

Precautions/Limitations

Read this explanation of precautions and limitations when using our products.
Refer to items that apply to the product you are using as required.

Note

Refer to the user manuals and help content for the product regarding other precautions and limitations.

Precautions/Limitations when Using the Machine

Precautions when Turning Off the Machine

The machine continues processing a short while even after it is turned off. Avoid unplugging the power cable immediately after turning the machine off. Also avoid unplugging the power cable when the display is on or when the buttons are flashing. Doing so may cause damage, such as corrupting the storage or memory. After the machine has been turned off, turning it back on before the display goes out will not cause the machine to start up. Check that the display has gone out before turning the machine on.

Character Codes

- When sending data from a computer or reading data from a source such as USB memory media, the machine may not properly display unsupported characters that may be used in folder names or file names.

Consumption of the Color Drum and Toner

The color drum and toner may be consumed even when the document is in black and white if:

- you select [Color] in the color mode of the printer driver.
- you select [Auto Detect] in the color mode of the copying function.

Number of Jobs Running/Waiting to Be Run

While jobs that are running or waiting to be run are at the maximum job number, the machine cannot accept instructions such as sending direct fax and printing from a computer, sending fax from the machine, copying (excluding interrupt jobs), or scanning.

You can check if jobs have been accepted by referring to the sources such as the machine's job information and the computer's print queue.

Precautions/Limitations when Using the Copy Function

N-Up Function and Meter Counting when Copying Originals with Black and White Pages and Color Pages

When copying originals that are a mix of black and white pages and color pages using the function that combines multiple pages into one (N-Up), any pages that contain both black and white and color pages on a single page will be counted as color pages.

Precautions/Limitations when Using the Print Function

Meter Counting with Watermarks

When using an expansion kit (sold separately) to place watermarks in an original (annotations, forced annotations, etc.), meter counting is as follows:

- Color originals are counted as color regardless of whether they are printed with watermarks or not.
- In the instance of black and white originals, they are counted as color when a watermark is specified in color, and they are counted as black and white when the watermark is specified in black and white.

ThinPrint

Up to 3 connections can be made at the same time. Any connection requests for exceeding connections are placed on waiting. Up to 10 connections can be placed on waiting. Once an established connection has ended, any waiting connection requests connect in order.

Precautions/Limitations when Using the Fax Function

Fax Communication by Optical Fiber Line or IP Phone Line

Our products conform to analog line specifications. If the products are connected to an optical fiber line or IP phone line, fax communication may encounter an error as a result of the line quality of the transmission path (packet loss, echo, delay, etc.). In this instance, inquire with the telecommunications carrier.

Precautions/Limitations when Using the Email/Internet Fax Functions

Precautions when Sending an Email

When completion of sending is notified on the machine's communication confirmation screen, communication management report, or monitor report, it indicates that sending was successful to the SMTP server set on the machine for sending an email. When sending an email, it may not reach the recipient as a result of an Internet network problem. In such an instance, no notices are sent to the machine. When sending important information, it is recommended to confirm receipt of the email by phone.

Internet Fax Profiles

- **To Specify an Internet Fax Profile**

Profiles that can be handled by recipients differ from recipient to recipient. Check what profiles can be handled by a recipient. Specifying a profile that cannot be handled by a recipient will prevent the recipient from displaying or printing the images they receive. Specify a profile that both the sender and recipient can handle.

- **TIFF Files and Internet Fax Profiles that Can Be Handled when Receiving Images**

- > TIFF file formats: TIFF-FX (RFC2301)
- > Internet fax profiles: TIFF-S, TIFF-F, TIFF-J, TIFF-C
- > If an unsupported Internet fax profile is received, it may not be possible to print files. Also, received TIFF-C are printed in black and white.

Note

Image/tiff-fx are confirmed to have no issues with use as per the CIAJ (Communications and Information network Association of Japan).

- **Send Conditions of Multi-Address Transmission**

- > Using multi-address transmission allows you to mix Internet fax recipients with ordinary fax recipients. In this instance, emails are sent to Internet fax recipients, and faxes are sent to ordinary fax recipients.
- > When send conditions differ for each recipient, send with settings made for all recipients as follows:
 - Send mode: G3 auto
 - Internet fax profile: TIFF-S
 - Open/delivery confirmation: no

Settings for Receiving Non-Trusted Emails by S/MIME

Configuring S/MIME settings not to receive non-trusted emails or Internet faxes will prevent open confirmations (MDN) from being received even if this function is set to be used.

The Fax Gateway Function

This function is only available if the Internet fax-compatible machine, which sends faxes, uses SMTP to receive emails.

When converting an email into a fax document for sending, if the transmission to the recipient fails, the received original email will be deleted.

Precautions when Receiving an Email

Depending on the data size of the email, there may be insufficient memory to print it. In that instance, ask the sender to lower the resolution before sending.

Precautions/Limitations when Connecting to an Internet Service Provider

Setting an IP Address

The machine does not guarantee operation with a global IP address. Be sure to use in an environment that uses IP Masquerade.

When Managing the Machine with a Fixed Address

Register the IP address used by the machine on your router or on the server that manages IP addresses, such as a domain management server.

When Operating the Machine with DHCP

Registration may be necessary depending on the settings of the router or DHCP server. Check the operational rules for your router or DHCP server. In particular, registration to a DHCP server may be necessary if usage restrictions are implemented based on MAC addresses.

Precautions/Limitations when Using the Authentication/Count Management Functions

External Authentication

- When printing or sending a direct fax using a Kerberos server, if you attempt to authenticate with the Kerberos server using the user information currently being authenticated on the machine, an authentication error will occur.
- If you change to external authentication, or change from external authentication to another authentication mode, any user information, individual user boxes, and job flows saved on the machine will be deleted.
- Authentication agent does not support functionality for automatically obtaining the credentials of an authenticated user from a server.

Precautions on Settings for Job Operations

If the machine is set not to display jobs, you will not be able to stop or delete jobs that you have started. As a result, you will not be able to cancel a job even if you have initiated copying or have mis-sent a fax.

Precautions/Limitations on TCP/IP

Turning Off the Machine

When turning off the machine, be attentive to the following.

- **When the Printing Protocol Is Set to Perform Spooling Using LPD or IPP, When the Printing Protocol Is ThinPrint, or When Internet Services Is Used for Printing:**
All print data spooled in the machine's storage is saved, including data being printed. When the machine is turned on again, printing resumes in order from saved print data, even if new instructions are made to print.
- **When the Print Protocol Is Set to LPD or IPP without Spooling, or When the Print Protocol Is Port9100 or WSD (Web Services on Devices):**
All print data spooled in the machine's receive buffer is deleted, including data being printed. No print data remains when the machine is turned on again. However, if the machine was turned off immediately after print instructions, print data may be saved on the computer. In this instance, when the machine is turned on again, printing resumes in order from saved print data, even if new instructions are made to print.
- **When the Print Protocol Is Set to Print Received Emails or to Receive Internet Faxes:**
Email data in the machine's memory area is saved. When the machine is turned on again, printing resumes in order from saved email data, even if a new email is received.
- **When the Printing Protocol Is Set to IPP Spooling with Universal Printing:**
All print data spooled in the machine's storage is saved, including data being printed. When the machine is turned on again, printing resumes in order from saved print data, even if new instructions are made to print. However, a same document remaining on server may be printed again depending on the timing when the machine is turned off.
- **When the Print Protocol Is Set to Universal Print without IPP Spooling:**
All print data spooled in the machine's receive buffer is deleted, including data being printed. No print data remains when the machine is turned on again. However, a document printed immediately before the machine was turned off may be received from the server and printed again depending on the timing when the machine is turned off.

When Printing

- **When the Printing Protocol Is Set to Perform Spooling Using LPD or IPP, When the Printing Protocol Is ThinPrint, or When Internet Services Is Used for Printing:**
When receiving of print data has started, and the size of the print data is more than the space remaining in the storage, the print data cannot be received.

Note

If print data has exceeded the machine's receive capacity, some computers initiate a resend immediately. The computer may then appear to have stopped. In this situation, stop sending of the print data by operating the computer.

- **When the Print Protocol Is Set to LPD or IPP without Spooling, or When the Print Protocol Is Port9100 or WSD:**
When a print request is received from a certain computer, requests cannot be received from other computers.
- **When a Computer's IP Address or Computer Name Has Been Changed:**
Inquiries and cancellations from the machine can no longer be processed normally. Ensure that no print data is remaining in the machine's receive buffer, and then turn the machine off and back on.

Note

Printing cancellation/forced ejection of print data in the machine's receive buffer can be done through the machine's control panel.

Precautions/Limitations when Using the Email Print Function

Email Print

If an email is received with only little space remaining in the storage, no error code will be displayed even if receiving is canceled.

Precautions/Limitations when Using the AirPrint Function

Precautions/Limitations when Using the Print Function

- This function does not support authenticated printing or private printing.
- The AirPrint specifications with this function may cause characters and images to be garbled when output.
- Documents output with this function have "IPP" indicated in the job history report.
- In some applications on macOS, when printing color documents with AirPrint, even if you specify black and white output, some objects or the entire document may still be printed in color. To ensure that documents are printed in either color or in black and white, use a genuine printer driver.
- Paper in the manual feed tray may not be selected. To print with paper in the manual feed tray, first remove all paper from other trays, and place paper only in the manual feed tray. An out-of-paper alert will be displayed, but you can continue.

Precautions/Limitations when Using the Fax Function

- Fax numbers should be entered using single-byte numbers. If you accidentally input double-byte numbers or other strings, only the single-byte numbers may be extracted and used as the recipient. Be sure to check that a fax number has been entered correctly.
- The cover page may not be laid out properly if the subject name has too many characters. Be sure that the subject name is no more than 49 single-byte characters, or no more than 25 double-byte characters.
- If the number of recipients or the length of the message is too large, the text on the cover page may be cut off after printing. Reduce the number of recipients for multi-address transmission or the number of characters in the message. A subject name specified in Thai language may not be indicated properly on the cover page.