedure varies depending on the mobile device you are using. Refer to the manual supplied with your mobile device to print as you normally do from the mobile device.

### Printing via Wi-Fi Direct

The printing procedure varies depending on the mobile device you are using. Refer to the manual provided with your mobile device to print as you normally do from the device.

Printing

5

### Disconnecting Wi-Fi Direct Network

- 1 Tap [Device].
- 2 Tap [Connectivity].
- 3 Turn off Wi-Fi Direct.

## Mobile Printing

The printer supports printing from a variety of mobile devices.

### AirPrint



AirPrint allows you to print through a network with the device running iOS or OS X. Be sure to install the latest version of iOS for iOS device. For OS X, be sure to update OS X and the apps you have purchased from the App Store using the Software Update.


### Setting Up AirPrint on Your Printer

- 1 Make sure that the printer is connected to the network.
- 2 Start the CentreWare Internet Services.
- 3 Click [Connections] > [Mobile Printing] > [AirPrint™].
- 4 Click the toggle to on.
- 5 Click [OK], and then restart the printer.



## Printing via AirPrint

The following procedure uses the iPhone running iOS 8.1 as an example.

- 1 Open the email, photo, web page, or document you want to print.
- 2 Tap the action icon .
- 3 Tap [Print].
- 4 Select your printer and set printer options.
- 5 Tap [Print].

## Google Cloud Print™

By registering the printer to your Google™ account, you can use the Google Cloud Print™ service to print from the Google Chrome™ browser without installing the printer drivers to your device. You can also share the printer with the specified users over the Internet.

The printer supports the following versions of the Google Cloud Print™ service:

- Google Cloud Print™ version 1.1
- Google Cloud Print™ version 2.0

### Note

- Use the latest version of the Google Chrome™ browser for Google Cloud Print™.

## Preparing to Use the Printer with Google Cloud Print™

To use Google Cloud Print™, you need the following preparations in advance:

- "Enabling Google Cloud Print™ on the Printer" (P.69)
- "Selecting the Version of the Google Cloud Print™" (P.70)
- "Registering the Printer to the Google Cloud Print™" (P.70)
- "Sharing the Printer Using the Google Cloud Print™ Service" (P.71)

### Note

- To register the printer to the Google Cloud Print™ service, the printer needs to be connected to the Internet.
- Google Cloud Print™ supports only IPv4 connection.
- If the printer is connected to a network that uses a proxy server, you need to specify the settings in [Proxy Server] from the CentreWare Internet Services.
- Acquire a Google™ account and a Gmail™ address in advance.

## Enabling Google Cloud Print™ on the Printer

- 1 Launch the CentreWare Internet Services by entering IP address of the printer in your web browser.
- 2 Click [Connections] > [Mobile Printing] > [Google Cloud Print™].
- 3 Check the box to enable.
- 4 Click [OK], and then restart the printer.

## Selecting the Version of the Google Cloud Print™

Select the version of the Google Cloud Print™ from either version 1.1 or version 2.0.

Google Cloud Print™ version 1.1 sends the print data to the printer via Internet. For this version, the printer needs to be connected to the Internet.

Google Cloud Print™ version 2.0 sends the print data to the printer either via Internet or via local network. This version is recommended for the environment where the Internet connection cannot be used.

### Note

- Available options for printing may vary according to your device or the version of the Google Cloud Print™ service.
- You cannot use both version 1.1 and version 2.0 of the Google Cloud Print™ service on a printer.

## Registering the Printer to the Google Cloud Print™

Before registering the printer to the Google Cloud Print™, prepare the Google™ account to which the printer is registered.

### Note

- To register the printer to the Google Cloud Print™, the printer needs to be connected to the Internet.
- The Google™ account which is used in the registration procedure will be registered as the owner.


### ■ For Google Cloud Print™ Version 1.1

- 1 Start CentreWare Internet Services.
- 2 Click [Connectivity] > [Mobile Printing] > [Google Cloud Print™] > [Printer Registration].
- 3 Select the interface.
- 4 Click [Register].
- 5 Select [Continue] to proceed to register your printer. Instructions for printer registration will be printed.
- 6 Enter the web address on the registration paper to the address box of the browser, and press the <Enter> key.
 

### Note

- You can also access the registration web page with a smartphone, reading the QR code on the registration paper with its camera.
- 7 Enter the Google™ account and passcode of the user using this feature, and log in.
- 8 On the Google Cloud Print™ registration web site, click [Finish printer registration].
- 9 Click [Manage your printers]. Your printer will be listed in the [Printers] list and will be ready for use with the Google Cloud Print™ service.

### ■ For Google Cloud Print™ Version 2.0

- 1 Launch the Google Chrome™ browser. When you are using the Google™ Chromebook, start and log in to the Chromebook.
- 2 Click  in the top right corner, and select [Settings].
- 3 Click [Show advanced settings].
- 4 Click [Manage] under the [Google Cloud Print] menu.

**Note**

- If a message is displayed under [New Devices] to request you to sign in to Chrome, click [sign in] and sign in to Chrome.


- 5 Click [Register] for the printer you want to register.
- 6 When the window to confirm the registration appears, click [Register].  
The window appears to show that the printer is being added.
- 7 On the machine's control panel, select [Device] > [Connectivity] > [Google Cloud Print Registration].
- 8 Click [Register].
- 9 When the printer name appears in the [My devices] list, the registration is completed.

**Note**

- It may take about 5 minutes or more until the printer name appears in the [My devices] list.

### Sharing the Printer Using the Google Cloud Print™ Service

You can share the printer registered for the Google Cloud Print™ service with other users.

- 1 Launch the Google Chrome™ browser. When you are using the Google™ Chromebook, start and log in to the Chromebook.
  - 2 Click  in the top right corner, and select [Settings].
  - 3 Click [Show advanced settings].
  - 4 Click [Manage] under the [Google Cloud Print] menu.
- Note**
- If a message is displayed to request you to sign in to Chrome, click [sign in] and sign in to Chrome.
- 5 Click [Manage] for the printer you want to share.
  - 6 In the [Google Cloud Print] window, click [Share].

- 7 In the window to specify the printer sharing, enter the Google™ accounts of the users you want to invite to share the printer, and click [Share].

**Note**

- When the invited users log in to the Google Cloud Print™ web page, a message appears to show that the printer owner made the sharing settings. Accept the sharing invitation.

### Canceling Registration to Google Cloud Print™

- 1 Start CentreWare Internet Services.
- 2 Click [Connectivity] > [Mobile Printing] > [Google Cloud Print™] > [Printer Registration], and click [Unregister].
- 3 Confirm that the message “Unregistered” appears.

### Printing via Google Cloud Print™



The printing procedure varies depending on the application or the device you are using. You can see the list of applications that support Google Cloud Print™ service on the Google™ web site.

#### ■ Printing From an Application on a Mobile Device

- 1 Install the Google Drive™ application on your mobile device.
- Note**
- You can download the application from Google Play™.
- 2 Open the Google Drive™ application on your mobile device and select the document.
  - 3 Select [Print] from the application menu.
  - 4 Select your printer from the list.
  - 5 Select printer options and then tap [Print].

#### ■ Printing From Google Chrome™

The following procedure uses the Google Chrome™ browser on the computer running a Microsoft® Windows® operating system as an example.

- 1 Open the Google Chrome™ browser.
- 2 Open the web page or e-mail that you want to print.
- 3 Click  or  (varies depending on the version of the Google Chrome™ browser) in the top right corner and then click [Print].
- 4 Click [Change] in the [Destination] area.


- 5 Choose your printer from the Google Cloud Print™ area.

**Note**

- When your printer is registered to Google Cloud Print™ version 2.0, you can print the document by way of the local print with the printer in your local network. In this case, select your printer in [Local Destinations].

- 6 Click [Print].

### ■ Printing From Google™ Chromebook

- 1 Open the web page or e-mail that you want to print.
- 2 Click  in the top right corner and then click [Print].
- 3 Confirm that your printer is specified in [Destination area]. If not, click [Change] and select your printer.

**Note**

- When your printer is registered to Google Cloud Print™ version 2.0, you can print the document by way of the local print with the printer in your local network. In this case, select your printer in [Local Destinations].

- 4 Click [Print].

## Mopria™ Print Service

Mopria™ Print Service allows any Android phone or tablet (Android version 4.4 or later) to connect and print to Mopria-certified printers without additional set up. Firstly, download and install the Mopria™ Print Service app from Google Play™ store to your Android mobile device:

<https://play.google.com/store/apps/>.

In order to print, connect your mobile device to the same network as the printer or use the Wi-Fi Direct functionality to connect your mobile device to the printer.

**Note**

- Mopria™ Print Service might be preloaded in your mobile device. If your mobile device does not have the Mopria™ Print Service, you can easily download it from the Google Play™ store. To learn more about Mopria™ Print Service, visit <http://www.mopria.org/>.
- The new Enterprise features from Mopria™ 2.0 is not supported.

### Setting Up Mopria™ Print Service on Your Printer

- 1 Make sure that the printer is connected to the network.
- 2 Start CentreWare Internet Services.
- 3 Click [Connections] > [Mobile Printing] > [Mopria™].
- 4 Select [On] to enable [Mopria™].
- 5 Click [OK], and then restart the printer.

### Printing via Mopria™ Print Service

- 1** Open the e-mail, photo, web page, or document that you want to print.
- 2** Tap the menu, and then select [Print].
- 3** Tap [All printers] in the menu.
- 4** Select the printer, and then set printer options.
- 5** Tap [Print].

# 6

## Device

# Device

The [Device] app allows you to view the printer status and set the general settings of the printer.

## Note

- The displayed features may vary depending on your settings.
- You can scroll the feature list up and down.

## Language

### Language

Select the language you want to use on the touch panel.

#### ■ Keyboard Layout

Select a keyboard layout on the touch panel.

To preview the layout, tap [View Keyboard].

## About

Displays the general, contact, and network information of the printer.

### Information Pages

Allows you to print reports or lists.

- [Configuration Report]
- [Billing Summary Report]
- [PostScript Font List]
- [PCL Font List]
- [Demonstration Print]
- [Startup Page]
- [Job History Report]

## Notifications

Displays the notifications from the printer such as the fault status, replacement period, and other important messages in the order of severity.

You can check the details or associated pages by selecting each notification.

### Fault History

Selecting [History] displays [Fault History].

The faults are displayed from newest to oldest in descending order.

## Paper Trays

See "Trays" (P.93).



## Supplies

See "Supplies" (P.94).

## Billing/Usage

Selecting [Billing/Usage] allows you to check the billing information. The [Billing/Usage] screen shows [Serial Number], [Counter] and [Usage Counters].

In the [Usage Counters] screen, you can check the detailed usage counters. You can filter the counters by setting the filter (set to [All] by default) over the counter.

## General

### Measurements

#### ■ Units

Allows you to select a unit of measurement displayed on the screen from [Millimeters] and [Inches].

#### ■ Paper Size Preference

Allows you to select the unit of default paper size to be used for printer settings.

To use the A4 size paper for the following printer settings by default and to set the [Units] setting to [Millimeters], select [Metric].

To use the Letter size paper for the following printer settings by default and to set the [Units] setting to [Inches], select [Inch].

- Default paper size for printing
- Default custom paper sizes displayed on the screen for each paper tray
- Default paper size of each paper tray and the bypass tray

### Date & Time

Set the date and time for the system clock of the machine. The date and time set here will be printed on all lists and reports.

#### ■ Set Automatically

Select this to set the date and time automatically according to the time server.

If you do not select this, you can set the time zone, date and time, and daylight saving time manually.

#### ■ Time Server (SNTP)

Tap this to set the time server.

##### ◆ Server Address

Enter a server address.

#### ■ Time Zone

Sets the region and time zone.

#### ■ Date & Time

Sets the date and time.

### ■ Daylight Savings Time

Select this to enable daylight saving time.

### ■ Date Format

Select a date format.

- [mm/dd/yyyy]
- [dd/mm/yyyy]
- [yyyy/mm/dd]

### ■ Use 24 Hour Clock

Select this to use 24-hour clock. To use 12-hour clock, deselect this.

## System Timeout

Specify the time lapsed without any operation on the control panel until the machine resets the settings automatically.

## Display Brightness

You can adjust the brightness of the touch panel between level 1 and level 7.

## Sounds

### ■ Enable Sounds

Select this to activate sounds. Touch an event, and use the slider bar to set the volume of the sound.

#### ◆ Touch

Sounds when you touch an item on a screen displayed on the control panel correctly.

#### ◆ Job Completion

Sounds when a job is completed successfully.

#### ◆ Login

Sounds when you log in to the printer.

#### ◆ Error / Fault

Sounds when a job fails or an error occurs.

#### ◆ Power

Sounds when the machine is ready for operation, or is powered on.

#### ◆ Mobile Device Connected

Sounds when the printer detects a mobile device.

## Power Saver

The Power Saver mode has two modes: Low Power and Sleep. When a specified period of time has elapsed, the machine switches to these modes in the following order to reduce power consumption.

Last operation on the machine → Low Power mode → Sleep mode.

### Note

- For [Low Power Timeout] and [Sleep Timeout], you can enter values of up to 60 minutes in total.

### ■ Low Power Timeout

Specify a time period to enter the Low Power mode after the last operation.

### ■ Sleep Timeout

Specify a time period to enter the Sleep mode after entering the Low Power mode.

### ■ Auto Power Off

Select this to automatically turn the printer off after a specified time has elapsed from the Sleep mode. Use the slider bar to specify a value for turning the printer off.

- [Always Allowed]

Turns the printer off when the specified time has elapsed.

- [Allowed ONLY When Conditions are Met]

Turns the printer off only when the following conditions are all met during the time you specified.

- The USB device port is not used.
- The wired network port is not used.
- The wireless connection is not used.

## Connectivity

### Note

- The displayed features may vary depending on your settings.
- You can scroll the feature list up and down.
- When wired and wireless connections are used at the same time, it is recommended to use different subnets for the primary and secondary network interfaces.

Either the wired or wireless connection can be designated as the primary network interface.

Only the primary network interface can use the following protocols:

IPsec, SMTP, SNMP, WSD Scan\*, SMB Scan, LDAP, Email Notifications, FTP Server and WebDAV.

\* : WSD stands for Web Services on Devices.

### Primary Network

Displays [Ethernet] or [Wi-Fi]. You can switch between these options when using multiple interface.

### Ethernet

#### ■ IPv4

##### ◆ Enable IPv4

Select this to enable the IPv4 mode.

##### ◆ Mode

Select a mode.

- [DHCP with Auto IP]

The address, subnet mask, and gateway address will automatically be set via DHCP/ AutoIP. If the machine fails to communicate with the DHCP server, the AutoIP function is automatically enabled and an IP address (169.254.xxx.xxx) is assigned to the machine. When communication between the machine and the DHCP server recovers, the machine obtains an IP address, a subnet mask, and a gateway address by the DHCP server.

- [Static]

The address, subnet mask, and gateway address will manually be set.

- [BOOTP]

The address, subnet mask, and gateway address will automatically be set via BOOTP.

**Note**

- This is displayed only when this option is configured on CentreWare Internet Services.

- [DHCP]

The address, subnet mask, and gateway address will automatically be set via DHCP.

◆ **Host Name**

Enter a host name.

◆ **IPv4 Address**

Displays the IP address.

◆ **Gateway Address**

Displays the gateway address.

◆ **Subnet Mask**

Displays the subnet mask.

■ **IPv6**

◆ **Enable IPv6**

Select this to enable the IPv6 mode.

◆ **Host Name**

Enter a host name.

◆ **Link-Local Address**

Displays the Link-Local address.

◆ **Self-Assigned Address**

Displays the self-assigned address.

◆ **Manual Address**

Allows you to enter an address.

◆ **DHCPv6 Configuration**

Select a purpose of using DHCPv6.

- [Direct by Router]
- [Address Assignment and Configuration]
- [Configuration Data]

■ **DNS**

◆ **Host Name**

Displays the host name.

◆ **Domain Name**

Enter a domain name.

◆ **IPv4 Servers**

Tap this to set addresses.

- **Mode**

Select a mode from [DHCP] and [STATIC].

- **Primary Server, Alternate Server 1, Alternate Server 2**

Set DNS server addresses.

- ◆ **IPv6 Servers**

Tap this to set addresses.

- **Mode**

Select a mode from [DHCP] and [STATIC].

- **Primary Server, Alternate Server 1, Alternate Server 2**

Set DNS server addresses.

### ■ **Rated Speed**

Select a communication speed for the Ethernet interface.

- [Auto]
- [10Mbps Half Duplex]
- [10Mbps Full Duplex]
- [100Mbps Half Duplex]
- [100Mbps Full Duplex]
- [1Gbps Full Duplex]

## Wi-Fi

### ■ **Wi-Fi**

To specify whether to enable the Wi-Fi feature.

From the networks displayed, select a network. For secured network, login is required.

### ■ **Manual Setup**

Tap this to set up manually.

- ◆ **Enter Network Name (SSID)**

To set the name that identifies the wireless network with up to 33 alphanumeric characters.

- ◆ **Network Type**

To set the type of wireless network. Select [Infrastructure] when you configure the wireless settings through the access point such as a wireless router.

- ◆ **Security**

Select a type of encryption.

- [None]
- [WEP]
- [WPA2 Personal]
- [Mixed Mode Personal (AES/TKIP)]
- [WPA2 Enterprise]

- [Mixed Mode Enterprise (AES/TKIP)]

**Note**

- When [Network Type] is set to [Ad hoc], [WPA2 Personal] and [WPA2 Enterprise] are not available.

◆ **Wi-Fi Protected Setup (WPS)**

Select [PBC] to configure the network with WPS-PBC.

Select [PIN] to configure the network using PIN code assigned automatically by the printer.

- **PIN**

Displays a pin code.

◆ **Mode**

For [WPA2 Enterprise] or [Mixed Mode Enterprise (AES/TKIP)], set the EAP authentication method used for WPA Enterprise.

- [PEAPv0 MS-CHAPv2]
- [EAP-TLS]
- [EAP-TTLS/CHAP]
- [EAP-TTLS/PAP]
- [EAP-TTLS/MSCHAPV2]

◆ **Enter Identity, Enter User Name, Enter Password**

Enter an EAP-identity, a user name, and a password respectively for authentication. The identity can be the same string as the user name.

■ **Wi-Fi Band**

To select the Wi-Fi Band.

- [Auto]
- [2.4 Ghz]
- [5 Ghz]

## Wi-Fi Direct

■ **Wi-Fi Direct**

Select this to enable the Wi-Fi Direct network.

**Note**

- In multi-interface environment, Wi-Fi Direct becomes disabled if the address range is duplicated with Ethernet or Wi-Fi.

■ **Device Name**

Displays the device name.

This appears when [Group Role] is set to [Auto].

■ **IPv4 Address**

Displays the IPv4 address.

■ **Connections**

Displays the number of connections.

## ■ Setup

Tap this for Wi-Fi Direct settings.

### ◆ Group Role

Select [Auto] to automatically resolve the group role for Wi-Fi Direct according to the group formation.

Select [Group Owner] to make it possible for your Wi-Fi mobile devices to discover this printer. The SSID of the printer will then be displayed in a list of wireless networks on your Wi-Fi mobile devices.

#### • Device Name

Enter a device name. This appears when [Group Role] is set to [Auto].

#### • SSID Prefix

Displays the prefix of SSID.

#### • SSID Suffix

Specify the suffix of SSID.

#### • Passcode

Enter the passcode to be used when the printer is [Group Owner].

#### • IPv4 Address

Displays the IPv4 address.

## HTTPS

Select this to enable HTTPS.

## Proxy Server

### ■ Proxy Server

Select this to enable proxy server settings.

#### ◆ Proxy Connections

Select a type of proxy connections. This is displayed when you are using multiple interfaces.

- [Common]
- [Multiple]

#### ◆ Wireless Proxy Setup

##### • Enable Proxy Server

For [Multiple], select this to enable the proxy server for wireless connection.

##### • Setup

Select a type of settings.

##### • Automatic

Select this to automatically set up the proxy.

##### • Configuration Script

Select this to allow you to enter the URL of a configurations script.

##### • Manual

Select this to enter a server address in [Server Address]. When enabling [Password Required], enter the login name and password.

- **Add Exceptions**

Enter an address that is not to use the proxy.

To remove an address, tap the trash box icon and select [Remove Exception].

To edit an address, tap the trash box icon and select [Edit Exception].

- ◆ **Wired Proxy Setup**

- **Enable Proxy Server**

For [Multiple Proxies], select this to enable the proxy server for wired connection.

- **Wired Proxy Setup**

Select a type of settings.

- **Automatic**

Select this to automatically set up the proxy.

- **Configuration Script**

Select this to allow you to enter the URL of a configurations script.

- **Manual**

Select this to enter a server address in [Server Address]. When enabling [Password Required], enter the login name and password.

- **Add Exceptions**

Enter an address that is not to use the proxy.

To remove an address, tap the trash box icon and select [Remove Exception].

To edit an address, tap the trash box icon and select [Edit Exception].

## LDAP

- When LDAP is turned on

You can set the LDAP server settings in the [LDAP Server] screen.

[Test Connection]	To test the connection to the server, select [Test Connection]. Initially [Not Tested] is displayed. [Success] or [Failed] is displayed as a result of the test.
[Server Address]	Sets the server address.
[SSL/TLS]	To encrypt the communication between the server and the printer, enable [SSL/TLS].
[Directory Root]	Sets the directory root.
[User Name]	Enter the login name for searching in LDAP server.
[Password]	Enter a password for the user specified in [User Name].
[Find Other LDAP Servers]	Opens the LDAP server list.
[LDAP Communication Report]	Outputs the report that shows the contents of the LDAP communication transmitted and received by the machine.

- When LDAP is turned off

Wait until the desired server is found, and select the server.

To specify the server by manually entering the server information, select [Manual Setup].



## SMTP

Setup the SMTP server.

Once this screen is opened, searching SMTP server starts automatically. Select a server from the search result.

Also you can specify the SMTP server by entering the server address manually.

### Note

- If SMTP is already enabled, the search is not performed automatically and the SMTP Server screen is displayed.

## Support

Displays the menu for maintenance of the machine.

### Support Pages

Allows you to print reports.

- [Ghosting Print]
- [Repeating Defects]
- [System Status]
- [Error History Report]
- [LDAP Communication Report]
- [SMB Communication Report]
- [SMTP Communication Report]

### Altitude Adjustment

Specify the altitude of the location where the printer is installed.

### Non-Fuji Xerox Toner Cartridges

Enable or disable the non-genuine toner mode.

### Developer & Transfer Roller Cleaning

See "Performing a Developer and Transfer Roller Cleaning Procedure" (P.173).

### Image Position

Adjust the image position.

### Fusing Unit Temperature Adjustment

Adjust the temperature of the fusing unit.

To lower the temperature, set negative values. To increase, set positive values.

The default settings may not give the best output on all paper types. When the printed paper has curled, try to lower the temperature. When the toner does not fuse on the paper properly, try to increase the temperature.

### Note

- The print quality changes depending on the setting values you select for this item.

### Transfer Voltage Adjustment

Adjust the transfer voltage.

To lower the voltage, set negative values. To increase, set positive values.

The default settings may not give the best output on all paper types. If you see mottles on the print output, try to increase the voltage. If you see white spots on the print output, try to decrease the voltage.

**Note**

- The print quality changes depending on the setting values you select for this item.

### Adjust Density

See "Adjusting the Density" (P.174).

### Toner Refresh

See "Refreshing the Toner" (P.174).

## Resets

Allows you to set the machine settings to original factory state.

**Note**

- Settings cannot be recovered after a reset.

### Reset 802.1X and IPSec

Sets the 802.1X and IPSec settings to original factory state.

### Reset Fonts, Forms, and Macros

Deletes all the fonts, forms and macros installed to the printer by users.

### Reset to Factory Defaults

Erases all settings and returns the machine to original factory state.

# 7

## **CentreWare Internet Services**

## Overview

Use CentreWare Internet Services to monitor the status of your network printer without leaving your desk. You can view and/or change the printer settings, monitor toner level, and acknowledge the timing of ordering replacement consumables.

If you are a network administrator, you can copy the printer settings to one or all printers on the network using your web browser.

**Note**

- CentreWare Internet Services is available only when the printer is connected to a network using an Ethernet cable or the wireless network function.

# Setting Up the CentreWare Internet Services

Ensure that you activate JavaScript in your browser before using the CentreWare Internet Services.

Follow the procedures below to configure the environment settings of your web browser before using the CentreWare Internet Services.

## Note

- The CentreWare Internet Services pages may be displayed unreadable if the pages were configured by the language different from the language of your web browser.

## Supported Web Browser

CentreWare Internet Services supports the following web browsers.

For Windows	Microsoft Internet Explorer 10, 11 and later Microsoft Edge Mozilla Firefox, the most recent stable version Google Chrome, the most recent stable version
For OS X	Safari 8, 9, 10 and later

## Setting Up From Web Browser

The following procedure is described using Internet Explorer 11. The item names may differ depending on the version and type of your browser.

### ■ Setting Up the Display Language

- 1 Select [Internet Options] from [Tools] on the menu bar.
- 2 Select [Languages] in the [General] tab.
- 3 Specify the display language in order of preference in the [Language] list.

### ■ Setting the IP Address of the Printer to Non-Proxy (Optional)

- 1 Select [Internet Options] from the [Tools] menu.
- 2 Click [LAN settings] under [Local Area Network (LAN) settings] in the [Connections] tab.
- 3 Do either of the following:
  - Clear the [Use a proxy server for your LAN] check box under [Proxy server].
  - Click [Advanced], and then specify the IP address of the printer in the [Do not use proxy server for addresses beginning with] field under [Exceptions].

# Starting the CentreWare Internet Services

To launch the CentreWare Internet Services, enter the IP address of your printer in your web browser.

**Note**

- See "Verifying the IP Settings" (P.26).

# Overview of the Menu Items

The CentreWare Internet Services consists of the following menus:

## Home

The Home screen consists of the following menus: [Notifications], [Trays], [Supplies], [Billing/Usage], and [Quick Links]. Use those menus to get immediate feedback on the printer status or to jump to useful services.

## Apps

Use the [Apps] menu to change the apps settings of the printer.

## Jobs

Use the [Jobs] menu to see the job history of the printer and to configure the job control.

## Connectivity

Use the [Connectivity] menu to change the printer interface and necessary conditions for communications.

## Permissions

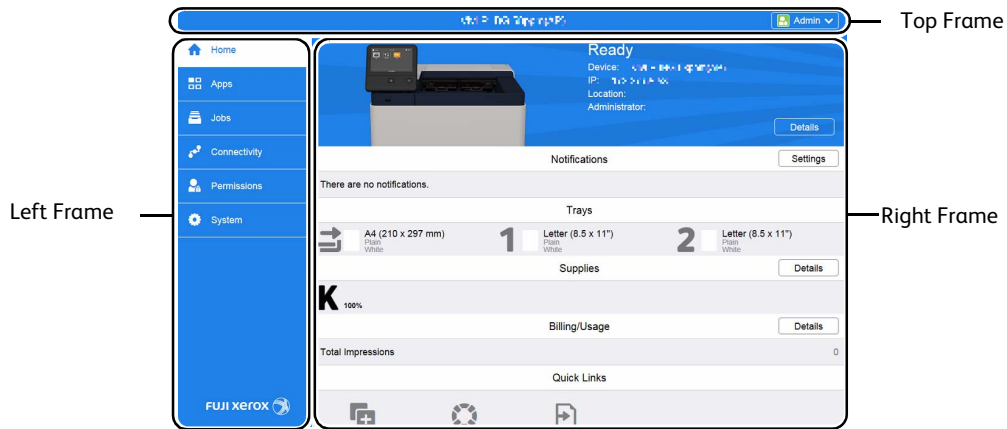
Use the [Permissions] menu to view and set the user account settings and to set the authentication and accounting methods.

## System

Use the [System] menu to configure the printer environment settings such as Power Saver settings, Security settings, or PDL settings.

# Page Display Format

The layout of the page is divided into three sections:



## Top Frame

The top frame is located at the top of all pages. The printer name and the [Log In] button are displayed in the top frame on every page.

### Note

- See "Log In/Log Out from the CentreWare Internet Services" (P.155).

## Left Frame

The left frame is located on the left side of all the pages. The menu titles displayed in the left frame are linked to corresponding menus and pages. You can go to the corresponding page by selecting their characters.

When you click the Fuji Xerox logo at the bottom of the left frame, our website appears in a new window.

## Right Frame

The right frame is located on the right side of all the pages. The contents of the right frame correspond to the menu that you select in the left frame.



# Home

The header part of the Home screen shows the status and basic information of the printer.  
Select [Details] to open [Device Details].

## Device Details

Allows you to view and edit the following items.

Device Name	Set the name of the printer.
Fuji Xerox Asset Tag	Reserved for Xerox use to identify the printer.
Customer Asset Tag	Set the asset tag for the printer.
Software Version:	Displays the current software version of the printer.
Serial Number:	Displays the serial number of the printer.
Device Location	Set the location of the printer.
Network	Displays the basic network information. You can edit the values at "Connectivity" (P.79).
System Administrator	Set the information of the system administrator.

## Notifications

Displays the notifications from the printer such as the fault status, replacement period, and other important messages in the order of severity.

You can check the details or associated pages by selecting each notification.

Select [Settings] to open [Notification Settings].

## Notification Settings

### ■ Email Notifications

Set the Email Notifications settings. The printer sends the printer's trouble information to the Email address specified here.

## Fault History

Select [Fault History] at the lower left of [Notification Settings] to view the fault history.

The faults are displayed from newest to oldest in descending order.

## Trays

Displays the tray status and the current tray settings. Select the icon of each tray to see the details and change the settings.

## Tray Status

Displays the size, type, color, and remaining amount of paper loaded on the tray.

## Tray Mode

Select the tray mode.

**Size, Type, Color**

Specify the size, type, and color of paper that can be loaded on the tray as necessary.

**Auto Select**

Specify whether to set the tray as a target of automatic tray selection.

**Priority**

Specify the priority order of the tray for automatic tray selection.

**Supplies**

Displays the status of supplies. Select [Details] to display more information and configure the settings related to supplies.

**Reorder Information**

Displays the link for ordering supplies.

**List of Supplies**

Select an item to see more details.

**Options**

Configure optional settings as necessary.

**■ Alerts Setup**

Enable or disable the alerts related to supplies. When enabled, tap each item to change the timing of the alert.

**Note**

- This feature may not be available depending on the model or your machine configuration. For information, contact our Customer Support Center.

**■ Email Alerts**

To receive alerts by e-mail, enter e-mail addresses and select the types of alerts you need.

**Note**

- This feature may not be available depending on the model or your machine configuration. For information, contact our Customer Support Center.

**Billing/Usage**

You can check the number of pages printed per meter. To check the detailed billing information, click [Details].

**Billing Details & Usage Counters**

You can check [Device Serial Number:], [Billing Meters], and [Usage Counters].

**■ Billing Meters**

You can check the total number of pages printed by individual meters.

## ■ Usage Counters

You can check the detailed usage counters.

### Note

- "Impressions" in Usage Counters means the counts of images. For example, 2-sided printing increases the impressions by two.

[Total Impressions]	Displays the total number of [Black Impressions].
[Black Impressions]	Displays the total number of pages printed in black and white.
	[Black Printed Impressions]
[Single Impressions]	Displays the total number of impressions counted for maintenance services.
	[Black Single Impressions]
[Stored Image Printed Impressions]	Displays the total number of stored images printed.
	[Black Stored Image Printed Impressions]
[Black Sheets]	Displays the total number of sheets of paper printed in black and white.
	[Black Printed Sheets]
	[Black Printed 2-Sided Sheets]
[Sheets] (1 Sided and 2 Sided)	Displays the total number of sheets of paper printed.
	[Printed Sheets]
[2-Sided Sheets]	Displays the total number of sheets of paper printed in 2-sided format.
	[Printed 2-Sided Sheets]

## Quick Links

[Quick Links] provides some convenient functions.

## Cloning

This page allows you to copy and download the setting information file of the printer and to install the setting information file of another machine.

### ■ Install Clone File

Locate a setting information file to be installed and then select [Install] to start the installation.

### ■ Create Clone File

To download a setting information file, select the items to copy and then select [Create].

### Note

- The clone file is downloaded in a format which cannot be edited by users.

You can select the following items.

[Select/Clear All]	Check or uncheck all the items.
[Device App]	
[Jobs App]	
[USB App]	

[App Customization]
[Connections]
[Mobile Printing]
[Protocols]
[Authentication, Authorization, Accounting, Personalization]
[Logs]
[Date & Time]
[Security]
[Timeouts]
[Power Saver]
[PDL Settings]
[Defaults and Policies]
[Job Management]
[Software Update]
[Supplies Management]
[Notifications]
[Internationalization]
[Support Information]

## Support

Displays the support information.

### ■ Support Information

You can change the information by selecting [Edit].

### ■ Online Support

Opens the Online Support page in a new browser window.

### ■ Restart Device

Allows you to restart the printer. Select [Restart] after the confirmation screen is displayed.

## Submit File

Allows you to print a file from the local client device by uploading the file through CentreWare Internet Services.

No driver installation is required.

Supported file format	Procedure
PDF, PS, PCL, PRN, XPS, JPEG, TIFF, TXT	<ol style="list-style-type: none"> <li>1. Enter the path of the file or select a file through browsing the local file system.</li> <li>2. Click [Submit] and the print job will be submitted.</li> </ol>

### Note

- XPS stands for XML Paper Specification.

# Apps

Allows you to configure the settings related to the apps used on the control panel.

## Preferences

### Walkup Screen

Set the screen displayed after powering on the machine or canceling the Power Saver mode.

## Installed Apps

The list of installed apps is displayed.

Select each app to confirm or change the app information and settings.

### Basic Information and Control of Apps

On the left column of each app's setting pages, the basic information of the app is displayed.

#### Note

- The items are displayed on the top of the pages when the browser size is small.

#### ■ Type:

Displays the type of the app.

#### ■ Display on Device

Set whether or not to display the app on the Home screen of the control panel.

# Jobs

The [Jobs] menu contains information on the list of active jobs and completed jobs. These pages show the details of the status regarding each job.

**Note**

- The jobs stored as Secure Print jobs can only be displayed in the job list on the control panel.

## List of Active Jobs

Displays the jobs that are being processed.

## List of Completed Jobs

Displays the completed jobs. Up to the last 200 jobs are displayed.

## Deleting a Job

- 1 Select a job you want to delete.
- 2 Select [Delete].

**Note**

- Only print jobs can be deleted.

## Policies

Displays [Jobs Policies]. You can configure settings related to the [Jobs] feature.

### Print Around

Specify time period to disable print jobs.

### Conceal Job Names

Select whether or not to conceal job names.

### Stored Print Job Settings

Sets the stored print job settings.

# Connectivity

## Note

- The displayed features may vary depending on your settings.
- When wired and wireless connections are used at the same time, it is recommended to use different subnets for the primary and secondary network interfaces.

Either the wired or wireless connection can be designated as the primary network interface.

Only the primary network interface can use the following protocols:

IPsec, SMTP, SNTP, WSD Scan\*, SMB Scan, LDAP, Email Notifications, FTP Server and WebDAV.

\* : WSD stands for Web Services on Devices.

## Connections

### Ethernet

#### ■ MAC Address:

Displays the MAC address.

#### ■ Rated Speed

Select a communication speed for the Ethernet interface.

- [Auto (Default)]
- [10 Mbps Full-Duplex]
- [10 Mbps Half-Duplex]
- [100 Mbps Full-Duplex]
- [100 Mbps Half-Duplex]
- [1 Gbps Full-Duplex]

#### ■ Common

Click [Edit] for the settings.

##### ◆ Host Name:

Enter the host name with up to 32 ASCII characters.

##### ◆ Primary Network

Allows you to select [Ethernet] or [Wi-Fi]. This is displayed when you are using multiple interfaces.

##### ◆ IP Mode:

Allows you to select the TCP/IP operation mode.

##### • IPv4

Select this option for IPv4.

##### • IPv6

Select this option for IPv6.

##### • Dual Stack

Select this option for an environment using both IPv4 and IPv6.

##### ◆ IPv6 Priority over IPv4 at Domain Name Resolution:

Select this to prioritize IPv6 for the domain name resolution feature.

## ■ IPv4

Click [Edit] for the settings.

### ◆ Mode:

Allows you to select a method for obtaining the IP address, subnet mask, and gateway address.

#### • DHCP with Auto IP

The address, subnet mask, and gateway address will automatically be set via DHCP/AutoIP.

If the machine fails to communicate with the DHCP server, the AutoIP function is automatically enabled and an IP address (169.254.xxx.xxx) is assigned to the machine. When communication between the machine and the DHCP server recovers, the machine obtains an IP address, a subnet mask, and a gateway address by the DHCP server.

#### • DHCP

The address, subnet mask, and gateway address will automatically be set via DHCP.

#### • Static

Allows you to manually specify an IP address, a subnet mask, and a gateway address.

#### • BOOTP

The address, subnet mask, and gateway address will automatically be set via BOOTP.

### ◆ IP Address

Enter the IP address when selecting [Static] at [Mode].

#### Note

- Enter the address in the format "xxx.xxx.xxx.xxx", where "xxx" is a numeric value from 0 to 255.
- Specify an IP address using numbers (0 to 9) and periods (.).

### ◆ Subnet Mask

Enter the subnet mask when selecting [Static] at [Mode].

#### Note

- Enter the address in the format "xxx.xxx.xxx.xxx", where "xxx" is a numeric value from 0 to 255.
- Specify a subnet mask using numbers (0 to 9) and periods (.).

### ◆ Gateway Address

Enter the gateway address when selecting [Static] at [Mode].

#### Note

- Enter the address in the format "xxx.xxx.xxx.xxx", where "xxx" is a numeric value from 0 to 255.
- Specify a gateway address using numbers (0 to 9) and periods (.).

### ◆ Release current IP when the Device is powered off.

For [DHCP with Auto IP] and [DHCP], select this to release the IP address to the DHCP server when the printer is powered off.

## ■ IPv6

Click [Edit] for the settings.

#### • Link-Local Address

Displays the Link-Local address.

#### • Self-Assigned Address 1; Self-Assigned Address 2; Self-Assigned Address 3:

Displays the self-assigned address.



◆ **DHCPv6**• **Purpose**

Select a purpose of using DHCPv6.

- [Directed by Router]
- [Address Assignment and Configuration Data]
- [Configuration Data]

• **DHCPv6 Address:**

Displays the DHCPv6 address.

◆ **Manual Address:**

Allows you to select whether or not to configure the IPv6-address settings manually.

• **Manual Address**

Enter an address.

**Note**

- Enter the address in the format "xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx", where "xxxx" is a hexadecimal value.
- Specify an address using alphanumeric characters (0 to 9 and A to F) and colons (:).

• **Gateway Address:**

Specify a gateway address.

**Note**

- Enter the address in the format "xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx", where "xxxx" is a hexadecimal value.

• **Automatically Configured Gateway Address:**

Displays the gateway address automatically configured.

■ **DNS**

Click [Edit] for the settings.

• **Domain Name**

Enter a domain name.

• **Connection Timeout**

Sets the time-out period between 1 and 60 seconds.

◆ **IPv4 DNS Servers**• **Use DHCP to Assign Address**

Set whether or not to automatically obtain the address of the DNS server from the DHCP server.

• **Primary Server, Alternate Server 1, Alternate Server 2**

Set DNS server addresses.

◆ **IPv6 DNS Servers**• **Use DHCPv6-lite to Assign Address**

Set whether or not to automatically obtain the address of the DNS server from the DHCPv6 server.

• **Primary Server, Alternate Server 1, Alternate Server 2**

Set DNS server addresses.

### ◆ DNS Search Domains

#### • Generate Domain Search List Automatically

Select this to automatically generate a search list.

#### • Primary Domain, Alternate Domain 1, Alternate Domain 2

Enter domains when you disable [Generate Domain Search List Automatically].

### ■ 802.1X

Configure the IEEE 802.1x settings.

Enable 802.1X	Set whether or not to use IEEE 802.1X authentication.
Authentication Method	Select from [EAP-MD5], [PEAPv0/EAP-MS-CHAPv2], [EAP-MS-CHAPv2], or [EAP-TLS].
Certificate Verification	Select whether or not to verify a server certificate when [PEAPv0/EAP-MS-CHAPv2] or [EAP-TLS] is selected in [Authentication Method].
User Name (Device Name)	Enter the login user name with up to 128 characters.
Password	Enter the login password with up to 128 characters.
Retype Password	Re-enter the login password for confirmation.

## Wi-Fi

### ◆ Enable

To specify whether to enable the Wi-Fi feature.

#### • MAC Address:

Displays the MAC address.

#### • Link Channel:

Displays the channel used for wireless communication.

#### • Link Quality:

Displays the status of wireless communication.

- [Good]
- [Acceptable]
- [Poor]

### ◆ Wi-Fi Band

Select a frequency band.

- [Auto]
- [2.4 GHz]
- [5 GHz]

### ◆ SSID

To set the name that identifies the wireless network with up to 32 ASCII characters.

### ◆ Network Type

To set the type of wireless network. Select [Infrastructure] when you configure the wireless settings through the access point such as a wireless router. Select [Ad hoc] to configure the wireless settings without the access point such as a wireless router.

## ■ TCP/IP Settings

Allows you to see the following TCP/IP settings or to select and specify each of them.

### ◆ Common

Displays the host name.

### ◆ IPv4

Displays the IPv4 address.

### ◆ IPv6

Displays the IPv6 address.

### ◆ DNS

Displays the domain name.

## ■ Security Settings

### ◆ Encryption

Select a type of encryption.

- [No Encryption]
- [WEP]
- [WPA2 Personal]
- [WPA2 Enterprise]
- [Mixed Mode Personal (AES/TKIP)]
- [Mixed Mode Enterprise (AES/TKIP)]

### ◆ Transmit Key

For [WEP], select a WEP key to encrypt transmitted data.

### ◆ WEP Key 1 to 4, Retype WEP Key 1 to 4

For [WEP], specifies the WEP key to use through the wireless network.

### ◆ Passcode, Retype Passcode

For [WPA2 Personal] or [Mixed Mode Personal (AES/TKIP)], set the passcode.

### ◆ Authentication Method

For [WPA2 Enterprise] or [Mixed Mode Enterprise (AES/TKIP)], set the EAP authentication method used for WPA Enterprise.

- [PEAPv0 MS-CHAPv2]
- [EAP-TLS]
- [EAP-TTLS/PAP]
- [EAP-TTLS/CHAP]
- [EAP-TTLS/MS-CHAPv2]

### ◆ Root Certificate

Specifies the root certificate.

### ◆ Client Certificate

Specifies the client certificate.

For [EAP-TLS], this setting is mandatory.

**◆ EAP-Identity**

Specifies the EAP identity for the first authentication.

**◆ Login Name**

Specifies the login name to be used for the second authentication for EAP-Enterprise. Up to 32ASCII characters are available. The entry can be the same string as [EAP-Identity].

**◆ Password, Retype Password**

Specifies the password for the login name.

**USB****■ Enable**

Select this to use the USB interface.

**■ USB Port**

Select this to enable the port.

**■ PJJ**

PJJ (Printer Job Language) is a job control language and a PJJ command is data prepended to the top of the print jobs. Usually select this.

**■ Print Mode**

Select the printer language to use on the machine. Selecting [Auto] enables the machine to automatically determine and use the most

**■ Auto Job Timeout**

Configure the time that the data so far received by the machine will automatically be printed since data is no longer sent to the printer.

**■ Adobe Communication Protocol****◆ Standard**

Select this when the output protocol of the print driver is in the ASCII format.

**◆ Binary**

Select this when the output protocol of the print driver is in the BCP format.

**◆ TBCP**

Select this when the output protocol of the print driver is in the TBCP format.

**◆ RAW**

Select this when the output protocol of the print driver is in the ASCII or binary format. The data is printed without being controlled by the Adobe communication protocol.

**■ PostScript Wait Timeout (RAW Mode)**

The machine automatically terminates a connection when the machine does not receive data for a certain period of time. When data is being printed with [RAW] selected for [Adobe Communication Protocol], disable this if you want to use the time period set in [Auto Job Timeout] or enable this if you want to use the timeout period of PostScript.

## Wi-Fi Direct

### ■ Enable

Select this to enable the Wi-Fi Direct network.

#### **Note**

- In multi-interface environment, Wi-Fi Direct becomes disabled if the address range is duplicated with Wi-Fi.

### ■ Paired Device

Displays the status of the Wi-Fi Direct connections between the printer and connected devices.

### ■ Current Role

Displays the role currently configured for the printer: [Group Owner] or [Client].

### ■ Current SSID

Displays the SSID currently configured for the printer.

### ■ Group Role

Select [Auto] to automatically resolve the group role for Wi-Fi Direct according to the group formation.

Select [Group Owner] to make it possible for your Wi-Fi mobile devices to discover this printer. The SSID of the printer will then be displayed in a list of wireless networks on your Wi-Fi mobile devices.

### ■ Device Name:

Enter the device name.

This option appears when [Group Role] is set to [Auto].

### ■ DHCP Server

#### ◆ IP Address

Displays the IP address.

#### ◆ Subnet Mask

Displays the subnet mask.

#### ◆ IP Address Lease Time

Specify the lease time of an IP address.

### ■ Group Owner

#### ◆ SSID

Displays the name that identifies the Wi-Fi Direct network. You can specify the name with up to 23 ASCII characters after "[DIRECT-\*\*]".

#### ◆ Passcode

Enter a passphrase with 8 to 63 alphanumeric characters, or with a hexadecimal value of 64 digits.

## NFC

### ■ Enable

Select whether to enable Near Field Communication (NFC).

#### Note

- To use the NFC feature, you need to enable this item, enable [Plug-In Feature] in [System] > [Plug-in Settings] of the CentreWare Internet Services, and restart the machine.

## Mobile Printing

You can configure settings related to the Mobile Printing feature.

### AirPrint™

Configures the detailed setting of AirPrint™.

To use AirPrint™, check the box to enable.

Enabling [AirPrint™] will automatically enable required underlining protocols such as IPP and Bonjour.

AirPrint™	Enable	Set whether or not to use AirPrint™.
	USB Connection	Select whether or not to use AirPrint™ with a USB connection.
	(Controller ROM name)	Displays the ROM version.
Bonjour	Printer Name	Enter the name that is to be displayed as an AirPrint™ printer.
	Location	Enter the location of the printer.
	Latitude	Enter the latitude.
	Longitude	Enter the longitude.
IPP Authentication	Basic Authentication	Set whether or not to enable [Basic Authentication].
	User Name	Enter the user name.
	Password	Enter the user password.
	Retype Password	Retype the user password for confirmation.
Security Certificates	Edit	Change the security certificate settings.
Supplies	Check Status	Displays the status of supplies.
Print Job Handling When Data Error Occurs	<ul style="list-style-type: none"> <li>Cancel Print Job</li> <li>Force Print Job</li> </ul>	Select either option for how the machine should handle print jobs on data errors.

### Google Cloud Print™

To use the Google Cloud Print™ feature, select [Enable] and register your printer.

### Mopria™

Select this to enable Mopria™.

## Protocols

### Bonjour

#### ■ Port

Select this to use Bonjour.

#### ■ Wide-Area Bonjour

Select this to enable the Wide-Area Bonjour protocol.

#### Note

- In multi-interface environment, this setting is for primary interface only.

#### ◆ Host Name

Enter the host name.

#### ◆ Printer Name

Enter the printer name.

### HTTP

#### ■ Enable HTTP

Select this to enable HTTP.

#### ◆ Port Number

Enter a port number.

#### Note

- Do not use a number that is the same as a port number of another port. However, you can use the same port number for a protocol that uses HTTP (IPP, Internet Services (HTTP), SOAP, WebDAV, and Web Services on Devices (WSD)).

#### ■ Enable HTTPS

Select this to enable HTTPS.

#### ◆ HTTPS Port Number

Enter a port number from 1 to 65535.

#### ◆ Maximum Connections

Enter the maximum number of simultaneous connections.

#### ◆ Connection Timeout

Sets the connection time-out period.

#### ◆ Device Certificate

Select a device certificate.

#### ◆ CSRF Protection

Select this to enable Cross-Site Request Forgery (CSRF) protection for security. This feature protects the settings on CentreWare Internet Services from being altered if a user unknowingly accesses a malicious website.

#### ■ Proxy Server

Select this to configure the settings for using inbound/outbound access.

#### Important

- Do not set this item unless you use services requiring proxy server settings.

**◆ Proxy Setup**

Select a type of proxy connections. This is displayed when you are using multiple interfaces.

- [Common Proxy]
- [Different Proxies]

**◆ Setup**

Select a type of proxy server settings.

To set up automatically, select [Automatic].

To enter the URL of a configurations script, select [Configuration Script].

To enter the proxy server information, select [Manual].

**◆ Type**

For [Manual], select a type to specify the proxy server.

According to the type you selected, enter an address or a host name with up to 255 alphanumeric characters, underscore, period, or colon, and enter the port number between 1 and 65535.

**◆ Password Required**

Select this when authenticating with a password to connect to the proxy server.

**◆ Login Name**

Enter a login name.

**◆ Password, Retype Password**

Enter a password.

**◆ Exception List**

Enter addresses not using the proxy server. You can use the IPv4, IPv6, or FQDN format. You can use wildcards "\*" and delimiters ";".

**IPP****■ Port**

Select this when you want to use IPP (Internet Printing Protocol) to print via the Internet.

**■ Port Number**

Displays the port number.

**■ PJL**

Select this to enable PJL. PJL allows you to specify the printer language to use for your next job regardless of the printer language currently being used.

**■ Print Mode**

Select a print mode. Selecting [Auto] enables the machine to automatically determine and use the most suitable language to print data received from the host device.

**■ Alternate Port (IPP), Alternate Port (IPPS)**

Select this to accept a port number other than the standard port number. Enter a port number in [Alternate Port Number (IPP)] or [Alternate Port Number (IPPS)].

**Note**

- Do not use a number that is the same as a port number of another port. However, for IPP, you can use the same port number for a port that uses HTTP (IPP, Internet Services (HTTP), SOAP, WebDAV, and Web Services



on Devices (WSD)). For IPPS, you can use 443 (HTTPS), and cannot use 80 (HTTP) or a well-known port (HTTPS).

#### ■ TBCP Filter

Select this to enable TBCP filter for PostScript data. When the transmission data includes binary data or EPS data, disable this.

#### ■ Password Required

Select this to authenticate with a password.

#### ■ Connection Timeout

Select this to set the timeout.

#### ■ Timeout

Sets the connection time-out period.

#### ■ Spool

Select [On] to enable spooling.

### IPsec

Configure the IPsec settings.

#### Note

- For [IKE Authentication Method], [Preshared Key], [DH Group], and [PFS], consult your network administrator.

Enable	Select whether or not to enable IPsec communications.
IKE Authentication Method	Set the IKE authentication method. Select from [Digital Signature] or [Preshared Key].
Preshared Key	Enter a preshared key. This setting is valid when [IKE Authentication Method] is set to [Preshared Key].
Retype Preshared Key	Re-enter the preshared key for confirmation.
Device Certificate	Select a certificate for IPsec communications. Select a certificate when [IKE Authentication Method] is set to [Digital Signature]. A self-signed certificate created by CentreWare Internet Services cannot be used.
IKE SA Lifetime	Specify IKE SA lifetime from 5 to 28800 minutes in 1 minute increments.  <b>Note</b> <ul style="list-style-type: none"> <li>The value must be equal to or greater than the value set in [IPsec SA Lifetime].</li> </ul>
IPsec SA Lifetime	Specify IPsec SA lifetime from 300 to 172800 seconds in 1 second increments.  <b>Note</b> <ul style="list-style-type: none"> <li>The value must be equal to or smaller than the value set in [IKE SA Lifetime].</li> </ul>
DH Group	Set DH group. Select from [G1], [G2], and [G14].
PFS	Select whether or not to enable PFS.

Specify Destination IPv4 Address	Set the IPv4 address of the destination. When entering an IP address, enter the address in the format "xxx.xxx.xxx.xxx", where "xxx" is a numeric value from 0 to 255.
Specify Destination IPv6 Address	Set the IPv6 address of the destination. When entering an IP address, enter the address in the format "xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx", where "xxxx" is a hexadecimal value. You can use a compressed form of the IPv6 address.
Communicate with Non-IPsec Devices	Select whether or not to communicate with non-IPsec devices with an address other than the ones set in the destination address.

## LDAP

## ■ LDAP Servers

Server Information	IP Address/Host Name : Port	Enter the server IP address and the port number.  <b>Note</b> <ul style="list-style-type: none"> <li>For IPv4, enter the address in the format "xxx.xxx.xxx.xxx", where "xxx" is a numeric value from 0 to 255.</li> <li>For IPv6, enter the address in the format "xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx", where "xxxx" is a hexadecimal value. You can use a compressed form of the IPv6 address.</li> <li>You can use a fully qualified domain name (FQDN) instead of the IP address.</li> </ul>
	Backup IP Address/Host Name : Port	Enter the backup server IP address and the port number.  <b>Note</b> <ul style="list-style-type: none"> <li>For IPv4, enter the address in the format "xxx.xxx.xxx.xxx", where "xxx" is a numeric value from 0 to 255.</li> <li>For IPv6, enter the address in the format "xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx", where "xxxx" is a hexadecimal value. You can use a compressed form of the IPv6 address.</li> <li>You can use a fully qualified domain name (FQDN) instead of the IP address.</li> </ul>

Advanced Settings	Search Directory Root	Enter a search root character string with up to 255 characters.  <b>Note</b> <ul style="list-style-type: none"><li>Enter the distinguished name of the root node. (Example: CN=users, DC=mydomain, DC=mycorp, DC=com)</li></ul>
	Login Name	Enter the login name for searching in LDAP server up to 255 characters.
	Password	Set a login password for the user specified in [Login Name]. Up to 32 characters are allowed.
	LDAP Referrals	Specify whether or not to re-establish connection to another LDAP server if a currently connected LDAP server requests to do so.
	Maximum Number of LDAP Referral Hops	When using the Referral feature, specify how many times that a user is allowed to hop servers within 1 to 5 times.

### ■ LDAP Authentication

[Authentication Method]	Select the method for authentication from [Direct Authentication] and [Authentication of User Attributes].
[Common Name]	Enter the attribute of user name. Up to 32 ASCII characters can be entered. This attribute is used to search user name in the LDAP Server. Enter the LDAP attribute for user name typed on the control panel. When users enter the e-mail address, specify "Mail".
[Login User Name]	Enter the attribute of login user name. Up to 32 ASCII characters can be entered. As the attribute for authentication, enter one of the login user names registered in the LDAP server.
[Use Added Text String]	Select whether or not to automatically add text strings in [Added Text String] when you enter the authentication information from the control panel.
[Added Text String]	Enter the fixed string when [Use Added Text String] is enabled. Up to 64 ASCII characters can be entered. For example, when "host" is set in [Common Name] and the user's mail address is "host@mail.com", this user needs to enter "host@mail.com". However, when [Use Added Text String] is enabled and "@mail.com" is set in [Added Text String], this user needs to enter only "host" on the control panel. The machine appends "@mail.com".

## ■ Custom Filters

[User ID Query Filter]	Specify the text string to be used when searching a user ID upon network authentication. Up to 512 ASCII characters can be entered.
------------------------	---

## LPD

### ■ Port

Select this to use LPD.

### ■ Port Number

Allows you to verify or enter the port number.

### ■ PJP

Select this to enable PJP. PJP allows you to specify the printer language to use for your next job regardless of the printer language currently being used.

### ■ Print Mode

Select a print mode. Selecting [Auto] enables the machine to automatically determine and use the most suitable language to print data received from the host device.

### ■ TBCP Filter

Select this to enable TBCP filter for PostScript data. When the transmission data includes binary data or EPS data, disable this.

### ■ Timeout

Sets the connection time-out period.

### ■ Maximum Number of Sessions

Enter the maximum number of client sessions using LPD. You can enter a number from 1 to 10 in 1 session increments.

### ■ Parameter Text String Encoding

Select an encoding format for parameter text strings.

- [Follow Device Settings]
- [UTF-8]

### ■ Spool

Select [On] to enable spooling.

### ■ TCP-MSS

Select this to enable the TCP-MSS mode.

#### ◆ IPv4 Subnet 1 to 3

Enter a subnet address.

## Port 9100

### ■ Port

Select this to use Port 9100.

Select this option when the communication protocol is in RAW format for Windows® Standard TCP/IP port monitor.

### ■ Port Number

Enter a port number for Port 9100 from 1 to 65535.

The default value is 9100.

#### Important

- Do not use the numbers assigned to the other ports.

### ■ PJL

Select this to enable PJL. PJL allows you to specify the printer language to use for your next job regardless of the printer language currently being used.

### ■ Print Mode

Select a print mode. Selecting [Auto] enables the machine to automatically determine and use the most suitable language to print data received from the host device.

### ■ Timeout

Sets the connection time-out period.

### ■ TBCP Filter

Select this to enable TBCP filter for PostScript data. When the transmission data includes binary data or EPS data, disable this.

### ■ TCP-MSS

Select this to enable the TCP-MSS mode.

#### ◆ IPv4 Subnet 1 to 3

Enter a subnet address.

## SMB

### ■ Port

Select this to enable the port.

### ■ WINS Server Address Acquisition by DHCP

Select this to get a WINS server address through DHCP. This is effective when the [Mode] setting for [IPv4] is set to [DHCP].

### ■ Primary WINS Server Address, Secondary WINS Server Address

When disabling [WINS Server Address Acquisition by DHCP], enter a server address.

## SMTP

Configure the SMTP server settings.

### ■ Email Notification

Set whether or not to enable the e-mail notification port.

### ■ Device Email

Enter the E-mail address of the machine with up to 128 ASCII characters.

### ■ SMTP Server

- [Server Address]

Opens the screen to set the SMTP server address.

Enter the address manually or click [Select Server from List] to search the SMTP server to set the server address.

- [Outgoing SMTP Port Number]

Enter a port number in the range from 1 to 65535.

The default value is 25.

#### Note

- Do not use the numbers assigned to the other ports.

### ■ Connection Security

Set the SSL / TLS communication for SMTP.

### ■ Outgoing SMTP Authentication

- [SMTP Authentication]

Select the authentication method for sending e-mails.

#### Note

- AUTH GSSAPI (only for Kerberos), AUTH NTLMv2, AUTH NTLMv1, AUTH PLAIN, AUTH-LOGIN, or AUTH CRAM-MD5 can be used as an authentication method.

- [SMTP AUTH User Name]

Enter the user name for verification purposes at the SMTP server with up to 64 characters.

- [SMTP AUTH Password], [Retype Password]

Enter the password for verification purposes at the SMTP server. Up to 64 single-byte characters are allowed.

## SNMP

### ■ Port

Select this to use SNMP, when you use any web applications to control the machine on the network.

### ■ Send Authentication Error Traps

Select this to notify authenticate error traps.

### ■ SNMPv1/v2

Select this to change the settings for [SNMPv1/v2].

#### ◆ Enable (Read)

Select this to enable SNMPv1/v2 read access.

#### ◆ Write

Select this to enable SNMPv1/v2 write access.

### ◆ Community Names

#### • Community Name Read Only

Specify the community name to use for Read Only.

#### • Community Name Read/Write

Specify the community name to use for Read/Write.

#### • Default Trap Community Name

Specify the community name to use for trap notification.

### ◆ System Administrator Login ID

Specify the login ID of the system administrator.

## ■ SNMPv3

Select this to change the settings for [SNMPv3]. This is available when HTTPS is enabled.

### ◆ Enable (Read)

Select this to enable SNMPv3 read access.

### ◆ Write

Select this to enable SNMPv3 write access.

### ◆ System Administrator Account

#### • User Name

Displays the user name of the System Administrator.

#### • Message Digest Algorithm

Select a type of algorithm.

#### • Authentication Password, Retype Password

Enter a password with 8 to 32 ASCII characters.

#### • Message Encryption Algorithm

Select a message encryption algorithm from [DES] and [AES-128].

#### • Encryption Password, Retype Password

Enter a password with 8 to 32 ASCII characters.

### ◆ Print Drivers Account

#### • Message Digest Algorithm

Displays the type of algorithm.

#### • Message Encryption Method

Displays the message encryption algorithm: [DES] or [AES-128].

#### • Reset to Default Password

Resets the password.

## ■ Trap Destination

Allows you to register destinations.

### Note

- In multi-interface environment, set for each interface.

### ◆ Trap Destination

Select [(Available)] to register an address.

- **SNMP Version**

For [SNMPv1/v2], specify the SNMP version.

- **Type**

Select an address type.

- **IP Address : Port**

Enter an address and a port number.

- **Trap Community Name**

Enter the trap community name for [SNMPv1/v2].

- **User Name**

Select [Xadmin] or [Xdrivers] for [SNMPv3].

- **Traps to Be Received**

Select types of traps to be received.

- [Printer Traps]
- [Job Monitoring Traps]
- [Cold Start Traps]
- [Warm Start Traps]
- [Authentication Error Traps]

## SNTP

### ■ Time Server Synchronization

You can synchronize the machine clock with a time server (NTP: Network Time Protocol), receiving time information from the server.

Select this to enable synchronization.

### ■ Time Server Address

Set the server name or IP address of the time server.

### ■ Time Synchronization Interval

Enter a time interval value to connect to the time server.

## SOAP

### ■ Port

Select this to enable the SOAP port.

## Web Services on Devices (WSD)

### ■ WSD Print

This feature is for Web Services on Devices (WSD) Print, and is enabled by factory default. It is recommended that you do not disable this feature. You can search your networks for your printer from Windows 7, Windows 8.1, Windows 10, Windows Server 2008 R2, Windows Server 2012 R2, or Windows Server 2016.



**■ Port Number**

Enter a port number from 1 to 65535.

The default value is 80.

**Important**

- Do not use a number that is the same as a port number of another port. However, you can use the same port number for a port that uses HTTP (IPP, Internet Services (HTTP), SOAP, WebDAV, and Web Services on Devices (WSD)).

**■ PJL**

Select this to enable PJL. PJL allows you to specify the printer language to use for your next job regardless of the printer language currently being used.

**■ Print Mode**

Select a print mode. Selecting [Auto] enables the machine to automatically determine and use the most suitable language to print data received from the host device.

**■ TBCP Filter**

Select this to enable TBCP filter for PostScript data. When the transmission data includes binary data or EPS data, disable this.

**■ Data Reception Timeout**

Enter a timeout period for receiving data from Web Services on Devices (WSD) clients.

**■ Notification Delivery Timeout**

Enter the timeout period for delivering notification to Web Services on Devices (WSD) clients.

**■ Maximum IP Packet TTL**

Enter a value for the maximum TTL.

**■ Maximum Number of Subscribers**

Enter the maximum number for reserved notification.

# Permissions

## Guest Access

A Guest is anyone who is not currently logged in to the printer.

You can set the Guest permissions on operations from the control panel and CentreWare Internet Services. You can also set permissions on printing features.

To set the Guest permissions on operations, click [Edit] and select [Device User Role]. For details, see "Device User Roles" (P.121).

To set the Guest permissions on printing features, click [Edit] and select [Printing User Role]. For details, see "Printing User Roles" (P.123).


### Note

- Feature permissions allowed for a Guest role will automatically be allowed for all the other roles.

## User Accounts

In [User Accounts], You can add a new user account and edit the existing user accounts.

To add a new user account, click [Add]. For details, see "Creating New Accounts from the CentreWare Internet Services" (P.155).

To edit an existing user account, select the user account. The  button allows you to search a user. For details, see "Editing User Accounts from the CentreWare Internet Services" (P.156).

## Login/Logout Settings

### Login Method

Select the login method and make the settings for the method.

#### ■ Simple

Authenticates users based on the user information registered on the printer.

Passwords are not required to log in to the printer.

Select [Pick their user name from a list.] or [Type in their user name.]

#### ■ Local

Authenticates users based on the user information registered on the printer.

Passwords are required to log in to the printer.

Select [Pick their user name from a list.] or [Type in their user name.]

#### ■ Network

You can set [Kerberos (Windows ADS)], [SMB (Windows ADS)], and [LDAP].

- Kerberos (Windows ADS)

Default Server	Realm	Specify the realm.
	Server Address	Specify the server address.

Add Alternate Server	Clicking [Add Alternate Server] adds the [Alternate Server] section to the screen. Set [Realm] and [Server Address] for the alternate server.
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- SMB (Windows ADS)

Specify Server By	Select the server specification method from [Domain Name] and [Domain Name and Host Name/IP Address].	
Default Server	Domain	Enter the domain name of the server.  <b>Note</b> <ul style="list-style-type: none"> <li>• Use the NetBIOS or Active Directory domain name for the domain name.</li> </ul>
	Server Address	Specify the server address.
Add Alternate Server	Clicking [Add Alternate Server] adds the [Alternate Server] section to the screen. You can set [Domain] and [Server Address] for the alternate server.	

- LDAP

For details on the LDAP settings, see "LDAP" (P.110).

## Logout Confirmation

Select the log-out confirmation method from the following:

- Log out user immediately.
- Ask user for confirmation before logging out.

## Advanced Settings

### ■ Input Settings

Case Sensitive User Name	Select whether or not to ignore the case for log-in user name.
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### ■ Authentication Settings

Log Failed Login Attempts	Set the failure count to detect unauthorized access. An error is logged if authentication fails the number of times specified in [Failed Login Attempt Limit] within a predetermined time (10 minutes).
Limit Login Attempts of System Administrator	<p>This feature protects the settings from being changed by someone impersonating your system administrator. If authentication for a system administrator's ID fails more than specified times continuously, access is denied. You can specify a login attempt count from 1 to 10.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• The failure count is reset when the machine is restarted.</li> <li>• To cancel the access rejection state, restart the machine by switching off and on the power.</li> </ul>

## Accounting

Click [Accounting Method] to select the accounting method and make the accounting settings.

### Note

- In the Permissions screen, [Accounting] is displayed instead of [Accounting Method] when [Accounting Method] is set to [Xerox Standard Accounting]. To select the accounting method, click [Accounting] and then select [Accounting Methods]. To set general accounts, click [Accounting] and then select [General Accounts].

### Accounting Method

#### ■ No Accounting

Does not perform accounting.

#### ■ Xerox Standard Accounting

Accounting is carried out based on the user information and account information pre-registered on the machine. Set the following settings:

- [What to Track]

You can set whether or not to track the number of prints.

[Exceptions]	[Allow Guests (No Accounting Code)]	Set whether or not to allow the print jobs of Guests (jobs with no accounting code).
	[Allow IPP (Including AirPrint™ and Mopria™)]	Set whether or not to allow the print jobs via IPP. When you enable this setting, select whether or not to allow invalid accounting codes.
	[Allow Specific Computers]	Set whether or not to allow the print jobs from specific computers. When you enable this setting, enter the address or hostname, and user ID to specify the computer.

- [User ID]
  - [Mask Input]  
To mask the entered user ID, enable [Mask Input].
- [Reset Usage Data]  
You can reset usage data for all users and general accounts by selecting this option from [Reset] for [Xerox Standard Accounting] on the [Accounting Method] screen.
- [Apply Factory Default Settings]  
You can apply factory default settings to Xerox Standard Accounting by selecting this option from [Reset] for [Xerox Standard Accounting] on the [Accounting Method] screen.

### Note

- All general accounts and usage data will be lost with this option.

- [Download Report]

Selecting [Report] for [Xerox Standard Accounting] on the [Accounting Method] screen displays the [Download Report] screen. Select whether or not to include the user names to the report, and click [Download].



## Roles

The device user roles define the permissions on operations from the control panel and CentreWare Internet Services, and the printer user roles define the permissions on printing features. You can create roles and assign each role to the users.

Also you can set the permissions server and the LDAP permissions group.

### Device User Roles

- Adding new roles

You can add new roles by selecting . Selecting  displays [Add New Role] and [Add New Role from Existing].

To create a new role, select [Add New Role]. For details, see "Add Role" (P.121).


To use the settings of an existing role as a base to create a new role, select [Add New Role from Existing]. For details, see "Add New Role from Existing" (P.123).

- Checking and editing existing roles

The existing user roles are displayed under [Device User Roles].

To change the settings of a role, click [Edit].

To check, add, or delete the role members, click [Members].

- [Edit Role]
  - In the [Edit Role] screen, you can set the role settings. For details on the settings, see "Add Role" (P.121).
- [Members]
  - The role members registered on the machine are displayed under [Members].
  - To add a new member to the role, click .
  - To change the settings of a member, click the user name and make the settings in the user details screen. For details, see "Editing User Accounts from the CentreWare Internet Services" (P.156).

#### Note

- The number of the role members is displayed after [Members].
- The [System Administrator] role cannot be edited or deleted.

### ■ Add Role

- [Role Name]

Enter the role name.

You can enter the description of the role.

- [Control Panel Permissions]

You can select the default permissions on operations from the control panel from [Everything Except Setup] and [Access All].

To give the role permissions other than above, set custom permissions. Selecting [Custom Permissions] allows setting the [Custom Permissions Setup] screen, where you can set the detailed permissions for each feature.

The following shows the [Custom Permissions] settings.

**Note**

- Some settings may differ from the list depending on the software version.

Device Permissions	Access Device
	View Information Pages (under About) and Support Page
	Configure Paper Tray Settings
	View Supplies
	Configure Supplies Settings
	View Billing/Usage
	View General, Apps, and Connectivity
	View Network Information
Home Permissions*	Access Home
Jobs Permissions	Access Jobs
	View Completed Jobs
	View Job Details
	Delete Jobs
Personalization Permissions	Customize Home Screen
	Save Presets
	Save Default Settings
	Customize Features Within Apps
Print from USB Permissions	Access USB
	Access Print from USB

\* : This item is displayed only when you set the Guest permissions.

• [Device Website Permissions]

You can select the default permissions on operation from CentreWare Internet Services from [Everything Except Setup] and [Home Only].

To give users permissions other than above, set custom permissions. Selecting [Custom Permissions] allows setting the [Custom Permissions Setup] screen, where you can set the detailed permissions for each feature.

The following shows the [Custom Permissions] settings.

Home Permissions*	Access Home Page
Jobs Permissions	Access Jobs Page
	View Completed Jobs
	View Job Details
	Delete Jobs

\* : This item is displayed only when you set the Guest permissions.

### ■ Add New Role from Existing



You can use an existing role as a base to create a new role. Select a base role from the existing roles, and select whether or not to transfer any members to the new role.

When transferring any members registered on the machine to the new role, select the members in the [Add Members] screen and click [OK].

Set the subsequent settings as in creating a new role.

### Printing User Roles

- Adding new roles

You can add new roles by selecting . Selecting  displays [Add New Role] and [Add New Role from Existing].

To create a new role, select [Add New Role]. For details, see "Add Role" (P.123).


To use the settings of an existing role as a base to create a new role, select [Add New Role from Existing]. For details, see "Add New Role from Existing" (P.124).

- Checking and editing existing roles

The existing user roles are displayed under [Printing User Roles].

To change the settings of a role, click [Edit].

To check, add, or delete the role members, click [Members].

- [Edit Role]
  - In the [Edit Role] screen, you can set the role settings. For details on the settings, see "Add Role" (P.123).
- [Members]
  - The role members registered on the machine are displayed under [Members].
  - To add a new member to the role, click .
  - To change the settings of a member, click the user name and make the settings in the user details screen. For details, see "Editing User Accounts from the CentreWare Internet Services" (P.156).

#### Note

- The number of the role members is displayed after [Members].
- [Basic Printing User] is automatically assigned to a user with no role assigned.

### ■ Add Role

- [Role Name]

Enter the role name.

You can enter the description of the role.

- [Printing Permissions]

[Unlimited Printing]	Users can print documents without restrictions.
[Weekdays, 8 AM to 5 PM]	Users can print documents on Monday through Friday from 8 AM to 5 PM. Users can print 1-sided.
[Eco-Friendly]	Users can only print 2-sided.

[Custom Permissions]	[Print Time Permissions]	You can set the permissions on black-and-white printing for specific days and times.
	[Allowed Job Types]	You can set permissions on the printing job types.
	[1-Sided Output]	<p>You can set whether or not to allow 1-sided printing.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>When 1-sided printing is not allowed, a print job instructed as 1-sided printing is automatically output 2-sided.</li> </ul>
	[Allowed Paper Trays]	You can set the permissions on the use of trays.

### ■ Add New Role from Existing

You can use an existing role as a base to create a new role. Select a base role from the existing roles, and select whether or not to transfer any members to the new role.

When transferring any members registered on the machine to the new role, select the members in the [Add Members] screen and click [OK].

Set the subsequent settings as in creating a new role.

### Setup LDAP Permissions Groups

You can enable permissions to be handled by a remote server.

To register a new LDAP server, select [New LDAP Server] and click [OK]. Make the settings in the [LDAP] screen. For information on the LDAP settings, refer to "LDAP" (P.110).

#### Note

- This item is displayed when no permission server is used.

### Edit Permissions Server

You can change the server being used or stop using permissions groups.

#### Note

- This item is displayed when [Permissions Server] is set to other than [Off - Do not use a Permissions Server.]


### Edit LDAP Groups


You can add, edit, and delete LDAP groups.

#### Note

- This item is displayed when [Permissions Server] is set to other than [Off - Do not use a Permissions Server.]

- Adding LDAP groups

To add an LDAP group, select . Make the settings for the LDAP group in the [Add LDAP Group] screen.

1. Enter a group name and click the  button.
2. Select the group from [Results], and click [Next].
3. Select a device user role in the [Select Device User Role] screen, and click [Next].
4. Select a printing user role in the [Select Printing User Role] screen.



- Editing LDAP groups

Selecting an existing LDAP group displays the following.

Change Device User Role	You can change a device user role set to the LDAP group.
Change Printing User Role	You can change a printing user role set to the LDAP group.
View Members	The user names related to the LDAP group are listed.
Remove Group	Removes the LDAP group.

## Password Rules

### Minimum Length

Set this item when you specify the minimum number of digits allowed for registering a passcode.

Set a value from 1 to 63 in 1 digit increments.

### Maximum Length

Set this item when you specify the maximum number of digits allowed for registering a passcode.

Set a value from 1 to 63 in 1 digit increments.

### Password Contains User Name

Select whether or not to allow a password which contains the user name.

### Password Complexity

You can select if passwords must include a number or a non-alphanumeric character.

# System

## Date & Time

Set the date and time for the system clock of the machine. The date and time set here will be printed on all lists and reports.

### Date

#### ■ Date Format

Select a date format.

- [Year/Month/Day]
- [Month/Day/Year]
- [Day/Month/Year]

#### ■ Date

Enter the today's date. You can use the calendar to specify the date.

### Time

Select [12-Hour Clock] or [24-Hour Clock] for the time format.

#### ■ AM/PM

When selecting [12-Hour Clock] for [Time], select [AM] or [PM].

#### ■ Time

Enter the current time.

#### ■ Time Zone

Select a time zone.

### Daylight Savings Time

You can set daylight saving time. During daylight saving time period, the machine moves the clock forward by one hour.

## SNTP Settings

Select [Edit] to confirm or change the settings.

See "SNTP" (P.116).

## Power Saver

### Power Saving

The Power Saver mode has two modes: the Low Power and Sleep modes. When a specified period of time has elapsed, the machine switches to these modes in the following order to reduce power consumption.

Last operation on the machine → Low Power mode → Sleep mode

#### Note

- For [Low Power Timeout] and [Sleep Timeout], you can enter values of up to 60 minutes in total.

### ■ Low Power Timeout

Specify a time period to enter the Low Power mode after the last operation.

### ■ Sleep Timeout

Specify a time period to enter the Sleep mode after entering the Low Power mode.

## Auto Power Off

### ■ Auto Power Off

Automatically turns the printer off after a specified time has elapsed from the Sleep mode. When using this feature, enter a value for turning the printer off in [Auto Power Off Timeout].

- [Off]

Does not use this feature.

- [Always Allowed]

Turns the printer off when the specified time has elapsed.

- [Allowed ONLY When Conditions are Met]

Turns the printer off only when the following conditions are all met for the specified time.

- The USB device port is not used.
- The wired network port is not used.
- The wireless connection is not used.

## Timeouts

### Reset Device Control Panel

#### ■ System Timeout

Specify the time lapsed without any operation on the control panel until the machine resets the settings and logs you out automatically.

### Reset Device Website

#### ■ Device Website Timeout

Specify the time lapsed without any operation on CentreWare Internet Services until you log out automatically.

## Security

### ■ Firmware Verification

Set whether or not to perform self test when the machine is turned on and started up.

If any abnormal condition such as intentional program modification is found during the program diagnosis, the machine stops starting up and records the information in the audit log.

#### Note

- The information may not be recorded in the audit log depending on the status of program malfunction.

### ■ Software Option

This feature is for service representative use. For more information, contact our Customer Support Center.

#### Note

- This item appears when HTTP communications are encrypted. For details, see "Configuration of HTTP Communications Encryption" (P.146).

### ■ Customer Service Engineer Access Restriction

Allows you to select whether or not to restrict the operation by our service representative to protect the security settings from being altered by someone impersonating our service representative.

When enabling this setting, you can set a [Maintenance Password] of 4 to 12 digits.

Entering the passcode is required when our service representative performs maintenance.

#### Note

- This item appears when HTTP communications are encrypted. For details, see "Configuration of HTTP Communications Encryption" (P.146).
- When enabling this setting, note the followings:
  - If you lose the System Administrator's passcode, the items restricted to the service representative cannot be changed.
  - If you lose the passcode, our service representative cannot perform maintenance in the case when an error occurs in the machine.
  - To change the restricted items or perform maintenance, the electric circuit board of the machine must be replaced.  
You will be charged for the electrical circuit board and handling cost.  
Be sure not to lose the System Administrator's passcode.

## Certificates

### ■ Security Certificates

Set the certificate settings.

Select the certificate type from [Device Certificates], [Trusted Root CA Certificates], [Intermediate CA Certificates], [Other Certificates], and [CRL].

- Creating a device self-signed certificate

Select [Device Certificates] from the dropdown menu, and click [Create]. Then select [Create Self-Signed Certificate]. Set the following for the new device certificate.

Hash Algorithm	Select from [RSA/SHA-256], [RSA/SHA-384], and [RSA/SHA-512].
Public Key Length	Select from [1024 Bits] and [2048 Bits].
Issuer	Enter the name of the certificate issuer.
Validity Period	Select the [Validity Period] from 1 to 9999 days.

- Creating a certificate signing request (CSR)

Select [Device Certificates] from the dropdown menu, and click [Create]. Then select [Create Certificate Signing Request (CSR)]. Set the following for the CSR.

Hash Algorithm	Select from [RSA/SHA-1] and [RSA/SHA-256].
Public Key Length	Select from [1024 Bits] and [2048 Bits].

2-Letter Country Code (C)	Enter the Country Code in 2 ASCII characters.
State/Province Name (ST)	Enter the state or province name with up to 128 characters. This item can be omitted.
Locality Name (L)	Enter the city, ward, town, or village name with up to 128 characters. This item can be omitted.
Organization Name (O)	Enter the organization name with up to 64 characters.
Organization Unit (OU)	Enter the department name with up to 32 characters.
Common Name (CN)	Displays the host name and the domain name set on the machine.
Email Address	Displays the e-mail address set on the machine.

You can download the CSR after it has been created.

- Importing a certificate  
Select a certificate type from the drop down menu, and click [Import].  
The [Import Certificate] screen appears.  
Select the certificate and enter the password. Then click [Import].
- Deleting a certificate  
Check the certificate to delete and click [Delete].
- Checking certificate details  
Clicking the certificate displays the [Certificate Details] screen, where you can check the following settings.

Category	Displays the certificate category.
Subject	Displays the subject of the certificate.
Issuer	Displays the issuer of the certificate.
Serial Number	Displays the serial number of the certificate.
Hash Algorithm	Displays the signature algorithm of the certificate.
Public Key Length	Displays the public key bit length of the certificate.
Valid From	Displays the start date and time of the validity period of the certificate.
Valid To	Displays the end date and time of the validity period of the certificate.
Validity	Displays the current validity of the certificate.
Certificate Use	Displays the purpose of the certificate.
Selected Usage	Displays the setting status of the certificate in the machine.
Email Address	Displays the email address of the certificate.

Clicking [Export] exports the certificate to the client computer.

### ■ Automatic Self-Signed Certificate Creation

This feature automatically creates a self-signed certificate when no device certificate is available, and also automatically updates the certificate before expiration.

#### Note

- Manually created self-signed certificates are not automatically updated.

### ■ Certificate Path Validation

Select whether or not to enable the certificate path validation.

### ■ Certificate Revocation Settings

Configure the settings for certificate revocation retrieval.

[Level of Certificate Verification]	Select a level of certificate verification from [Low], [Medium], or [High]. Selecting [Low] does not verify the validity of certificates. Selecting [Medium] verifies the validity of certificates. If a certificate cannot be verified because of a network error or any other problems, the certificate is determined as valid. Selecting [High] verifies the validity of certificates, and determines only certificates that have not been revoked as valid.
[Certificate Revocation Check]	Select the method to verify the validity of certificates. Select [Check by CRL] if the machine retrieves a CRL (Certificate Revocation List) from the validation authority to verify the revocation status of the certificate. Select [Check by OCSP] if the machine uses OCSP (Online Certificate Status Protocol), which can verify the validity revocation status of the certificate, to have the certificate authority or validation authority check the revocation status.

[OCSP]	[Send Query to Responder With]	Select how to access an OCSP responder from [URL as Specified in Certificate] or [URL as Specified by Administrator].
	[Responder URL]	Enter the URL of an OCSP responder when [URL as Specified by Administrator] has been selected for [Send Query to Responder With]. Up to 255 alphanumeric characters including percent (%), at sign (@), period (.), colon (:), slash (/), underscore (_), hyphen (-), tilde (~), question mark (?), ampersand (&), and equal sign (=) can be entered.
	[Communication Timeout]	Specify a time-out value for OCSP communication from 5 to 60 seconds in 1 second increments.
[CRL Retrieval]	[Auto Retrieval of CRL]	Select whether or not to automatically retrieve a CRL.
	[Communication Timeout]	Specify a time-out value to retrieve a CRL from 5 to 60 seconds in 1 second increments.

## Disk Overwrite

Select whether or not to conduct hard disk overwriting.

When print processing is completed, the data is deleted from the hard disk and the area on which the deleted data was stored is automatically overwritten with blank data. This feature prevents unauthorized retrieval or restoration of the data recorded on the hard disk. It also applies to other information stored temporarily by the system.

### Note

- The Disk Overwrite operation can take an hour or more to complete, depending on the size of the drive and the number of files.
- When the job starts, it cannot be cancelled.
- The button appears as [Edit] if the Disk Overwrite is disabled or [Edit and Overwrite Now] if Disk Overwrite is enabled.
- This feature may not be available depending on the model or your machine configuration. For information, contact our Customer Support Center.

## ■ Common

### ◆ Data Overwrite After Job Completion

Select this to enable overwriting of data on the hard disk drive.

### ◆ Number of Overwrites

Select the number of overwrites either once or three times.

### ◆ Print Report

Select either [Errors Only] or [Always] to specify when to print the job results.

### ■ Schedule Overwrite

Select this to enable scheduled overwrites.

#### ◆ Frequency

Select the interval at which the schedule recurs.

#### ◆ Day

(Only available for [Weekly])

Set the day of the week on which the schedule occurs.

#### ◆ Date

(Only available for [Monthly])

Set the date of the month on which the schedule occurs.

#### ◆ Time

Set the time for the overwrite to run.

### ■ Manual Overwrite

Select [Overwrite Now] to start an overwrite job immediately.

## Network Security

### ■ SSL/TLS Settings

Configure the SSL/TLS settings.

Select the protocol from [TLS 1.0], [TLS 1.1], and [TLS 1.2].

[Device Certificate - Server]	Select a certificate for SSL/TLS communications.
[HTTP - SSL/TLS Communication]	Select whether or not to enable HTTP SSL/TLS communications.
[HTTP - SSL/TLS Port Number]	Set the port number used for HTTP SSL/TLS communication from 1 to 65535. The default value is 443.  <b>Note</b> <ul style="list-style-type: none"> <li>Do not use the numbers assigned to the other ports.</li> </ul>
[LDAP - SSL/TLS Communication]	Set whether or not to enable the SSL/TLS communications for authentication. If you enable the LDAP SSL/TLS communications, you must set [IP Address/Host Name : Port] and [Backup IP Address/Host Name : Port] under [LDAP Servers]. The port number for SSL/TLS communications of the LDAP directory server is normally set to 636.
[SMTP - SSL/TLS Communication]	Select the SSL/TLS communication from [Disabled], [STARTTLS (If Available)], [STARTTLS], and [SSL/TLS].



[Device Certificate - Client]	Select a certificate for HTTP SSL/TLS communications.
[Verify Remote Server Certificate]	When the machine is operated as an SSL client, select whether or not to verify the certificate of the remote server.

## Port Settings

Displays a list of available ports. To register a port, click [Add].

### ■ Add New Port

#### ◆ Port Number

Enter a port number.

#### ◆ Port Type

Select the type of the port.

- [Source]
- [Destination]

#### ◆ Protocol

Select the type of the protocol.

- [TCP]
- [UDP]

## IP Address Filtering

Allows you to register IP addresses that can access the printer.

### Note

- Up to 25 IP addresses and IP masks can be added for each interface.

### ■ IPv4 Address Filtering

Select this to register IPv4 addresses that the machine accepts connection from.

#### ◆ Allowed IP Address/Subnet Mask

Select [Add], and then enter an IP address and an IP mask (Subnet Mask).

To set an IP mask, enter a number from 0 through 32. The number range corresponds to the 32-bit binary number comprising IP addresses.

For example:

- When only one IP address (192.0.2.1) can be used:
  - IP Address: 192.0.2.1
  - IP Mask: 32
- When multiple IP addresses (192.168.10.1 to 192.168.10.255) can be used:
  - IP Address: 192.168.10.1
  - IP Mask: 24

### Note

- The setting applies to all features using TCP/IP, such as Print and CentreWare Internet Services.

### ■ IPv6 Address Filtering

Select this to register IPv6 addresses that the machine accepts connection from.

**◆ Allowed IP Address/Subnet Mask**

Select [Add], and then enter an IP address and an IP mask (Subnet Mask).

To set an IP mask, enter a number from 0 through 128. The number range corresponds to the 128-bit hexadecimal number comprising IP addresses.

For example:

- When only one IP address (2001:D880:ABCD:EF01:0:20:3:4567) can be used:
  - IP Address: 2001:D880:ABCD:EF01:0:20:3:4567
  - IP Mask: 128
- When multiple IP addresses (2001:D880:ABCD:EF01:1:1:1:1 to 2001:D880:ABCD:EF01:FFFF:FFFF:FFFF:FFFF) can be used:
  - IP Address: 2001:D880:ABCD:EF01:0:20:3:4567
  - IP Mask: 64

**Note**

- The setting applies to all features using TCP/IP, such as Print and CentreWare Internet Services.

**Domain Filtering**

Select an option to filter domains.

When [Allow Specific Domains] is selected, you can specify domains to permit transmissions. When [Block Specific Domains] is selected, you can specify domains to prohibit transmissions.

To disable this feature, select [Off].

**■ Allowed Domains, Blocked Domains**

When [Domain Filtering] is set to [Allow Specific Domains] or [Block Specific Domains], you can specify up to 50 domains to allow or block transmissions.

**Defaults and Policies****Common****■ Startup Page**

Select whether to automatically print a startup page every time the printer is powered on.

- [Do Not Auto Print]  
Does not print a startup page.
- [Auto Print]  
Prints a startup page automatically.

**■ Default Print Paper Size**

You can set the most commonly-used paper size, A4 or 8.5 x 11", as the default paper size.

**■ When Specified Paper Is Unavailable**

When there is no tray containing the paper size selected by the Auto Paper selection, select whether or not to print with paper loaded in another paper tray. In the event of using a substitute tray, select [Use Larger Size], [Use Closest Size], [Letter/A4 Substitution] or [Use Bypass Tray].

## Paper Supply

### ■ Adjust Paper Type

Select a type of image processing used for each paper type.

### ■ Custom Paper Names

You can name Custom Paper Types 1 to 5.

Each name can have up to 24 characters.

## Printer Settings

You can configure related to the paper used in the printer.

### ■ Memory Settings

You can change memory settings.

### ■ Allowed Print Job Types

Select whether or not to allow all print jobs.

### ■ Bypass Tray Paper Type and Size Confirmation

Select whether or not to confirm bypass tray paper type and size.

### ■ Resume Print After Error

Set whether or not to automatically cancel a print job when the print job was suspended because of an error.

#### Note

- The machine will enter the off-line state to restrict subsequent print jobs.

#### ◆ Auto Resume

Automatically cancels the print job to print subsequent jobs.

#### ◆ Manual Resume

Displays a confirmation screen before cancelling the print job. After the confirmation, the machine cancels the print job to print the subsequent jobs.

### ■ When Paper Jam Occurs

Specify how the machine handles print jobs after a paper jam is cleared.

#### ◆ Resume Print After Jam Clearance

When a paper jam is cleared, the machine automatically resumes printing from the next page of the page which was output correctly.

#### ◆ Cancel Print

The machine cancels printing and removes the print job.

#### Note

- For print files stored in a folder such as [Secure Print] and [Sample Set], the machine resumes printing after the paper jam is cleared.

**■ Print Banner Pages**

Set whether or not to print banner pages.

You can output a banner sheet to separate different jobs by users not to be mixed the outputs. The machine outputs the banner sheet before or after the job.

A date, time, user name, and file name are printed on the banner sheet.

**Note**

- When a document is printed from a Macintosh, the document name is not printed on the banner sheet.
- When printed, banner sheets are counted by meter.

**◆ Set Banner Page Offset**

Set whether or not to offset when banner sheets are output.

**Note**

- This feature may not be available depending on the model or your machine configuration. For information, contact our Customer Support Center.

**◆ Paper Tray**

Select a paper tray used for banner pages.

**◆ Allow Print Driver to Override**

Select the check box to print a banner sheet according to the banner sheet print settings of the print driver.

**◆ Detect Client Banner Pages**

Set whether or not to detect client banner pages.

**■ Direct Printing Quality Optimization**

Set how direct printing quality is optimized: with either thin lines or image shading.

**■ Report Settings****◆ Report Output Tray**

Specify which tray reports should be printed from.

**◆ Job Deletion Report**

Select whether or not to print job deletion reports automatically.

**PDL Settings**

This section describes the features you can select on the [PDL Settings] screen.

**PCL 6/5e Settings**

Use the [PCL 6/5e] menu to change printer settings that only affect jobs using the Printer Control Language (PCL) emulation printer language.

[Print Quantity Priority]

Set the default print quantity priority.

[Print Quantity]

Set the default print quantity. Set the number of copies required for a specific job from the print driver. Values selected from the print driver always override values selected from the

control panel.

[Paper Tray]

Specify the default paper tray.

[Paper Size]

Specify the default paper size.

[Paper Size (Bypass Tray)]

Specify the default paper size of bypass tray.

[Custom Paper Size Width]

Specify the width of custom size paper.

[Custom Paper Size Length]

Specifies the length of custom size paper.

[2-Sided]

Specifies whether to print on one side or both sides of a sheet of print media. For a two-sided printing, you can specify the printout to be bound by the long edge or short edge.

[Remove Blank Pages]

Specify whether or not to remove the blank pages.

[Original Orientation]

Specify how text and graphics are oriented on the page.

[Wide A4]

Specify whether to enable the wide A4.

[Pitch Size]

Specify the font pitch for scalable mono spaced fonts.

[Point Size]

Specify the font size for scalable typographic fonts.

[Font Name]

Specify the default font from the fonts registered in the printer.

[Symbol Set]

Specify a symbol set for a specified font.

[Lines per Page]

Specify the number of lines on page.

[CR=CR, LF=CR+LF, FF=CR+FF]

Set line termination processing.

- [Off]  
The line termination command is not added.
- [On]  
The LF/FF command is added.  
CR+LF/CR+FF

[CR=CR+LF, LF=LF, FF=FF]

Set line termination processing.

- [Off]  
The line termination command is not added.
- [On]  
The CR command is added.  
CR+LF

[Hex Dump]

Specify whether to enable the Hex Dump feature, which helps to isolate the source of a print job problem. With [Hex Dump] selected, all data sent to the printer is printed in hexadecimal and character representation. Control codes are not executed.

[Image Enhancement]

Specify whether to enable the Image Enhancement feature, which makes the boundary line between black and white smoother to decrease jagged edges and enhance the visual appearance.

#### ■ Macro & Font Settings

- [Macros]  
Specifies the settings for forms.  
For detailed settings, click the [Edit] button.
- [Fonts]  
Specifies the font settings for the PDL you are using.  
For detailed settings, click the [Edit] button.
- [Paper Supply Commands]  
Clicking the [View] button displays the [PCL Paper Supply Commands] screen. The logical feed tray number and the physical tray name are displayed.

### PostScript

Use the [PostScript] menu to change printer settings that only affect jobs using the PostScript 3 emulation printer language.

#### ■ Print Error Sheet

Specifies whether to print the contents of the errors concerning PostScript Compatible page description language.

## ■ Paper Supply

Specifies the way to select the tray for PostScript mode.

[Auto Select]	The tray is selected as the same setting as in the PCL mode.
[PostScript Tray Setting]	The tray is selected in a method compatible with regular PostScript printers.

## PDF Settings

Use the [PDF] menu to change printer settings that only affect the PDF Jobs.

[Composer]

Select the print processing mode.

[Print Quantity]

Specifies the number of copies to print.

[Paper Size]

Specifies the output paper size for the PDF file.

[2-Sided]

Specifies whether to print on one side or both sides of a sheet of print media. For a two-sided printing, you can specify the printout to be bound by the long edge or short edge.

[Collated]

Specifies whether to sort the PDF job.

[Print Mode]

Specifies the print mode.

- [Standard]  
For documents with normal sized characters.
- [High Speed]  
Prints with the higher speed than the Normal mode, but the quality is less.
- [High Quality]  
For documents with small characters or thin lines, or documents printed using a dot-matrix printer.

[Layout]

Specifies the output layout.

- [Auto Reduce/Enlarge]  
Prints the document in the layout specified by the printer.
- [Booklet Creation]  
Prints on both sides of a sheet of paper bound by the edge.

- [2 Pages per Sheet]  
Prints two pages on one side of a sheet of paper.
- [4 Pages per Sheet]  
Prints four pages on one side of a sheet of paper.
- [100 %]  
Prints in the same size as the document.

[Password]

Specifies the password to print a PDF file secured with a password to open the PDF file.

### **TIFF/JPEG Settings**

Use the [TIFF/JPEG] menu to change printer settings that only affect the TIFF/JPEG jobs.

#### **■ Paper Size**

Specifies the paper size.

### **XPS (XML Paper Specification)**

Displays the version of XPS.

## **Logs**

### **Audit Log**

Allows you to enable the [Audit Log] feature which logs the operations on the printer, and retrieve the audit log.

## **Software Update**

You can update the software of the printer when an update is available.

Users with the system administrator permissions can update the software by specifying an update file on the computer.

## **Plug-in Settings**

You can register, view, and enable plug-ins to be used for custom services.

### **Platform Version**

Displays the platform version.

### **Authentication on Registration**

Select this to perform authentication when registering or updating a plug-in.

### **Plug-in Feature**

Set whether to enable embedded plug-ins.

### **Plug-ins**

Displays a list of plug-ins. Select a plugin, and then change the status.

To add a plug-in, click [Add].



## Measurements

### Units

Allows you to select a unit of measurement displayed on the screen from [Millimeters] or [Inches].

### Paper Size Preference

Allows you to select the unit of default paper size to be used for printer settings.

To use the A4 size paper for the following printer settings by default and to set the [Units] setting to [Millimeters], select [Metric].

To use the Letter size paper for the following printer settings by default and to set the [Units] setting to [Inches], select [Inch].

- Default paper size for printing
- Default custom paper sizes displayed on the screen for each paper tray
- Default paper size of each paper tray and the bypass tray



# 8

## **Encryption and Digital Signature Settings**

# Encryption and Digital Signature Overview

## Types of Certificate

To use the Encryption feature and the Signature feature on the machine, a certificate is required.

The following two types of device certificate can be used on the machine:

- A self-signed certificate created by CentreWare Internet Services (The valid period can be specified from 1 to 9,999 days.)
- A certificate issued by another CA

When you use a certificate issued by another CA, import the certificate using CentreWare Internet Services.

### Device certificates corresponding to the types of encryption

Types of Encryption	Types of Certificates	
	Self-Signed Certificate	Certificate Issued by Another CA
Encrypting HTTP communications from a client to the machine (SSL/TLS server)	O	O
Encrypting HTTP communications from the machine to a remote server (SSL/TLS client)	X	O
Encryption using IPsec	X	△ *

O: Available

△: Set as necessary

X: Not available

\* : Available when [IKE Authentication Method] is set to [Digital Signature].

## Requesting another CA to issue a certificate

If [Create] is selectable in the [Security Certificates] screen on CentreWare Internet Services, you can create a CSR required to get a certificate issued by another CA in the following procedure.

## Encryption Features for Communication

The data sent between the machine and computers on a network can be encrypted.

**Encrypting HTTP Communications from a Client to the Machine (SSL/TLS Server)**

The SOAP, Internet Services (HTTP), IPP, and WebDAV ports use the HTTP server of the machine.

The SSL/TLS protocol is used to encrypt the HTTP communications between a client and the machine.

To encrypt communications, either one of the device certificate is required: a self-signed certificate or a certificate issued by another CA.

**Encrypting HTTP Communications from the Machine to a Remote Server (SSL/TLS Client)**

The SSL/TLS protocol is used to encrypt the HTTP communications between a remote server and the machine. No certificate is required in general. However, if a remote server is set to require an SSL client certificate, you can use a certificate issued by another CA. When verification of server certificates is enabled to verify the SSL/TLS certificate of a remote server, import a certificate issued by another CA using CentreWare Internet Services to the machine.

**Encryption using IPsec**

IPsec enables IP-level (not application-level) encrypted communications with remote devices.

If you select [Digital Signature] for [IKE Authentication Method], a certificate issued by another CA is required.

If you select [Preshared Key], no device certificate is required.

**Note**

- If the certificate for IPsec contains the V3 extension (keyUsage), "digitalSignature" bit must be asserted.

To verify the certificate of the remote device, you must register a root certificate created by a CA of the remote device on the machine.

**Note**

- To use certificates that have already been created, import them with CentreWare Internet Services.

# Configuration of HTTP Communications Encryption

This section describes the settings to encrypt HTTP communications.

## Step1 Configuration on the Machine

Configure a certificate on the machine. When [Automatic Self-Signed Certificate Creation] is set to [On], a self-signed certificate is automatically created as the SSL server certificate. If necessary, import a certificate issued by another CA.

### Note

- [Automatic Self-Signed Certificate Creation] is set to [On] by default.

The following describes the procedures to set up a certificate by CentreWare Internet Services.

### Setting up a Certificate using CentreWare Internet Services

To set up a certificate using CentreWare Internet Services, you can have the machine create a self-signed certificate for SSL server or can import any registered certificate (issued by another CA) to the machine.

#### ■ Setting the self-signed certificate and the HTTP - SSL/TLS communication

- 1 Set the self-signed certificate settings as necessary.  
For details, see "Security Certificates" (P.128).
- 2 Select [Security] > [SSL/TLS Settings].
- 3 Enable [HTTP - SSL/TLS Communication].
- 4 Set [HTTP - SSL/TLS Port Number].

#### ◆ Importing a certificate issued by another CA

- 1 Import the certificate.  
For details, see "Security Certificates" (P.128).
- 2 Select the certificate in the [Security Certificates] screen.
- 3 In the certificate details screen, make sure that [Category] is set to [Device Certificate], and [Certificate Use] is set to [SSL Server].

## Step2 Configuration on the Computer

To encrypt communications between a web browser and the machine, enter an address beginning with "https" instead of "http" in the address box of the web browser.

- Example of IP address entry:

`https://192.0.2.1/` (IPv4)

`https://[2001:DB8::1234]/` (IPv6)

- Example of Internet address entry:

`https://myhost.example.com/`

# Configuration of Encryption using IPsec

This section describes how to encrypt communications using IPsec.

## Step1 Import and Configuration of a Certificate

The following describes configuration procedures to set up a certificate with CentreWare Internet Services.

When [IKE Authentication Method] is set to [Digital Signature], configure a certificate on the machine. No certificate is registered on the machine by factory default.

To configure a certificate using CentreWare Internet Services, configure the encryption settings for HTTP communications, and then import a certificate issued by another CA to use it for the IPsec certificate.

### Note

- You cannot use a self-signed certificate created with CentreWare Internet Services for IPsec.
- The machine supports to import RSA® public key (up to 4096 bits).
- If a certificate to be imported as an IPsec certificate contains V3 extension "KeyUsage", "digitalSignature" bit must be asserted.

### Reference

- For details on how to configure the encryption settings for HTTP communication, refer to "Configuration of HTTP Communications Encryption" (P.146).

### 1 Import a certificate.

For details, see "Security Certificates" (P.128).

### Note

- You cannot import a certificate that has been already registered in [Device Certificates] or [Other Certificates]. Delete the registered certificate before importing.
- If the certificate to be imported contains the V3 extension "keyUsage", "digitalSignature" must be asserted.

### 2 Select the certificate in the [Security Certificates] screen.

### 3 In the [Certificate Details] screen, make sure that [Category] is set to [Device Certificate], and [Certificate Use] is set to [IPsec].

## Step2 Configuration on the Computer

Configure the following settings on the computer.

- Create an IP security policy
- Assign the IP security policy

### Reference

- For details on the settings, refer to the help of the computer.



## Configuration of Wireless LAN WPA-Enterprise (EAP-TLS)

### Note

- To manage digital certificates, you must set up HTTPS communication.
- WPA-Enterprise is available only when [Infrastructure] is selected as [Network Type].
- Be sure to import the certificate with Internet Explorer®.
- After importing a PKCS#12 format certificate, the secret key is not exported even if you execute exporting.

- 1** Import the certificate to be used with Wireless LAN (server or root certificate). For details, see "Security Certificates" (P.128).
- 2** Make sure that the [Validity] of the certificate is [Valid] in the [Certificate Details] screen.
- 3** Make sure that the check mark is displayed on the right of the certificate in the [Certificate Details] screen, which ensures that the certificate is associated with the purpose of use and currently used.
- 4** Import the certificate to be used with Wireless LAN (client or client certificate). For details, see "Security Certificates" (P.128).
- 5** Make sure that the [Validity] of the certificate is [Valid] in the [Certificate Details] screen.
- 6** Make sure that the check mark is displayed on the right of the certificate in the [Security Certificates] screen, which ensures that the certificate is associated with the purpose of use and currently used.
- 7** Select [Connectivity] > [Wi-Fi].
- 8** Select [Encryption] in the [Wi-Fi] screen.
- 9** Set [Encryption] to [WPA2 Enterprise] or [Mixed Mode Enterprise (AES/TKIP)].  
Settings appear under [Security Settings].

### Note

- [WPA2 Enterprise] or [Mixed Mode Enterprise (AES/TKIP)] becomes available only when the following steps are set correctly.
  - Importing a Digital Certificate
  - Setting a Digital Certificate

- 10** Set [EAP-Identity].
- 11** Set [Authentication Method] to [EAP-TLS].

## Configuration of Wireless LAN WPA-Enterprise (PEAPV0-MS-CHAPV2, EAP-TTLS PAP, EAP-TTLS CHAP)

### Note

- To manage digital certificates, you must set up HTTPS communication.
- WPA-Enterprise is available only when [Infrastructure] is selected as the [Network Type].
- Be sure to import the certificate with Internet Explorer®.
- After importing a PKCS#12 format certificate, the secret key is not exported even if you execute exporting.

- 1** Import the certificate to be used with Wireless LAN (server or root certificate). For details, see "Security Certificates" (P.128).
- 2** Make sure that the [Validity] of the certificate is [Valid] in the [Certificate Details] screen.
- 3** Make sure that the certificate is checked in the [Security Certificates] screen, which ensures that the certificate is associated with the purpose of use and currently used.
- 4** Select [Connectivity] > [Wi-Fi].
- 5** Select [Encryption] in the [Wi-Fi] screen.
- 6** Set [Encryption] to [WPA2 Enterprise] or [Mixed Mode Enterprise (AES/TKIP)]. Settings appear under [Security Settings].
  - [WPA2 Enterprise] or [Mixed Mode Enterprise (AES/TKIP)] becomes available only when the following steps are set correctly.
    - Importing a Digital Certificate
    - Setting a Digital Certificate
- 7** Set [Authentication Method] to [PEAPv0 MS-CHAPv2], [EAP-TTLS/PAP], or [EAP-TTLS/CHAP].
- 8** Set [EAP-Identity], [Login Name], and [Password].

# 9

## **Authentication and Accounting Features**

# User Authentication and Accounting

## Types of User

The Authentication feature restricts operations according to the user type.

### System Administrator

The system administrator can register and change system settings to adapt to the environment to be used.

A system administrator uses a specific user ID called a system administrator's user ID.

To login as the system administrator, enter the system administrator's user ID in the user ID entry field on the screen.

#### Note

- The user ID for the system administrator is "11111".
- The default password for the system administrator is "x-admin".

### Login User

Login User is a user registered on the machine or a remote server.

To use restricted features, enter the user ID and passcode on the screen.

### Unregistered User

An unregistered user is a user not registered on the machine.

An unregistered user cannot use restricted services.

## Roles

Role is used to control the permissions on printer features and access to some settings. You can create and assign roles to users to give them appropriate permissions.

The following shows the types of roles.

For details on the settings, see "Roles" (P.121).

### System Administrator

[System Administrator] is assigned to the system administrator account by default.

The [System Administrator] role cannot be customized.

### Basic User

[Basic User] is automatically assigned to a user with no device user role assigned, and [Basic Printing User] is automatically assigned to a user with no printing user role assigned.

Features other than setup and configuration are allowed by default.

You can customize the basic user permissions.

### Custom

You can create roles and set custom permissions to the roles.

## Types of Authentication

The following describes the types of authentication available on the machine.

### User ID Authentication

The machine requires users to enter their user information with the touch screen of the machine.

Authentication is performed using user information registered on the machine or user information registered on a remote server.

#### ■ Simple Authentication and Local Authentication

The Simple authentication and the Local authentication use the user information registered on the machine to manage authentication.

The Local authentication requires passcodes and the Simple authentication does not.

A print job directly sent to the machine from a computer can be received on the machine after being authenticated through cross-checking process whereby the authentication information configured on the client's driver with the information registered on the machine.

#### Reference

- For information on driver settings, refer to the help of the driver.

#### ■ Network Authentication

Authentication is performed for a remote server. User information is not registered on the machine.

The [Network] authentication uses the user information registered on a remote authentication server (LDAP, Kerberos, or SMB) to perform authentication.

#### Note

- When you change [Login Method], user information registered on the machine will be deleted.
- When you register user information on a remote authentication server, use up to 32 single-byte characters for a user ID and up to 128 single-byte characters for a password. Note, however, that up to 32 single-byte characters are allowed for an SMB authentication password.

## Types of Account Administration

#### Note

- Some accounting methods may not be selected depending on the [Login Method] selected. See "Authentication and Accounting Relationship" (P.154).

### Xerox Standard Accounting

Account administration is performed using the user information and account information registered on the machine. Also, accounting information is counted using various counters automatically created for each user. Auditron reports are created in CSV format using CentreWare Internet Services.

#### Reference

- For information on driver settings, refer to the help of the driver.

#### Important

- When setting the user information or account information for another machine, we recommend that you use the Cloning feature of CentreWare Internet Services.

## Network Accounting

Network Accounting performs account administration using user information managed by a remote service.

In Network Accounting, the remote server collects job data stored on the machine and counts up the numbers of pages processed for each user.

### Note

- User information managed by the remote service is sent to be registered on the machine. When the user information on the remote service is updated, the updated information must be sent from the remote service to the machine.

## Authentication and Accounting Relationship

You can individually select [Login Method] and [Accounting Method] and can combine them as described in the following table.

		Accounting Methods		
		No Accounting	Xerox Standard Accounting	Network
Login Methods	Simple and Local	O	O	O
	Network	O	O	O

O: Available

- : Not available

## User Authentication Operations

The machine has the Authentication feature to restrict the services available.

### Authenticating Login Users

This section describes how to log in to the printer using the control panel, how to log in to CentreWare Internet Services, and how to log out.

#### ■ Log In/Log Out from the Printer

##### ◆ Log In from the Control Panel

- 1 Select [Log In] on the Home screen.
- 2 Select the user account from the list, or enter the user name.

### Note

- Enter the user name for the Network authentication. For the Local or Simple authentication, the user identification varies depending on the settings.

- 3 Enter the passcode.

### Note

- The Simple authentication does not require passcodes.
- When the Network authentication system is Kerberos or SMB, entering the realm or domain is required.
- When you select the service restricted, the log-in screen appears. Enter the required information to use the service.

### ◆ Log Out of User Authentication

- 1 Select the user name on the Home screen.
  - 1) If the confirmation screen appears, select [Log Out].
  - 2) If the dropdown menu appears, select [Log Out of Accounting].

#### Note

- For details on the log-out confirmation method, see "Logout Confirmation" (P.119).

### ■ Log In/Log Out from the CentreWare Internet Services

#### ◆ Log In to the CentreWare Internet Services

- 1 Select [Log In].
- 2 Select the user account from the list, or enter the user name.

#### Note

- Enter the user name for the Network authentication. For the Local and Simple authentication, the user identification varies depending on the settings.
- When the Network authentication system is Kerberos or SMB, entering the realm or domain is required. For Kerberos, enter the user name and realm in the UPN format (<username>@<realm>). For SMB, enter the user name and domain in the NetBIOS format (<domain>\<username>).

- 3 Enter the passcode.

#### Note

- The Simple authentication does not require passcodes.
- When you select the service restricted, a log-in screen appears. Enter the required information to use the service.

#### ◆ Log Out of the CentreWare Internet Services

- 1 Select the user name.
- 2 Select [Log Out].

## Creating and Editing User Accounts

### Creating New Accounts from the CentreWare Internet Services

- 1 In the [User Accounts] screen or the [Log In] screen which appears when the screen requires authentication, select [Add New Account].
- 2 Enter the user name in the [Add New Account] screen.
- 3 If the password is required for authentication, set the password.
- 4 Set the contact details in the [Contact Details] screen.

## Editing User Accounts from the CentreWare Internet Services

You can edit the user accounts in the user details screen which is displayed when you select [Permissions] and select the desired user name under [User Accounts].

[Roles]	You can set a device user role and printing user role to the user.
[Personalizations]	You can reset the personalized settings for the user.
[PC User Names]	You can link PC user names to accounts on the printer.
[Accounting]	Shows the number of prints made by the user. Selecting [Edit] allows you to change the limits and relate the Xerox Standard Accounting general accounts to the user.  <b>Note</b> <ul style="list-style-type: none"> <li>The items on the [Edit Accounting] screen vary depending on the [What to Track] settings.</li> <li>Up to 100 Xerox Standard Accounting general accounts can be related to a user.</li> </ul>

## Deleting User Accounts from the CentreWare Internet Services

Select [Permissions] > desired user name under [User Accounts] > [Delete User].

## Changing Password from the CentreWare Internet Services

- Administrator  
Select [Permissions] > [Admin] under [User Accounts] > [User Accounts].
- User  
Select [Permissions] > desired user name under [User Accounts] > [Delete User].

## User Authentication for Accounting

- Xerox Standard Accounting

Selecting a tracked feature displays the [Accounting] screen\*. Enter the user ID and, if required, enter the passcode. When the account is successfully authenticated, you can use the feature.

When a general account is related to the user, the [Accounting Summary] screen appears. You can change the account by setting [My User Account] and check the number of remaining or used jobs. You can also print the account report and check the account details (limits, used number and remaining number for each job).

\* : This step can be skipped if the user is already logged in through remote authentication and the same user name used to authenticate is registered as a Xerox Standard Accounting user.

- Network Accounting

Selecting a tracked feature displays the [Accounting] screen. Enter the user ID and, if required, enter the account ID.



# 10

## **Maintenance**

## Replacing Consumables

The machine is provided with the following consumables and periodic replacement parts. We recommend the use of the following consumables as they are manufactured to meet the specifications of the machine.

### Reference

- For the replacement procedures which are not described in this section, refer to the instructions provided with consumables and periodic replacement parts.

Type of Consumables/Periodic Replacement Parts	Product Code	Quantity/Box
Toner Cartridge	CT203069	1 unit/box
High Capacity Toner Cartridge	CT203070	1 unit/box
Metered Toner Cartridge	CT203071	1 unit/box
Drum cartridge	CT351157	1 unit/box
Paper Roller Kit	EC103505	1 set/box
Fusing Unit 110V	EC103506	1 unit/box
Fusing Unit 220V	EC103507	1 unit/box
Transfer Roller	EC103508	1 unit/box
Staple Cartridge	CWAA0856	5,000 staples x 2 sets/box

### Note

- We recommend that you always keep spare consumables/periodic replacement parts.

### WARNING

- Never use a vacuum cleaner for spilled toner and residual toner in this product, toner cartridge or toner bottle. It may catch fire by electric sparks inside a vacuum cleaner and cause explosion. Use a broom or a wet cloth to wipe off the spills. If you spill a large volume of toner, contact your local Fuji Xerox representative.**
- Never throw a toner cartridge into an open flame. Remaining toner in the cartridge may catch fire and cause burn injuries or explosion. If you have a used toner cartridge no longer needed, contact your local Fuji Xerox representative for its disposal.**

**⚠ CAUTION**

- **Keep drum cartridges (or drum if not a cartridge type) and a toner cartridges out of the reach of children. If a child accidentally swallows toner, spit it out, rinse mouth with water, drink water and consult a physician immediately.**
- **When replacing drum cartridges (or drum if not a cartridge type) and toner cartridges, be careful not to spill the toner. In case of any toner spills, avoid contact with clothes, skin, eyes and mouth as well as inhalation.**
- **If toner spills onto your skin or clothing, wash it off with soap and water. If you get toner particles in the eyes, wash it out with plenty of water for at least 15 minutes until irritation is gone. Consult a physician if necessary. If you inhale toner particles, move to a fresh air location and rinse your mouth with water. If you swallow toner, spit it out, rinse your mouth with water, drink plenty of water and consult a physician immediately.**

## Checking the Supplies Status at the Control Panel

You can check the status and percentage of life remaining for your printer supplies at the control panel or from the Embedded Web Server. When printer supplies near their replacement time, warning alerts appear on the control panel.

- 1 To view status information for the printer supplies, touch [Device] > [Supplies].
- 2 To view details about a specific item, touch the desired item.
- 3 To return to the Supplies screen, touch X.
- 4 To return to the Device screen, touch the back arrow.

## Replacing Toner Cartridge

The following messages are displayed on the touch screen depending on the amount of toner remaining. Replace the toner cartridge according to the message.

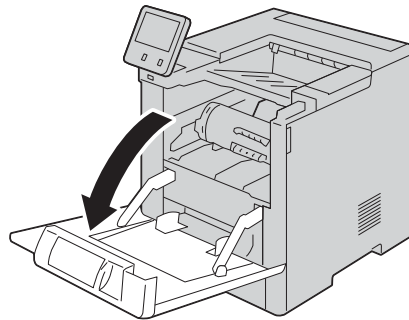
### Important

- The use of toner cartridges not recommended by Fuji Xerox may degrade image quality and performance. Use toner cartridges recommended by Fuji Xerox.

Message	Remaining Page Yield*	Solution
Replace the Toner Cartridge.	<ul style="list-style-type: none"> <li>• Toner Cartridge (pre-installed at shipment) Approx. 1500 pages</li> <li>• Toner Cartridge Approx. 1800 pages</li> <li>• High Capacity Toner Cartridge Approx. 4500 pages</li> <li>• Metered Toner Cartridge Approx. 3000 pages</li> </ul>	Replace the toner cartridge with a new one.

\* : The remaining page yield for print jobs is applicable when A4 paper SEF (□) is used. The value is an estimate and varies depending on the conditions such as the content printed, dot coverage (area coverage), paper size, paper type, print density, output image type, and the machine operating environment.

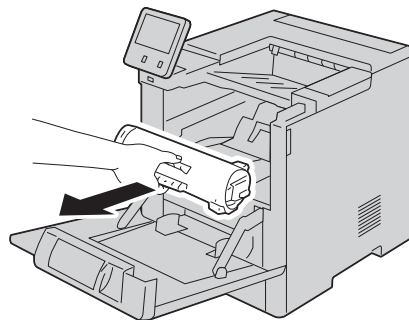
- 1 Make sure that the machine is not operating, and open the front door.



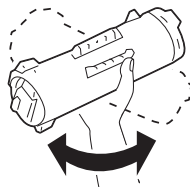
- 2 Hold both its handles, then pull the toner cartridge straight out of the printer. Place the removed toner cartridge on a level surface.

**Important**

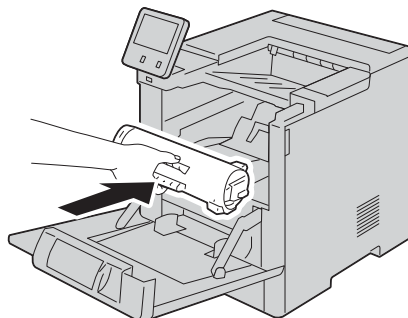
- Until the front door is opened fully, the toner cartridge is locked in place. To prevent damaging the printer, ensure that the front door is opened fully before attempting to remove the toner cartridge.



- 3 Take the new toner cartridge out of the box, and shake the cartridge up and down and left and right for five or six times.



- 4 Push the cartridge in slowly until it stops.



- 5 Close the front door.

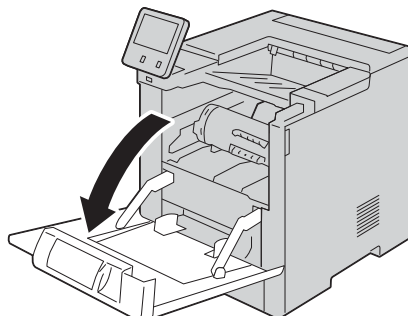
## Replacing Drum Cartridge

The machine displays a message when a drum cartridge needs to be replaced. When the message is displayed, replace the drum cartridge.

### Important

- The use of drum cartridges not recommended by Fuji Xerox may degrade image quality and performance. Use drum cartridges recommended by Fuji Xerox.

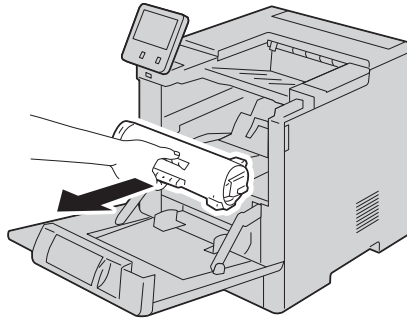
- 1 Open the front door of the printer.



- 2 To remove the toner cartridge, grip both its handles, then pull the toner cartridge straight out of the printer. Place the removed toner cartridge on a level surface.

**Important**

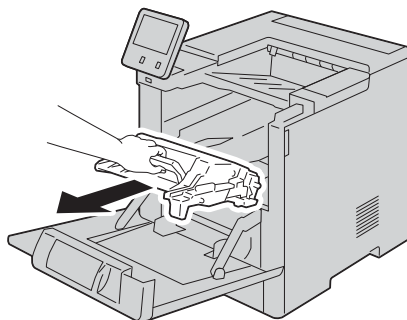
- Until the front door is opened fully, the toner cartridge is locked in place. To prevent damaging the printer, ensure that the front door is opened fully before attempting to remove the toner cartridge.



- 3 To remove the drum cartridge, grip the orange handle, then pull the drum cartridge straight out of the printer. Place the removed drum cartridge on a clean, level surface.

**Important**

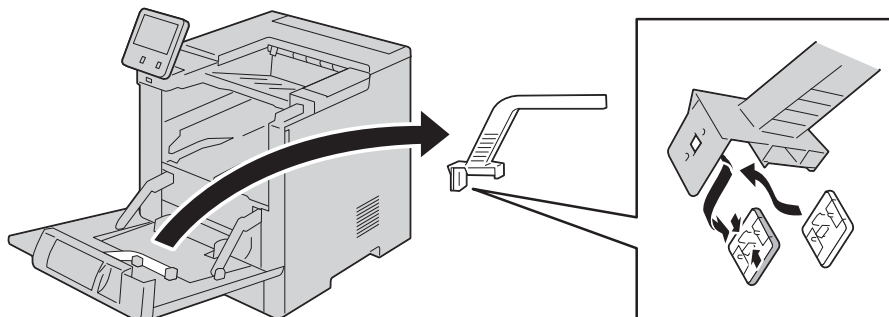
- Do not expose the drum cartridge to direct sunlight or strong indoor fluorescent lighting. Do not touch or scratch the green surface of the drum cartridge.



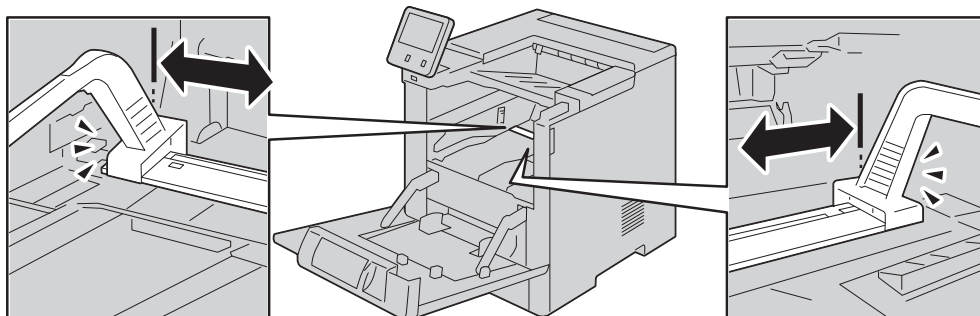
- 4 Remove the cleaning tool from inside the front door.

**Note**

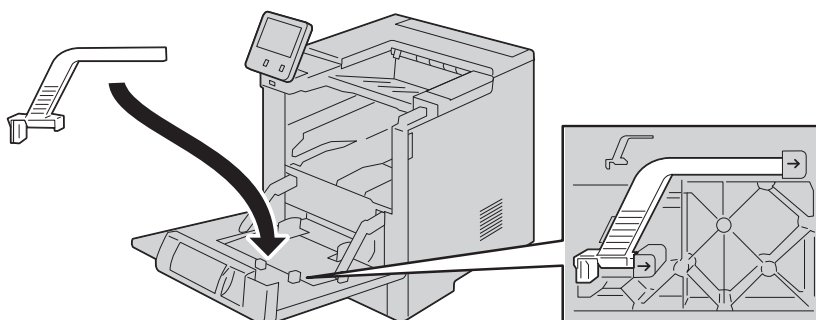
- If the cleaning pad is dirty, replace it. A replacement cleaning pad is included with the drum cartridge Replacement Kit.



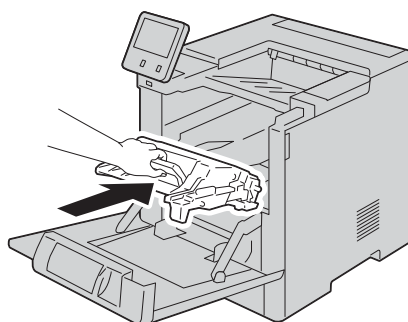
- 5** To remove any debris or toner dust, set the cleaning tool on the LED Lens Block. Slide the cleaning tool until it stops at one end of the LED Lens Block. Then slide the cleaning tool in the other direction until it stops at the opposite end. Repeat this motion two more times.



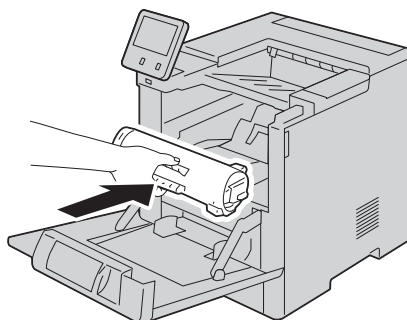
- 6** Replace the cleaning tool into its storage location inside the front door.



- 7** Slide the new drum cartridge into the printer until it stops.



- 8 Slide the toner cartridge into the printer until it stops.



- 9 Close the front door.

Message	Remaining Page Yield*	Solution
The Waste Toner Container is Full.		Replace the waste toner cartridge with a new one.

\* : The remaining page yield for print jobs is applicable when A4 paper SEF (□) is used. The value is an estimate and varies depending on the conditions such as the content printed, dot coverage (area coverage), paper size, paper type, print density, output image type, and machine operating environment.

## Replacing Staple Cartridge

When the optional finisher is installed and the staple cartridge needs to be replaced, a message appears on the touch screen. When this message appears, load a new staple case into the staple cartridge.

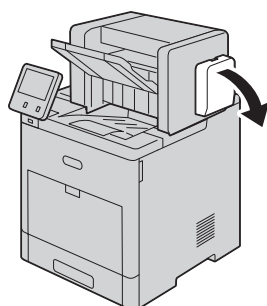
### Important

- The use of staple cartridges not recommended by Fuji Xerox may degrade quality and performance. Use staple cartridges recommended by Fuji Xerox.

### Note

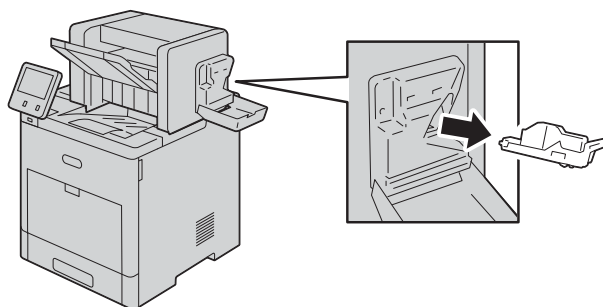
- If the staple cartridge was not replaced properly, the message remains on the touch screen. Follow the procedure and replace the staple cartridge again.
- To order a staple cartridge, contact our Customer Support Center.

- 1 Make sure that the machine is not operating, and gently open the finisher cover.





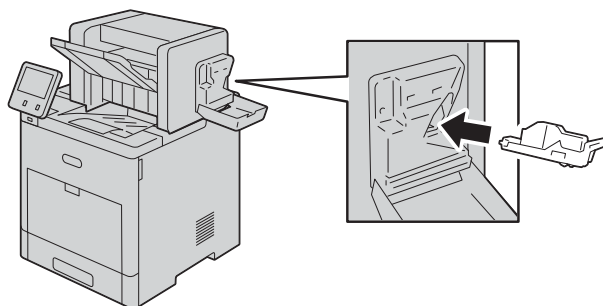
- 2 Take the staple cartridge out of the finisher.



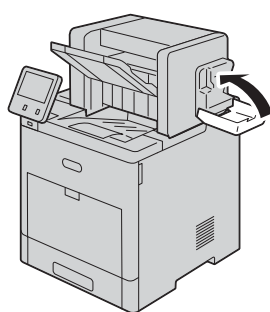
**Note**

- The staple cartridge is firmly inserted. A slight force is required to pull the cartridge out of the finisher.

- 3 Push the staple cartridge into the finisher until it clicks into place.



- 4 Close the finisher cover.



**Note**

- If the cover is not closed completely, a message appears and the machine will remain paused.

# Cleaning the Machine

**⚠ WARNING**

**When cleaning this product, use the designated cleaning materials exclusive to it. Other cleaning materials may result in poor performance of the product. Never use aerosol cleaners to avoid catching fire and explosion.**

**⚠ CAUTION**

**When cleaning this product, always switch off and unplug it. Access to a live machine interior may cause electric shock.**

## Cleaning the Exterior

Clean the exterior of the machine once a month.

**Important**

- Do not use benzene, paint thinner, or other volatile liquids or spray insect repellent on the machine as they might discolor, deform, or crack covers.
- Cleaning the machine with an excessive amount of water may cause the machine to malfunction or damage documents during copying.

- 1 Wipe the exterior with a firmly wrung soft cloth moistened with water.

**Important**

- Do not use cleaning agents other than water or neutral detergent.

- 2 Wipe off any excess water with a soft cloth.

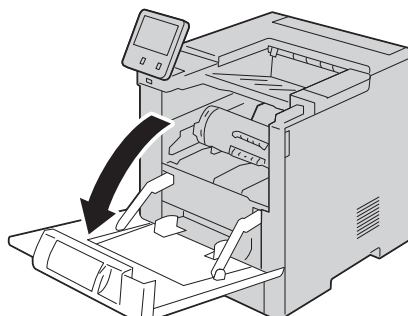
## Cleaning the Touch Screen

Clean the touch screen once a month.

- Wipe the touch screen with a damp, soft cloth.
- After cleaning, wipe with a dry, soft cloth.
- For stubborn stains, apply a small amount of mild detergent to the cloth and gently wipe the stain off.

## Cleaning the LED Lens

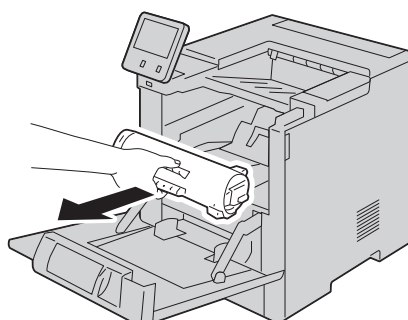
- 1 Open the front door.



- 2 To remove the toner cartridge, grip both its handles, then pull the toner cartridge straight out of the printer. Place the removed toner cartridge on a level surface.

**Important**

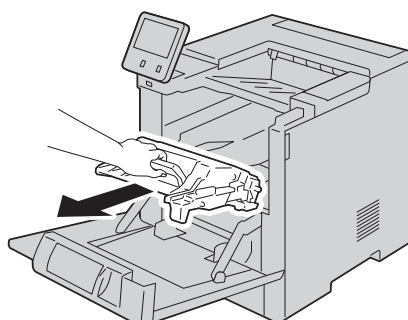
- Until the front door is opened fully, the toner cartridge is locked in place. To prevent damaging the printer, ensure that the front door is opened fully before attempting to remove the toner cartridge.



- 3 To remove the drum cartridge, grip the orange handle, then pull the drum cartridge straight out of the printer. Place the removed drum cartridge on a clean, level surface.

**Important**

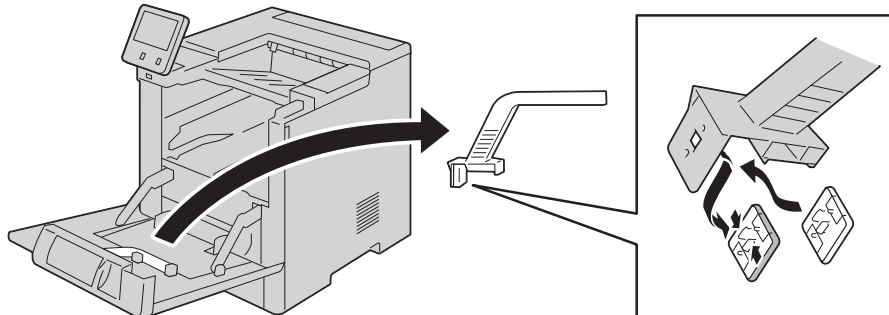
- Do not expose the drum cartridge to direct sunlight or strong indoor fluorescent lighting. Do not touch or scratch the green surface of the drum cartridge.



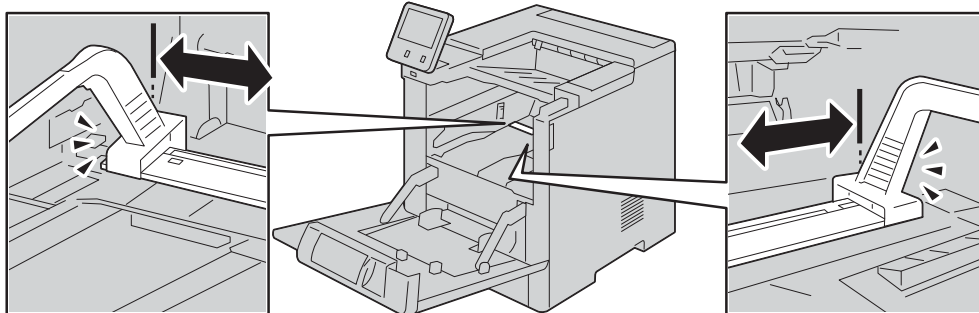
#### 4 Remove the cleaning tool from inside the front door.

**Note**

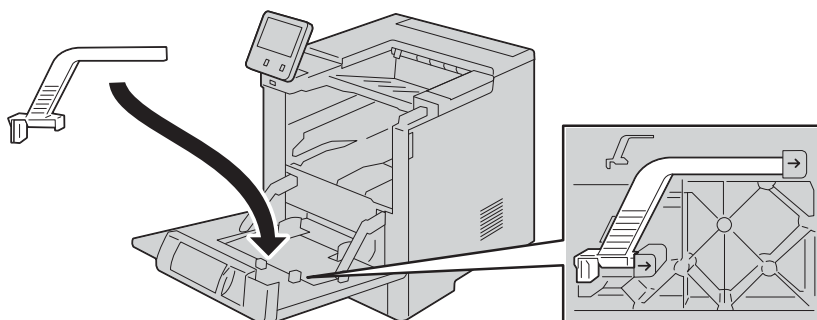
- If the cleaning pad is dirty, replace it. A replacement cleaning pad is included with the Drum Cartridge Replacement Kit.



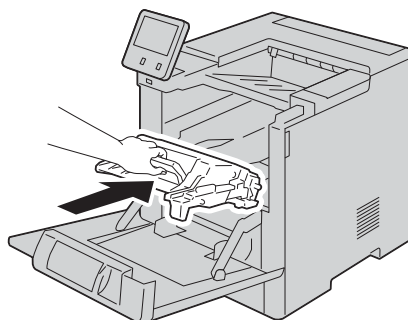
#### 5 To remove any debris or toner dust, set the cleaning tool on the LED Lens Block. Slide the cleaning tool until it stops at one end of the LED Lens Block. Then slide the cleaning tool in the other direction until it stops at the opposite end. Repeat this motion two more times.



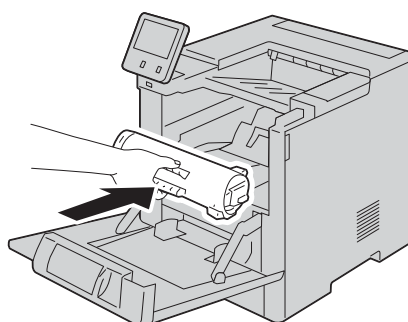
#### 6 Replace the cleaning tool into its storage location inside the front door.



- 7** Slide the drum cartridge into the printer until it stops.



- 8** Slide the toner cartridge into the printer until it stops.



- 9** Close the front door.

# Adjustments and Maintenance Procedures

## Adjusting Paper Registration

Use Adjust Paper Registration to adjust the placement of the printed image on the page. The adjustment allows you to place the top, bottom, left, and right margins exactly where you want. You can specify the image position on both the front and back sides of the paper, for each installed paper tray.

### Note

- Depending on the machine settings, you may need to log in as the system administrator.

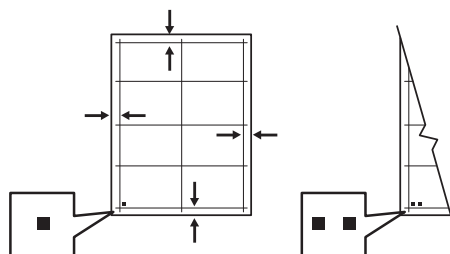
## Verifying Paper Registration

- 1** Press the Home button.
- 2** Touch [Device] > [Support] > [Image Position].
- 3** Select the source paper tray for the registration print.
  - 1) Touch [Paper Supply].
  - 2) Touch the desired tray.
- 4** If your printer has automatic 2-sided printing, select the sides that you want to optimize.
  - To select a sample registration page for adjusting side 1, touch [Adjusted Side], then touch [Side 1].
  - To select a sample registration page for adjusting both sides, touch [Adjusted Side], then touch [Side 2].
- 5** Specify the consecutive number of sample pages to print.
  - 1) Touch [Print Settings].
  - 2) To increase or decrease the number of sample pages, for Quantity, touch the Plus icon (+) or the Minus icon (-), then touch [OK].
- 6** To print the sample pages, touch [Print Sample].
- 7** When printing is completed, touch [Close].

- 8** On the sample pages, use a ruler to measure the distance of the printed image from the top, bottom, left, and right edges.

**Note**

- For identification, a single dot is printed on Side 1, and two dots are printed on Side 2.



- 9** If the image is centered, no adjustment is required. If the image is not centered, adjust the paper registration. For details, refer to "Performing a Paper Registration Adjustment" (P.171).

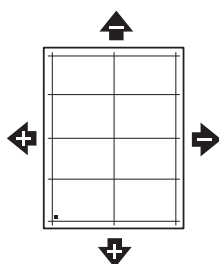
### Performing a Paper Registration Adjustment

- Press the Home button.
- Touch [Device] > [Support] > [Image Position].
- To adjust registration, select the source paper tray.
  - Touch [Paper Supply].
  - Touch the desired tray.
- Using the chart printed in Verifying Paper Registration, select the side for registration.
  - For adjusting Side 1, touch [Adjusted Side], then touch [Side 1].
  - For adjusting Side 2, touch [Adjusted Side], then touch [Side 2].
- To adjust the registration, touch [Lead/Side Registration].
  - To adjust the side-to-side registration, for [Side Registration], touch the Plus icon (+) or the Minus icon (-).
  - To adjust the top-to-bottom registration, for [Lead Registration], touch the Plus icon (+) or the Minus icon (-).

For reference, position the chart so that Side-1 or Side-2 dots are at the bottom of the page.

  - For Lead Registration, a positive value shifts the image down the page.

- For Side Registration, a positive value shifts the image to the left.



- 6** To save your settings, touch [OK].
- 7** As needed, to enter additional values, repeat the previous steps.
- 8** Print another sample page, then repeat the process until you complete the registration corrections.
- 9** Press the Home button.

## Transfer Voltage Adjustment

Use Transfer Voltage Adjustment to specify the bias transfer roller voltage for printing on the selected paper type. If the printed image is too light, increase the voltage for the paper you are using. If the printed image is mottled or blotchy-looking, decrease the voltage for the paper you are using.

### Note

- Depending on the machine settings, you may need to log in as the system administrator.

- 1** Press the Home button.
- 2** Touch [Device] > [Support] > [Transfer Voltage Adjustment].
- 3** Touch [Paper Type] and select the paper type.
- 4** To adjust the transfer voltage, for [Voltage Level], touch the Plus icon (+) or the Minus icon (-).
- 5** Touch [Adjust].
- 6** To exit the menu, touch X.
- 7** Press the Home button.

## Adjusting the Fusing Unit

Use Adjust Fusing Unit for optimum print quality across a wide range of paper types. If the toner on a print is smearing or can be rubbed off the paper, increase the temperature for



the paper you are using. If the toner is blistered or mottled, decrease the temperature for the paper you are using.

**Note**

- Depending on the machine settings, you may need to log in as the system administrator.

- 1 Press the Home button.
- 2 Touch [Device] > [Support] > [Fusing Unit Temperature Adjustment].
- 3 Touch [Paper Type] and select the paper type.
- 4 To increase or decrease the fusing temperature, touch the Plus icon (+) or the Minus icon (-), then touch [Adjust].
- 5 To adjust the Fusing Unit for another paper type, select it from the list, then repeat steps 3 and 4.
- 6 To exit the menu, touch [X].
- 7 Press the Home button.

## Adjusting the Altitude

Use Adjust Altitude to adjust the altitude to match that of the location where the printer is installed. If the altitude setting is incorrect, it can cause print-quality problems.

**Note**

- Depending on the machine settings, you may need to log in as the system administrator.

- 1 Press the Home button.
- 2 Touch [Device] > [Support] > [Altitude Adjustment].
- 3 Touch the altitude of the location of the printer, then touch [OK].
- 4 Press the Home button.

## Performing a Developer and Transfer Roller Cleaning Procedure

When a printer sits idle for an extended time, visible background toner can potentially appear on prints. Use the Developer and Transfer Roller Cleaning procedure to reduce background toner on prints.

**Note**

- Depending on the machine settings, you may need to log in as the system administrator.

- 1 Press the Home button.
- 2 Touch [Device] > [Support] > [Developer & Transfer Roller Cleaning].
- 3 Touch [Start].
- 4 At the successfully completed prompt, touch [Close].

- 5 To exit the menu, touch [X].
- 6 Press the Home button.

## Adjusting the Density

The Adjust Density feature controls how much toner is used to print. Adjust the density for lighter toner use for saving toner, or adjust for heavier density to make prints bolder. A positive adjustment makes the prints darker, while a negative adjustment makes the prints lighter. You can also adjust density to compensate for different paper types and thicknesses.

### Note

- Depending on the machine settings, you may need to log in as the system administrator.

- 1 At the control panel, press the Home button.
- 2 Touch [Device] > [Support] > [Adjust Density] > [Density Level].
- 3 To adjust the density level, move the slider.
- 4 To save your setting, touch [OK].
- 5 To return to the Home screen, press the Home button.

## Refreshing the Toner

Toner Refresh recalibrates toner concentration and developer voltages. If you print documents with high or low toner coverage, Toner Refresh can optimize print quality.

### Note

- Do not use this procedure repeatedly. Running the procedure repeatedly uses the toner supply more quickly.
- Depending on the machine settings, you may need to log in as the system administrator.

- 1 At the control panel, press the Home button.
- 2 Touch [Device] > [Support] > [Toner Refresh].
- 3 To perform a Toner Refresh process, touch [Start].
- 4 Touch [Close].
- 5 To exit the menu, touch X.
- 6 To return to the Home screen, press the Home button.

# Removing Optional Components

## Important

- To lift the printer, always use at least two people to grasp the hand holds on each side of the printer.
- To prevent you from dropping the printer or injury, lift the printer firmly by gripping the recessed areas on both sides of the printer. Never lift the printer by gripping any other areas.
- If the optional 550-Sheet Feeder is not fixed to the printer securely, it could fall to the ground and cause injury.

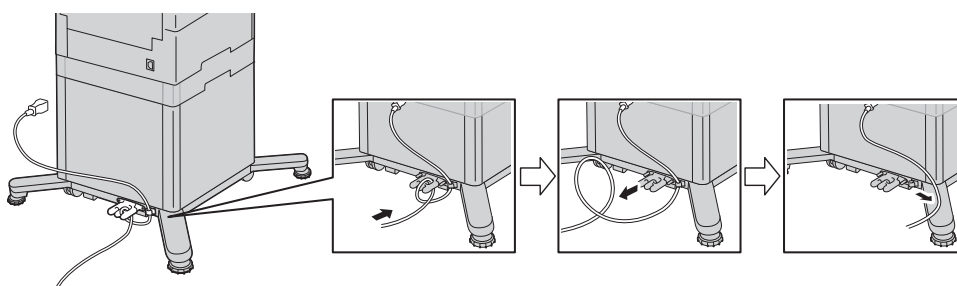
## Removing the High-Capacity Feeder

This section describes how to remove the High-Capacity Feeder (optional).

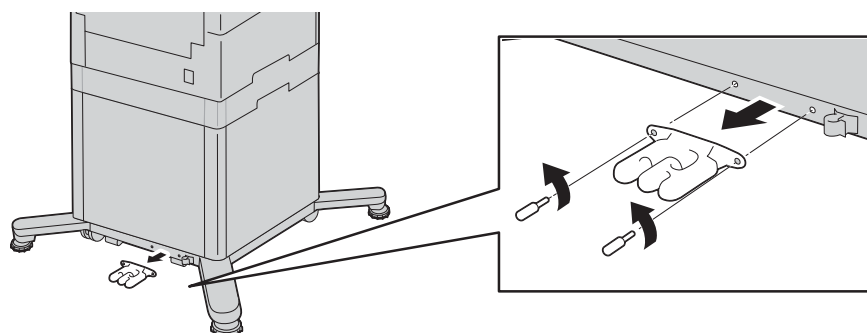
## Important

- Close the bypass tray if opened.

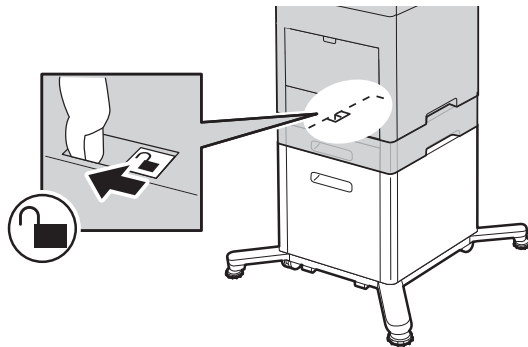
- 1 Turn off the printer, and then unplug the power cable.
- 2 Remove the network cable, the USB cable, and the power cable from the printer.
- 3 Remove the power cable from the cable hook.



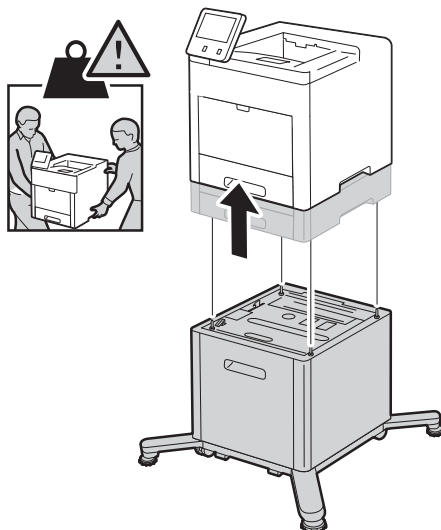
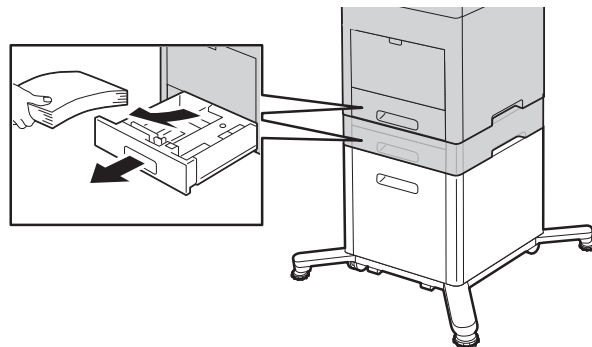
- 4 Take off the cable hook.



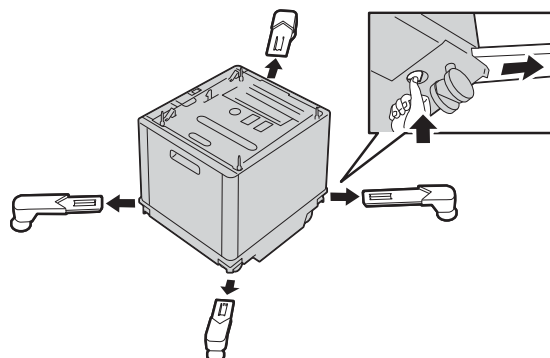
- 5 Release the tray's lock switch.



- 6 Remove the paper stored in the tray, and then lift the printer.



- 7 Pull out the legs.



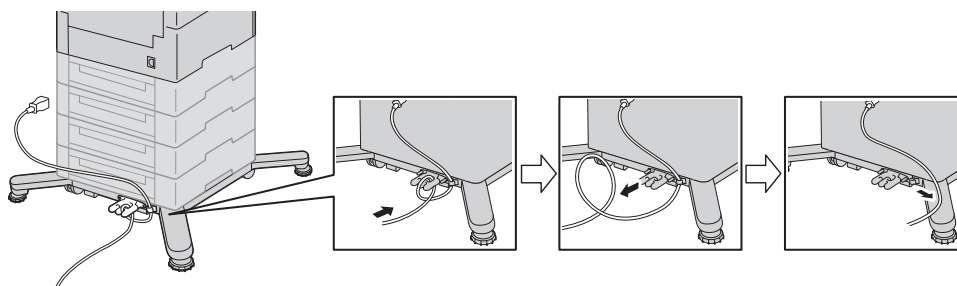
## Removing the Caster

This section describes how to remove the Caster (optional).

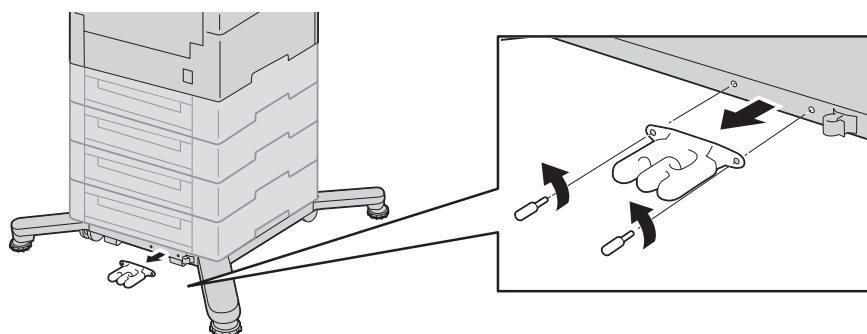
### Important

- Close the bypass tray, if opened.

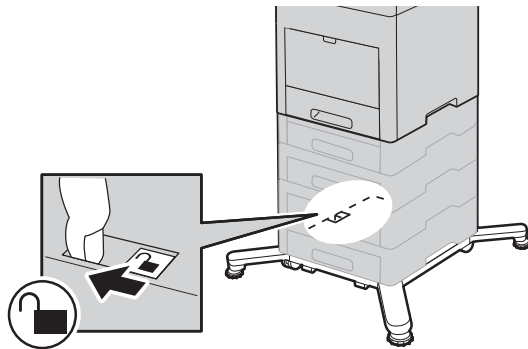
- 1 Turn off the printer, and then unplug the power cable.
- 2 Remove the network cable, the USB cable, and the power cable from the printer.
- 3 Remove the power cable from the cable hook.



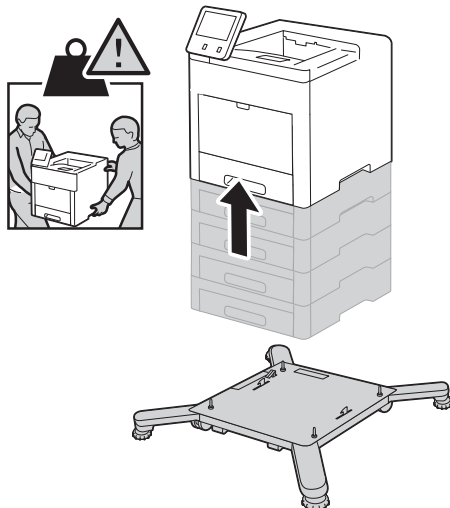
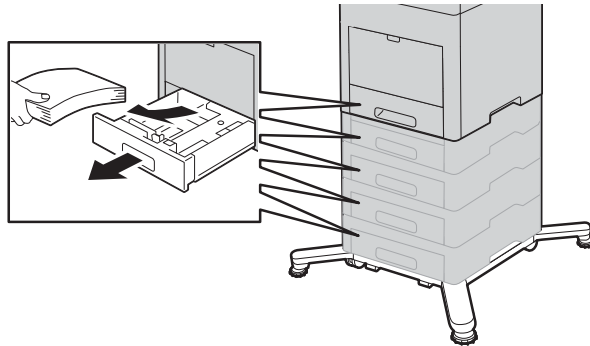
- 4 Take off the cable hook.



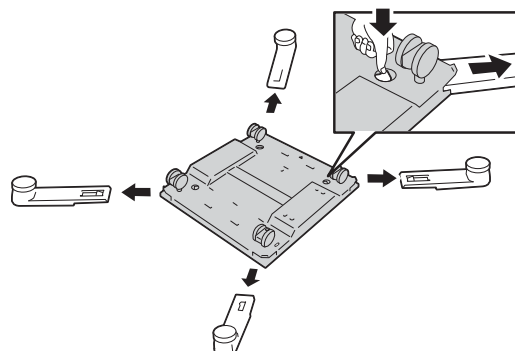
- 5 Release the tray's lock switch.



- 6 Remove the paper stored in the tray, and then lift the printer.



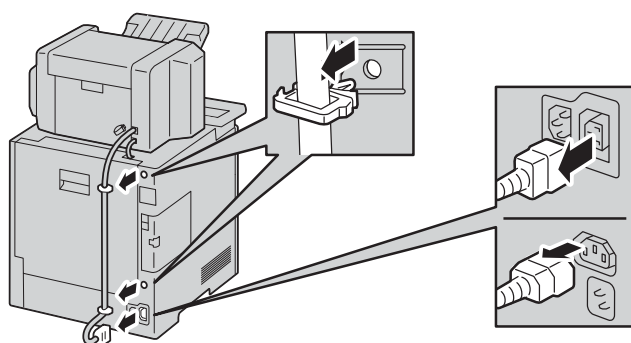
- 7** Pull out the legs.



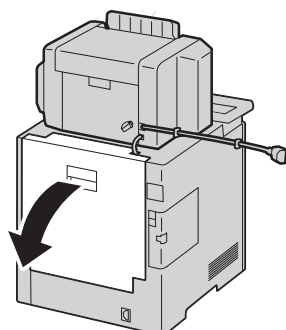
## Removing the Finisher

This section describes how to remove the finisher (optional).

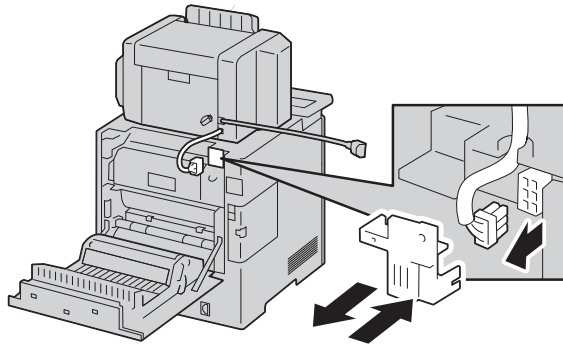
- 1** Turn off the printer, and unplug the power cable.
- 2** Take off the finisher's power cable.



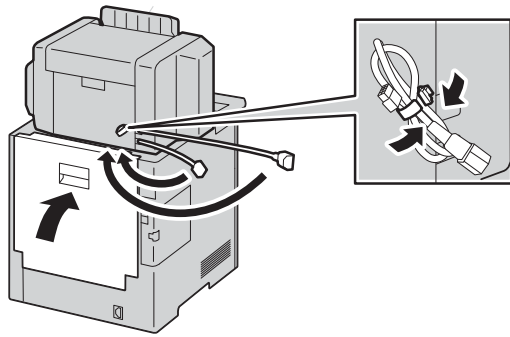
- 3** Open the rear door.



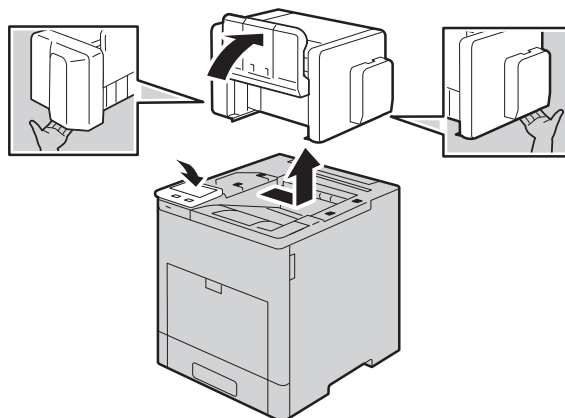
- 4** Undo the connector cover, and take off the connector.



- 5** Bundle the cable.



- 6** Slide and lift the finisher.

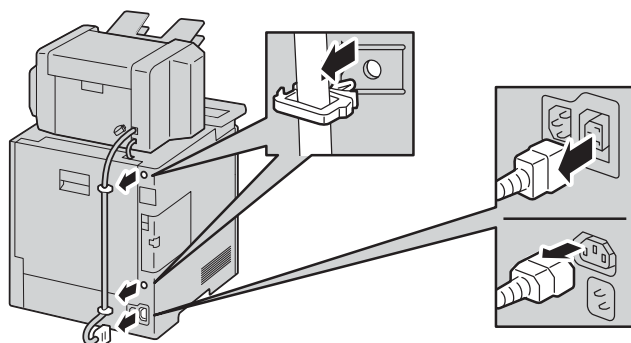




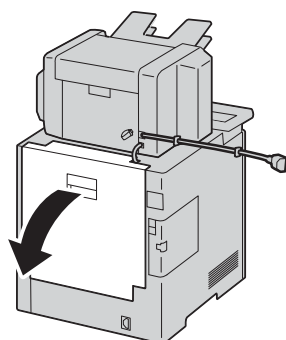
## Removing the 4-Bin Mailbox

This section describes how to remove the 4-Bin Mailbox (optional).

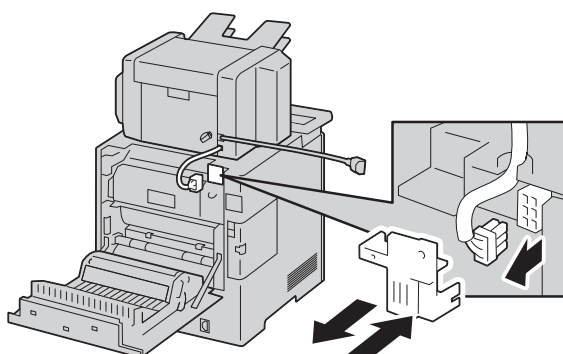
- 1 Turn off the printer, and unplug the power cable.
- 2 Take off the power cable of the 4-Bin Mailbox.



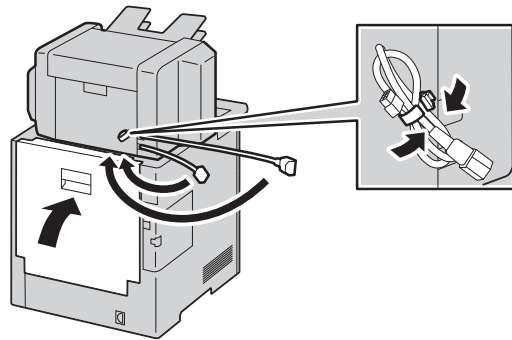
- 3 Open the rear door.



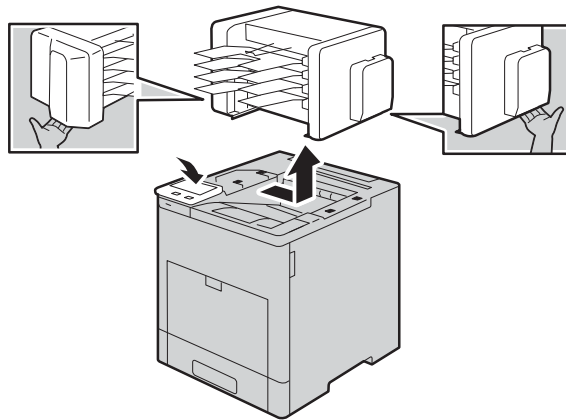
- 4 Undo the connector cover, and take off the connector.



**5** Bundle the cable.



**6** Slide and lift the 4-Bin Mailbox.

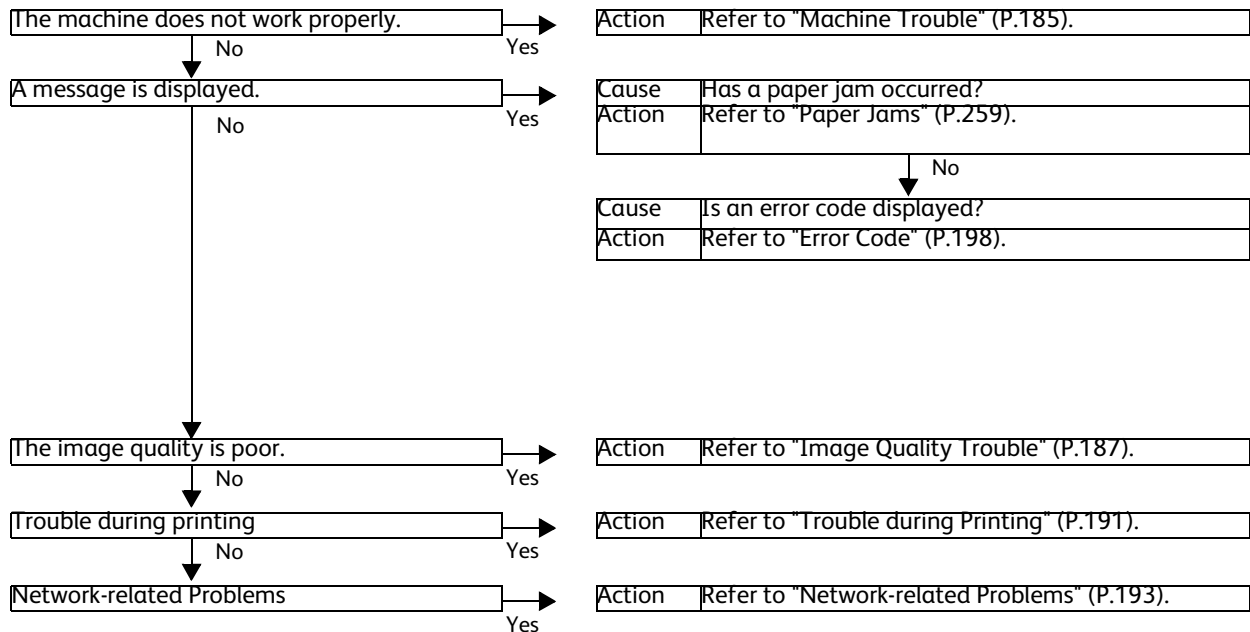


# 11

## **Problem Solving**

# Troubleshooting

This section describes troubles that may occur with the machine and their solutions. Follow the troubleshooting procedure below to solve the problems.



If the error is not resolved even after following the above procedure, contact our Customer Support Center.

When the EP system is available and a check or maintenance is required, the machine sends a check or maintenance request to our Customer Support Center. A service representative visits you as required. Requesting a check or maintenance should be performed by a system administrator.

## Note

- The EP system may not be available in some regions. For more information, contact our Customer Support Center.

## Reference

- For more information on the EP system, refer to "EP System" (P.277).

# Machine Trouble

Before you conclude that the machine is defective, check the machine status again.




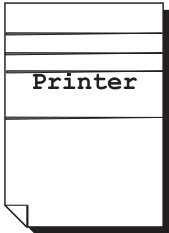
Symptom	Cause	Remedy
The machine is not powered on.	Is the power switch turned on?	Switch the power on.
	Is the power cord plugged into the power outlet?	Switch the power off, and then firmly plug the power cord into the connector of the machine and power outlet. Then switch the power on.
	Is the power cord disconnected from the machine?	
	Does the AC outlet supply power properly?	Connect another appliance to the outlet to verify the power supply.
The touch screen is too dark.	Is the machine in the Power Saver mode?	Press the Power button to exit the Power Saver mode.
	Is the screen brightness too low?	Adjust the screen brightness.
Unable to print.	Is a message displayed on the touch screen?	Follow the instructions displayed to resolve the problem.
	Is the power cord disconnected from the machine?	Switch the power off, and then firmly plug the power cord into the connector of the machine and power outlet. Then switch the power on.
Paper is not fed from Bypass Tray.	Is the specified size paper loaded in the tray?	Follow the instructions displayed to load paper of correct size, and then try again.
Unsatisfactory print quality.	A probable cause is an image defect.	Resolve the problem by referring to "Image Quality Trouble".  <b>Reference</b> • Refer to "Image Quality Trouble" (P.187).
Unable to print text correctly. (Text is garbled.)	Non-standard fonts are used for printing.	Check the application or print driver settings.
Unable to insert or remove a paper tray.	Did you open a cover or turn the machine off during printing?	Do not forcibly insert or remove the paper tray. Switch off the power. In a few seconds, switch on the power. When the machine is ready to receive data, insert or remove the paper tray.
Paper is often jammed or wrinkled.	Is the paper loaded correctly in the tray?	Load the paper correctly.  <b>Reference</b> • Refer to "Loading Paper" (P.41).
	Is the paper tray inserted correctly?	Firmly push in the paper tray until it stops to insert it correctly.  <b>Reference</b> • Refer to "Loading Paper" (P.41).


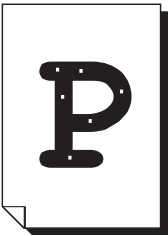


Symptom	Cause	Remedy
Paper is often jammed or wrinkled.	Is the paper damp?	Replace the paper with a new one. <b>Reference</b> • Refer to "Loading Paper" (P.41).
	Is the paper curled?	Turn over the paper in the tray, or replace the paper with a new one. <b>Reference</b> • Refer to "Loading Paper" (P.41).
	Are the paper and paper tray settings correct?	Correctly set the paper and paper trays to correspond to the paper. <b>Reference</b> • Refer to "Loading Paper" (P.41).
	Are any torn pieces of paper remaining or is there a foreign object in the machine?	Open the cover of the machine or slide out the paper tray to remove the torn pieces or the foreign object. <b>Reference</b> • Refer to "Paper Jams" (P.259) or "Loading Paper" (P.41).
	Is non-standard paper loaded in the tray?	Replace with paper that meets machine specifications. <b>Reference</b> • Refer to "Paper Types" (P.38) or "Loading Paper" (P.41).
	Is paper exceeding the maximum fill line in the tray?	Load paper in the paper tray so that it does not exceed the maximum fill line. <b>Reference</b> • Refer to "Loading Paper" (P.41).
	Are the paper guides set correctly?	Load the paper correctly, and align the paper guides to the paper. <b>Reference</b> • Refer to "Loading Paper" (P.41).
	Is the image nearly the same size as the paper?	Increase the edge erase widths.
	Is the paper finely cut out?	Some types of paper may not be cut out finely. Load the paper after fanning it well.
The output paper does not stack neatly.	Is the paper loaded correctly in the tray?	Turn over the paper in the tray.
An error message appears after paper is loaded in Bypass Tray.	Check the positions of the paper guides of Bypass Tray.	Adjust the paper guides to the correct positions. <b>Reference</b> • Refer to "Loading Paper in Bypass Tray" (P.44).

# Image Quality Trouble




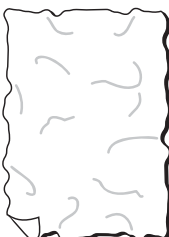

If the image quality of printed documents is poor, identify the symptom in the following table to perform the remedy.

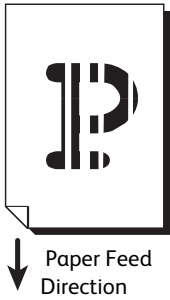

If image quality does not improve even after performing the remedy, contact our Customer Support Center.

Symptom	Cause	Remedy
Printing is faint. (smudged, unclear)  	The paper is damp.	Replace the paper with new one.  <b>Reference</b> • Refer to "Loading Paper" (P.41).
	The drum cartridge has deteriorated or is damaged.	Replace the drum cartridge with a new one.
	There is no toner left in the toner cartridge.	Replace the toner cartridge with a new one.  <b>Reference</b> • Refer to "Replacing Toner Cartridge" (P.159).
Black dots are printed.  	The drum cartridge has deteriorated or is damaged.	Replace the drum cartridge with a new one.
Black lines are printed.    	The drum cartridge has deteriorated or is damaged.	Replace the drum cartridge with a new one.

Symptom	Cause	Remedy
Dirt appears at equal intervals.  	The paper path is dirty.	Print a few pages to remove the dirt.
	The drum cartridge has deteriorated or is damaged.	Replace the drum cartridge with a new one.
White dots appear in black filled areas.  	The paper is unsuitable.	Load suitable paper.  <b>Reference</b> • Refer to "Loading Paper" (P.41).
	The drum cartridge has deteriorated or is damaged.	Replace the drum cartridge with a new one.
Printed toner smudges when rubbed with your finger. Toner is not fused. The paper is soiled with toner.  	The paper is damp.	Replace the paper with a new one.  <b>Reference</b> • Refer to "Loading Paper" (P.41).
	The paper is unsuitable.	Load suitable paper.  <b>Reference</b> • Refer to "Loading Paper" (P.41).
The entire paper area is printed black.  	The drum cartridge has deteriorated or is damaged.	Replace the drum cartridge with a new one.
	High-voltage power supply may have malfunctioned.	Contact our Customer Support Center.



Symptom	Cause	Remedy
Nothing is printed. 	Two or more sheets of paper are being fed simultaneously (double-feed).	Fan the paper well and load it again.  <b>Reference</b> <ul style="list-style-type: none"> <li>Refer to "Loading Paper" (P.41).</li> </ul>
	Power supply or high-voltage power supply may have malfunctioned.	Contact our Customer Support Center.
White areas or white stripes appear. 	The paper is damp.	Replace the paper with a new one.  <b>Reference</b> <ul style="list-style-type: none"> <li>Refer to "Loading Paper" (P.41).</li> </ul>
	The paper is unsuitable.	Load suitable paper.  <b>Reference</b> <ul style="list-style-type: none"> <li>Refer to "Loading Paper" (P.41).</li> </ul>
The entire output is faint. 	Two or more sheets may be fed simultaneously.	Fan the paper well and load it again.  <b>Reference</b> <ul style="list-style-type: none"> <li>Refer to "Loading Paper" (P.41).</li> </ul>
Paper becomes wrinkled. 	The paper is unsuitable.	Replace the paper with a new one.  <b>Reference</b> <ul style="list-style-type: none"> <li>Refer to "Loading Paper" (P.41).</li> </ul>
	Paper has been added to the paper loaded.	
	The paper is damp.	
Text is blurred. 	The paper is unsuitable.	Replace the paper with new one.  <b>Reference</b> <ul style="list-style-type: none"> <li>Refer to "Loading Paper" (P.41).</li> </ul>
	Paper has been added to the paper loaded.	
	The paper is damp.	

Symptom	Cause	Remedy
White patches appear vertically.	The drum cartridge has deteriorated or is damaged.	Replace the drum cartridge with a new one.
	No toner remains in the toner cartridge.	Replace the toner cartridge with a new one.  <b>Reference</b> <ul style="list-style-type: none"> <li>Refer to "Replacing Toner Cartridge" (P.159).</li> </ul>
Text or images are printed at an angle.	The paper guides in the paper tray are not set in the correct positions.	Adjust the horizontal and vertical paper guides to the correct positions.  <b>Reference</b> <ul style="list-style-type: none"> <li>Refer to "Loading Paper" (P.41).</li> </ul>
		

# Trouble during Printing

This section describes how to resolve print problems.

## Unable to Print

If you cannot print a document, identify the symptom in the following table to perform the remedy.

Symptom	Cause	Remedy
Data remains in the printer icon.	The machine is not powered on.	Switch the power on.
	The network cable is disconnected from the computer.	Connect the network cable to the computer.
	The network cable is disconnected from the machine.	Connect the network cable to the machine.
	An error occurred in the machine.	Check the error details and take an appropriate action.
	The IP address or SMB network path is not correctly set.	Set the correct IP address or SMB network path.
	The network between the computer and machine is abnormal.	Check with your network administrator.
	The port is not enabled.	Enable the port.
	The hard disk space of the machine is insufficient.	Delete unnecessary data such as stored documents (Secure Print) in folders to increase free space.
	The machine is connected to multiple computers.	Wait for a while, and then try printing again.
The data has been sent to the machine.	The machine is out of paper.	Load paper in the machine.
	No paper is loaded for the specified paper size.	Load paper of the size specified. <b>Reference</b> • Refer to "Loading Paper" (P.41).
	An error occurred in the machine.	Check the error details and take an appropriate action.

## The Print Result is Not What was Expected

If the print result is not what was expected, identify the symptom in the following table to perform the remedy.

Symptom	Cause	Remedy
Outputs are not stapled.	The Finisher is not installed.	The Finisher is required to staple. Install the Finisher, or change the print option settings to cancel stapling.
	The number of pages to be stapled exceeds the maximum number for stapling.	Reduce papers to be less than the maximum number for stapling. The maximum number of pages for stapling varies depending on the used finisher.
The image on the document edges is missing on the output.	The image is larger than the printable area.	Expand the printable area of the machine, or reduce the image size on the printout.
The printed font differs from the font specified on the computer.	Font replacement is set on the print driver.	Check the font replacement table.
The printout is not offset.	The machine does not offer the Offset feature.	To output offset, the Offset Stacking Module or the Finisher is required.
The specified print options are not enabled.	The print driver for another model is used.	Install the print driver for the model.
The document edges are missing on the printout.	The image is larger than the printable area.	Expand the printable area of the machine, or reduce the image size on the printout.
Black lines are printed.	A print driver for another machine is used.	Install the print driver for your machine.

# Network-related Problems

This section describes how to resolve network related problems.

## When using TCP/IP

The possible causes, check points, and remedies when using TCP/IP (LPD) are as follows:

### Windows OS

#### ■ When you cannot print

Cause	Check point	Remedy
The IP address is incorrect.	Request your network administrator to check the machine's IP address.	Set a correct IP address on the machine.
The volume of the print data sent in an instruction from a computer exceeded the maximum receivable volume when the LPD spool is set to memory spool.	Confirm the memory amount for the LPD spool and the volume of the print data transmitted by an instruction.	If the one file of print data exceeds the memory amount, divide the file not to exceed the amount.
		If the print data is divided into multiple files and exceeds the memory amount, decrease the number of files not to exceed the amount.
An unrecoverable error occurred during the printing process.	Confirm whether any error messages are displayed on the control panel.	Restart the machine. Wait until the screen completely goes out to switch on the machine power.
The machine is not set to the transport protocol corresponding to the computer.	Confirm the transport protocol selected on the machine.	Select the transport protocol corresponding to the computer.
The machine is trying to process a data format that does not match the data format of the print data transmitted from a computer.	-	Set not to output Ctrl-D.

### ■ When print result is not what was expected

Cause	Check point	Remedy
Selected printer language on the machine does not match the printer language of the print data.	Confirm the selected printer language on the machine and the printer language of the print data.	Select the printer language on the machine to match the print data.
The computer is not using the print driver supplied with the machine (is using another company's print driver).	Confirm whether the print driver on the computer is the one supplied with the machine.	On the computer, select the print driver supplied with the machine. If the print driver is not listed for selection, install the print driver and then select it. Operation is not guaranteed if another company's print driver is used.

## CentreWare Internet Services Problems

The possible symptoms and remedies for problems when using CentreWare Internet Services are as follows:

Symptom	Remedy
Cannot connect to CentreWare Internet Services.	Is the machine working properly? Check whether the machine is turned on.
	Is the Internet address correctly entered? Confirm the Internet address again. If the problem persists, enter an IP address to connect to CentreWare Internet Services.
	Is a proxy server being used? Depending on the proxy server, connections may not be possible. Set the browser to [Not using proxy server] or set that particular address to [Not using a proxy server].
	Are the initial settings of the machine complete? Complete the initial settings.
	Are cookies enabled in your browser? Enable cookies.
The screen display is distorted.	Change the window size for the browser.
The latest information is not displayed.	Refresh the browser.
Characters are not correctly displayed.	Use language command.
Pressing [OK] does not apply the new settings.	Are the entered values correct? Enter the values with supported characters and numbers.
	This may occur when the control panel is being operated or the operation has just been completed. When the automatic reset function is set, any setting configure with CentreWare Internet Services is not applied until setting the time set for automatic reset. Wait until then.
	Are all the items set? Items marked with [*] are required.
Pressing [OK] does not apply the new settings.	The machine is in the Sleep mode. Press the Power button on the control panel of the machine to exit the Power Saver mode.

Symptom	Remedy
Cannot delete jobs.	Wait for a while, and refresh the browser.

## Internet/Intranet Connection Problems

The possible causes and remedies for problems when connecting to the Internet or intranet are as follows:

### When connection to the Internet/Intranet fails

Cause	Remedy
The Authentication feature used on the remote server is not supported by the machine.	Only Basic Authentication is supported by the machine. The machine does not support NTLM/digest. For security purposes, change to the Authentication feature using SSL.
The remote linkage services used does not support the model or accessories of the machine.	Purchase products/models/accessories supported by the remote linkage services.
The IP address is incorrect.	Confirm the IP address. If the IP address is incorrect, either set a static IP address or resolve the IP address using DHCP or AutoIP.
The IP gateway address is incorrect.	Set the correct IP gateway address when connecting to the proxy server, or to a Web server via the IP gateway.
The subnet mask is incorrect.	Set the correct subnet mask corresponding to your environment.
The DNS server address is incorrect.	Confirm the DNS server address.
The DNS server selected cannot resolve the address.	Select a DNS server that can resolve the address. <ul style="list-style-type: none"> <li>When connecting via the proxy server Set the IP address of a DNS server that can resolve the address of the proxy server.</li> <li>When not connecting via the proxy server Set the IP address of a DNS server that can resolve the destination address.</li> </ul>
The address of the address that does not use a proxy server is incorrect.	Confirm whether only addresses that do not use a proxy server are set. Even if addresses not through a proxy server are specified using the FQDN, if a server is directly accessed using its IP address, the registered server is not excluded. Set the address not to use a proxy server. Likewise, even if you directly specify an address that does not use a proxy server, if a server is accessed with the FQDN, the registered server is not excluded. Set an IP address with the FQDN not to use a proxy server.
The desired server, or the proxy server is down.	Confirm whether the desired server or the proxy server is operating correctly.
The network cable is not connected, or broken.	Confirm whether the network cable is correctly connected. We recommend using a spanning-tree configuration, with which network disconnection rarely occurs.

Cause	Remedy
Cannot communicate because of overloading of the server application.	Wait for a while and try accessing again.
An error occurs that is not displayed on the control panel.	Even though an error occurs during background processing, no message appears on the control panel. Display the [Not found] screen or print the Job History Report to confirm the result.
Cannot access the proxy server, firewall, or Web server as a result of access control.	The following types of access control are used. Confirm the configured access control. <ul style="list-style-type: none"> <li>• Address (port) restriction</li> <li>• SSL restriction</li> <li>• User access restriction (including access right levels)</li> <li>• Content block</li> <li>• Scheme restriction (cannot use HTTP etc.)</li> <li>• Transfer data size restriction</li> <li>• Method restriction (cannot use POST etc.)</li> <li>• HTTP header restriction (only accepting specified browsers etc.)</li> <li>• Time restriction (only available during a specific period of time etc.)</li> </ul>

## IPv4 and IPv6 Connection Problems

The possible causes and remedies for problems when using an IPv4 or IPv6 address are as follows:

### Unable to connect using an IPv4 address

Symptom	Remedy
When 0 (zero) is prepended to the head of a value for the IPv4 address (for example:192.0.2.010), connection fails.	Do not prepend 0 (zero) to each value of an IPv4 address.

### Unable to connect using an IPv6 address

Symptom	Remedy
You cannot connect to the machine with the link-local address.	When you specify the machine's link-local address, a scope ID must be appended to the address. For example, when you use Internet Explorer 11 on Windows 7 to access the address "fe80::203:baff:fe48:9010", you must append the Ethernet adapter local area connection number (for example, 8) for Windows 7 to the address as follows: fe80::203:baff:fe48:9010 % 8
The machine cannot connect to a computer running Windows OS that supports IPv6.	Assign a static IPv6 address to the computer running Windows OS that supports IPv6. Then, register the IPv6 address on the machine as host address to allow communication.



Symptom	Remedy
A device outside the router cannot be searched.	When searching for a device outside the router via SMB, directly specify the address. Multicasting is supported only within a local link (FF02::1).
When SSL is enabled on CentreWare Internet Services, even if you specify "http://[IPv6 address]", you are not redirected to "https://[IPv6 address]".	When SSL is enabled, directly specify "https://[IPv6 address]".

### Unable to print using an IPv6 address

Symptom	Remedy
On an IPv6 network without a DNS server, a computer running Windows OS that supports IPv6 cannot be connected to a Windows shared printer.	Register the computer name of the machine on the "hosts" file stored on the computer running Windows OS that supports IPv6. For example, register in the following file: C:\Windows\system32\driver\etc\hosts

### Other problems on IPv6 addresses

Symptom	Remedy
Unable to search devices with IPv6 addresses in UPnP.	In an IPv6 environment, use Function Discovery of Web Services on Devices (WSD).
In an IPv6 network with no DNS server installed, authentication fails if an SMB authentication server is specified using the computer name.	Directly specify the IPv6 address to specify the computer name of an authentication server.
When the Web Applications service such as DocuShare is used, you cannot correctly specify the destination URL using the IPv6 address. Example: http://[ipv6:2001:db8::1]	In an IPv6 environment, use a DNS server and specify a remote service's destination URL using the FQDN.
IPv6 addresses are not correctly recorded on output job logs.	Use an IPv4 network for correct logging.

## Error Code

This section describes error codes.

An error message and error code (\*\*\*-\*\*\*) are displayed on the touch screen if printing terminated abnormally because of an error, or a malfunction occurred in the machine.

Refer to the error codes in the following table to resolve problems.

### Important

- If an error code is displayed, any print data remaining in the machine and information stored in the machine's memory is not secured.

If an error code is displayed that is not listed in the following table, or if you cannot resolve an error despite following the instructions described in the table, contact our Customer Support Center. The contact number is printed on the label or card attached to the machine.

### "005-001" - "011-999"

Error Code	Cause/Remedy
010-319	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
010-321	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
010-327	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
010-331 010-332 010-333 010-334 010-335	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
010-338 010-339 010-340	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
010-344 010-345 010-346	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
010-355	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.

Error Code	Cause/Remedy
010-398	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
011-210	<p><b>[Cause]</b> Mailbox malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
011-334	<p><b>[Cause]</b> Mailbox malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

## "012-001" - "012-999"

Error Code	Cause/Remedy
012-210 012-211 012-212 012-213	<p><b>[Cause]</b> Finisher malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
012-239 012-240	<p><b>[Cause]</b> Finisher malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
012-259	<p><b>[Cause]</b> Finisher malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
012-280	<p><b>[Cause]</b> Finisher malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
012-283	<p><b>[Cause]</b> Finisher malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, remove paper from the finisher tray, and then switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
012-284	<p><b>[Cause]</b> Finisher malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
012-290	<p><b>[Cause]</b> The finisher front cover is open.</p> <p><b>[Remedy]</b> Close the finisher front cover. Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
012-291	<p><b>[Cause]</b> Finisher malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
012-334	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
012-405	<p><b>[Cause]</b> The staple cartridge needs to be replaced soon.</p> <p><b>[Remedy]</b> Prepare a new staple cartridge.</p>

## "013-001" - "015-999"

Error Code	Cause/Remedy
013-286 013-287 013-288 013-289	<p><b>[Cause]</b> Finisher malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

## "016-001" - "016-999"

Error Code	Cause/Remedy
016-210 016-211 016-212	<p><b>[Cause]</b> An error occurred in the software.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
016-217 016-218 016-219	<p><b>[Cause]</b> An error occurred in the software.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
016-230	<p><b>[Cause]</b> An error occurred in the software</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
016-233	<p><b>[Cause]</b> An error occurred in the software.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
016-234 016-235	<p><b>[Cause]</b> An error occurred in the Authentication feature of the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
016-242	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
016-244	<p><b>[Cause]</b> Automatic update of the self-signed certificate failed.</p> <p><b>[Remedy]</b> Turn the machine off and then on, and then execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
016-245	<p><b>[Cause]</b> An accessory that is not available for the authentication and accounting settings is attached.</p> <p><b>[Remedy]</b> After changing the settings related to the accessory in the System Administration mode, turn off the printer, remove the accessory, and then turn on the printer.</p> <p>Configure the authentication and accounting settings again, and then restart the printer.</p>
016-246	<p><b>[Cause]</b> An accessory that is not available for the authentication and accounting settings is attached.</p> <p><b>[Remedy]</b> After changing the settings related to the accessory in the System Administration mode, turn off the printer, remove the accessory, install the correct accessory, and then turn on the printer.</p>
016-310	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-324 016-325 016-326 016-327	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-330 016-331 016-332	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-335 016-336 016-337 016-338 016-339 016-340 016-341 016-342	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-345	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
016-347 016-348 016-349 016-350 016-351	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-353 016-354 016-356 016-357 016-358 016-359 016-360 016-361 016-362 016-363 016-364 016-365 016-366 016-367 016-368	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-370	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-383	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-400	<p><b>[Cause]</b> The user name or password for 802.1x authentication does not match in the setting of Ethernet 1.</p> <p><b>[Remedy]</b> Confirm and correctly enter the user name or password in the setting of Ethernet 1. If the error still is not resolved, check whether the network environment is set correctly.</p>
016-401	<p><b>[Cause]</b> The 802.1x authentication method cannot be processed in the setting of Ethernet 1.</p> <p><b>[Remedy]</b> Set the authentication method of the machine to the same method as set for the authentication server in the setting of Ethernet 1.</p>
016-402	<p><b>[Cause]</b> The authentication connection of Ethernet 1 timed out.</p> <p><b>[Remedy]</b> Confirm the network connection of Ethernet 1 and switch setting of the authentication device physically connected to the machine via a network, and check whether it is connected to the machine correctly.</p>
016-403	<p><b>[Cause]</b> The root certificate did not match.</p> <p><b>[Remedy]</b> Confirm the authentication server and store the root certificate of the server certificate of the authentication server into the machine.</p> <p>If you cannot acquire the root certificate of the server certificate, disable the certification verification of IEEE 802.1x settings.</p>

Error Code	Cause/Remedy
016-404	<p><b>[Cause]</b> An internal error occurred.</p> <p><b>[Remedy]</b> Execute the operation again. If the same message is displayed again, contact our Customer Support Center.</p>
016-405	<p><b>[Cause]</b> An error occurred in the certificate stored in the machine.</p> <p><b>[Remedy]</b> Initialize the certificate.</p>
016-406	<p><b>[Cause]</b> An error occurred in the SSL client certificate.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Store an SSL client certificate in the machine, and set it as the SSL client certificate.</li> <li>• If an SSL client certificate cannot be set on the machine, select an option other than EAP-TLS for the authentication method.</li> </ul>
016-407 016-408 016-409 016-410 016-411 016-412	<p><b>[Cause]</b> After automatically obtained the IP address, the machine failed to retrieve proxy server settings from the DHCP server.</p> <p><b>[Remedy]</b> Modify the customized program and install it again.</p>
016-422	<p><b>[Cause]</b> The machine is off-line.</p> <p><b>[Remedy]</b> Perform the following:</p> <ul style="list-style-type: none"> <li>• When another error message is displayed, solve the problem first.</li> <li>• When the printer is in maintenance mode, complete the maintenance operation.</li> <li>• When another device is accessing the machine, wait until the access is complete.</li> </ul> <p>If the problem persists, switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-423	<p><b>[Cause]</b> The machine is off-line.</p> <p><b>[Remedy]</b> Perform the following:</p> <ul style="list-style-type: none"> <li>• When another error message is displayed, solve the problem first.</li> <li>• When a user is using the machine control panel, complete the user operation.</li> <li>• When another device is accessing the machine, wait until the access is complete.</li> </ul> <p>If the problem persists, switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-424 016-425	<p><b>[Cause]</b> The machine is in Power Saver mode.</p> <p><b>[Remedy]</b> Exit the Power Saver mode. If the problem persists, switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
016-427	<p><b>[Cause]</b> The user name or password for 802.1x authentication did not match in the setting of Ethernet 2.</p> <p><b>[Remedy]</b> Confirm and correctly enter the user name or password in the setting of Ethernet 2. If the error still is not resolved, check whether the network environment is set correctly.</p>
016-428	<p><b>[Cause]</b> The 802.1x authentication method cannot be processed in the setting of Ethernet 2.</p> <p><b>[Remedy]</b> Set the authentication method of the machine to the same method as set for the authentication server in the setting of Ethernet 2.</p>
016-429	<p><b>[Cause]</b> The authentication connection of Ethernet 2 timed out.</p> <p><b>[Remedy]</b> Confirm the network connection of Ethernet 2 and switch setting of the authentication device physically connected to the machine via a network, and check whether it is connected to the machine correctly.</p>
016-430	<p><b>[Cause]</b> The root certificate did not match.</p> <p><b>[Remedy]</b> Confirm the authentication server and store the root certificate of the server certificate of the authentication server into the machine.</p> <p>If you cannot acquire the root certificate of the server certificate, disable the server certificate verification of IEEE 802.1x for Ethernet 2.</p>
016-431	<p><b>[Cause]</b> An internal error occurred.</p> <p><b>[Remedy]</b> Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
016-432	<p><b>[Cause]</b> An error occurred in the SSL client certificate of Ethernet 2.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Store an SSL client certificate in the machine to set the SSL client certificate.</li> <li>• If an SSL client certificate cannot be set on the machine, select an option other than EAP-TLS for the authentication method.</li> </ul>
016-450	<p><b>[Cause]</b> The SMB host name already exists.</p> <p><b>[Remedy]</b> Change the host name.</p>
016-453	<p><b>[Cause]</b> Updating of the IPv6 address and host name for the DNS server failed.</p> <p><b>[Remedy]</b> Check whether the IP address of the DNS server is set correctly.</p>
016-454	<p><b>[Cause]</b> Unable to retrieve the IP address from DNS.</p> <p><b>[Remedy]</b> Confirm the DNS configuration and IP address retrieve setting.</p>
016-455	<p><b>[Cause]</b> Connection to the SNTP server timed out.</p> <p><b>[Remedy]</b> Confirm the network cable connection and the IP address of the SNTP server are correct.</p>
016-456	<p><b>[Cause]</b> Received a message from the SNTP server stating that the server is not synchronized with the standard time source.</p> <p><b>[Remedy]</b> Confirm the SNTP server settings.</p>



Error Code	Cause/Remedy
016-500	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-502	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
016-503	<p><b>[Cause]</b> Unable to resolve the SMTP server name when sending e-mail.</p> <p><b>[Remedy]</b> Check on CentreWare Internet Services whether the SMTP server settings are correct. Also, confirm whether the DNS server settings are correct.</p>
016-514	<p><b>[Cause]</b> An error occurred during processing of an XPS document.</p> <p><b>[Remedy]</b> If an error occurred while printing from a driver which supports XPS, print from the application using another print driver (PCL, etc.).</p> <p>If an error occurred while direct printing an XPS document, print using the print driver (PCL, etc.) from XPS Document Viewer.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• XPS stands for XML Paper Specification.</li> </ul>
016-515	<p><b>[Cause]</b> There was insufficient memory during processing of an XPS document.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Set the image quality setting to standard. See the help of the print driver.</li> <li>• Print using the print driver (PCL, etc.) from XPS Document Viewer.</li> </ul> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• XPS stands for XML Paper Specification.</li> </ul>
016-516	<p><b>[Cause]</b> The Print Ticket included in the XPS document includes an invalid description or a print setting not supported by the machine.</p> <p><b>[Remedy]</b> Check whether there is a problem with the method of using the application that sent the print job, or with the content of the print instruction.</p> <p>If your application usage and print instruction are correct, check with the application manufacturer that sent the print job for operations of the application, not with Fuji Xerox.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• XPS stands for XML Paper Specification.</li> </ul>
016-517	<p><b>[Cause]</b> There is an error in the content described in the PostScript file.</p> <p><b>[Remedy]</b> Print with the PostScript driver. Furthermore, modify ProcessColorModel described in the PostScript file so that the color mode does not change.</p>

Error Code	Cause/Remedy
016-518	<p><b>[Cause]</b> With the PostScript driver, booklet and Watermark were specified at the same time.</p> <p><b>[Remedy]</b> With the PostScript driver, specifying a combination of booklet and Watermark/UUID is not possible. Cancel one of them.</p>
016-519	<p><b>[Cause]</b> The number of pages reached the maximum number of pages specified, and the print job is terminated.</p> <p><b>[Remedy]</b> Have your system administrator change the maximum limit of printable pages.</p>
016-522	<p><b>[Cause]</b> LDAP server SSL authentication error. Unable to acquire an SSL client certificate.</p> <p><b>[Remedy]</b> The LDAP server is requesting an SSL client certificate. Set an SSL client certificate on the machine.</p>
016-523	<p><b>[Cause]</b> LDAP server SSL authentication error. The server certificate data is incorrect.</p> <p><b>[Remedy]</b> The machine cannot trust the SSL certificate of the LDAP server. Register the root certificate for the LDAP server's SSL certificate to the machine.</p>
016-524	<p><b>[Cause]</b> LDAP server SSL authentication error. The server certificate will expire soon.</p> <p><b>[Remedy]</b> Change the SSL certificate of the LDAP server to a valid one. You can clear this error by disabling SSL/TLS communication for LDAP; however, note that this will not ensure the validity of the LDAP server.</p>
016-525	<p><b>[Cause]</b> LDAP server SSL authentication error. The server certificate has expired.</p> <p><b>[Remedy]</b> Change the SSL certificate of the LDAP server to a valid one. You can clear this error by disabling SSL/TLS communication for LDAP; however, note that this will not ensure the validity of the LDAP server.</p>
016-526	<p><b>[Cause]</b> LDAP server SSL authentication error. The server name does not match the certificate.</p> <p><b>[Remedy]</b> Set the same LDAP server address to the machine and to the SSL certificate of the LDAP server. You can clear this error by disabling SSL/TLS communication for LDAP; however, note that this will not ensure the validity of the LDAP server.</p>
016-527	<p><b>[Cause]</b> LDAP server SSL authentication error. This is an SSL authentication internal error.</p> <p><b>[Remedy]</b> An error occurred in the software. Contact our Customer Support Center.</p>
016-529	<p><b>[Cause]</b> An error occurred when connecting to the Remote Download server. There was no response from the server within the specified time (45 seconds).</p> <p><b>[Remedy]</b> Confirm the network connection. Check whether the Remote Download server is correctly set on the network.</p>

Error Code	Cause/Remedy
016-533	<p><b>[Cause]</b> Kerberos server authentication protocol error</p> <p><b>[Remedy]</b> The time difference between the machine and the Kerberos server exceeded the clock skew limit value set on the Kerberos server. Check whether the clocks on the machine and Kerberos server are correctly set. Also check whether the summer time and the time zone are correctly set on the machine and Kerberos server.</p>
016-534	<p><b>[Cause]</b> Kerberos server authentication protocol error</p> <p><b>[Remedy]</b> Check whether the domain name and the server address have been correctly set on the machine. For connection to Windows Server, specify the domain name in uppercase.</p>
016-535	<p><b>[Cause]</b> The specified file does not exist on the Remote Download server.</p> <p><b>[Remedy]</b> Confirm the file.</p>
016-536	<p><b>[Cause]</b> An error occurred when accessing the DNS prior to connecting to the Remote Download server.</p> <p><b>[Remedy]</b> Confirm the connection with the DNS. Also check whether the Remote Download server name is registered to the DNS.</p>
016-537	<p><b>[Cause]</b> Could not connect to the Remote Download server. The port of the destination Remote Download server is not open.</p> <p><b>[Remedy]</b> Confirm the port in the network settings.</p>
016-538	<p><b>[Cause]</b> An error occurred when writing the remote download file to the hard disk. The file obtained from the Remote Download server could not be written to the hard disk.</p> <p><b>[Remedy]</b> Confirm the amount of available space, and delete files that are no longer required. Alternatively, replace the hard disk.</p>
016-539	<p><b>[Cause]</b> Kerberos server authentication protocol error</p> <p><b>[Remedy]</b> An error occurred in the software. Contact our Customer Support Center.</p>
016-543	<p><b>[Cause]</b> The specified domain was deleted from your authentication management software.</p> <p><b>[Remedy]</b> The specified domain was deleted from your authentication management software.</p> <p>Select [Refresh] on the [Domain] screen, and update the domain information, or add the domain to your authentication management software.</p>
016-545	<p><b>[Cause]</b> The specified domain was deleted from your authentication management software.</p> <p><b>[Remedy]</b> Adjust the times of the computer of Active Directory and the computer on which your authentication management software is installed. Also, if the Windows Time Service of the computer on which the software is installed has stopped, start the service.</p> <p>For more information on the process, refer to the manual for your authentication management software.</p>
016-546	<p><b>[Cause]</b> A Local User tried to obtain the information of another user.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>

Error Code	Cause/Remedy
016-548	<p><b>[Cause]</b> The machine is not registered in your authentication management software.</p> <p><b>[Remedy]</b> Register the machine in your authentication management software.</p> <p>For more information on the process, refer to the manual for your authentication management software.</p>
016-553	<p><b>[Cause]</b> Your authentication management software does not support the interface version of the machine.</p> <p><b>[Remedy]</b> You must upgrade your authentication management software.</p>
016-554	<p><b>[Cause]</b> The login name and password used for domain user authentication of your authentication management software is invalid.</p> <p><b>[Remedy]</b> Correctly set the login name and password used for domain user authentication of your authentication management software.</p>
016-555	<p><b>[Cause]</b> Connection to your authentication management software to the database or the active directory timed out.</p> <p><b>[Remedy]</b> Check whether you can connect from your authentication management software to the database or Active Directory.</p> <p>For more information on the process, refer to the manual for your authentication management software.</p>
016-556	<p><b>[Cause]</b> Connection to your authentication management software to the database timed out because of an overload.</p> <p><b>[Remedy]</b> Because the service is overloaded, wait for a while and try the same operation again. If the error still is not resolved, check your authentication management software.</p> <p>For more information on the process, refer to the manual for your authentication management software.</p>
016-557	<p><b>[Cause]</b> Your authentication management software internal error occurred.</p> <p><b>[Remedy]</b> Check your authentication management software.</p> <p>For more information on the process, refer to the manual for your authentication management software.</p>
016-558	<p><b>[Cause]</b> The machine received an unknown error from your authentication management software.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
016-559	<p><b>[Cause]</b> A remote download parameter error occurred. An invalid value is set for essential system data.</p> <p><b>[Remedy]</b> Confirm the settings for essential system data.</p>
016-560	<p><b>[Cause]</b> A communications error occurred between the machine and your authentication management software.</p> <p><b>[Remedy]</b> Check whether the network cable is connected, and confirm the settings of your authentication management software. Also, print a Configuration Report, and if the DNS address of the server is set to "Server Name / IP Address" for "Authentication Agent", check whether DNS is enabled.</p>

Error Code	Cause/Remedy
016-562	<p><b>[Cause]</b> Multiple entries containing the same smart card information were found in the guest database of Active Directory or your authentication management software.</p> <p><b>[Remedy]</b> Correct the guest database entries of Active Directory or your authentication management software so that they do not contain the same smart card information.</p>
016-564	<p><b>[Cause]</b> Failed to authenticate the Remote Download server.</p> <p><b>[Remedy]</b> Confirm the login name and password to access the Remote Download server. If the error still is not resolved, contact the Customer Support Center.</p>
016-565	<p><b>[Cause]</b> Backup failed.</p> <p><b>[Remedy]</b> Make sure that the USB memory device is inserted securely. If this error occurs during data backup, make sure on your computer that a folder named "backup" exists in the USB memory device.</p>
016-566	<p><b>[Cause]</b> Backup or restoration failed.</p> <p><b>[Remedy]</b> For backup, store the firmware download file in the "dwld" folder of your USB memory device, and attach the USB memory device to the printer. For restoration, make sure that the versions of software are the same as those for backup. Make sure that the backup files are created by your printer.</p>
016-567	<p><b>[Cause]</b> The capacity is not sufficient for backup or for data encryption.</p> <p><b>[Remedy]</b> Delete existing backup files to make free space.</p>
016-568	<p><b>[Cause]</b> Access to HDD or USB failed, or the backup file for restoration may have a problem.</p> <p><b>[Remedy]</b> Delete existing backup files. For USB backup or restoration, make sure that the USB memory device is installed correctly. If the error is repeated, format the USB memory device on your computer.</p>
016-569	<p><b>[Cause]</b> An error occurred in your authentication management software.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
016-570	<p><b>[Cause]</b> Unable to print because of insufficient memory for job tickets.</p> <p><b>[Remedy]</b> Increase the size of memory for job tickets, switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. Try the same operation.</p>
016-571	<p><b>[Cause]</b> Unable to print because the content of the job ticket is incorrect.</p> <p><b>[Remedy]</b> Check whether the print settings are correct, correct the print settings, and then send the print job again.</p>
016-572	<p><b>[Cause]</b> Unable to print because the paper attribute specified for the job ticket is for paper (paper size, paper quality, or paper color) that cannot be used on this machine.</p> <p><b>[Remedy]</b> Check whether the paper specified for printing can be used by this machine.</p>
016-573	<p><b>[Cause]</b> Unable to print because the content of the job ticket is incorrect.</p> <p><b>[Remedy]</b> Check whether the print driver is correctly installed on the computer that specified printing, whether the operating conditions are satisfied, and whether the driver is one that can be used with this machine.</p>

Error Code	Cause/Remedy
016-700	<p><b>[Cause]</b> The job was suspended because the number of the digits for the Secure Print or Charge Print passcode set on the print driver was less than the minimum passcode length for stored jobs specified on the machine.</p> <p><b>[Remedy]</b> On the print driver, set the passcode string equal to or longer than the specified minimum passcode length for stored jobs.</p>
016-701	<p><b>[Cause]</b> Unable to process print data because of insufficient memory.</p> <p><b>[Remedy]</b> Stop unnecessary ports or delete unnecessary data to increase memory.</p>
016-702	<p><b>[Cause]</b> Unable to process print data because of insufficient print page buffer.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Lower the print image quality. See the help of the print driver.</li> <li>• Increase the print page buffer size by adding memory.</li> </ul>
016-705	<p><b>[Cause]</b> Probable causes are as follows:</p> <ol style="list-style-type: none"> <li>1. You have not used the print driver for the machine.</li> <li>2. The machine received a Secure Print, Print Stored File, Charge Print, or Private Charge Print job with no hard disk installed.</li> </ol> <p><b>[Remedy]</b> For 1, use the print driver appropriate for the machine.</p> <p>For 2, check whether the hard disk is installed on the machine.</p> <p>If the hard disk is not installed:</p> <ul style="list-style-type: none"> <li>• If you do not need to use the feature, select [Not Installed] under [Hard Disk] on the [Options] tab of the print driver.</li> <li>• If you need to use the feature, install the hard disk.</li> </ul> <p>If the hard disk is installed:</p> <ul style="list-style-type: none"> <li>• Select [Installed] under [Hard Disk] on the [Options] tab of the print driver.</li> </ul> <p>If the error still is not resolved, contact our Customer Support Center.</p>
016-706	<p><b>[Cause]</b> The storage space is insufficient because the number of Secure Print users exceeded the maximum limit.</p> <p><b>[Remedy]</b> Delete unnecessary files from the machine, and delete unnecessary Secure Print users.</p>
016-707	<p><b>[Cause]</b> A Sample Set job error.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
016-708	<p><b>[Cause]</b> Unable to annotate because of insufficient storage space.</p> <p><b>[Remedy]</b> Delete unnecessary data from the storage space.</p>
016-709 016-710	<p><b>[Cause]</b> An error occurred during print processing.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
016-715	<p><b>[Cause]</b> The machine failed to access the ESCP form because the password of the ESCP form does not match.</p> <p><b>[Remedy]</b> Enter the correct password of the ESCP form.</p>

Error Code	Cause/Remedy
016-716	<p><b>[Cause]</b> Unable to spool TIFF file because of insufficient storage space.</p> <p><b>[Remedy]</b> Delete unnecessary files and users from the machine. On the models of which hard disk drive is an option, install the hard disk. For information on installing the hard disk, contact our Customer Support Center.</p>
016-718	<p><b>[Cause]</b> Unable to process the PCL print data because of insufficient memory.</p> <p><b>[Remedy]</b> Reduce the resolution, or cancel 2 sided printing or N up feature, and then print again.</p>
016-719	<p><b>[Cause]</b> Unable to process the PCL print data because of insufficient print page buffer.</p> <p><b>[Remedy]</b> Increase the size of the print page buffer.</p>
016-720	<p><b>[Cause]</b> An invalid command is included in PCL print data.</p> <p><b>[Remedy]</b> Confirm the print data and try printing again.</p>
016-721	<p><b>[Cause]</b> ESC/P-K command error occurred.</p> <p><b>[Remedy]</b> Confirm the print data.</p>
016-722	<p><b>[Cause]</b> The specified staple position is not supported by the machine, or the paper size specified is not supported by the finisher.</p> <p><b>[Remedy]</b> Confirm the staple position and the paper size, and try printing again.</p>
016-723	<p><b>[Cause]</b> The specified punch position is not supported by the machine, or the paper size specified is not supported by the finisher.</p> <p><b>[Remedy]</b> Confirm the punch position and the paper size, and try printing again.</p>
016-724	<p><b>[Cause]</b> The specified staple and punch position combination is unsupported.</p> <p><b>[Remedy]</b> Specify the staple and punch positions on the same side, and try printing again.</p>
016-726	<p><b>[Cause]</b> Unable to automatically select a printer language because PostScript data was sent with no Adobe PostScript 3 Kit* installed.</p> <p>*: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> The Adobe PostScript 3 Kit must be installed.</p>
016-728	<p><b>[Cause]</b> An unsupported tag is included in the TIFF file.</p> <p><b>[Remedy]</b> Confirm the print data.</p>
016-729	<p><b>[Cause]</b> Unable to print because the number of colors or the resolution of the TIFF file exceeds the allowed range.</p> <p><b>[Remedy]</b> Change the number of colors or resolution for the TIFF file, and execute the operation again.</p>
016-731	<p><b>[Cause]</b> Unable to print TIFF data because it was interrupted.</p> <p><b>[Remedy]</b> Retry printing.</p>
016-732	<p><b>[Cause]</b> The form specified by emulation has not been registered at the host side.</p> <p><b>[Remedy]</b> Resend the form data.</p>

Error Code	Cause/Remedy
016-733	<p><b>[Cause]</b> Probable causes are as follows:</p> <ol style="list-style-type: none"> <li>1. Unable to obtain the IP address (the string after "@" in the destination e-mail address) when e-mail is sent.</li> <li>2. DNS server was unable to resolve the Internet address (the string after "@") by the DNS server when e-mail is sent.</li> </ol> <p><b>[Remedy]</b> For 1, confirm the e-mail address. For 2, confirm the DNS server address.</p>
016-738	<p><b>[Cause]</b> Unsupported paper size was specified when specifying booklet creation with PostScript*.</p> <p>*: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> Specify a paper size supported for booklet creation, and try printing again.</p>
016-739	<p><b>[Cause]</b> Used an unsupported combination of document size and paper size when specifying booklet creation with PostScript*.</p> <p>*: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> Specify a combination of document size and paper size supported for booklet creation, and try printing again.</p>
016-740	<p><b>[Cause]</b> Used an unsupported paper tray when specifying booklet creation with PostScript*.</p> <p>*: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> Specify a paper tray supported for booklet creation, and try printing again.</p>
016-741 016-742 016-743 016-744 016-745	<p><b>[Cause]</b> An error occurred during the update process of the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
016-746	<p><b>[Cause]</b> An unsupported feature is included in the received PDF.</p> <p><b>[Remedy]</b> Print using a print driver.</p>
016-749	<p><b>[Cause]</b> Probable causes are as follows:</p> <p>For a print job:</p> <ol style="list-style-type: none"> <li>1. The printer language received from the print driver is unsupported by this machine.</li> </ol> <p>For printing of a document received by Internet Fax:</p> <ol style="list-style-type: none"> <li>2. The printer language of the document received from the remote machine is unsupported by this machine.</li> </ol> <p><b>[Remedy]</b> For 1, use the machine's print driver for printing. If the error still is not resolved, contact our Customer Support Center.</p> <p>For 2, request the sender to send Internet fax documents using a printer language supported by the machine.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• An optional component must be installed for some printer languages such as PostScript. For more information, contact our Customer Support Center.</li> </ul>



Error Code	Cause/Remedy
016-750	<p><b>[Cause]</b> The machine received a printing job ticket with a PDF or XPS from an application that allows direct transmissions of files, but the printing job ticket data had a grammar or print instruction unsupported by the machine.</p> <p><b>[Remedy]</b> Check whether you are correctly using the application and whether the print instruction was correct.</p> <p>If your application usage and print instruction are correct, check with the application manufacturer that sent the print job for operations of the application.</p> <p>If the error still is not resolved, have the Configuration Report, the Job History Report, and the print data with the printing job ticket ready, and contact our Customer Support Center.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• XPS stands for XML Paper Specification.</li> </ul>
016-751	<p><b>[Cause]</b> Probable causes are as follows:</p> <ol style="list-style-type: none"> <li>1. During the PDF Bridge processing, a syntax or parameter error occurred, an undefined command was used, and a PDF file was damaged.</li> <li>2. When [Print Processing Mode [408]] for the PDF Direct Print feature has been set to [PS([1])], memory is insufficient.</li> <li>3. When [Print Processing Mode [408]] for the PDF Direct Print feature has been set to [PS([1])], a PDF file including OpenType fonts is processed.</li> </ol> <p><b>[Remedy]</b> For 1, use the print driver to print the document.</p> <p>For 2, take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Use the print driver to print the document.</li> <li>• Increase PostScript memory.</li> </ul> <p>For 3, create a PDF file in which OpenType fonts are not included.</p>
016-752	<p><b>[Cause]</b> Unable to process for PDF Bridge because of insufficient memory space.</p> <p><b>[Remedy]</b> Lower the image quality to reduce the data size.</p>
016-753	<p><b>[Cause]</b> The password entered does not match that of the PDF file.</p> <p><b>[Remedy]</b> Enter the correct password on the printer.</p>
016-755	<p><b>[Cause]</b> Attempted to process a print-protected PDF file.</p> <p><b>[Remedy]</b> Cancel the print protection using Acrobat® Reader®, and try printing again.</p>
016-756	<p><b>[Cause]</b> Do not have permission to use the service.</p> <p><b>[Remedy]</b> Consult your system administrator.</p>
016-757	<p><b>[Cause]</b> The account information is incorrect.</p> <p><b>[Remedy]</b> Check the account information you entered and the account information registered for the machine, to see if the information matches.</p>
016-758	<p><b>[Cause]</b> The division does not have permission to use the service.</p> <p><b>[Remedy]</b> Consult your system administrator.</p>

Error Code	Cause/Remedy
016-759	<p><b>[Cause]</b> The number of pages reached the maximum number of pages for this service.</p> <p><b>[Remedy]</b> Consult your system administrator.</p>
016-760	<p><b>[Cause]</b> An error occurred during PostScript<sup>*</sup> processing.</p> <p><sup>*</sup>: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Enable High Speed Image Processing. See the help of the print driver.</li> <li>• Increase PostScript memory.</li> </ul>
016-761	<p><b>[Cause]</b> An error occurred during image processing.</p> <p><b>[Remedy]</b> Enable High Speed Image Processing. See the help of the print driver. If the error is not resolved, set [Print Page Mode] to [On].</p>
016-762	<p><b>[Cause]</b> The specified printer language is not installed on the machine.</p> <p><b>[Remedy]</b> Specify correct printer language.</p>
016-764	<p><b>[Cause]</b> Unable to connect to the SMTP server.</p> <p><b>[Remedy]</b> Consult the SMTP server administrator.</p>
016-765	<p><b>[Cause]</b> Unable to send the e-mail because the hard disk on the SMTP server is full.</p> <p><b>[Remedy]</b> Consult the SMTP server administrator.</p>
016-766	<p><b>[Cause]</b> An error occurred on the SMTP server.</p> <p><b>[Remedy]</b> Consult the SMTP server administrator.</p>
016-767	<p><b>[Cause]</b> Unable to send the e-mail because the address is not correct.</p> <p><b>[Remedy]</b> Confirm the address, and try sending again.</p>
016-768	<p><b>[Cause]</b> Unable to connect to the SMTP server because the machine's mail address is incorrect.</p> <p><b>[Remedy]</b> Confirm the machine's mail address.</p>
016-769	<p><b>[Cause]</b> The SMTP server does not support delivery receipts (DSN).</p> <p><b>[Remedy]</b> Send e-mail without setting delivery receipts (DSN).</p>
016-781	<p><b>[Cause]</b> Probable causes are as follows:</p> <ol style="list-style-type: none"> <li>1. The mail server cannot be found during e-mail sending (TCP/IP session establishment failed).</li> <li>2. The machine received an SMTP server error from the mail server during e-mail sending.</li> </ol> <p><b>[Remedy]</b> For 1, take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Check whether the network cables are plugged in securely.</li> <li>• Check whether the IP address of the SMTP server is specified correctly.</li> </ul> <p>For 2, check whether or not ASCII characters are used in machine's e-mail address and host name. Available ASCII characters are alphabets and numbers.</p>
016-792	<p><b>[Cause]</b> The specified job history does not exist.</p> <p><b>[Remedy]</b> Try the same operation.</p>

Error Code	Cause/Remedy
016-798	<p><b>[Cause]</b> Unable to print a document because the hard disk is not installed.</p> <p><b>[Remedy]</b> Install the hard disk, and try printing again. Contact our Customer Support Center.</p>
016-799	<p><b>[Cause]</b> An invalid print parameter is included in the print data of the application, or the print data and the Print Setup settings may not match.</p> <p><b>[Remedy]</b> Check the print data of the application and the Print Setup settings, and try printing again.</p>

## "017-001" - "017-999"

Error Code	Cause/Remedy
017-500	<p><b>[Cause]</b> Illegal response from the Job Limit Server.</p> <p><b>[Remedy]</b> Check the job parameter settings, and try again. If the error still is not resolved, contact our Customer Support Center.</p>
017-501	<p><b>[Cause]</b> You are not permitted to print.</p> <p><b>[Remedy]</b> Consult your system administrator to change your authorization.</p>
017-503	<p><b>[Cause]</b> The number of digits of the print job password exceeded the maximum limit.</p> <p><b>[Remedy]</b> Use the smaller number of digits for your print job password and try the same operation.</p>
017-504 017-505	<p><b>[Cause]</b> Connection to the Job Limit server failed.</p> <p><b>[Remedy]</b> Check the network status. Check if the Job Limit server is working.</p>
017-506	<p><b>[Cause]</b> The job was canceled due to rejection by the Job Limit server.</p> <p><b>[Remedy]</b> Consult your system administrator.</p>
017-507	<p><b>[Cause]</b> The direct print feature is disabled on the printer.</p> <p><b>[Remedy]</b> Enable the direct print feature.</p>
017-713	<p><b>[Cause]</b> The SMTP server does not support STARTTLS.</p> <p><b>[Remedy]</b> Change SSL/TLS communication setting to other than [STARTTLS].</p>
017-714	<p><b>[Cause]</b> SSL connection to the SMTP server failed.</p> <p><b>[Remedy]</b> Confirm whether the SMTP server supports SSL connection. If the server supports it, check the port number of the SMTP server. If the error still is not resolved, contact our Customer Support Center.</p>
017-715	<p><b>[Cause]</b> SMTP server SSL server authentication error. The server certificate is invalid.</p> <p><b>[Remedy]</b> The machine cannot trust the SSL certificate of the SMTP server. Register the root certificate for the SMTP server's SSL certificate to the machine.</p>

Error Code	Cause/Remedy
017-716	<p><b>[Cause]</b> SMTP server SSL server authentication error. It is before the valid period of the server certificate.</p> <p><b>[Remedy]</b> Use the valid SSL server certificate of the SMTP server. You can avoid this error by setting [SMTP-SSL/TLS Communication] in [SSL/TLS Settings] to [Disabled], however the validity of the server cannot be warranted.</p>
017-717	<p><b>[Cause]</b> SMTP server SSL server authentication error. The server certificate expired.</p> <p><b>[Remedy]</b> Use the valid SSL server certificate of the SMTP server. You can avoid this error by setting [SMTP-SSL/TLS Communication] under [SSL/TLS Settings] to [Disabled], however the validity of the server cannot be warranted.</p>
017-718	<p><b>[Cause]</b> SMTP server SSL server authentication error. The server name and certificate do not match.</p> <p><b>[Remedy]</b> Use the valid SSL server certificate of the SMTP server. You can avoid this error by setting [SMTP-SSL/TLS Communication] in [SSL/TLS Settings] to [Disabled], however the validity of the server cannot be warranted.</p>
017-719	<p><b>[Cause]</b> SMTP server SSL server authentication error. SSL authentication internal error.</p> <p><b>[Remedy]</b> Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
017-720	<p><b>[Cause]</b> Invalid Contact Type value</p> <p><b>[Remedy]</b> Correct the value of Contact Type specified in the PJI command, and try again.</p>
017-721	<p><b>[Cause]</b> Invalid Geographic Region value</p> <p><b>[Remedy]</b> Correct the value of Geographic Region specified in the PJI command, and try again.</p>
017-722	<p><b>[Cause]</b> The PJI command failed.</p> <p><b>[Remedy]</b> Try the operation when the total impressions are up to 9,999,900.</p>
017-723	<p><b>[Cause]</b> Character strings the DocuWorks Direct Print feature does not support are used.</p> <p><b>[Remedy]</b> Print the file from DocuWorks Viewer via the PCL print driver.</p>
017-725	<p><b>[Cause]</b> An error occurred while receiving a print job when the Force Annotation is enabled.</p> <p><b>[Remedy]</b> Incorrect name is set for the template of the Force Annotation. Confirm the name of the template registered in the machine.</p>
017-729	<p><b>[Cause]</b> When the machine is used as a print job storage device, print job sending was stopped temporarily because the number of jobs in the machine exceeded the maximum receivable volume or the space for spool data was insufficient.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Enable Spool for IPP on CentreWare Internet Services of the destination machine.</li> <li>• Wait for a while and try the same operation again.</li> </ul>

Error Code	Cause/Remedy
017-730	<p><b>[Cause]</b> When the machine is used as a print job storage device, the computer failed to send a job to the machine because a network error occurred.</p> <p><b>[Remedy]</b> Confirm the followings:</p> <ul style="list-style-type: none"> <li>• The network cable is connected properly.</li> <li>• The storage destination machine is powered on.</li> <li>• The IPP port of the storage destination machine is enabled.</li> </ul> <p>If the error still is not resolved, contact our Customer Support Center.</p>
017-732	<p><b>[Cause]</b> When the machine is used as a print job storage device, the computer failed to send a job because the machine is off-line.</p> <p><b>[Remedy]</b> Set the print mode to online on the destination machine. If the error still is not resolved, contact our Customer Support Center.</p>
017-733	<p><b>[Cause]</b> When the machine is used as a print job storage device, an internal error in the software is occurred while the job sending to the machine.</p> <p><b>[Remedy]</b> Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
017-734	<p><b>[Cause]</b> An internal error occurred during processing the AirPrint/Mopria data.</p> <p><b>[Remedy]</b> Send the print job again by using the printer driver or software that is not using IPP. If the error still is not resolved, contact our Customer Support Center.</p>
017-735	<p><b>[Cause]</b> Device usage is prohibited.</p> <p><b>[Remedy]</b> Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
017-755	<p><b>[Cause]</b> Software download error.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Check the settings of [Software Update] on CentreWare Internet Services.</li> <li>• Download the software through USB.</li> </ul>
017-759	<p><b>[Cause]</b> An error occurred during firmware update in the machine.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
017-780	<p><b>[Cause]</b> A job suspended with [Print Around] was automatically deleted after a certain period of time.</p> <p><b>[Remedy]</b> Change the settings of [Print Around] if necessary.</p>
017-787	<p><b>[Cause]</b> An error occurred while processing data from Google Cloud Print.</p> <p><b>[Remedy]</b> Print by a method other than Google Cloud Print.</p>
017-789	<p><b>[Cause]</b> A logic error occurred.</p> <p><b>[Remedy]</b> Check the job parameter settings, and try again. If the error still is not resolved, contact our Customer Support Center.</p>
017-790 017-791	<p><b>[Cause]</b> You are not permitted to print.</p> <p><b>[Remedy]</b> Check the time permitted for the operation for you, and try again. Consult your system administrator to change your authorization.</p>

Error Code	Cause/Remedy
017-792	<p><b>[Cause]</b> You are not permitted to print.</p> <p><b>[Remedy]</b> Consult your system administrator to change your authorization.</p>
017-793	
017-794	
017-795	
017-796	
017-797	
017-798	
017-799	

## "018-001" - "020-999"

Error Code	Cause/Remedy
018-400	<p><b>[Cause]</b> IPsec setting error.</p> <p><b>[Remedy]</b> Remove the inconsistency of the IPsec settings, and enable IPsec again.</p> <ul style="list-style-type: none"> <li>• When [Preshared Key] is set in [IKE Authentication Method], set the passcode.</li> <li>• When [Digital Signature] is set in [IKE Authentication Method], set an IPsec certificate.</li> </ul>
018-405	<p><b>[Cause]</b> An error occurred during LDAP authentication.</p> <p><b>[Remedy]</b> The account is disabled in the active directory of the authentication server, or the access is set to disabled. Consult your network administrator.</p>
018-406	<p><b>[Cause]</b> The machine detects the identical IPv4 addresses when Ethernet1 and Ethernet2 are connected to different network and the setting of identical addresses is prohibited.</p> <p><b>[Remedy]</b> Set different IP addresses to each Ethernet. When setting the same IP address to each Ethernet, contact our Customer Support Center.</p>
018-407	<p><b>[Cause]</b> The machine detects the identical IPv6 addresses when Ethernet1 and Ethernet2 are connected to different network and the setting of identical addresses is prohibited.</p> <p><b>[Remedy]</b> Set different IP addresses to each Ethernet. When setting the same IP address to each Ethernet, contact our Customer Support Center.</p>
018-408	<p><b>[Cause]</b> The IPv4 address already exists in the network of Ethernet2.</p> <p><b>[Remedy]</b> Change the IPv4 address of Ethernet2.</p>
018-409	<p><b>[Cause]</b> The IPv6 address already exists in the network of Ethernet2.</p> <p><b>[Remedy]</b> Change the IPv6 address of the network in which the address already exists.</p>
018-410	<p><b>[Cause]</b> Updating of the IPv4 address and host name for the DNS server failed on the network of Ethernet2.</p> <p><b>[Remedy]</b> Check whether the IP address of the DNS server is set correctly.</p>
018-411	<p><b>[Cause]</b> Updating of the IPv6 address and host name for the DNS server failed on the network of Ethernet2.</p> <p><b>[Remedy]</b> Check whether the IP address of the DNS server is set correctly.</p>

Error Code	Cause/Remedy
018-412 018-413	<p><b>[Cause]</b> The IPv6 address already exists in the network of Ethernet2.</p> <p><b>[Remedy]</b> Change the IPv6 address of the network in which the address already exists.</p>
018-414	<p><b>[Cause]</b> IP address for IPv6 set manually in Ethernet2 is incorrect.</p> <p><b>[Remedy]</b> Set the IP address correctly.</p>
018-415	<p><b>[Cause]</b> IP address for IPv6 set manually in Ethernet2 is incorrect.</p> <p><b>[Remedy]</b> Change the [Manual Address] on the machine, or the IP address of IPv6 on the network device, to remove the duplication of addresses.</p>
018-416	<p><b>[Cause]</b> The IPv6 address already exists in the network of Ethernet2.</p> <p><b>[Remedy]</b> Change the IPv6 address of the network in which the address already exists.</p>
018-424	<p><b>[Cause]</b> The root or client certificate for WPA-Enterprise does not exist.</p> <p><b>[Remedy]</b> Register the root or client certificate in the machine. If you cannot obtain any of these certificates, use an option other than WPA-Enterprise.</p>
018-425	<p><b>[Cause]</b> The root or client certificate for WPA-Enterprise is invalid or could not be obtained.</p> <p><b>[Remedy]</b> Check the certificate properties and register a valid root or client certificate in the machine. If you cannot obtain any of these certificates, use an option other than WPA-Enterprise.</p>
018-426	<p><b>[Cause]</b> The server certificate for WPA Enterprise is invalid or could not be obtained.</p> <p><b>[Remedy]</b> <ul style="list-style-type: none"> <li>• Check if the server certificate has not expired. Check the certificate format and digital signature algorithm are correct.</li> <li>• If you cannot have a valid server certificate, select an option other than WPA-Enterprise.</li> </ul> </p>
018-427	<p><b>[Cause]</b> Address range duplication between Wi-Fi and Wi-Fi Direct.</p> <p><b>[Remedy]</b> Change the IP address setting of the DHCP server of Wi-Fi Direct to avoid duplication.</p>
018-428	<p><b>[Cause]</b> The wireless LAN module is not connected correctly.</p> <p><b>[Remedy]</b> Turn off the machine, and then check the connection.</p>
018-429	<p><b>[Cause]</b> IPv4 address duplication on the network used for Wi-Fi.</p> <p><b>[Remedy]</b> Change the IPv4 address of either the machine or the device on the network.</p>
018-430	<p><b>[Cause]</b> IPv4 address duplication on the network used for Wi-Fi Direct.</p> <p><b>[Remedy]</b> Change the IPv4 address of either the machine or the device on the network.</p>
018-431	<p><b>[Cause]</b> IPv6 address (self-assigned address 1 or DHCPv6 address) duplication on the network used for Wi-Fi.</p> <p><b>[Remedy]</b> Change the IPv6 address of the device on the network.</p>
018-432	<p><b>[Cause]</b> IPv6 address (self-assigned address 2) duplication on the network used for Wi-Fi.</p> <p><b>[Remedy]</b> Change the IPv6 address of the device on the network.</p>

Error Code	Cause/Remedy
018-433	<p><b>[Cause]</b> IPv6 address (self-assigned address 3) duplication on the network used for Wi-Fi.</p> <p><b>[Remedy]</b> Change the IPv6 address of the device on the network.</p>
018-434	<p><b>[Cause]</b> The IPv6 address (manual) is invalid on the network used for Wi-Fi.</p> <p><b>[Remedy]</b> Change the IPv6 address manually configured for the machine.</p>
018-435	<p><b>[Cause]</b> IPv6 address (manual) duplication on the network used for Wi-Fi.</p> <p><b>[Remedy]</b> Change the IPv6 address manually configured for the machine, or change the address of the device.</p>
018-436	<p><b>[Cause]</b> The link-local address of the machine is duplicated on the network used for Wi-Fi.</p> <p><b>[Remedy]</b> Change the IPv6 address of the device of the network.</p>
018-439	<p><b>[Cause]</b> Wi-Fi Direct error due to Ad hoc confliction.</p> <p><b>[Remedy]</b> Change [Network Type] for [Wi-Fi] to [Infrastructure].</p>
018-440	<p><b>[Cause]</b> Wi-Fi Direct error due to IPv6 confliction.</p> <p><b>[Remedy]</b> Change [IP Mode] to [Dual Stack] or [IPv4].</p>
018-441	<p><b>[Cause]</b> Wi-Fi Direct error due to 5 GHz mode confliction.</p> <p><b>[Remedy]</b> Change [Wi-Fi Band] to [Auto] or [2.4 GHz].</p>
018-556	<p><b>[Cause]</b> Received the "XRERROR" error detection code from the HTTP server.</p> <p><b>[Remedy]</b> 1. Check whether the specified drive and directory is available on the destination HTTP server for the scanned document. 2. Perform the same operation again. If the problem persists, contact our Customer Support Center.</p>
018-560	<p><b>[Cause]</b> A user authentication error occurred. (Received HTTP Status 401).</p> <p><b>[Remedy]</b> Check the following:</p> <ul style="list-style-type: none"> <li>• The destination HTTP server for the scanned document is accessible by PC.</li> <li>• Login name</li> <li>• Login password</li> <li>• The HTTP server name</li> <li>• The HTTP server path name</li> </ul>
018-561	<p><b>[Cause]</b> The hostname or the script storage location is not correct. (Received HTTP Status 404).</p> <p><b>[Remedy]</b> Check the following:</p> <ul style="list-style-type: none"> <li>• The destination HTTP server for the scanned document is accessible by PC.</li> <li>• The HTTP server name</li> <li>• The HTTP server path name</li> </ul>
018-562	<p><b>[Cause]</b> A client-side error occurred. (Received HTTP Status 4xx other than 401 and 404).</p> <p><b>[Remedy]</b> Check the following:</p> <ul style="list-style-type: none"> <li>• The destination HTTP server for the scanned document is accessible by PC.</li> <li>• The server settings</li> </ul>



Error Code	Cause/Remedy
018-563	<p><b>[Cause]</b> A server-side error occurred. (Received HTTP Status 5xx).</p> <p><b>[Remedy]</b> Check the following:</p> <ul style="list-style-type: none"> <li>• The destination HTTP server for the scanned document is accessible by PC.</li> <li>• The server settings</li> </ul>
018-564	<p><b>[Cause]</b> DNS resolution for the specified hostname failed.</p> <p><b>[Remedy]</b> Check the following:</p> <ul style="list-style-type: none"> <li>• The destination HTTP server for the scanned document is registered on the DNS server.</li> <li>• The machine is connected to the DNS server.</li> <li>• The address of the DNS server is set on the machine.</li> </ul>
018-565	<p><b>[Cause]</b> DNS resolution for the proxy server name set on the machine failed.</p> <p><b>[Remedy]</b> Check the followings:</p> <ul style="list-style-type: none"> <li>• The proxy server name set on the machine is registered on the DNS server.</li> <li>• The machine is connected to the DNS server.</li> <li>• The address of the DNS server is set on the machine.</li> </ul>
018-566	<p><b>[Cause]</b> Unable to connect to the HTTP server.</p> <p><b>[Remedy]</b> Check the following:</p> <ul style="list-style-type: none"> <li>• The network cable connection on the machine</li> <li>• The destination HTTP server for the scanned document is accessible by PC.</li> </ul>
018-570	<p><b>[Cause]</b> A client certificate authentication error occurred on the HTTP server.</p> <p><b>[Remedy]</b> Check the following:</p> <ul style="list-style-type: none"> <li>• The destination HTTP server for the scanned document is accessible by PC.</li> <li>• The SSL client certificate is registered on the machine.</li> <li>• The device certificate is correctly registered on the HTTP server.</li> </ul>
018-590	<p><b>[Cause]</b> A file or folder of the same name was detected on the server.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ol style="list-style-type: none"> <li>1. Execute the operation again by not accessing the same folder or the same server from multiple machines.</li> <li>2. If the error still is not resolved, contact our Customer Support Center.</li> </ol>
018-595	<p><b>[Cause]</b> Multiple entries containing the same smart card information were detected in the database of the LDAP server.</p> <p><b>[Remedy]</b> Correct the temporary user entries of the LDAP server so that they do not contain the same smart card information.</p>
018-596	<p><b>[Cause]</b> An error occurred during LDAP server authentication.</p> <p><b>[Remedy]</b> Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
018-700	<p><b>[Cause]</b> The network for Web Applications is being initialized.</p> <p><b>[Remedy]</b> Wait for a while, and then execute the operation again.</p>

Error Code	Cause/Remedy
018-709	<p><b>[Cause]</b> Network communication error</p> <p><b>[Remedy]</b> Take one of the following measures depending on the setting:</p> <p>For IPv4 environment</p> <ul style="list-style-type: none"> <li>• Check the IPv4 address of the machine.</li> <li>• Confirm whether the network cable is connected correctly.</li> <li>• Check the address of the DHCP server.</li> </ul> <p>For IPv6 environment</p> <ul style="list-style-type: none"> <li>• Confirm whether the global address distributed from an IPv6 router is assigned to the IPv6 address of the machine.</li> <li>• Confirm whether the network cable is connected correctly.</li> <li>• Confirm whether the IPv6 router is set correctly.</li> </ul>
018-715	<p><b>[Cause]</b> Kerberos server authentication protocol error. There is no authentication method which supports both the machine authentication and Kerberos server authentication.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Set the appropriate authentication method in the Kerberos server.</li> <li>• Disable the FIPS140 validation mode of the machine. If the error still is not resolved, contact our Customer Support Center.</li> </ul>
018-722	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because of a network error.</p> <p><b>[Remedy]</b> Check that the network cable is connected properly. Also check that the environmental settings are adequate.</p>
018-723	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because of a certificate error.</p> <p><b>[Remedy]</b> Check that the root CA certificate registered to the machine and the certificate verification settings are correct.</p>
018-724 018-725	<p><b>[Cause]</b> The user password set in the Kerberos server expired.</p> <p><b>[Remedy]</b> Extend the expiration date of the password.</p>
018-727	<p><b>[Cause]</b> Authentication by the Kerberos server failed.</p> <p><b>[Remedy]</b> Check the certificate on the smart card, and then update the certificate if it is invalid or revoked. Also, check whether the certificate is enabled in the server.</p>
018-728	<p><b>[Cause]</b> Authentication by the Kerberos server failed.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• When the root CA certificate of the KDC certificate is not registered, register the root CA certificate.</li> <li>• When the KDC certificate is revoked, update the KDC certificate of the server.</li> <li>• Confirm that the address of the Kerberos server set in the machine and the address on the KDC certificate of the server match.</li> </ul>
018-729	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because of a time out error.</p> <p><b>[Remedy]</b> Wait for a while, and then execute the procedure again. If the problem still exists even after the remedy, check that the network cable is connected properly. Also check that the environmental settings are adequate.</p>

Error Code	Cause/Remedy
018-730	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because of a network error.</p> <p><b>[Remedy]</b> Check that the network cable is connected properly. Also check that the environmental settings are adequate. If the problem still remains even when there is nothing wrong, contact our Customer Support Center.</p>
018-731	<p><b>[Cause]</b> The printing job was canceled due to insufficient memory capacity.</p> <p><b>[Remedy]</b> Check the data storage capacity, and delete unnecessary data. Complete all the active jobs, and then execute the operation again.</p>
018-737	<p><b>[Cause]</b> An internal error occurred.</p> <p><b>[Remedy]</b> Execute the operation again. If the problem still exists even after the remedy, contact our Customer Support Center.</p>
018-738	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because of a network error.</p> <p><b>[Remedy]</b> Check that the network cable is connected properly. Also check that the environmental settings are adequate.</p>
018-739	<p><b>[Cause]</b> An internal error occurred.</p> <p><b>[Remedy]</b> Execute the operation again. If the problem still exists even after the remedy, contact our Customer Support Center.</p>
018-740	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because of a certificate error.</p> <p><b>[Remedy]</b> Check that the root CA certificate registered to the machine and the certificate verification settings are correct.</p>
018-741	<p><b>[Cause]</b> An internal error occurred.</p> <p><b>[Remedy]</b> Execute the operation again. If the problem still exists even after the remedy, contact our Customer Support Center.</p>
018-743	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because of a proxy connection error.</p> <p><b>[Remedy]</b> Check that the proxy server settings are adequate.</p>
018-744	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because DNS failed to resolve the name.</p> <p><b>[Remedy]</b> Check that the DNS settings are adequate.</p>
018-745	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because of a proxy connection error.</p> <p><b>[Remedy]</b> Check that the proxy server settings are adequate.</p>
018-746	<p><b>[Cause]</b> The machine cannot connect to Google Cloud Print, because DNS failed to resolve the name.</p> <p><b>[Remedy]</b> Check that the DNS settings are adequate.</p>

**"021-001" - "022-999"**

Error Code	Cause/Remedy
021-215	<p><b>[Cause]</b> The accounting/billing device connected does not match the device set on the machine.</p> <p><b>[Remedy]</b> Change the setting on the machine or connect the correct accounting/billing device, and switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power.</p>
021-501	<p><b>[Cause]</b> The communication with the EP system via the internet failed.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
021-502	<p><b>[Cause]</b> An error occurred while connecting to the EP system via the Internet. There is a problem with the address of the EP proxy server name.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
021-503	<p><b>[Cause]</b> An error occurred while connecting to the EP system via the Internet. There is a problem with the address of the EP proxy server name.</p> <p><b>[Remedy]</b> Check the followings:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• DNS server address setting</li> <li>• The default gateway setting</li> <li>• The subnet mask setting</li> </ul> <p>If the error still is not resolved after checking the above settings, there may be a network failure or the DNS server settings may be changed or failed. Consult your system administrator.</p> <p>If the network works normally but the error still is not resolved, contact our Customer Support Center.</p>
021-504	<p><b>[Cause]</b> An error occurred while connecting to the EP system via the Internet.</p> <p><b>[Remedy]</b> Check the followings:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• DNS server address setting</li> <li>• The default gateway setting</li> <li>• The subnet mask setting</li> </ul> <p>If the error still is not resolved after checking the above settings, there may be a network failure or the proxy server settings may be changed or failed. Consult your system administrator.</p> <p>If the network works normally but the error still is not resolved, contact our Customer Support Center.</p>
021-505	<p><b>[Cause]</b> The SSL/TLS communication with the EP server failed.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
021-506	<p><b>[Cause]</b> The SSL Certificate for the EP server is incorrect.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
021-507	<p><b>[Cause]</b> An error occurred while connecting to the EP system via the Internet.</p> <p><b>[Remedy]</b> Check the followings:</p> <ul style="list-style-type: none"> <li>• The login user of the EP proxy server</li> <li>• The password of the EP proxy server</li> </ul> <p>If the error still is not resolved after checking the above settings, there may be a network failure or the proxy server settings may be changed or failed. Consult your system administrator.</p> <p>If the network works normally but the error still is not resolved, contact our Customer Support Center.</p>
021-508	<p><b>[Cause]</b> An error occurred while connecting to the EP system via the Internet.</p> <p><b>[Remedy]</b> Check the followings:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• DNS server address setting</li> <li>• The default gateway setting</li> <li>• The subnet mask setting</li> </ul> <p>If the error still is not resolved after checking the above settings, there may be a network failure or the proxy server settings may be changed or failed. Consult your system administrator.</p> <p>If the network works normally but the error still is not resolved, contact our Customer Support Center.</p>
021-509	<p><b>[Cause]</b> An error occurred while communicating with the EP server.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
021-510	<p><b>[Cause]</b> An error occurred while connecting to EP system via the Internet.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
021-511 021-512 021-513 021-514	<p><b>[Cause]</b> The machine has already been specified with the EP server.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
021-515 021-516	<p><b>[Cause]</b> The settings of the machine on the EP server are incorrect.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
021-517 021-518 021-519	<p><b>[Cause]</b> An error occurred while connecting to the EP system via the Internet.</p> <p><b>[Remedy]</b> Wait for a while, and then execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
021-520 021-521 021-522	<p><b>[Cause]</b> An error occurred while connecting to the EP system via the Internet.</p> <p><b>[Remedy]</b> Check the followings:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• DNS server address setting</li> <li>• The default gateway setting</li> <li>• The subnet mask setting</li> </ul> <p>Check the following for BB-Direct configuration:</p> <ul style="list-style-type: none"> <li>• EP proxy server setting</li> </ul> <p>If the error still is not resolved after checking the above settings, there may be a network failure or the DNS server failure. Consult your system administrator. If the network works normally but the error still is not resolved, contact our Customer Support Center.</p>
021-523	<p><b>[Cause]</b> An error occurred while communicating with the EP server.</p> <p><b>[Remedy]</b> Enable the SOAP port, switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
021-524 021-525 021-526 021-527 021-528	<p><b>[Cause]</b> An error occurred while communicating with the EP server.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
021-529	<p><b>[Cause]</b> The machine attempted to upgrade the software of EP system via the Internet, but the latest software version is already installed.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
021-530 021-531	<p><b>[Cause]</b> An error occurred while connecting to EP system via the Internet.</p> <p><b>[Remedy]</b> Wait for a while, and then execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
021-532 021-533 021-534 021-535	<p><b>[Cause]</b> The machine attempted to upgrade the software of EP system via the Internet, but the software upgrade failed.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>

**"023-001" - "025-999"**

Error Code	Cause/Remedy
024-322 024-323 024-324 024-340 024-341 024-342 024-343 024-345 024-346 024-347 024-348 024-349 024-350 024-351 024-352 024-353 024-354 024-355 024-356 024-357	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
024-358 024-359 024-360 024-361 024-362 024-363 024-364 024-365 024-366 024-367 024-368 024-370 024-371 024-372 024-373 024-375 024-376	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
024-700	<p><b>[Cause]</b> The memory capacity or hard disk required to use the optional feature is not installed.</p> <p><b>[Remedy]</b> Switch off the machine power, and then switch it on again after the touch screen goes out. If the error still is not resolved, contact our Customer Support Center.</p>
024-701	<p><b>[Cause]</b> The specified paper type is not compatible with the Face Up/ Down Output setting selected.</p> <p><b>[Remedy]</b> Specify a paper type that is compatible with the Face Up/ Down setting.</p>
024-702	<p><b>[Cause]</b> Paper jam occurred while [When Paper Jam Occurs] is set to [Cancel Print] in [Printer Settings].</p> <p><b>[Remedy]</b> Remove the jammed paper, and then try printing again.</p>

Error Code	Cause/Remedy
024-703	<p><b>[Cause]</b> Unable to print because the number of booklet pages exceeds the maximum number allowed.</p> <p><b>[Remedy]</b> Use paper of less weight. Or, cancel the booklet creation.</p>
024-707	<p><b>[Cause]</b> The paper type is not supported for duplex or inversion.</p> <p><b>[Remedy]</b> Change the paper type, or change to 1-sided printing.</p>
024-708	<p><b>[Cause]</b> The paper type is not supported for duplex or inversion.</p> <p><b>[Remedy]</b> Change the paper type, or change to face-up printing.</p>
024-742	<p><b>[Cause]</b> Booklet printing was specified for printer properties, but the number of print pages for the job exceeded the maximum number allowed for booklet creation.</p> <p><b>[Remedy]</b> Change the printer properties setting to split the pages appropriately to create separate volumes, or to cancel the booklet creation setting.</p>
024-746	<p><b>[Cause]</b> The specified paper type is not compatible with the specified paper size, paper tray, output tray, or 2 sided printing.</p> <p><b>[Remedy]</b> Confirm the print data.</p>
024-747	<p><b>[Cause]</b> Incompatible print parameters are used. The combination of the specified features such as Document Size, Paper Size, Paper Tray, 2 sided printing, and Output Tray is incompatible.</p> <p><b>[Remedy]</b> Confirm the print data, and try printing again.</p>
024-775	<p><b>[Cause]</b> Booklet printing was specified for printer properties, but the number of print pages for the job exceeded the maximum number allowed for booklet creation.</p> <p><b>[Remedy]</b> Change the printer properties setting to split the pages appropriately to create separate volumes, or to cancel the booklet creation setting.</p>
025-596 025-597	<p><b>[Cause]</b> An error occurred with the hard disk.</p> <p><b>[Remedy]</b> The hard disk should be replaced. Contact our Customer Support Center.</p>

**"026-001" - "026-999"**

Error Code	Cause/Remedy
026-400	<p><b>[Cause]</b> More than two devices are connected to the USB host port.</p> <p><b>[Remedy]</b> Disconnect the third or more devices so that the number of connected devices becomes two. If the error still is not resolved, switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power.</p>
026-402	<p><b>[Cause]</b> Printing speed is slow.</p> <p><b>[Remedy]</b> Wait until the job finishes.</p>
026-704	<p><b>[Cause]</b> An error occurred during processing DocuWorks documents.</p> <p><b>[Remedy]</b> Print using the print driver (PCL, etc.) from DocuWorks Viewer.</p>



Error Code	Cause/Remedy
026-705	<p><b>[Cause]</b> Unable to process for DocuWorks documents because of insufficient memory space.</p> <p><b>[Remedy]</b> Change the [Image Quality] setting from [High Resolution] to [High Quality], or from [High Quality] to [Standard]. Or, add memory. If the error still is not resolved, increase memory. If the problem persists even after adding memory to the maximum capacity, print using the print driver (PCL, etc.) from DocuWorks Viewer.</p>
026-706	<p><b>[Cause]</b> Attempted to print a DocuWorks document of which printing is prohibited.</p> <p><b>[Remedy]</b> Release the print prohibited settings using DocuWorks Viewer, and then execute the operation again.</p>
026-707	<p><b>[Cause]</b> When processing password-protected DocuWorks documents, the password entered does not match that of the DocuWorks document.</p> <p><b>[Remedy]</b> Set the correct password on ContentsBridge.</p>
026-710	<p><b>[Cause]</b> The machine has received and e-mail encrypted by S/ MIME, but does not support the encryption method.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Ask the sender to send the e-mail encrypted by 3DES.</li> <li>• Disable the FIPS140 validation mode of the machine.</li> </ul>
026-712	<p><b>[Cause]</b> An error occurred while operating from CentreWare Internet Services.</p> <p><b>[Remedy]</b> Retry after waiting for a while.</p>
026-718	<p><b>[Cause]</b> Incompatible print parameters are used. The combination of the specified features such as Document Size, Paper Size, Paper Tray, 2 sided printing, and Output Tray is incompatible.</p> <p><b>[Remedy]</b> Confirm the print data, and try printing again.</p>
026-720	<p><b>[Cause]</b> The capacity of the USB memory device of the recipient is insufficient while performing the Store to USB service.</p> <p><b>[Remedy]</b> Confirm the amount of available space.</p>
026-722	<p><b>[Cause]</b> The USB memory device is not initialized.</p> <p><b>[Remedy]</b> Initialize the USB memory device on a computer with the following file format, and then execute the operation again.</p> <ul style="list-style-type: none"> <li>• Supported file formats: FAT12, FAT16 (FAT), FAT32</li> </ul> <p>If the error still is not resolved, contact our Customer Support Center.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• NTFS is not supported.</li> <li>• A software-encrypted USB memory device is not supported.</li> </ul>
026-724 026-725	<p><b>[Cause]</b> An error occurred while connecting to the EP system via the Internet.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
026-726	<p><b>[Cause]</b> The machine configuration information at a print job specification does not match the actual machine configuration.</p> <p><b>[Remedy]</b> Modify the machine configuration information in the print driver screen to match the actual machine configuration.</p>

Error Code	Cause/Remedy
026-727	<p><b>[Cause]</b> Probable causes are as follows:</p> <ol style="list-style-type: none"> <li>1. Unusable characters are included in the path name of the file location.</li> <li>2. The length of the path name of the file location (including extension) exceeds the number of characters available.</li> </ol> <p><b>[Remedy]</b> Take one of the following measures:</p> <ol style="list-style-type: none"> <li>1. Change the path name of the file location.</li> <li>2. Set the path in the range of 1 to 255 bytes.</li> </ol>
026-730	<p><b>[Cause]</b> The size of paper loaded in the specified tray is unknown.</p> <p><b>[Remedy]</b> Check whether the paper guides are correctly positioned in the tray, and then try again.</p>
026-731	<p><b>[Cause]</b> Invalid PIN number</p> <p><b>[Remedy]</b> Correct the PIN number specified in the PJI command, and try again.</p>
026-732	<p><b>[Cause]</b> Invalid print count value</p> <p><b>[Remedy]</b> Correct the print count value specified in the PJI command, and try again.</p>
026-733	<p><b>[Cause]</b> Invalid password</p> <p><b>[Remedy]</b> Correct the password specified in the PJI command, and try again.</p>
026-734	<p><b>[Cause]</b> Download failed.</p> <p><b>[Remedy]</b> Wait more than 1 minute after user operation is completed, and then start downloading.</p>

## "027-001" - "032-999"

Error Code	Cause/Remedy
027-442	<p><b>[Cause]</b> The IP address of IPv6 already exists.</p> <p><b>[Remedy]</b> Change the [Self-Assigned Address 1] for IPv6 or the DHCPv6 address on the machine, or the IP address of IPv6 on the network device, to remove the duplication of addresses.</p>
027-443	<p><b>[Cause]</b> The IP address of IPv6 already exists.</p> <p><b>[Remedy]</b> Change the [Self-Assigned Address 2] for IPv6 on the machine, or the IP address of IPv6 on the network device, to remove the duplication of addresses.</p>
027-444	<p><b>[Cause]</b> The IP address of IPv6 already exists.</p> <p><b>[Remedy]</b> Change the [Self-Assigned Address 3] for IPv6 on the machine, or the IP address of IPv6 on the network device, to remove the duplication of addresses.</p>
027-445	<p><b>[Cause]</b> The manually configured IPv6 address of the printer is not valid.</p> <p><b>[Remedy]</b> Change the IPv6 address of printer.</p>
027-446	<p><b>[Cause]</b> The IP address of IPv6 set manually already exists.</p> <p><b>[Remedy]</b> Change the [Manual Address] for IPv6 on the machine, or the IP address of IPv6 on the network device, to remove the duplication of addresses.</p>

Error Code	Cause/Remedy
027-447	<p><b>[Cause]</b> The IP address of IPv6 network already exists.</p> <p><b>[Remedy]</b> Change the [Link-local Address] for IPv6 on the machine, or the IP address of IPv6 on the network device, to remove the duplication of addresses.</p>
027-452	<p><b>[Cause]</b> IPv4 address duplication on the network.</p> <p><b>[Remedy]</b> Change the IPv4 address of the printer or the device on the network.</p>
027-500	<p><b>[Cause]</b> Unable to connect to the SMTP server.</p> <p><b>[Remedy]</b> Specify the SMTP server name correctly or specify the server by using its IP address.</p>
027-504	<p><b>[Cause]</b> An SMTP server error occurred.</p> <p><b>[Remedy]</b> Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p>
027-700	<p><b>[Cause]</b> The domain section of the recipient's e-mail address is a prohibited domain.</p> <p><b>[Remedy]</b> Specify a domain that is not prohibited for the domain section of the recipient's e-mail address.</p>
027-701	<p><b>[Cause]</b> The network cable is disconnected from the machine.</p> <p><b>[Remedy]</b> Connect the network cable securely if the cable is disconnected.</p>
027-702	<p><b>[Cause]</b> The specified recipient's certificate does not exist.</p> <p><b>[Remedy]</b> Register the certificate for the recipient on the machine.</p>
027-703	<p><b>[Cause]</b> The specified recipient's certificate has expired.</p> <p><b>[Remedy]</b> Register a valid certificate for the recipient on the machine.</p>
027-705	<p><b>[Cause]</b> The specified recipient's certificate has been revoked.</p> <p><b>[Remedy]</b> Specify a valid certificate for the recipient.</p>
027-710	<p><b>[Cause]</b> No S/MIME certificate is attached to the received e-mail.</p> <p><b>[Remedy]</b> Ask the sender to send the e-mail with an S/MIME certificate attached.</p>
027-711	<p><b>[Cause]</b> No S/MIME certificate can be obtained from the received e-mail.</p> <p><b>[Remedy]</b> Import the sender's S/MIME certificate to the machine, or ask the sender to send S/MIME signature mail with an S/ MIME certificate attached.</p>
027-712	<p><b>[Cause]</b> The received S/MIME certificate has expired, or is an unreliable certificate.</p> <p><b>[Remedy]</b> Ask the sender to send the e-mail with a valid S/MIME certificate attached.</p>
027-713	<p><b>[Cause]</b> The received e-mail has been discarded because it may have been altered on its transmission route.</p> <p><b>[Remedy]</b> Inform this error to the sender, and ask the sender to send the e-mail again.</p>
027-714	<p><b>[Cause]</b> The received e-mail has been discarded because the address in its From field is different from the mail address in the S/MIME signature mail.</p> <p><b>[Remedy]</b> Inform the sender that the mail addresses differ, and ask the sender to send the e-mail again.</p>

Error Code	Cause/Remedy
027-715	<p><b>[Cause]</b> The received S/MIME certificate has not been registered on the machine, or has not been set for use on the machine.</p> <p><b>[Remedy]</b> Import the sender's S/MIME certificate to the machine, or change settings to use the S/MIME certificate on the machine if the S/MIME certificate has already been registered.</p>
027-716	<p><b>[Cause]</b> The received S/MIME certificate has been discarded because the certificate was unreliable.</p> <p><b>[Remedy]</b> Ask the sender to send the e-mail with a reliable S/MIME certificate attached.</p>
027-717	<p><b>[Cause]</b> Unable to obtain SMTP server address for e-mail transmissions from the DNS server.</p> <p><b>[Remedy]</b> Check whether the DNS server is set correctly.</p>
027-720	<p><b>[Cause]</b> Unable to find the server of an application interface destination.</p> <p><b>[Remedy]</b> Confirm the DNS server address. Or, check whether the computer on which the application is installed has been registered on the DNS server.</p>
027-721	<p><b>[Cause]</b> An application interface destination does not exist.</p> <p><b>[Remedy]</b> Check whether the application is operating correctly.</p>
027-722	<p><b>[Cause]</b> The jobs timed out during connection with an application interface destination.</p> <p><b>[Remedy]</b> Try processing the job flow again.</p>
027-723	<p><b>[Cause]</b> Authentication at the application interface destination failed.</p> <p><b>[Remedy]</b> Confirm the user name and password that is used when creating a job flow.</p>
027-724	<p><b>[Cause]</b> The application could not be accessed.</p> <p><b>[Remedy]</b> Check whether the application is operating correctly. If it is operating correctly, confirm the log.</p>
027-725	<p><b>[Cause]</b> A job operation failed using an application interface.</p> <p><b>[Remedy]</b> Check whether the application is operating correctly. If it is operating correctly, confirm the log. If it is not operating, confirm the network environment.</p>
027-726	<p><b>[Cause]</b> The status of the application is unknown.</p> <p><b>[Remedy]</b> Check whether the application is operating correctly. If it is operating correctly, confirm the log.</p>
027-727	<p><b>[Cause]</b> Illegal parameter.</p> <p><b>[Remedy]</b> Check the job flow settings to see if the parameters are correct.</p>
027-728	<p><b>[Cause]</b> The number of files that are to be sent to external services exceeded the maximum number.</p> <p><b>[Remedy]</b> Reduce the number of files, and send them again.</p>
027-735	<p><b>[Cause]</b> The data transfer using SSL is specified, but the SSL setting of the machine is disabled.</p> <p><b>[Remedy]</b> Enable the SSL setting, or specify HTTP for the transfer protocol.</p>

Error Code	Cause/Remedy
027-736	<p><b>[Cause]</b> The server certificate verification feature of the machine is disabled when the server certificate verification is required.</p> <p><b>[Remedy]</b> Enable the server certificate validation. Or, disable the server certificate validation for data transfer.</p>
027-751	<p><b>[Cause]</b> An error occurred during job flow processing.</p> <p><b>[Remedy]</b> Confirm the settings of the job flow.</p>
027-752	<p><b>[Cause]</b> A mandatory entry field is blank in the job flow.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Do not link folders to job flows that have mandatory entry fields.</li> <li>• Set the default values to the mandatory fields of the job flow.</li> </ul>
027-753	<p><b>[Cause]</b> 1. Attempted to execute the service while the port necessary for the job flow is either deactivated or disabled. 2. Attempted to execute a job flow to send e-mail using the Encryption or Digital Signature feature while S/MIME communication is disabled.</p> <p><b>[Remedy]</b> For 1, have your system administrator confirm the port status. For 2, enable S/MIME communication, or modify the job flow so that e-mail is sent by not using the Encryption or Digital Signature feature.</p>
027-754	<p><b>[Cause]</b> DocuWorks Signature or PDF Signature is set inconsistency in the job flow.</p> <p><b>[Remedy]</b> Check the DocuWorks and PDF signatures for both the system data settings (machine's current settings) and the executed job flow settings. If these settings differ, coordinate them.</p>

Error Code	Cause/Remedy
027-757	<p><b>[Cause]</b> Probable causes are as follows:</p> <ol style="list-style-type: none"> <li>1. An error occurred while connecting the server.</li> <li>2. The reliable certificate has not been registered on the machine.</li> <li>3. The server addresses of the SSL server and the destination server are not same.</li> <li>4. The machine tries to communicate with the server using the encryption method which is not supported on the machine.</li> <li>5. The SSL client certificate has not been registered on the machine.</li> <li>6. The server certificate has been expired or will be expired soon.</li> </ol> <p><b>[Remedy]</b> For 1), check connection between the machine and the server, or the machine and the DNS server using ping or trace route.</p> <p>For 2), import the CA certificate and intermediate certificate reliable to the SSL server to the machine.</p> <p>For 3), check whether or not the machine communicates via the SSL proxy server which enables you to confirm the SSL communication. When the machine uses the server, set the machine not to use the SSL proxy server.</p> <p>For 4), check the encryption method supported on the machine. Set the available encryption method to the SSL server setting.</p> <p>For 5), import the SSL client certificate and configure the setting to use the certificate.</p> <p>For 6), check the date and time registered on the machine is precise. If they are not, adjust the gap.</p>
027-758	<p><b>[Cause]</b> The LDAP server sent back RFC2251 Result Message No "49" (invalid credentials).</p> <p><b>[Remedy]</b> Make sure the login name and password are correctly set in the LDAP server/directory settings. If the same message is displayed again, contact our Customer Support Center.</p>
027-759	<p><b>[Cause]</b> The connection to the LDAP server specified in the LDAP server/directory settings failed.</p> <p><b>[Remedy]</b> Make sure the network settings of the machine are correctly set. If the same message is displayed again, consult the network administrator and check the connection from the machine to the server.</p>
027-760	<p><b>[Cause]</b> An invalid parameter is specified by XJT command.</p> <p><b>[Remedy]</b> Confirm the specified parameter.</p>
027-761	<p><b>[Cause]</b> An on-demand print job was sent to the machine using the Web Applications feature, but the time interval from receiving the print job until starting the print processing exceeded the time limit specified on the machine.</p> <p><b>[Remedy]</b> When multiple documents are to be printed, reduce the number of documents, and then execute the operation again.</p>

Error Code	Cause/Remedy
027-762	<p><b>[Cause]</b> An on-demand print job is sent to the machine using the Web Applications feature, however, the specified job ticket is invalid because of one of the following causes:</p> <ul style="list-style-type: none"> <li>• Abnormal change to the job ticket because of the machine software failure</li> <li>• Abnormal change to the job ticket because of a bug on the sender's remote server</li> <li>• Abnormal change to the job ticket because of network trouble</li> <li>• Intentional alteration to the job ticket</li> </ul> <p><b>[Remedy]</b> Execute the print job again. If the error still is not resolved, contact our Customer Support Center.</p>
027-763	<p><b>[Cause]</b> The machine failed to verify the user information against the remote accounting server.</p> <p><b>[Remedy]</b> Take one of the following measures:</p> <ul style="list-style-type: none"> <li>• Check whether the remote accounting server is operating properly.</li> <li>• Check whether there is no network failure.</li> <li>• Connect the network cable securely.</li> <li>• Confirm the settings on the machine.</li> </ul>
027-765	<p><b>[Cause]</b> DNS name resolution failed.</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check if the destination WebDAV server is registered in the DNS server.</li> <li>• Check the connection to the DNS server.</li> <li>• Check the setting of the DNS server address.</li> </ul>
027-766	<p><b>[Cause]</b> Proxy server name resolution failed.</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check if the Proxy server is registered in the DNS server.</li> <li>• Check the connection to the DNS server.</li> <li>• Check the setting of the DNS server address.</li> </ul>
027-767	<p><b>[Cause]</b> SSL/TSL connection failed.</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check if the destination WebDAV server is accessible from a computer.</li> <li>• Check the SSL settings in the destination WebDAV server.</li> <li>• Check the name of the destination WebDAV server.</li> <li>• Check the path to the destination in the WebDAV server.</li> </ul>
027-768	<p><b>[Cause]</b> Certificate validation error</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check if the destination WebDAV server is accessible from a computer.</li> <li>• Check if the SSL server certificate for the destination WebDAV server is registered in the printer.</li> <li>• Check if the SSL server certificate for the destination WebDAV server is not expired, or is not in the certificate revocation list. Check the time setting in the printer. Check the certificate path for the SSL server certificate, and import the CA certificate.</li> <li>• If a certificate is not registered in the destination WebDAV server, disable certificate validation.</li> </ul>

Error Code	Cause/Remedy
027-769	<p><b>[Cause]</b> WebDAV server connection error</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check the network cable connection.</li> <li>• Check if the destination WebDAV server is accessible from a computer.</li> <li>• Check the network interface.</li> </ul>
027-770	<p><b>[Cause]</b> The print job has a problem.</p> <p><b>[Remedy]</b> Submit the print job again.</p>
027-771	<p><b>[Cause]</b> The memory space is full.</p> <p><b>[Remedy]</b> Delete unnecessary data from the server.</p>
027-772	<p><b>[Cause]</b> An error occurred during communication with the SMTP server.</p> <p><b>[Remedy]</b> Use ASCII characters to modify the machine's host name setting. If the error still is not resolved, confirm with your network administrator whether the SMTP server supports the HELO command.</p>
027-773	<p><b>[Cause]</b> An error occurred during communication with the SMTP server.</p> <p><b>[Remedy]</b> Wait for a while, and then execute the operation again.</p>
027-774	<p><b>[Cause]</b> The specified e-mail address contains unsupported characters.</p> <p><b>[Remedy]</b> Specify the e-mail address using only ASCII characters.</p>
027-775	<p><b>[Cause]</b> Too many destination addresses have been specified.</p> <p><b>[Remedy]</b> Reduce the number of destination addresses. If the error still is not resolved, confirm with your network administrator whether the SMTP server supports the EHLO command.</p>
027-776	<p><b>[Cause]</b> An error occurred during communication with the SMTP server.</p> <p><b>[Remedy]</b> Use ASCII characters to modify the machine's host name setting. If the error is not resolved, confirm with your network administrator whether the SMTP server supports the EHLO command.</p>
027-777	<p><b>[Cause]</b> The destination SMTP server does not support SMTP-AUTH.</p> <p><b>[Remedy]</b> On CentreWare Internet Services, disable authentication for sending e-mail.</p>
027-778	<p><b>[Cause]</b> The destination SMTP server does not support the SMTP-AUTH system set on the machine.</p> <p><b>[Remedy]</b> Confirm the authentication type supported by the SMTP server with your network administrator. The machine supports the following authentication types: AUTH GSSAPI (only for Kerberos), AUTH NTLMv2, AUTH NTLMv1, AUTH PLAIN, AUTH LOGIN, AUTH CRAM-MD5.</p>
027-779	<p><b>[Cause]</b> Failed to authenticate the SMTP server.</p> <p><b>[Remedy]</b> Confirm the login name and password set to SMTP-AUTH.</p>
027-780	<p><b>[Cause]</b> Network interface error.</p> <p><b>[Remedy]</b> Check the network interface.</p>
027-781	<p><b>[Cause]</b> The data exceeded the available capacity.</p> <p><b>[Remedy]</b> Split the scan data.</p>



Error Code	Cause/Remedy
027-782	<p><b>[Cause]</b> Maximum redirects have been reached.</p> <p><b>[Remedy]</b> Check the re-direct setting in the WebDAV server to see if a re-direct loop occurs.</p>
027-783	<p><b>[Cause]</b> Authorization failed.</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check if the destination WebDAV server is accessible from a computer.</li> <li>• Check the login user name and password.</li> <li>• Check the name of the destination WebDAV server.</li> <li>• Check the path to the destination in the WebDAV server.</li> </ul>
027-784	<p><b>[Cause]</b> Authorization failed.</p> <p><b>[Remedy]</b> Check the user name and password for the proxy server set in the printer.</p>
027-785 027-786	<p><b>[Cause]</b> WebDAV server connection timeout.</p> <p><b>[Remedy]</b> Wait for a while and try the same operation again. Consult your network administrator if this failure is repeated.</p>
027-788	<p><b>[Cause]</b> Request failed.</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check if the specified drive and directory in the destination WebDAV server is accessible.</li> <li>• Try the same operation.</li> </ul> <p>If the error still is not resolved, contact our Customer Support Center.</p>
027-789	<p><b>[Cause]</b> Access forbidden</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Share the destination file and folder to permit reading and writing.</li> <li>• Check the path to the destination.</li> </ul>
027-790	<p><b>[Cause]</b> File not found</p> <p><b>[Remedy]</b> Check if the specified directory exists in the destination WebDAV server.</p>
027-791	<p><b>[Cause]</b> The method specified in the request is not allowed.</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check if the destination is a WebDAV server.</li> <li>• Share the destination file and folder to permit reading and writing.</li> <li>• Check the path to the destination.</li> </ul>
027-792	<p><b>[Cause]</b> Invalid file path</p> <p><b>[Remedy]</b> Check the path to the destination.</p>
027-793	<p><b>[Cause]</b> The request failed.</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check if the destination WebDAV server is accessible from a computer.</li> <li>• Try the same operation.</li> </ul> <p>If the error still is not resolved, contact our Customer Support Center.</p>
027-794	<p><b>[Cause]</b> An internal error occurred.</p> <p><b>[Remedy]</b></p> <ul style="list-style-type: none"> <li>• Check the WebDAV server is working correctly.</li> <li>• Check if the destination WebDAV server is accessible from a computer.</li> </ul>

Error Code	Cause/Remedy
027-795	<p><b>[Cause]</b> Unknown method</p> <p><b>[Remedy]</b> • Check if the destination is a WebDAV server. • Share the destination file and folder to permit reading and writing.</p>
027-796	<p><b>[Cause]</b> The received e-mail was discarded because no documents were attached to it. (The machine is set to print attached documents only.)</p> <p><b>[Remedy]</b> To print the mail body or header information as well, change settings on CentreWare Internet Services.</p>
027-797	<p><b>[Cause]</b> The output destination of the received e-mail is invalid.</p> <p><b>[Remedy]</b> Specify a correct output destination, and send the e-mail again.</p>
027-798	<p><b>[Cause]</b> The specified document does not exist.</p> <p><b>[Remedy]</b> Specify an existing document and try again.</p>
027-799	<p><b>[Cause]</b> The destination server does not have sufficient storage space.</p> <p><b>[Remedy]</b> Make sure that there is available space in the server.</p>
029-700	<p><b>[Cause]</b> The request failed.</p> <p><b>[Remedy]</b> • Check the WebDAV server is working correctly. • Check if the destination WebDAV server is accessible from a computer.</p>
029-701	<p><b>[Cause]</b> An invalid response was received.</p> <p><b>[Remedy]</b> • Check if the destination WebDAV server is accessible from a computer. • Check the server settings.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-702	<p><b>[Cause]</b> An unexpected error occurred.</p> <p><b>[Remedy]</b> Try the same operation. If the error still is not resolved, contact our Customer Support Center.</p>
029-704	<p><b>[Cause]</b> Wi-Fi error. The format of the proxy auto-config (PAC) file is invalid.</p> <p><b>[Remedy]</b> Ask your network administrator to see if the format is available for JavaScript, and if the file size is 64 KB or less.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-705	<p><b>[Cause]</b> Wi-Fi error. A timeout error occurred when the printer obtains a proxy auto-config (PAC) file.</p> <p><b>[Remedy]</b> Check and correct the following:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• Default gateway configuration</li> <li>• Subnet mask configuration</li> <li>• DNS server address configuration</li> </ul> <p>If the failure persists, the network or the HTTP server may have a problem. Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
029-706	<p><b>[Cause]</b> Wi-Fi error. A connection error occurred when the printer obtains a proxy auto-config (PAC) file.</p> <p><b>[Remedy]</b> Check and correct the following:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• Default gateway configuration</li> <li>• Subnet mask configuration</li> <li>• DNS server address configuration</li> </ul> <p>If the failure persists, the network or the HTTP server may have a problem. Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-707	<p><b>[Cause]</b> Wi-Fi error. An error occurred when the printer obtains a proxy auto-config (PAC) file. The file was not found.</p> <p><b>[Remedy]</b> When [Setup] in [Enable Proxy Server] is set to [Manual], check the file location setting. When [Setup] in [Enable Proxy Server] is set to [Configuration Script], the file location setting on the DHCP server may have a problem. Consult your network administrator.</p> <p>If the file location setting is correct, check on the HTTP server to see if the PAC file exists.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-708	<p><b>[Cause]</b> Wi-Fi error. The proxy auto-config (PAC) file is invalid.</p> <p><b>[Remedy]</b> When [Setup] in [Enable Proxy Server] is set to [Manual], check the file location setting. When [Setup] in [Enable Proxy Server] is set to [Configuration Script], the file location setting on the DHCP server may have a problem. Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-709	<p><b>[Cause]</b> Wi-Fi error. A timeout error occurred when the printer obtains the URL of a proxy auto-config (PAC) file.</p> <p><b>[Remedy]</b> Check and correct the following:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• Default gateway configuration</li> <li>• Subnet mask configuration</li> </ul> <p>If the failure persists, the network or the DHCP server may have a problem. Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-710	<p><b>[Cause]</b> Wi-Fi error. An error occurred when the printer obtains a proxy auto-config (PAC) file. The file was not found.</p> <p><b>[Remedy]</b> Check with your network administrator to see if the URL of the PAC file is registered in the DHCP server.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
029-711	<p><b>[Cause]</b> Ethernet 1 error. The proxy auto-config (PAC) file is invalid.</p> <p><b>[Remedy]</b> Ask your network administrator to see if the format is appropriate for JavaScript, and if the file size is 64 KB or less.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-712	<p><b>[Cause]</b> Ethernet 1 error. A timeout error occurred when the printer obtains a proxy auto-config (PAC) file.</p> <p><b>[Remedy]</b> Check and correct the following:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• Default gateway configuration</li> <li>• Subnet mask configuration</li> <li>• DNS server address configuration</li> </ul> <p>If the failure persists, the network or the HTTP server may have a problem. Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-713	<p><b>[Cause]</b> Ethernet 1 error. A connection error occurred when the printer obtains a proxy auto-config (PAC) file.</p> <p><b>[Remedy]</b> Check and correct the following:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• Default gateway configuration</li> <li>• Subnet mask configuration</li> <li>• DNS server address configuration</li> </ul> <p>If the failure persists, the network or the HTTP server may have a problem. Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-714	<p><b>[Cause]</b> Ethernet 1 error. An error occurred when the printer obtains a proxy auto-config (PAC) file.</p> <p><b>[Remedy]</b> When [Setup] in [Enable Proxy Server] is set to [Manual], check the location setting. When [Setup] in [Enable Proxy Server] is set to [Configuration Script], the location setting on the DHCP server may have a problem. Consult your network administrator.</p> <p>If the location setting is correct, check on the HTTP server to see if the PAC file exists.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-715	<p><b>[Cause]</b> Ethernet 1 error. The proxy auto-config (PAC) file is invalid.</p> <p><b>[Remedy]</b> When [Setup] in [Enable Proxy Server] is set to [Manual], check the location setting. When [Setup] in [Enable Proxy Server] is set to [Configuration Script], the location setting on the DHCP server may have a problem. Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
029-716	<p><b>[Cause]</b> Ethernet 1 error. A timeout error occurred when the printer obtains the URL of a proxy auto-config (PAC) file.</p> <p><b>[Remedy]</b> Check and correct the following:</p> <ul style="list-style-type: none"> <li>• LAN cable connection</li> <li>• Default gateway configuration</li> <li>• Subnet mask configuration</li> </ul> <p>If the failure persists, the network or the DHCP server may have a problem. Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>
029-717	<p><b>[Cause]</b> Ethernet 1 error. An error occurred when the printer obtains a proxy auto-config (PAC) file. The file was not found. The PAC file location setting on the DHCP server may have a problem.</p> <p><b>[Remedy]</b> Consult your network administrator.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>

## "041-001" - "044-999"

Error Code	Cause/Remedy
041-310	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
041-340 041-341	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
041-363	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
041-388	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
042-313	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
042-325	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
042-335 042-336	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
042-348	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
042-398	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
043-342	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
044-329	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
044-370	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.

### "045-001" - "046-999"

Error Code	Cause/Remedy
045-310 045-311	<b>[Cause]</b> An error occurred. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
045-370 045-371	<b>[Cause]</b> An error occurred. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.

**"047-001" - "047-999"**

Error Code	Cause/Remedy
047-216	<p><b>[Cause]</b> An error occurred while detecting the finisher.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

**"055-001" - "058-999"**

Error Code	Cause/Remedy
058-310 058-311	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
058-313	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
058-317	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>

**"059-001" - "059-999"**

Error Code	Cause/Remedy
059-324	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
059-326	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>

**"060-001" - "060-999"**

Error Code	Cause/Remedy
060-310	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
060-344	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
060-352	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

**"061-001" - "061-999"**

Error Code	Cause/Remedy
061-340	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
061-346	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
061-357 061-361 061-365 061-369 061-373	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
061-393	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>



**"071-001" - "076-999"**

Error Code	Cause/Remedy
072-210	<p><b>[Cause]</b> Tray 2 malfunction</p> <p><b>[Remedy]</b> Confirm the paper loading condition for the Tray 2, and then switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center. You can use a tray other than Tray 2.</p>
072-310 072-311	<p><b>[Cause]</b> Tray 2 malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
072-312	<p><b>[Cause]</b> The optional feeder (Tray 2) may not be supported.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, remove the optional feeder (Tray 2) from the machine.</p>
073-210	<p><b>[Cause]</b> Tray 3 malfunction</p> <p><b>[Remedy]</b> Confirm the paper loading condition for the Tray, and then switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center. You can use a tray other than Tray 3.</p>
073-310 073-311	<p><b>[Cause]</b> Tray 3 malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
073-312	<p><b>[Cause]</b> The optional feeder (Tray 3) may not be supported.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, remove the optional feeder (Tray 3) from the machine.</p>
074-310 074-311	<p><b>[Cause]</b> Tray 4 malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
074-312	<p><b>[Cause]</b> The optional feeder (Tray 4) may not be supported.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, remove the optional feeder (Tray 4) from the machine.</p>

**"077-001" - "077-999"**

Error Code	Cause/Remedy
077-314	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
077-322	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
077-327	<p><b>[Cause]</b> Tray modules exceeding the prescribed number or the ones for other machine types are connected.</p> <p><b>[Remedy]</b> Remove unnecessary tray modules.</p>
077-359	<p><b>[Cause]</b> The optional feeder (Tray 5) may not be supported.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, remove the optional feeder (Tray 5) from the machine.</p>

**"081-001" - "091-999"**

Error Code	Cause/Remedy
082-310 082-311	<p><b>[Cause]</b> Tray 5 malfunction</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
091-312 091-313	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

**"092-001" - "092-999"**

Error Code	Cause/Remedy
092-315	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
092-316	<p><b>[Cause]</b> Temperature sensor detected abnormality.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
092-321	<p><b>[Cause]</b> Density of Black color is low.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, pull out the drum and toner cartridges of that color, and then insert them again.</p> <p>If the error still is not resolved, contact our Customer Support Center.</p>

## "093-001" - "093-999"

Error Code	Cause/Remedy
093-339	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
093-445	<p><b>[Cause]</b> The toner cartridge [K] (black) is empty.</p> <p><b>[Remedy]</b> Replace the toner cartridge [K] (black) with a new one.</p>

## "099-001" - "101-999"

Error Code	Cause/Remedy
099-396 099-397 099-398 099-399	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

## "102-001" - "115-999"

Error Code	Cause/Remedy
102-311 102-312 102-313 102-314 102-315 102-316 102-317 102-318 102-319 102-356	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
103-314	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

## "116-001" - "116-999"

Error Code	Cause/Remedy
116-220	<p><b>[Cause]</b> Failed to enter the Download mode.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
116-310 116-311 116-312 116-313 116-314 116-315 116-316 116-317 116-318 116-319	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-321 116-322 116-323 116-324	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-325 116-328 116-329 116-330 116-331	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-334 116-336 116-337 116-340 116-341	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-342	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Contact our Customer Support Center.</p>
116-343 116-345	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-348 116-349 116-353 116-354 116-355 116-356 116-357	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
116-359 116-360 116-361 116-362 116-363 116-364 116-365 116-366 116-367 116-368	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-370 116-371 116-372 116-373 116-374	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-376 116-377 116-378 116-379 116-380 116-383 116-384 116-385	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-387	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-388	<p><b>[Cause]</b> The optional hard disk is not installed.</p> <p><b>[Remedy]</b> Install the hard disk. Contact our Customer Support Center.</p>
116-389	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-390	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Follow the message displayed on the touch screen and initialize the memory of the machine.</p>
116-391 116-392 116-393 116-394 116-395 116-396 116-397	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
116-399	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
116-701	<p><b>[Cause]</b> Unable to use the 2 Sided Printing feature because of insufficient memory.</p> <p><b>[Remedy]</b> Increase memory, or install the hard disk on the models of which hard disk drive is an option. For information on installing the hard disk, contact our Customer Support Center.</p>
116-702	<p><b>[Cause]</b> A print job was processed using a substitute font.</p> <p><b>[Remedy]</b> Check the print data.</p>
116-703	<p><b>[Cause]</b> Probable causes are as follows:</p> <ol style="list-style-type: none"> <li>1. An error occurred during PostScript<sup>*</sup> processing.</li> <li>2. An error occurred because of insufficient memory.</li> <li>3. An error occurred because of insufficient memory for PostScript processing.</li> </ol> <p><sup>*</sup>: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> For 1, check the print data. For 2, increase memory. For 3, increase the value for [PostScript Memory].</p>
116-710	<p><b>[Cause]</b> The correct document size could not be judged because the receive data exceeded the HP-GL/2<sup>*</sup> spool size.</p> <p><sup>*</sup>: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> Increase the size assigned to HP-GL/2 auto layout memory.</p>
116-713	<p><b>[Cause]</b> The data has been divided into several jobs because of insufficient data storage space.</p> <p><b>[Remedy]</b> Delete unnecessary data from the data storage space.</p>
116-714	<p><b>[Cause]</b> An HP-GL/2 command error occurred.</p> <p><b>[Remedy]</b> Check the print data.</p>
116-719	<p><b>[Cause]</b> A feature not supported by the printer was executed.</p> <p><b>[Remedy]</b> Cancel the parameters not supported by the printer.</p>
116-720	<p><b>[Cause]</b> An error occurred during print processing because of insufficient memory.</p> <p><b>[Remedy]</b> Stop unnecessary ports or delete unnecessary data to free up disk space.</p>
116-721	<p><b>[Cause]</b> The machine has processed the preset operation printing in black and white due to the restriction settings.</p> <p><b>[Remedy]</b> Check the time permitted for the operation for you, and try again, or consult your system administrator to change your authorization.</p>
116-722 116-723	<p><b>[Cause]</b> The machine has processed the preset operation printing in black and white due to the restriction settings.</p> <p><b>[Remedy]</b> Consult your system administrator to change your authorization.</p>
116-724	<p><b>[Cause]</b> The machine has processed the preset operation printing in 2-sided due to the restriction settings.</p> <p><b>[Remedy]</b> Consult your system administrator to change your authorization.</p>

Error Code	Cause/Remedy
116-725	<p><b>[Cause]</b> Failed to write the image log because the image log storage area on the machine is insufficient.</p> <p><b>[Remedy]</b> Execute the operation again. If this error still is not resolved, delete unnecessary image logs.</p>
116-726	<p><b>[Cause]</b> The machine has processed the preset operation printing in black and white and in 2-sided due to the restriction settings.</p> <p><b>[Remedy]</b> Consult your system administrator to change your authorization.</p>
116-727	<p><b>[Cause]</b> The machine has processed the preset operation printing in 2-sided due to the restriction settings.</p> <p><b>[Remedy]</b> Consult your system administrator to change your authorization.</p>
116-728	<p><b>[Cause]</b> The machine has processed the preset operation printing in black and white or in 2-sided due to the restriction settings.</p> <p><b>[Remedy]</b> Consult your system administrator to change your authorization.</p>
116-738	<p><b>[Cause]</b> The size and orientation of the form specified are not matched with the paper to be printed.</p> <p><b>[Remedy]</b> Match the size and orientation of the paper with the form specified, and print again.</p>
116-739	<p><b>[Cause]</b> The form or logo data cannot be registered because memory for the form and logo data or memory capacity is insufficient.</p> <p><b>[Remedy]</b> Delete unnecessary data, or free up the space for the form memory.</p>
116-740	<p><b>[Cause]</b> A numerical value operation error occurred because a value exceeding the value limit of the machine was used in the print data.</p> <p><b>[Remedy]</b> Check the print data.</p>
116-741	<p><b>[Cause]</b> The form cannot be registered because the number of the form registration exceeds the maximum number allowed.</p> <p><b>[Remedy]</b> Delete unnecessary form. The maximum number allowed is 2048 for machines with a hard disk drive or 64 for machines with no hard disk drive.</p>
116-742	<p><b>[Cause]</b> The logo data cannot be registered because the number of the logo data registration exceeds the maximum number allowed.</p> <p><b>[Remedy]</b> Delete unnecessary logo data.</p>
116-743	<p><b>[Cause]</b> The logo data or form cannot be registered because the memory for the form and logo data is insufficient.</p> <p><b>[Remedy]</b> Increase memory.</p>
116-746	<p><b>[Cause]</b> The form specified is not registered.</p> <p><b>[Remedy]</b> Use the form registered, or register the form.</p>
116-747	<p><b>[Cause]</b> The paper margin value is too large for the HP-GL/2* active coordinates area.</p> <p>*: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> Decrease the paper margin value, and then execute the operation again.</p>

Error Code	Cause/Remedy
116-748	<p><b>[Cause]</b> There is no plot data in the HP-GL/2<sup>*</sup> print data.</p> <p>*: An optional component is required for some models. For more information, contact our Customer Support Center.</p> <p><b>[Remedy]</b> Check the print data.</p>
116-749	<p><b>[Cause]</b> The job was cancelled because the specified font does not exist.</p> <p><b>[Remedy]</b> Install the font, or set the print driver to replace the font.</p>
116-750	<p><b>[Cause]</b> Banner sheet tray malfunction</p> <p><b>[Remedy]</b> Restore the tray to normal condition or change the Banner sheet tray.</p>
116-751	<p><b>[Cause]</b> The process has been canceled because the data storage space is full.</p> <p><b>[Remedy]</b> Delete stored data from the data storage space. If the error still is not resolved, split the file and send the job again.</p>
116-752	<p><b>[Cause]</b> The descriptions of the PDF or XPS printing job ticket have a problem.</p> <p><b>[Remedy]</b> Execute the operation again. If the error still is not resolved, contact our Customer Support Center.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• XPS stands for XML Paper Specification.</li> </ul>
116-771 116-772 116-773 116-774 116-775 116-776 116-777 116-778	<p><b>[Cause]</b> The data was automatically modified because it included an invalid parameter.</p> <p><b>[Remedy]</b> The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again. When using the Internet Fax Forwarding feature, confirm its condition with the e-mail recipient.</p>
116-780	<p><b>[Cause]</b> There is a problem with the document attached to the received e-mail.</p> <p><b>[Remedy]</b> Check the attached document.</p>
116-790	<p><b>[Cause]</b> Probable causes are as follows:</p> <ol style="list-style-type: none"> <li>1. If the operator cancelled printing a document that was received using the Store Fax - Local Folder or Store Internet Fax - Local Folder feature: The first set of the document is not stapled.</li> <li>2. For causes other than 1 No set of the document is stapled.</li> </ol> <p><b>[Remedy]</b> For 1, manually staple the first set of the document. Or, do not cancel printing of a document that is received using the Store Fax - Local Folder or Store Internet Fax - Local Folder feature.</p> <p>For 2, check whether the staple position has been correctly specified, and try printing again.</p>



**"117-001" - "117-999"**

Error Code	Cause/Remedy
117-311	<b>[Cause]</b> An error occurred. <b>[Remedy]</b> Contact our Customer Support Center.
117-312	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Contact our Customer Support Center.
117-316	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
117-317 117-318	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Wait until the printer restarts.
117-325 117-326	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
117-330 117-331 117-332	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
117-343	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Contact our Customer Support Center.
117-345	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Contact our Customer Support Center.
117-347	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
117-349	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
117-354 117-355 117-356	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.
117-357	<b>[Cause]</b> TPM fail occurred. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.
117-358	<b>[Cause]</b> An error occurred in the machine. <b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.

Error Code	Cause/Remedy
117-360	<p><b>[Cause]</b> The year in the Date &amp; Time setting is out of the available range.</p> <p><b>[Remedy]</b> Turn off the printer, and turn it on again. Change the year to a correct value. If the error still is not resolved, contact our Customer Support Center.</p>
117-364	<p><b>[Cause]</b> The key information is illegal.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>
117-365	<p><b>[Cause]</b> Wi-Fi diagnostic error.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the error still is not resolved, contact our Customer Support Center.</p>

## "118-001" - "122-999"

Error Code	Cause/Remedy
118-310	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
118-311	<p><b>[Cause]</b> An error occurred during software processing.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
121-310	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
121-317 121-318	<p><b>[Cause]</b> An error occurred between the machine and the device connected.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
121-323	<p><b>[Cause]</b> An error occurred between the machine and the device connected.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

**"123-001" - "126-999"**

Error Code	Cause/Remedy
123-310 123-311 123-312 123-325 123-326 123-333 123-343 123-344 123-350 123-352 123-353 123-354 123-355 123-356 123-357 123-358 123-362 123-368 123-369 123-371	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
123-374 123-377 123-379 123-380 123-381 123-382 123-383 123-384 123-389 123-390 123-392 123-393 123-395 123-396 123-397 123-398 123-399 124-310 124-311 124-312	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
124-313 124-314 124-315 124-316 124-317 124-318 124-319 124-320 124-321 124-322 124-323 124-324 124-325	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
124-326	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Follow the on-screen instruction to enter information.</p>
124-327	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
124-328	<p><b>[Cause]</b> The punch unit settings are required.</p> <p><b>[Remedy]</b> Follow the on-screen instruction to set the punch unit.</p>
124-331	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
124-333 124-334 124-335	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
124-337 124-338 124-339 124-340 124-341 124-342 124-343 124-344 124-345 124-346 124-347 124-348 124-349 124-350 124-351 124-352 124-353 124-354 124-355 124-356	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
124-357	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
124-360 124-361 124-362 124-363 124-372 124-373 124-374 124-380 124-381 124-382 124-383 124-390 124-391 124-392 124-393	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
125-311	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

## "127-001" - "132-999"

Error Code	Cause/Remedy
127-210 127-211 127-212	<p><b>[Cause]</b> A communication error occurred between the machine and the Print Server.</p> <p><b>[Remedy]</b> Disconnect the print server cable, and then securely insert the cable into the connector. Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power.</p>
127-213	<p><b>[Cause]</b> A communication error occurred between the machine and the Print Server.</p> <p><b>[Remedy]</b> Update the machine and the Print Server software to the latest versions.</p>
127-220 127-221	<p><b>[Cause]</b> A communication error occurred between the machine and the Print Server.</p> <p><b>[Remedy]</b> Disconnect the print server cable, and then securely insert the cable into the connector. Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power.</p>
127-310 127-311 127-312 127-313 127-314 127-315 127-320	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

Error Code	Cause/Remedy
127-353 127-354 127-396 127-398 127-399	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>
132-310 132-311	<p><b>[Cause]</b> An error occurred in the machine.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch on the machine power. If the same message is displayed again, contact our Customer Support Center.</p>

## Other Errors

This section describes the remedies when the following messages are displayed.

Error Message	Cause and Remedy
A fault has occurred. Switch off the machine. (xxx-yyy)	<p><b>[Cause]</b> An error occurred.</p> <p><b>[Remedy]</b> Switch off the machine power, make sure that the touch screen is blank, and then switch the machine power on again.</p> <p>If the message persists, record the content displayed for [(xxx-yyy)]. Then immediately switch the power off, make sure that the touch screen is blank, and then contact our Customer Support Center.</p>
Completed with an error. (xxx-yyy)	<p><b>[Cause]</b> An error occurred, and the operation terminated abnormally.</p> <p><b>[Remedy]</b> Execute the operation again.</p>

# Paper Jams

When a paper jam occurred, the machine stops and an alarm beeps. A message is also displayed on the touch screen. Follow the instructions displayed to remove the jammed paper.

Gently remove the paper to avoid it to be torn. If the paper is torn, remove all the torn pieces, making sure that none remain inside the machine.

If a paper jam message appears again after you have cleared the paper jam, another paper jam may be occurred in some other parts of the machine. Clear this by following the message.

When the paper jam is cleared, printing is automatically resumed from the point when the paper jam occurred.

## WARNING

### **Fusing Unit Safety**

**Do not dismantle the Fusing Unit. When removing paper jam from the Fusing Unit, contact your local Fuji Xerox representative. Otherwise, it may cause injuries.**

## CAUTION

**Do not attempt to remove a paper deeply jammed inside the product, particularly a paper wrapped around the fusing unit or the heat roller. Otherwise, it may cause injuries or burns. Switch off the product immediately and contact your local Fuji Xerox representative.**

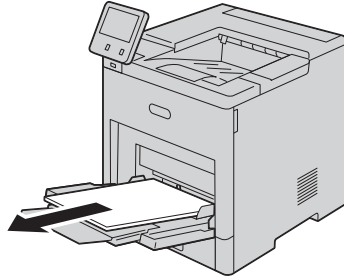
## **Important**

- When a paper jam occurred, if you pull out a paper tray without checking the paper jam location, the jammed paper may be torn and the pieces may remain inside the machine. This may cause machine malfunctions; therefore, always check where the paper jam occurred first.
- If any piece of jammed paper remains inside the machine, the paper jam message will not disappear from the touch screen.
- Clear the paper jams while the machine is powered on. If you turn off the machine, all data stored on the memory of the machine will be erased.
- Do not touch components inside the machine. This may cause print defects.

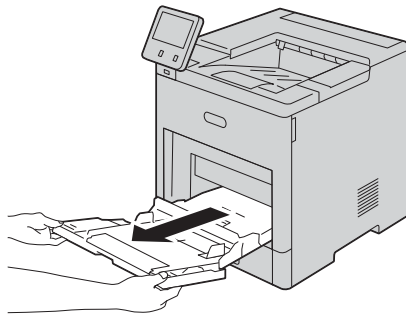
## Paper Jams in the Bypass Tray

The following describes how to clear paper jams occurring in the Bypass Tray.

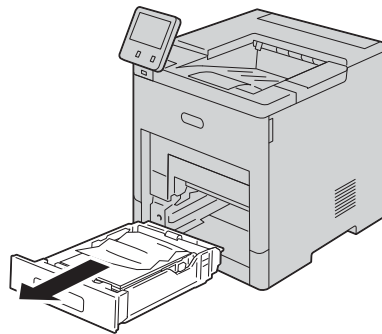
- 1 Remove any paper from the Bypass Tray.



- 2 Hold both sides of the Bypass Tray, then pull it straight out of the printer.

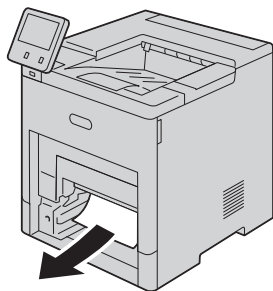


- 3 Remove Tray 1 from the printer.





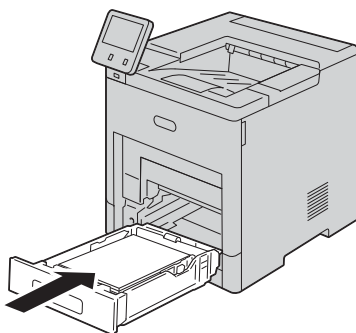
#### 4 Remove the jammed paper.



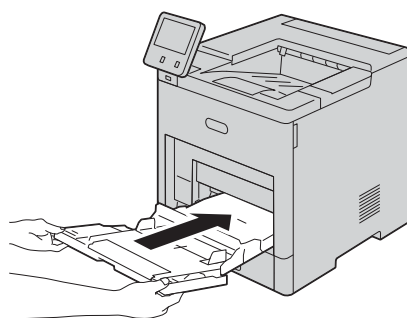
#### 5 Insert Tray 1 into the printer, then push it all the way in.

**Note**

- If the tray is extended for Legal-size paper, the tray protrudes when it is inserted into the printer. If removed in a previous step, replace the tray cover.



#### 6 Insert the Bypass Tray completely into the printer.



#### 7 Verify or change the paper settings.

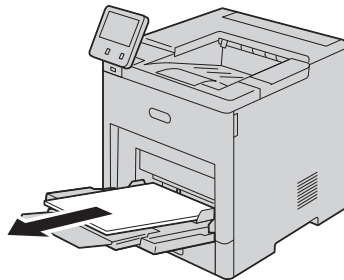
- 1) To confirm the same paper size, type, or color, select [OK].
- 2) To select a new paper size, type, or color, touch the current setting, then select a new setting. Select [OK] to save the settings.

- 8 Press the Home button.

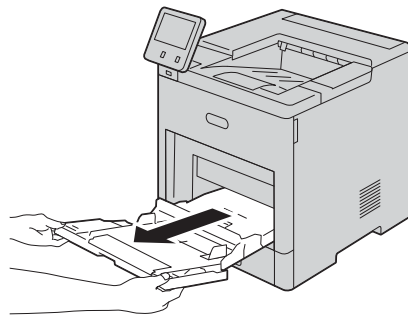
## Paper Jams in Tray 1

The following describes how to clear paper jams occurring in Tray 1.

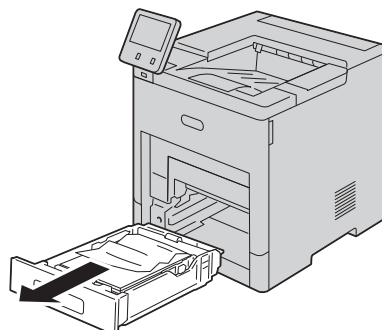
- 1 Remove any paper from the Bypass Tray.



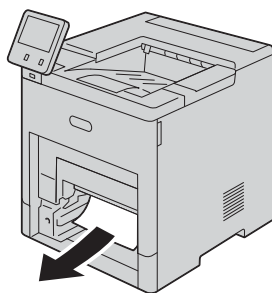
- 2 Hold both sides of the Bypass Tray, then pull it straight out of the printer.



- 3 Remove Tray 1 from the printer.



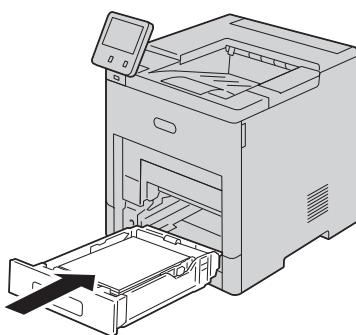
- 4 Remove any crumpled paper from the tray and any remaining paper jammed in the printer.



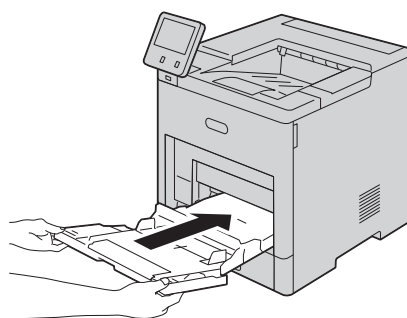
- 5 Insert Tray 1 into the printer, then push it all the way in.

**Note**

- If the tray is extended for Legal-size paper, the tray protrudes when it is inserted into the printer. If removed in a previous step, replace the tray cover.



- 6 Insert the Bypass Tray completely into the printer.



- 7 If [Tray Mode] is set to [Fully Adjustable], you are prompted to verify or change the paper settings.

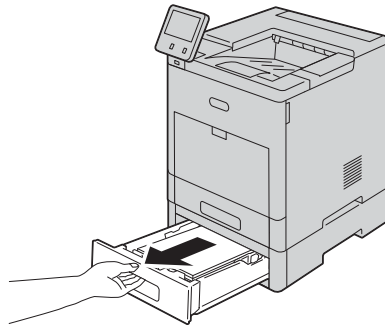
- 1) To confirm the same paper size, type, or color, select [OK].
- 2) To select a new paper size, type, or color, touch the current setting, then select a new setting. Select [OK] to save the settings.

- 8 Press the <Home> button to return to the [Home] screen.

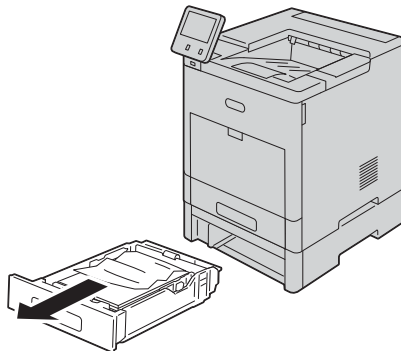
## Paper Jams in Trays 2 to 5

The following describes how to clear paper jams occurring in Trays 2 to 5.

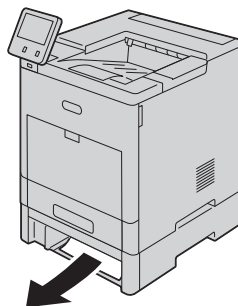
- 1 For the tray reported on the Touch Screen Display, pull out the tray until it stops.



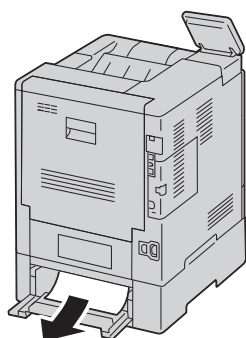
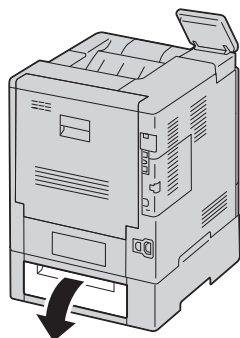
- 2 Lift the front of the tray slightly, and remove the tray from the printer.



- 3 Remove any crumpled paper from the tray and any remaining paper jammed at the front of the printer.



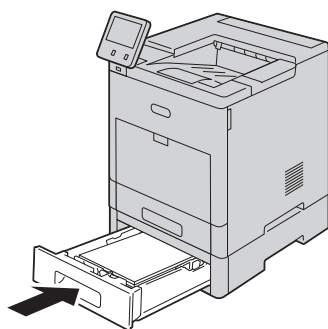
- 4 For the same tray, at the back of the printer, locate the jam-access door. Open the door to remove any jammed paper.



- 5 Insert the tray into the printer, then push the tray in until it stops.

**Note**

- If the tray is extended for Legal-size paper, the tray protrudes when it is inserted into the printer. If removed in a previous step, replace the tray cover.



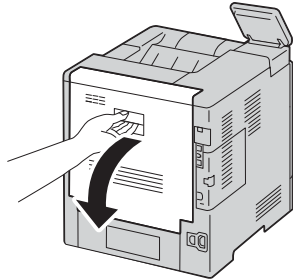
- 6 If [Tray Mode] is set to [Fully Adjustable], you are prompted to verify or change the paper settings.

- 1) To confirm the same paper size, type, or color, select [OK].
- 2) To select a new paper size, type, or color, touch the current setting, then select a new setting. Select [OK] to save the settings.

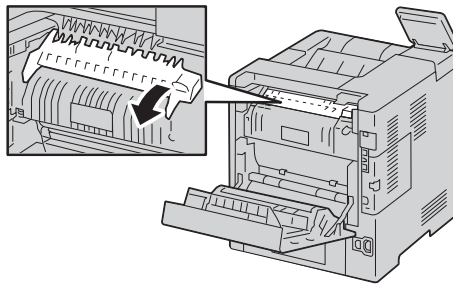
## Paper Jams in the Fusing Unit

The following describes how to clear paper jams occurring in the Fusing Unit.

- 1 Lift the rear door release and pull open the door.



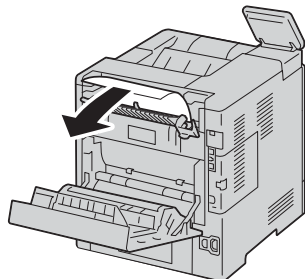
- 2 Lift the tab to open the paper guide on the top of the fusing unit.



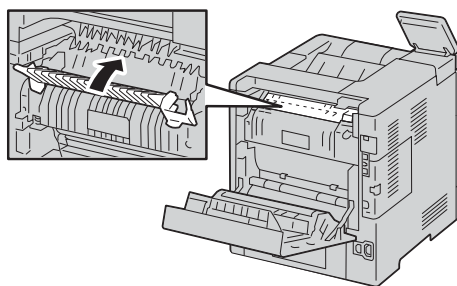
- 3 Remove any jammed paper.

### Important

- The fusing unit is hot. Do not touch it, doing so may cause burns.



- 4 Close the paper guide on the fusing unit.

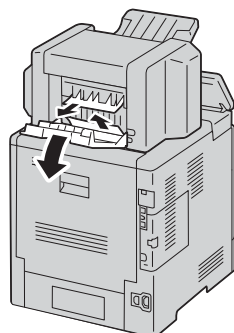


- 5 Close the rear door.

## Clearing Paper Jams from the Finisher

To resolve the error displayed on the control panel, clear all paper from the paper path.

- 1 At the back of the printer, locate the finisher jam-access door. Open the door, then remove any jammed paper.

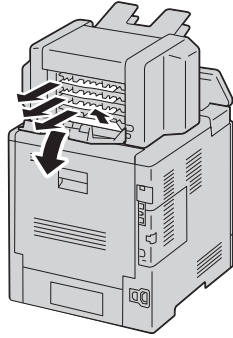


- 2 Close the jam-access door. To clear any remaining errors, follow the instructions on the control panel.

## Clearing Paper Jams from the 4-Bin Mailbox

To resolve the error displayed on the control panel, clear all paper from the paper path.

- 1 At the back of the printer, locate the 4-Bin Mailbox jam-access door. Open the door, then remove any jammed paper.



- 2 Close the jam-access door. To clear any remaining errors, follow the instructions on the control panel.



# 12

## **Appendix**

# Specifications

This section lists the main specifications of the machine. Note that the specifications and the appearance of the product may change without prior notice.

## Basic Specifications

### ■ Type

Desktop/Console

### ■ Printing Method

Laser Xerography

#### Note

- LED + LED electrophotographic system

### ■ Warm-up Time

79 seconds (when the printer is turned on and the room temperature is at 23°C)

### ■ Continuous Print Speed

- 1 Sided  
63 sheets/minute<sup>\*1</sup>
- 2 Sided  
56 pages/minute<sup>\*2</sup>

<sup>\*1</sup> : When identical documents are continuously printed on A4 (plain paper)

<sup>\*2</sup> : When continuously printing on A4

#### Important

- The speed may be reduced due to image quality adjustment.
- The performance may be reduced depending on the paper type or paper tray.

### ■ Printing Resolution

1,200 x 1,200 dpi

### ■ Halftone/Printable Colors

256 tones

### ■ Paper Size

- Standard 550-Sheet Feeder:  
A4, B5, A5, Legal 14', Legal 13', Letter, Executive  
Custom size (Width: 76.2 mm to 215.9 mm (3.0" to 8.5"), Length: 190.5 mm to 355.6 mm (7.5" to 14"))
- Bypass Tray:  
A4, B5, A5, B6, A6, Legal 13', Legal 14', Letter, Executive, Statement, COM-10, DL, Monarch, Env. Kakukei6, Postcard (4 x 6, 5 x 7)  
Custom size (Width: 76.2 mm to 215.9 mm (3" to 8.5"), Length: 127 mm to 355.6 mm (5" to 14"))

- **Optional 550-Sheet Feeder:**  
A4, B5, A5, Legal 14', Legal 13', Letter, Executive  
Custom size (Width: 76.2 mm to 215.9 mm (3.0" to 8.5"), Length: 190.5 mm to 355.6 mm (7.5" to 14"))
- **High-Capacity Feeder (Optional):**  
A4, Letter
- **2 Sided Print:**  
A4, B5, A5, Legal 14", Legal 13", Letter, Executive  
Custom size (Width: 139.7 mm to 215.9 mm, Length 203.2 mm to 355.6 mm)
- **Image Loss Width:**  
Top edge, 4 mm or less; bottom edge, 4 mm or less; left and right edges, 4 mm or less

### ■ Paper Weight

- Standard 550-Sheet Feeder: 60 - 220 gsm  
Bypass Tray: 60 - 220 gsm  
Optional 550-Sheet Feeder: 60 - 220 gsm  
High-Capacity Feeder (Optional): 60 - 176 gsm  
2 Sided Print: 60 - 176 gsm

#### **Important**

- The use of paper recommended by Fuji Xerox is suggested. Printing may not be performed correctly depending on the paper type, paper quality, or paper size. When using custom-size paper, check the paper feeding performance in advance. Do not use special ink jet paper. Postcards made from recycled paper may not be used at times. Print quality may deteriorate if printing on preprinted paper or the back of printed paper, or if the environment of use is dry, cold, or hot and humid climates. For details, contact the Fuji Xerox local representative office or an authorized dealer.

### ■ Paper Tray Capacity

- **Standard 550-Sheet Feeder:**  
550 sheets
- **Bypass Tray:**  
150 sheets
- **Optional 550-Sheet Feeder:**  
550 sheets
- **High-Capacity Feeder (Optional):**  
2000 sheets

#### **Important**

- When using 80 gsm paper.

### ■ Output Tray Capacity

- Standard: 500 sheets (face down)  
Finisher (Optional): 500 sheets (face down)  
4-Bin Mailbox (Optional): 100 sheets x 4 (face down)

#### **Important**

- When using 80 gsm paper

## ■ 2 Sided Feature

Standard

## ■ Memory

2 GB

## ■ PDL

TIFF, FX PDF, PCL6, PCL5c, PS, XPS

### Note

- XPS stands for XML Paper Specification.

## ■ Operating System

- Standard : PCL Driver
  - Windows® 10 (32bit)
  - Windows® 10 (64bit)
  - Windows® 8.1 (32bit)
  - Windows® 8.1 (64bit)
  - Windows® 7 (32bit)
  - Windows® 7 (64bit)
  - Windows Server® 2016 (64bit)
  - Windows Server® 2012 R2 (64bit)
  - Windows Server® 2012 (64bit)
  - Windows Server® 2008 R2 (64bit)
  - Windows Server® 2008 (32bit)
  - Windows Server® 2008 (64bit)
- Standard : Adobe® PostScript® 3™ Driver
  - Windows® 10 (32bit)
  - Windows® 10 (64bit)
  - Windows® 8.1 (32bit)
  - Windows® 8.1 (64bit)
  - Windows® 7 (32bit)
  - Windows® 7 (64bit)
  - Windows Server® 2016 (64bit)
  - Windows Server® 2012 R2 (64bit)
  - Windows Server® 2012 (64bit)
  - Windows Server® 2008 R2 (64bit)
  - Windows Server® 2008 (32bit)
  - Windows Server® 2008 (64bit)
  - macOS 10.12 Sierra

OS X 10.11 El Capitan  
 OS X 10.10 Yosemite  
 OS X 10.9 Mavericks  
 OS X 10.8 Mountain Lion

### **Important**

- For information about the latest supported OS, refer to the Fuji Xerox Web site.

### **■ Interface**

USB 2.0, USB 3.0, Ethernet 10BASE-T/100BASE-TX/1000BASE-T

### **■ Protocol**

TCP/IP, lpd, IPP, Port9100

### **■ Power Supply**

AC 100 - 127 V  $\pm 10\%$ , 12A, 50/60 Hz  $\pm 3\%$   
 AC 220 - 240 V  $\pm 10\%$ , 8A, 50/60 Hz  $\pm 3\%$

### **■ Noise**

During operation (main unit only): 7.5 B; 56.0 dB (A)

During stand-by (main unit only): 4.4 B

### **Important**

- Measurements were conducted based on ISO7779.
- Unit B: Acoustic power level (LWAd), Unit dB (A): Radiated sound pressure (bystander position)

### **■ Power Consumption**

- AC 115V:  
 Maximum power consumption: 1230 W  
 Sleep mode: 0.9 W or less
- AC 230V:  
 Maximum power consumption: 1200 W  
 Sleep mode: 1.0 W or less

### **■ Dimensions**

Width 427.4 x Depth 465.5 x Height 443.4 mm

### **Note**

- Without protrusion and optional accessories

### **■ Weight**

Approximately 22.3 kg (with toner cartridges)

### **■ Usage Environment**

- During Use  
 Temperature: 5 - 32 °C  
 Humidity: 15 - 85 % (except malfunctions due to dew condensation)
- Non-Use  
 Temperature: -20 - 40 °C

Humidity: 5 - 85 % (except malfunctions due to dew condensation)

**Important**

- Until the conditions (temperature and humidity) inside the printer become acclimated to the installation environment, print quality may deteriorate depending on the paper quality.

## High-Capacity Feeder (Optional)

**■ Paper Size**

A4, Letter

**■ Paper Weight**

60 - 176 gsm

**■ Feeding Capacity/Number of Tray**

2000 sheets x 1 tray

**Important**

- When using 80 gsm paper

**■ Dimensions/Weight**

Width 725 x Depth 773 x Height 459 mm, 20 kg

## 4-Bin Mailbox (Optional)

**■ Tray Capacity**

100 sheets per bin

**Important**

- When using 80 gsm paper.

**■ Paper Size**

B5, Executive, Letter, A4, Legal

**■ Paper Weight**

60 - 220 gsm

**■ Dimensions/Weight**

Width 451 x Depth 411 x Height 248 mm, 6 kg

## Finisher (Optional)

**■ Type**

Stack

**■ Paper Size**

B5, Executive, Letter, A4, Legal

**■ Paper Weight**

60 - 220 gsm

**■ Stacker Capacity**

500 sheets (not stapled)

60 sets (stapled, 90 gsm or less)

**■ Staple**

Capability : 50 sheets

Paper Size : Same as the Basic Specifications

Paper Weight : 64 - 220 gsm

Position : 1 place

**■ Dimensions/Weight**

Width 451 x Depth 478 x Height 248 mm, 7 kg

## Optional Components

The following table shows the optional components available. To purchase these options, contact our Customer Support Center.

Product Name	Description
550-Sheet Feeder	Optional paper tray.
High-Capacity Feeder	Optional paper tray.
Cabinet	Provides four legs for machine installation.
Caster	Provides four legs for machine installation.
Finisher	Staples output sheets.
4-Bin Mailbox	Offers four output destinations.
Wireless LAN Kit	Enables the wireless LAN communication.
HDD Extension Kit	Provides the features that require the hard disk.

**Note**

- The optional components are subject to change without notice.
- For the latest information, contact our Customer Support Center.



# EP System

Electronic Partnership (EP) is a system to automatically control or maintain the machine by connecting the machine and the EP center of Fuji Xerox.

You can use the EP system via the Internet.

The following describes how to use the EP system on the machine.

**Note**

- The services provided by the EP system are available only when the machine is switched on.
- The EP system may not be available in some regions. For more information, contact our Customer Support Center.

The following services are available for EP system:

## Automated Meter Reading

The machine automatically reports the meter readings at a scheduled date and time every month. You can check the previous meter readings by selecting [Billing Information].

**Note**

- [Billing Information] can be displayed when the EP system is used. For more information, refer to "Billing/Usage" (P.94).

## Check or Maintenance Request of the Machine

When a check or maintenance is required, the machine sends a check or maintenance request to our Customer Support Center. A service representative visits you as required. This operation should be performed by a system administrator.

## Automated Alert Notification

When a problem occurs, the machine performs a self-diagnosis and automatically notifies the problem to our Customer Support Center.

A service representative visits you in response to the notification.

## Timely Delivery of Consumables

The machine notifies us of the used amount of consumables such as toner cartridges. We send you consumables based on usage track records.

## Remote Modification of the Settings

We can remotely change the machine settings as you request. For more information on each setting, contact our Customer Support Center.

## Software Upgrade

When the software requires an upgrade, you can download a newer version of the software and upgrade it.



**DocuPrint P505 d**  
**User Guide**

ME8277E2-2 (Edition 1)

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