IP CW2200

User Guide

Selected Version

For information not found in this manual, see the online manuals available on our web site (https://www.ricoh.com/) or via the control panel.

For safe and correct use, be sure to read Safety Information separately provided before using the machine.

How to Read the Manuals

Symbols Used in the Manuals

This manual uses the following symbols:

⭐ **Important**

Indicates points to pay attention to when using functions. This symbol indicates points that may result in the product or service becoming unusable or result in the loss of data if the instructions are not obeyed. Be sure to read these explanations.

⬇ **Note**

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

[ ]

Indicates the names of keys or buttons on the product or display.

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3. Print

4. Web Image Monitor

5. Adding Paper and Ink

6. Troubleshooting

7. Specifications for The Machine

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1. About This Manual

Abbreviated Names of Options

In the manuals, the abbreviated names of options are used. The abbreviated names and corresponding product names are as follows:

Options that can be attached to the machine differ depending on the machine type.

page 182 "Machine Options"

Abbreviated names of externally attached options

Abbreviated name	Product name
Paper Input Location 2	Roll Unit RU6570
Paper holder	Roll Holder Unit Type M23

Abbreviated names of internal options

Abbreviated name	Product name
Wireless LAN board	IEEE 802.11a/g/n Interface Unit Type M19
Card reader	NFC Card Reader Type M23
CAP V2.1	Card Authentication Package v2.1
Device server option	Device Server Option Type M37

2. Getting Started
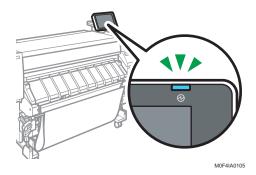
Turning On and Off the Power

To turn the machine on and off, press the main power switch on the left side of the machine.
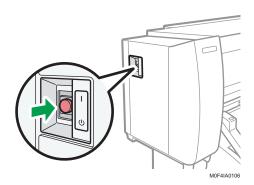
Turning On the Main Power

⭐ Important

- Do not press the main power switch repeatedly. When you turn the power on or off, wait at least 10 seconds after confirming that the main power indicator on the right side of the control panel has turned on or off.

M0F4IA0105

1. **Make sure the power cord is firmly plugged into the wall outlet.**
2. **Push the main power switch on the left side of the machine.**

M0F4IA0106

The main power indicator on the right side of the control panel turns on.

⤵ **Note**
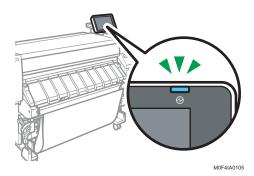
- When the power is turned on, the screen may show that the machine is performing an auto restart. Do not turn off the main power while the machine is processing. It takes about 4 minutes until the machine restarts.

Turning Off the Main Power

⭐ **Important**
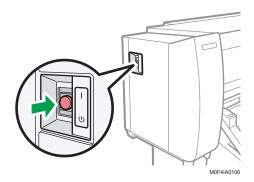
- Do not turn off the power while the machine is in operation. To turn the power off, confirm that the operation is finished.

- Do not hold down the main power switch while turning off the main power. Doing so forcibly turns off the machine's power and may damage the hard disk or memory and cause malfunctions.

- Do not press the main power switch repeatedly. When you turn the power on or off, wait at least 10 seconds after confirming that the main power indicator on the right side of the control panel has turned on or off.

M0F4IA0105

1. **Push the main power switch on the left side of the machine.**

M0F4IA0106

The main power indicator on the right side of the control panel turns off. The main power turns off automatically after the machine has shut down properly.

Energy Saving Mode

When the machine is not operated for a specified period of time, the machine enters the "Energy Saving mode" automatically. "Energy Saving mode" has two modes, "Low Power mode" and "Sleep mode", and the machine enters the Low Power mode first. In the factory default, the machine is configured to use both modes.

Low Power Mode

In this mode, the control panel display turns off and the main power indicator remains lit. If the machine is left idle for a specific time, it switches to Low Power mode.

- You can change the amount of time that the machine waits before switching to Low Power mode under [Low Power Mode Timer].

    See "Date/Time/Timer", User Guide (Full Version).

- If you touch the control panel in Low Power mode, the machine exits the mode and the control panel display turns on.

Sleep Mode

In this mode, the display of the control panel turns off and the main power indicator blinks slowly. Power consumption is minimized. When you do not operate the machine for a specified period of time or press [Energy Save] (☾), the machine enters Sleep mode.

- You can specify the amount of time that the machine waits before entering Sleep mode under [Sleep Mode Timer].

    See "Date/Time/Timer", User Guide (Full Version).

- The machine recovers from sleep mode and a screen appears when you touch the display on the control panel.

⬇ Note

- You can also set the machine to enter low power mode when you press [Energy Save] (☾).
- See "Machine", User Guide (Full Version).
- The energy saving functions are disabled when an error occurs or while an operation is in progress.
- The energy saving functions will not operate in the following cases:
    - When operations are suspended during printing
    - When a warning message appears
    - When paper is jammed
    - When the Data In indicator is lit or flashing
- The machine does not enter Sleep mode in the following cases:
    - During communication with external equipment
    - When the hard disk is active
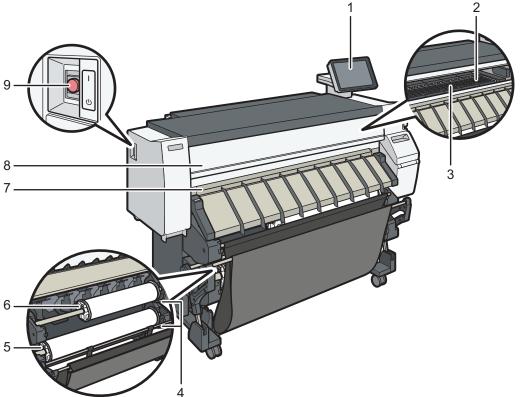
- When the service call message appears

- When the "Add Ink" message appears

- When ink is being replenished

- When one of the menus in the "Settings" screen is displayed

- When data is being processed

- When the sample print, locked print, hold print, or stored print screen is displayed

- When the screen of a document that was stored under the printer function appears

- When the internal cooling fan is active

- When accessing the machine using Web Image Monitor

Guide to Names and Functions of Components

⚠️CAUTION

* Do not obstruct the machine's vents. Doing so can result in fire as the internal components are overheated.

Front and Left View

M0F4IA0101

1. **Control panel**

   page 17 "Names and Functions of the Control Panel"

2. **Platen**

   Paper is sucked down and prevented from floating. Clean this area if the back of the printouts becomes dirty.

   See "Cleaning the Platen", User Guide (Full Version).

3. **Paper bypass location**

   Load paper here when you print from the paper bypass location. Load paper print side up.

4. **Rewind button**

   Press this button to load the paper roll or to remove misfed paper.

5. **Paper Input Location 2**

   Load a paper roll here.

6. **Paper Input Location 1**

   Load a paper roll here.

7. **Paper output location**

   The printouts are delivered here.
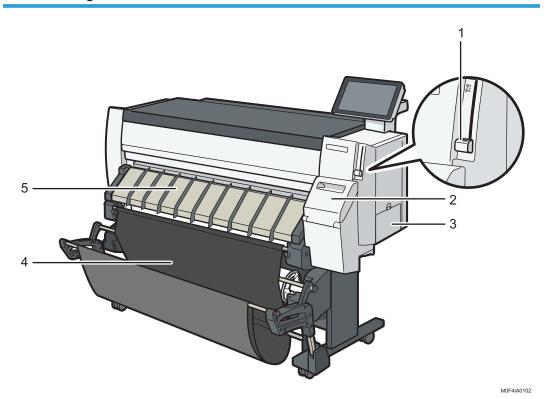
8. **Front cover**

   This is the cover of the paper bypass location. Open this cover to print from the paper bypass location, to remove misfed paper, or to clean the platen.

9. **Main power switch**

   To operate the machine, the main power switch must be on. If it is off, turn the switch on.

Front and Right View

M0F4IA0102

1. **Paper holding lever**

   This lever holds paper that is inserted into the paper input location or the paper bypass location. Use this lever to print from the bypass location, or to remove misfed paper.

2. Cartridge cover

Open to replace print cartridges.

3. Ink collector unit cover

Open this cover to replace the ink collector unit. Ink used for maintenance collects in the ink collector unit.
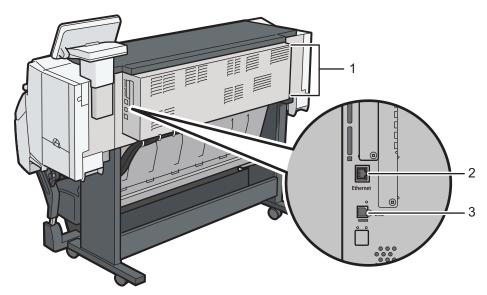
4. Output basket

The delivered paper is stacked here.

5. Paper input location cover

Open to load the paper roll onto the paper input location or to remove misfed paper.

Rear View

M0F4IA0103

1. Vents

Prevent overheating. After large-volume printing, the ventilation fan may continue to work to lower the temperature inside the machine.

2. Ethernet interface

Used the port to connect the machine to the network or to use the remote management service (@Remote) over the Internet.

3. USB2.0 Interface Type B

Use the port to connect the machine and the computer with the USB cable.

🔸 **Note**

- ⊕ Region **A** (mainly Europe)

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When touching the machine, you may experience a static shock which is harmless to humans. For details, refer to the following:
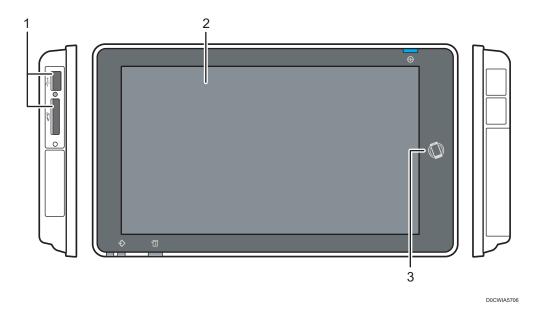
https://www.ricoh-europe.com/support/health-safety/ricoh-static-shock.html

Names and Functions of the Control Panel

The touch panel (Smart Operation Panel) that displays the operation screen of the machine is referred to as the "Control Panel".

- On both sides of the control panel, interfaces for connecting external devices and slots to insert an SD card/USB flash memory device are provided.

- Even when the screen is turned off, the LED indicators on the frame of the control panel show the status of the machine.
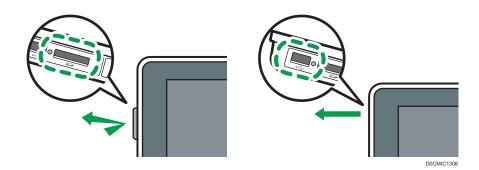
Touch Panel/Interface

D0CWIA5706

1. **Media slots**

   Insert an SD card or USB flash memory device. You can print the file stored on the media.

   - Use an SD memory card or SDHC memory card with a maximum capacity of 32 GB. You cannot use an SDXC memory card.
   - Use the media formatted in FAT16 or FAT32.
   - Certain types of USB flash memory devices cannot be used in the machine.
   - A USB extension cable, hub, or card reader cannot be used.
   - If the power of the machine is turned off or the media is removed from the machine while the machine is reading the data in the media, check the data in the media.
   - Before removing the media from the slot, press the icon displayed on the screen (/) to cancel the connection.

D0CMIC1306

2. **Touch Panel**

   Displays the Home screen, operation screen of applications, and messages. Operate with the fingertips.

   page 23 "How to Use the Home Screen"

   page 25 "Intuitive Screen Operation Using Fingertips"

3. **NFC tag**

   Used to connect the machine and a smart device with the RICOH Smart Device Connector.

   See "Using the Machine Functions from a Mobile Device", User Guide (Full Version).

   page 36 "Logging In Using a Mobile Device"

   ⬇ **Note**
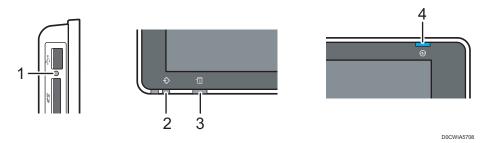
   • You can adjust the angle of the control panel to improve visibility. When adjusting the angle of the control panel, be careful not to pinch your fingers.

M0F4IA0107

LED Indicators

D0CWIA5708

1. **Media access indicator**

   Flashes when data is being read from or written to an SD card.

   While the machine is accessing the SD card or USB flash memory device, do not turn the power off or remove the media.

   - If the media access lamp does not light when an SD card is pushed into the media slot, do the following:
     - Reinsert the SD card.
     - The SD card may be broken. Contact the shop where you bought it.

2. **Data In indicator**

   Flashes when the machine is receiving data sent from the printer driver.

3. **Status indicator**

   Indicates the status of the system. Stays lit when an error occurs or ink runs out.

   page 125 "Checking the Indicators, Icons, and Messages on the Control Panel"

4. **Main power indicator**

   The main power indicator lights up when you turn on the main power switch. In Sleep mode, it flickers slowly.

Setting the Output Basket

⭐ **Important**
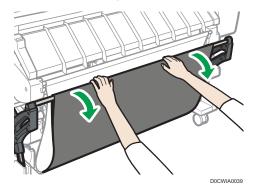
- Open the output basket before you start printing.

- Hold the bars with both hands. If you hold the bars with only one hand, you might drop the bars.

- If the machine is installed near an air conditioner or heater, the delivered paper might not be stacked properly due to the air from the air conditioner or heater.

- Printing photos or other images that use a lot of ink may make the paper frail so that it does not stack properly.

- Do not touch output paper until printing is complete. Doing so may cause it to misfeed and result in a malfunction.

- Do not obstruct the paper output location or put anything in the output basket. Doing so may cause it to misfeed and result in a malfunction.

- If the paper curls or is charged with static electricity, the output paper may remain at the paper output location. If this happens, remove the trailing edge of the paper from the paper output location. If you leave the trailing edge of the paper there and continue to print, the paper may jam or the paper may be cut incorrectly.
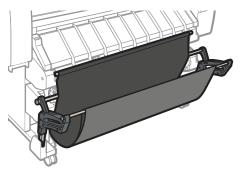
Prints are delivered to the output basket. Remove the prints one at a time from the output basket.

Setting Up the Output Basket in Basic Mode

For printing, the basket can be set up in the basic mode.

1. **Make sure the output basket is closed, and then pull it out.**

D0CWIA0039
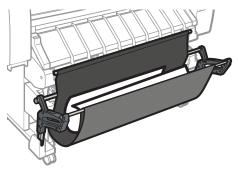
D0CWIA0404

Make sure the output basket is open before you start printing.
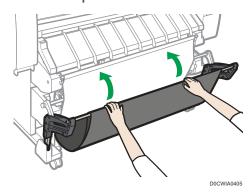
Printed paper is output as shown in the illustration.

D0CWIA0040

Close the output basket

1. **Push the output basket towards the machine.**

D0CWIA0405

Changing the Display Language

You can change the language used on the display. English is set as default.

1. **On the Home screen, press the change language widget.**

2. **Select the language you want to display.**

3. **Press [OK].**
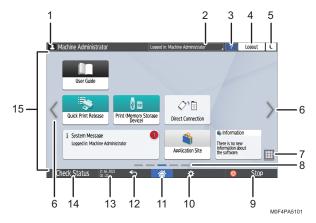
How to Use the Home Screen

Press [Home] (⌂) at the bottom center of the screen to display the Home screen on which icons for each function are shown. On the Home screen, you can register frequently used shortcuts and widgets.

⭐ **Important**

- **Do not apply strong impact or force to the screen, or it may be damaged. Maximum force allowable is approx. 30N (approx. 3 kgf). (N = Newton, kgf = Kilogram force. 1 kgf = 9.8N.)**

- Touch the Home screen to operate it.

  page 25 "Intuitive Screen Operation Using Fingertips"

- You can add or delete icons and widgets, and change their order.

  page 31 "Adding a Frequently Used Application or Widget to the Home Screen"

M0F4PA5101
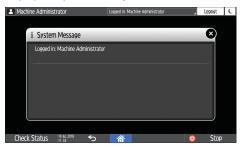
1. **Login icon**

   This icon is displayed when users are logged in. When you press the icon, the names of the users who are currently logged in are displayed.

2. **System Message**

   Displays system and application messages. If there are two or more messages, they will be displayed alternately.

   If a message indicating that the ink has run out or an error has occurred is displayed, press the message to display the system message list to check the contents.

3. **Help** ?

   When the machine is connected to the Internet and Help is available for the screen that is displayed or the error that has occurred, press this icon to display a Help screen.

   Select the [Accept cookies] check box in the control panel browser to display Help properly.

   See "Browser Settings", User Guide (Full Version).

4. **[Login]/[Logout]**

   These keys are displayed when user authentication or administrator authentication is enabled. Press the keys to log in to or log out from the machine.

   page 34 "Logging In from the Control Panel"

5. **[Energy Save]**

   Press to enter or exit Sleep mode.

   page 11 "Energy Saving Mode"

6. **Switch Screens** 〈 〉

   Press to scroll the screens right and left. The Home screen has 5 screens.

   M0F4PA5102

   You can switch between the screens by flicking.

   page 25 "Intuitive Screen Operation Using Fingertips"

   You can hide the screen with no icons by setting [Home Screen Blank Pages] to [Do not Display Blank Pages].

   See "Display/Input", User Guide (Full Version).

7. **Application list**

   Press to display applications that are not displayed on the Home screen.

   page 31 "Adding a Frequently Used Application or Widget to the Home Screen"

8. **Current display position**

   Shows which of the five screens is currently displayed.

9. **[Stop]**

   Press to stop printing.

10. **[Menu]**

    Displayed if a menu is available in the currently selected application.

    On the Home screen, press to restore the icons to their factory default positions.

11. **[Home]**

    Press to display the Home screen.

12. **[Back]** ↩

   Press to return to the previous screen.

13. **Date/Time and Ink remaining**

   The current date and time is displayed.

   To display the information about Ink remaining, specify [Display Time/Remaining Ink] of [System Bar Settings] to [Remaining Ink].

   See "Display/Input", User Guide (Full Version).

14. **[Check Status]**

   Press to check the following system statuses of the machine. This lights up in red when an error occurs.

   - Machine's status

     Indicates the error status and network status.

   - Operational status of each function

   - Current jobs

   - Job history

   - Machine's maintenance information

   See "Checking the Machine Status from the Control Panel", User Guide (Full Version).

15. **Icon display area**

   Displays the icons and widgets.

⬇ **Note**
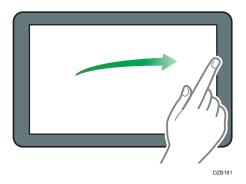
- You can change the screen displayed when the power is turned on under [Function Priority (Default Displayed Application)].

- See "Displaying Frequently Used Functions on the First Screen", User Guide (Full Version).

- When you press [Menu] (⚙) ▶ [Reset Home Screen] with the Embedded Software Architecture application being installed in the machine, the application icons are not deleted.

Intuitive Screen Operation Using Fingertips

On the Home screen or application screen, you can perform the following operations by touching the screen with your fingertips.
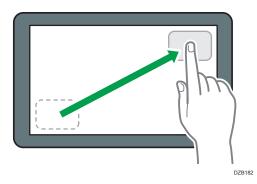
Flick (for switching between screens)

   Touch and slide your finger on the screen quickly left or right to switch between the screens.

DZB181

Drag (for moving an icon)
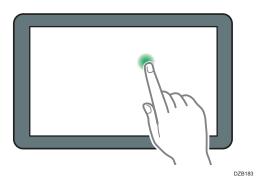
Press and hold an icon, and then slide your finger while pressing on the screen to move the icon.

DZB182

Long tap (for displaying the available menu screen)

Press and hold on a blank area on the screen to display the menu screen.
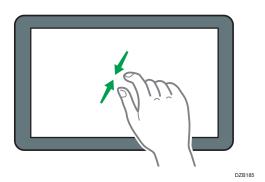
On the Home screen you can add a folder or change the wallpaper from the menu.

DZB183

In some applications, you can also use the following actions to operate the screen:
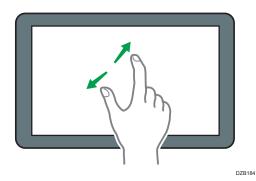
Pinch-in (for zooming out the screen)

Touch the screen with your thumb and forefinger, and pinch them together. This feature is useful when previewing files and images.

DZB185

Pinch-out (for zooming in the screen)

Touch the screen with your thumb and forefinger, and spread them apart. You can also zoom in the screen by tapping the screen twice quickly. When you quickly tap the screen twice again, the screen returns to full display. This feature is useful when previewing files and images.

DZB184

How to Use the "Settings"

Press [Settings] on the Home screen to change the settings of the machine, edit the address book, or confirm various information.

The "Settings" screen consists of the menus shown below.

M0F4PA5103

1. **System Settings**

    Specify the operation panel display, machine operation settings, operation sounds, timer, network settings and other settings.

    For the list of setting items, see "System Settings Items" in User Guide (Full Version).

2. **Address Book**

    Manage the authentication information for logging in to the machine.

    See "How to Use the Address Book", User Guide (Full Version).

    You can start operation by pressing [Address Book] on the Home screen.

3. **Paper Input Location/Paper Settings**

Specify the size and type of paper set in the paper input location.

See "Paper Input Location/Paper Settings", User Guide (Full Version).

4. **Basic Settings When Installing**

You can configure the settings easily when installing the machine.

- On the "Installation Settings" screen, you can specify the settings for the items shown below in Wizard format when the machine is moved to a different location or the environment in which the machine is used changes.

  - Basic Settings

  - Network Settings

- On the [Firmware Update] screen, you can update the firmware of the machine.

5. **Application Settings**

Change the settings for the Printer function.

For the list of setting items, see "Printer Settings" in User Guide (Full Version).

6. **Search All**

You can search for a setting item by entering a keyword. Enter more than one keyword to narrow down the search results.

7. **Change Language**

You can change the language displayed on the control panel.

8. **Maintenance**

You can adjust the print head position and print start position, and cut the paper roll.

9. Counter

Display and print the total number of sheets printed for each function.

See "Checking the Counter of the Machine for Each Color Category", User Guide (Full Version).

↓Note
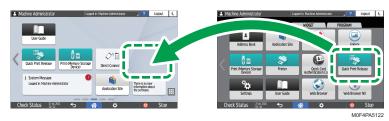
- If administrator authentication has been set, contact the administrator to change the settings.

- When you are finished performing an operation, press [Home] (⌂) to return to the normal screen.

- When you search for a setting item by using [Search All], a part of the search result screen may appear blurred. If this happens, enter the same keyword and search again. If the blurring is not resolved after searching again, press the blurred part of the screen while you scroll it up and down, and when you return to the original position, the blurred part of the screen that you have pressed will be displayed clearly.

Adding a Frequently Used Application or Widget to the Home Screen

You can use a frequently used icon or widget easily by adding it to the Home screen. You can organize the icons on the Home screen as you like by changing their order or using folders.

- Add an icon or widget from the application list screen.

- Each page of the Home screen can display up to 12 icons, widgets or folders, for a total of 60 items. A folder can hold up to 80 icons.

- You can add shortcuts, from favorites in the browser, to the screen.

M0F4PA5122

⬇ Note

- When you have set user authentication, log in and customize it. Each user can register their own Home screen.

- A shortcut, folder, or widget cannot be created or moved if there is no space on the Home screen. In this case, delete one of the registered items, and then perform the same operation.

- The names of icons and widgets are displayed up to 20 double-byte or 30 single-byte characters. Names composed of 21 or more double-byte characters are displayed with "...", indicating the 20th and later characters.

Adding an Icon/Widget to the Home Screen

1. **Press the application list icon on the Home screen.**

DZC187

2. **Press and hold the icon or widget to be added to the application list screen.**

- Select the [WIDGET] tab to add a widget, or select the [PROGRAM] tab to add a classic application.

3. **After the screen changes to the Home screen, move the icon or widget to the desired position and release it.**

To add a classic application, select the type of application from the displayed menu.

Moving or Deleting Icons and Widgets

- To move an icon or widget, press and hold the icon and move it to the desired position, and then release it.

- To delete an icon or widget, press and hold the icon and move it to the trash icon, and then release it.

- When you delete a shortcut icon of a function from the Home screen, the function is not deleted.

- To reset the Home screen, perform the following procedure.

  1. Press [Menu] (⚙) on the bottom center of the Home screen.

  2. Press [Reset Home Screen], and then press [OK].

Creating a Folder to Organize Icons

1. **Press and hold a spot on the Home screen where you want to create a folder.**

2. **When the "Add to Home Screen" screen is displayed, press [Folder].**

DZC188

3. **Open the created folder, press and hold its title, and then change the folder name.**

   You can enter up to 30 characters for a folder name.

4. **Drag the icon and release it over the folder.**

Logging In from the Control Panel

When the machine is configured by the administrator to restrict use by unauthorized users, you must authenticate your login information before starting the operation.

The authentication methods are described below.
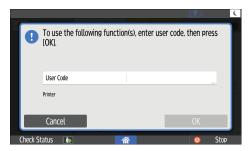
- When Basic Authentication, Windows Authentication, or LDAP Authentication is configured on the machine, enter the user name and password for authentication to log in to the machine before starting operation.

- Depending on the machine settings, you can use an IC card or mobile device for authentication.

- If user code authentication is specified, you may need to enter the user code to operate the restricted application.

To prevent use of the machine by an unauthorized person, always log out when you have finished using the machine. While a user is logged in, the name of the user is displayed in the system message.

Note

- If the machine is not used for a specified period, the user is automatically logged out (Auto Logout). The default setting for Auto Logout is 3 minutes. The period of Auto Logout can be changed by [Auto Logout Timer] of [System Settings] or the Auto Logout setting can be disabled.

- See "Date/Time/Timer", User Guide (Full Version).

- Ask the administrator for the login user name, login password, and user code.

- See "Verifying Users to Operate the Machine (User Authentication)", User Guide (Full Version).
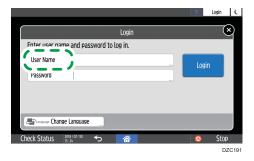
Logging In by Entering the User Name and Password

Enter the authentication information using the keyboard displayed on the control panel.

1. **Press [Login] at the top right on the screen.**

   M0F4PA5110

2. **Press [User Name].**

   DZC191

3. **Enter the login user name, and then press [Done].**

4. **Press [Password].**

5. **Enter the login password, and then press [Done].**

6. **Press [Login].**

⬇Note
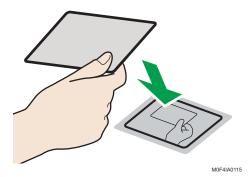
- If an incorrect password is entered a specified number of times, login with the same name is disabled (Lockout Function). The default setting for unsuccessful attempts before a user is locked out is five. If the user is locked out, the administrator must release the lockout.

- See "Specifying the Policy on Login/Logout", User Guide (Full Version).

- To log out from the machine, press [Logout] at the top right on the screen, and then press [OK].

Logging In Using an IC Card

Hold an IC card over the card reader to the back of the control panel. If the card is not registered on the machine, enter the authentication information and register the card.

1. **Hold an IC card over the card reader.**

M0F4IA0115

- When the card is registered on the machine, login operation finishes.

- When the card is not registered, the registration screen is displayed. Proceed to the next step to register the card.

2. **Enter the Login User Name and Login Password, and then press [Register].**

3. **Hold the IC card over the card reader again.**

⬇Note

- To log out, hold the IC card over the card reader or press [Logout] at the top right on the screen.

- If another user holds the IC card over the card reader while you are still logged in, you are automatically logged out and the new user logs in.

Logging In Using a Mobile Device

Log in to the machine using the RICOH Smart Device Connector app on your mobile device. You need a mobile device that supports Bluetooth Low Energy (BLE).

1. **Enable the Bluetooth function on your mobile device.**

2. **Start the RICOH Smart Device Connector application on the mobile device, and then flick left or right to display the login screen.**

   If the login screen is not displayed, press [Settings] ▶ [Navigation Display Item], and then enable the display of [Login to MFP] on RICOH Smart Device Connector.

3. **Press [NEXT].**

4. **Display the login screen on the control panel of the machine, and hold the mobile device over the Bluetooth label.**

Note
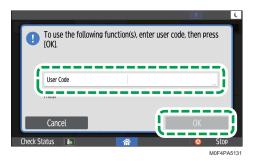
- To log out from the machine, hold the mobile device over the Bluetooth label on the control panel or press [Logout] at the top right on the screen.

- If another user holds a mobile device over the card reader while you are still logged in, you are automatically logged out and the new user logs in.

Authenticating Using the User Code

When User Code Authentication is specified as the authentication method on the machine, enter the user code before operating an application.

1. **Enter the user code, and then press [OK].**

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Note

- When you finish the operation of the application, press [Energy Save] (⏾) or press and hold [Reset] to release the authentication status.
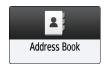
Changing the Login Password

When Basic Authentication, Windows Authentication, or LDAP Authentication is configured on the machine, change the password periodically to prevent use of the machine by an unauthorized person.

Passwords can contain the following characters. Make the password difficult to guess.

- Uppercase letters: A to Z (26 characters)

- Lowercase letters: a to z (26 characters)

- Numbers: 0 to 9 (10 characters)

- Symbols: (space) ! " # $ % & ' ( ) * + , – . / : ; < = > ? @ [\ ] ^ _ ` { | } ~ (33 characters)

1. **Log in to the machine.**

2

2. **Press [Address Book] on the Home screen.**

3. **Select the login user from the address book, and then press [Edit].**

4. **Press the [User Management / Others] tab ▶ [User Management].**

5. **Enter the new password in [Login Password], and then re-enter the password in [Confirm Login Password] for confirmation.**

   You can enter up to 128 characters.

6. **Press [OK] twice.**

7. **After completing the procedure, press [Home] ( ).**

8. **When a message prompting you to back up the address book appears on the screen, press [Go to Backup] to back up the address book.**

   • If a message prompting you to contact the administrator to back up the address book appears on the screen, ask the administrator to back up the address book.

   • If you select [Close], you can close the address book without backing up and go back to the Home screen.

   See "Making a Backup or Restoring the Address Book", User Guide (Full Version).

2

3. Print

Installing the Printer Driver by Using Device Software Manager Installer
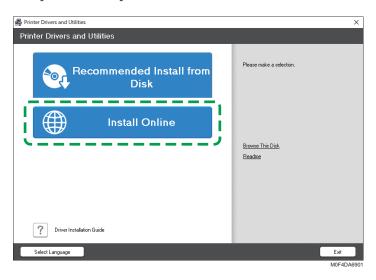
Device Software Manager is a support utility for driver installation in Windows. Device Software Manager helps you to detect the latest driver via the internet automatically according to the computer you are using and install it with a simple procedure.

⭐ **Important**

- Manage Printers permission is required to install the drivers. Log on as an Administrators group member.

- Device Software Manager supports Windows OS only. To install the printer driver on macOS, see the following sections:

- page 53 "Installing the Printer Driver for Network Connection (macOS)"

Installing Device Software Manager from the CD-ROM

1. **Set the CD-ROM in the computer.**

   If the installer does not start automatically, double-click [Setup.exe] in the Windows folder of the CD-ROM.

2. **Select a language, and then click [OK].**

3. **Click [Install Online].**

M0F4DA6901
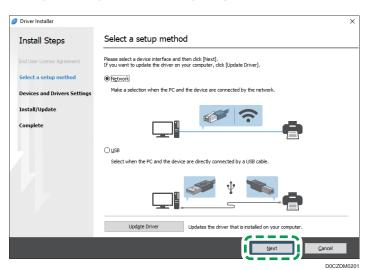
4. **Click [Accept Agreement and Install] on the "License Agreement" screen.**
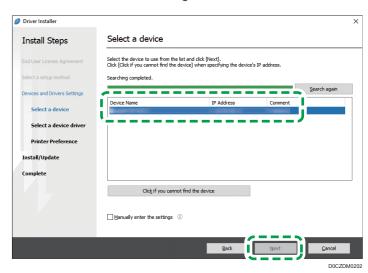
5. **On the "Quality Improvement Program" screen, select [I will participate in the Quality Improvement Program] or [I will not participate in the Quality Improvement Program], and then click [Next].**

6. **On the "Driver Update Notification Setting" screen, specify whether to display the message about the driver update, and then click [Next].**

   The process of installing Device Software Manager starts.

7. **Select [Network], and then click [Next].**

D0CZDM0201

- Network: Search for devices connected to the network.

8. **Select this machine from among the detected devices, and then click [Next].**

D0CZDM0202

The installation of the driver starts.

- If "Could not verify publisher" is displayed at the beginning of installation, continue the installation.

9. **When the installation is complete, click [Finish].**

   When you are prompted to restart your computer, restart it by following the instructions that appear.

⬇ Note

- After completing the installation, Device Software Manager icon is created on the desktop screen.
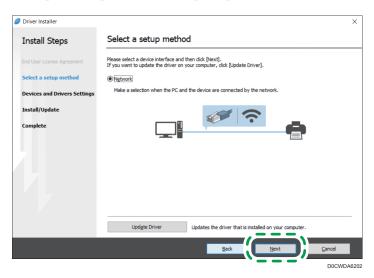
- You can update the installed printer driver with Device Software Manager.

- See "Updating the Driver (Windows)", User Guide (Full Version).

- If the "User Account Control" dialog box appears during the driver installation procedure, click [Yes] or [Continue].

- If the "Windows Security" dialog box appears during the driver installation procedure, click [Install this driver software anyway].
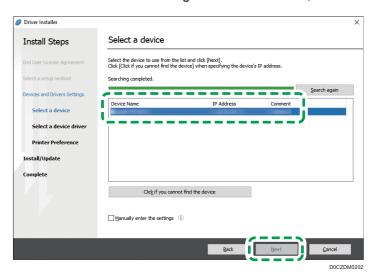
Installing Device Software Manager from the Downloaded File

1. **Double-click the downloaded file.**

2. **Select the [Run Driver Installer after installation] check box, and then click [Accept Agreement and Install].**

3. **On the "Quality Improvement Program" screen, select [I will participate in the Quality Improvement Program] or [I will not participate in the Quality Improvement Program], and then click [Next].**

4. **On the "Driver Update Notification Setting" screen, specify whether to display the message about the driver update, and then click [Next].**

   The process of installing Device Software Manager starts.

5. **On the "End User License Agreement" screen, click [Agree and Go to Next].**

6. **Select [Network], and then click [Next].**

D0CWDA6202

- Network: Search for devices connected to the network.

7. **Select this machine from among the detected devices, and then click [Next].**

D0CZDM0202

The installation of the driver starts.

- If "The publisher could not be verified" is displayed at the beginning of installation, continue the installation. There is no problem with the started installer that is downloaded from the manufacturer's website. Continue the installation.

8. **When the installation is complete, click [Finish].**

Note

- Double-click the Device Software Manager icon created on the Finder of the computer to update the printer driver.

- See "Updating the Driver (Windows)", User Guide (Full Version).

Installing the Printer Driver for Network Connection (Windows)

When the machine and the computer are connected to the same network, the installer searches for the machine to install the printer driver. If the installer cannot find the machine, specify the IP address or machine name to install the printer driver.

⭐ **Important**
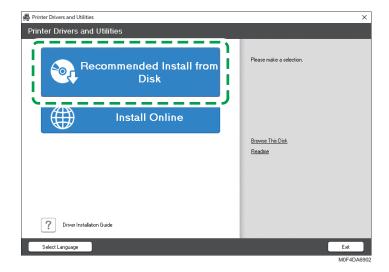
- Manage Printers permission is required to install the driver. Log on as an Administrators group member.

⬇ **Note**

- If the "User Account Control" dialog box appears during the driver installation procedure, click [Yes] or [Continue].

- If the "Windows Security" dialog box appears during the driver installation procedure, click [Install this driver software anyway].
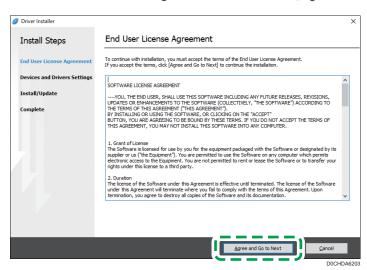
Installing the PostScript 3 Printer Driver from the CD-ROM

1. **Set the CD-ROM in the computer.**

    If the installer does not start automatically, double-click [Setup.exe] in the Windows folder of the CD-ROM.

2. **Select a language, and then click [OK].**

3. **Click [Recommended Install from Disk].**

M0F4DA6902
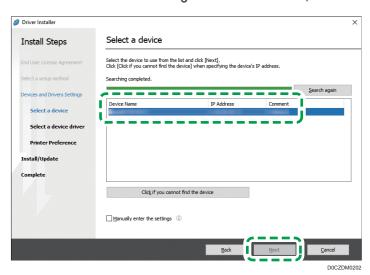
3

4. **On the "End User License Agreement" screen, click [Agree and Go to Next].**

D0CHDA6203

5. **Select this machine from among the detected devices, and then click [Next].**

D0CZDM0202
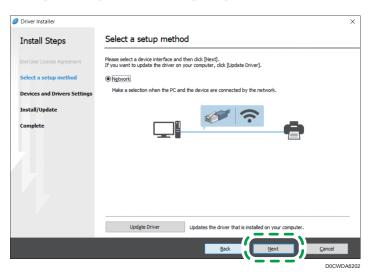
Printer driver installation starts.

6. **When the installation is complete, click [Finish].**
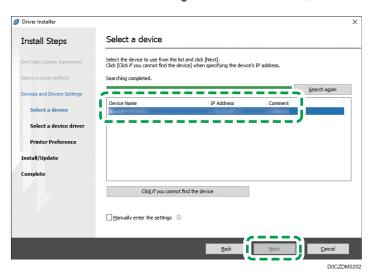
Installing the PostScript 3 Printer Driver from the Downloaded File

1. **Double-click the downloaded file.**

2. **On the "End User License Agreement" screen, click [Agree and Go to Next].**

3. **Select [Network], and then click [Next].**

D0CWDA6202

- The search detects devices connected to the network.
- If the error screen is displayed, see page 50 "If the Machine Cannot Be Found".

4. **Select this machine from among the detected devices, and then click [Next].**

D0CZDM0202

Printer driver installation starts.

5. **When the installation is complete, click [Finish].**

Installing the Printer Driver for Windows

1. **Double-click the downloaded file.**

2. **Click [Cancel] to exit the installer.**

3. **Display the "Devices and Printers" screen.**

    Windows 11

    1. On the [Start] menu, click [All apps] ▶ [Windows Tools] ▶ [Control Panel].

    2. Click [View devices and printers].

    Windows 10 (version 1703 or later)

    1. On the [Start] menu, click [Windows System] ▶ [Control Panel].

    2. Click [View devices and printers].

    Windows 10 (earlier than version 1703)

    1. Right-click [Start], and then click [Control Panel].

    2. Click [View devices and printers].

    Windows 8.1

    1. On the Charm Bar, click [Set] ▶ [Control Panel].

    2. Click [View devices and printers].

4. **Click [Add a printer].**

5. **Click [The printer that I want isn't listed].**

6. **Select [Add a local printer or network printer with manual settings], and then click [Next].**

7. **Select [Standard TCP/IP Port] on [Create a new port:], and then click [Next].**

8. **Enter the IP address of this machine in [Host Name or IP address].**

9. **Clear the [Query the printer and automatically select the driver to use] check box, and then click [Next].**

    Searching for the TCP/IP port starts.

10. **When the "Additional port information required" screen is displayed, select [RICOH Network Printer C model], and then click [Next].**

11. **Click [Have Disk...] ▶ [Browse...] to specify the driver (INF file), and then click [OK].**

    The driver is stored in the [DISK1] folder in the folder that was created when unzipping the downloaded file.

12. **Select a printer driver to install, and then click [Next].**

13. **Enter the printer name as necessary, and then click [Next].**

    Printer driver installation starts.

14. **Specify the printer as a shared printer as necessary, and then click [Next] ▶ [Finish].**
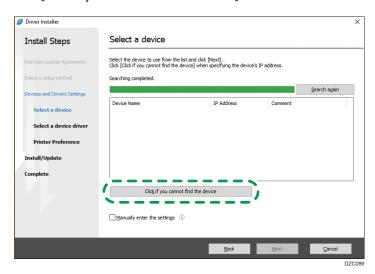
If the Machine Cannot Be Found

The "Network Connection Error" screen is displayed.
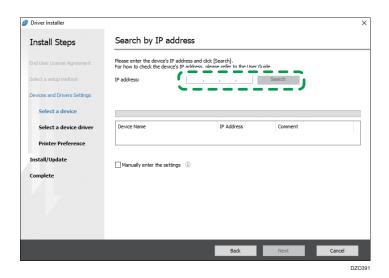
Confirm and perform **1** to **3**, and then click [OK]. If the machine still cannot be found, specify the IP address or machine name to install the printer driver.

1. **Click [Click if you cannot find the device].**

DZC089
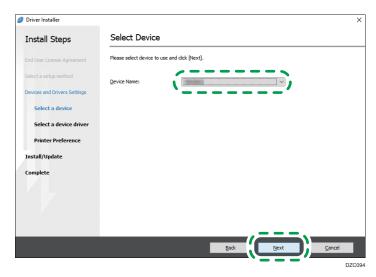
2. **Select [Specify device IP address] or [Specify device name], and then click [Next].**

   When specify the machine IP address

   1. Enter the IP address of the machine and click [Search].

DZC091
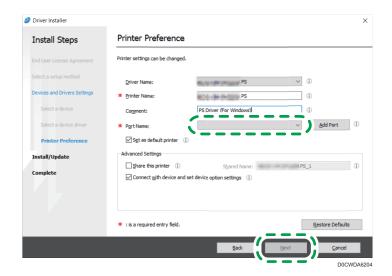
2. When the machine is detected, click [Next].

   Printer driver installation starts.

When specify the machine name

1. Select the machine to use, and then click [Next].

DZC094

2. On the "Printer Preference" screen, select one of the port names from among "Port Name", and then click [Next].

D0CWDA6204

Printer driver installation starts.

For details about the procedure for specifying the IP address after installing the printer driver, see the following section:

See "When You Cannot Print a Document even if the Printer Driver is Installed", User Guide (Full Version).

3. **When the installation is complete, click [Finish].**

Installing the Printer Driver for Network Connection (macOS)

Install the PPD file (printer driver) under macOS, and then register the machine on the computer from the system preferences.

⭐ **Important**

- You need an administrator name and a password (phrase). For details, consult your network administrator.
- For the latest information on the corresponding operating system, see the "Readme.htm" file, located on the CD-ROM root directory.

🔽 **Note**

- Setting procedures using macOS 12.2 are shown as an example. The actual procedure may differ depending on the OS version you are using.

Installing the PPD file

1. **Set the CD-ROM in the computer, and click [macOS] ▶ (brand name) to display the [macOS PPD Installer] folder.**

   To install the driver from the downloaded file, display the folder that is the location of the downloaded file.

2. **Double-click the package file.**

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3. **On the "Introduction" screen, click [Continue].**

4. **On the "License" screen, click [Continue] and then click [Agree].**

   - When prompted to select where to install the driver, specify the install location, and click [Continue].

5. **Click [Install].**

6. **Enter the administrator's user name and password, and then click [Install Software].**

The installation of the PPD file starts.

7. **When the installation is complete, click [Close].**

Registering the Machine in [Printers & Scanners]
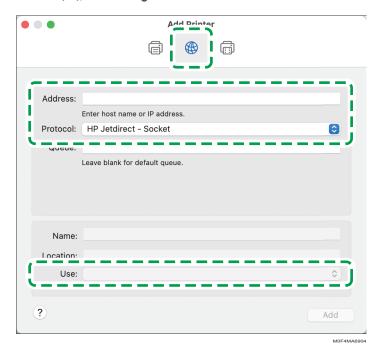
Register the PPD file of the machine in the system preferences to enable printing.

1. **Select [System Preferences...] from the Apple menu.**
2. **Click [Printers & Scanners].**

3. **Click [+].**

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4. **Click ⊕ (IP), and configure the information of the machine.**

M0F4MA6904

- Address: Enter the IP address of the machine.

- Protocol: Select [HP Jetdirect - Socket].

- Use: Check that the machine name is displayed. If "Generic PostScript Printer" is displayed, the entered IP address may not be correct.

When "Generic PostScript Printer" is displayed even though the IP address is correct
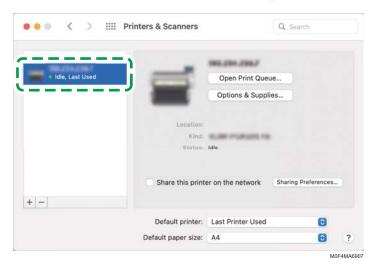
Check the network connection of the machine and the computer, and then register again.

- When the machine is connected to a wired LAN

  Check that the cable is connected to the machine correctly.

- When the machine is connected to a Wireless LAN

  Check the wireless signal status on the machine, and check whether there are any problems.

5. **Click [Add].**

   The progress screen is displayed.

   - If the progress screen does not close after a while, click [Configure...] and configure the option configuration of the printer. For the procedure of the option configuration, see page 56 "Specifying the Option Settings".

6. **Check that the machine name is added to the [Printers & Scanners] screen.**

M0F4MA6907
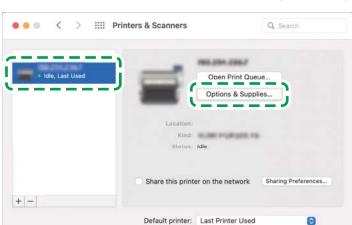
7. **Close the system preferences screen.**

Specifying the Option Settings

If the option configuration of the machine is not automatically reflected, select the option installed on the machine in [Printers & Scanners].

1. **Select [System Preferences...] from the Apple menu.**

2. **Click [Printers & Scanners].**

3. **Select the machine from the list, and then click [Options & Supplies...].**

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4. **Click [Options], select the option installed on the machine, and then click [OK].**

    • If the usable options are not displayed, the IP address has not been entered correctly or the PPD file has not been registered properly. To enter the IP address or register the PPD file, see page 54 "Registering the Machine in [Printers & Scanners]".

5. **Close the system preferences screen.**

🔽Note

• If the option you want to select is not displayed, PPD files may not be set up correctly. To complete the setup, check the name of the PPD file displayed in the dialog box.

• Setting procedures using macOS 12.2 are shown as an example. The actual procedure may differ depending on the OS version you are using.

Basic Procedure for Printing Documents

Specify the printer driver and configure the Document Size, Paper Type, and other settings to print a document.

⭐ **Important**
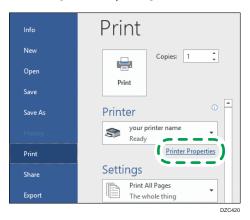
- If you send a print job via USB 2.0 while the machine is in Low Power mode or Sleep mode, an error message may appear after the print job is completed. In this case, check whether the document was printed.

Printing a Document in Windows

1. **Open a document to print on the computer, and display the setting screen of the printer driver from the print menu in the application.**

   The procedure to display a document varies depending on the applications.
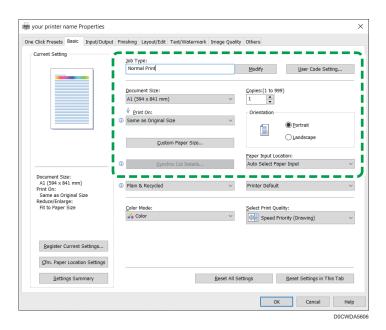
   For example in Microsoft Word/Excel, click [Print] on the [File] menu, select the device to use, and then click [Printer Properties].

   DZC420

2. **Specify the Document Size, Paper Type, Paper Input Location, and other settings.**

   You can configure the basic settings just by using the [Basic] tab.

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- Job Type: Select [Normal Print] to execute printing immediately.

  You can make a partial print as a test and proceed to print the rest of the document (Sample Print).

  See "Making a Partial Print as a Test and Proceeding to Print the Rest of the Document", User Guide (Full Version).

  You can store documents in the machine (Locked Print, Hold Print, or Stored Print).

  See "Storing Documents to Print in the Machine", User Guide (Full Version).
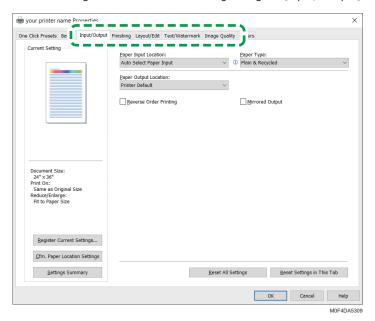
- Document Size: Select the size of the document to print.

- Print On: Select the size of the paper to print on.

- Copies: Enter the print quantity.

- Orientation: Specify the orientation of the document. Select Portrait or Landscape.

- Paper Input Location: Select the paper input location loaded with the paper to use. When you select [Auto Select Paper Input], a suitable paper input location is selected automatically according to the specified [Print On] and [Paper Type].

  - If you do not want to use particular paper input locations when [Auto Select Paper Input] is specified, set the machine so it does not automatically select those paper input locations.

  - To prevent the machine from selecting other paper input locations automatically, disable paper input location switching.

    See "Paper Input Location/Paper Settings", User Guide (Full Version).

- Paper Type: Select the type of paper to use.

- Color Mode: Select the print color.

  You can print in universal color by using the following settings:

  - [Image Quality] tab ▶ [Barrier-free Color Management:] ▶ [On]

You can configure some advanced settings using the [Input/Output] to [Image Quality] tabs.

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The caution icon (ⓘ) indicates that there are disabled items. Click the icon to check the cause.

To set each function in details, click the detail settings button (✏).

3. **After completing the configuration, click [OK] to print.**

Note
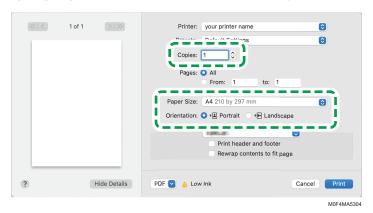
- On the [Devices and Printers] screen, right-click the printer icon of the machine, and then click [Printing preferences] to change the default values of the printer settings.

- When you use the driver distributed from the print server, [Standard settings] specified in the print server are displayed as the default.

Printing a Document in macOS
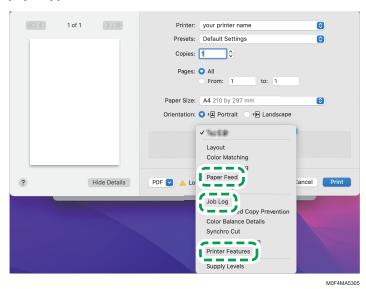
In the following example procedure, macOS 12.2 is used. The procedure may vary for different versions.

1. **Open a document to print on the computer, and click [Print] on the [File] menu.**

2. **Select the printer you use from [Printer:].**

3. **Specify Paper Size, Orientation, and other settings.**

M0F4MA5304

- Copies: Enter the print quantity.

- Paper Size: Select the size of the document to print.

- Orientation: Specify the orientation of the document. Select [Portrait] or [Landscape].

4. **Select a category from the pop-up menu, and then specify the paper input location and paper type.**

M0F4MA5305

Paper Feed

- All Pages From: Select the paper input location loaded with the paper to use. When you select [Auto Select], a suitable paper input location is selected automatically according to the specified paper size and paper type.

  When the paper of the specified size is not loaded on the machine, printing is performed following the settings of the machine.

Job Log

- Job Type: Select [Normal Print] to execute printing immediately.

  You can make a partial print as a test and proceed to print the rest of the document (Sample Print).

  See "Making a Partial Print as a Test and Proceeding to Print the Rest of the Document", User Guide (Full Version).

  You can store documents in the machine (Locked Print, Hold Print, or Stored Print).

  See "Storing Documents to Print in the Machine", User Guide (Full Version).

Printer Features

Select a category in "Feature Sets", and then specify the setting items.

- Basic
  - Color Mode: Select the print color.
- Paper
  - Paper Type: Select the type of paper to use.

5. After completing the configuration, click [Print] to print.

Changing a default values of the printer settings (Windows)

1. **Display the [Devices and Printers] screen.**

   Windows 11

   1. On the [Start] menu, click [All apps] ▶ [Windows Tools] ▶ [Control Panel].
   2. Click [View devices and printers].

   Windows 10 (version 1703 or later), Windows Server 2019/2022

   1. On the [Start] menu, click [Windows System] ▶ [Control Panel].
   2. Click [View devices and printers].

   Windows 10 (before version 1703), Windows Server 2016

   1. Right-click [Start], and then click [Control Panel].
   2. Click [View devices and printers].

   Windows 8.1, Windows Server 2012/2012 R2

   1. On the Charm Bar, click [Settings] ▶ [Control Panel].
   2. Click [View devices and printers].

2. **Right-click the printer icon, and then click [Printer properties].**

3. **Change the print settings such as Color Mode or Combine to register in default values.**

4. **Click [Apply].**

Combining and Printing Multiple Pages on a Single Sheet of Paper

You can print multiple pages on a single sheet at a reduced size (Combine 2 Originals).

For example, you can reduce an original of A4 size to A5 size and print two pages on an A4 sheet.

You can print up to 16 pages on a single sheet and specify the order to arrange the pages on the sheet.

D0CWIA7207

Specifying the Combine 2 Originals Function (Windows)

Specify the Combine 2 Originals function on the [Layout/Edit] tab.

1. **Open a document to print on the computer, and display the setting screen of the printer driver from the print menu in the application.**

2. **Specify Document Size, Paper Type, Orientation and other settings.**

   page 58 "Basic Procedure for Printing Documents"

3. **In [Layout:] on the [Layout/Edit] tab, specify the number of pages to combine.**

   Click the detail settings button of [Layout] to do the following settings:

   • Page Order: Select the order of the pages.

   • Draw Frame Border: Select the check box to draw a line between pages.

4. **After completing the configuration, click [OK] to print.**

When printing from an application that supports the same function as the machine, do not set the function in the application. If the setting in the application is enabled, the print result may not be as intended.

Specifying the Combine 2 Originals Function (macOS)

Specify the Combine 2 Originals function on the [Layout] menu.

1. **Open a document to print on the computer, and display the setting screen of the printer driver from the print menu in the application.**

2. **Specify Paper Size, Orientation, Paper Type, and other settings.**

   page 58 "Basic Procedure for Printing Documents"

3. **Select [Layout], and then specify the number of pages to combine and the order of the pages.**

   Configure the following settings:

   - Pages per Sheet: Select the number of pages to combine.

   - Layout Direction: Select the order of the pages.

   - Border: Select a type of border line to draw between the pages.

4. **After completing the configuration, click [Print] to print.**

Printing Documents Stored in the Printer from the Control Panel

To print a document stored from the printer driver in the machine, perform the print operation on Quick Print Release of the control panel. The file administrator also can delete unneeded documents and unlock documents locked by entering an invalid password.

1. **On the Home screen, press [Quick Print Release].**

2. **On the Quick Print Release screen, select the user ID used to store the document.**

    Enter the password when the Locked Print documents or the Stored Print documents protected by passwords are stored. The screen shows the documents corresponding to the entered password and the documents without passwords.

    You can also use your smart device for authentication instead of entering the password.

    See "Connecting a Mobile Device to the Machine", User Guide (Full Version).

    page 34 "Logging In from the Control Panel"

3. **Select a document to print.**

    - Preview: The first page of the document is displayed. If you select multiple documents, the preview cannot be displayed.

    - Print Settings: Change the print quantity for the selected document.

    - Manage Files...: Change the print time of a Hold Print job or the password specified on the document. If you select multiple documents, the item is disabled.

4. **Press [Print] twice.**

Printing from a USB Flash Memory Device or SD Card Directly

You can connect a memory storage device to the media slot of the machine and print the files stored on it. Use this to print external data easily.

⚠CAUTION

- Keep SD cards and USB flash memory devices out of reach of children. If a child accidentally swallows an SD card or USB flash memory device, consult a doctor immediately.

🔽Note

- USB flash memory device and SD cards are supported for direct printing. However, certain types of USB flash memory device and SD cards cannot be used.

- The machine cannot print a document over 1 GB.

- You can select up to 100 files within 1 GB total.

- If the print job of PDF file is canceled, execute printing from a PDF viewer such as Acrobat Reader while using the printer driver.

Printable File Formats

File format	Details
JPEG files	Exif version 1.0 or later
TIFF files	Uncompressed TIFF files TIFF files compressed using the MH, MR, or MMR method
PDF files	PDF version 1.7 (Acrobat 8.0 compatible) or earlier[*1]
XPS files	Possible for all XPS files

*1 The machine does not support the following functions: Crypt Filter, DeviceN Color Space (more than eight components), watermark note, optional contents (version 1.6), AcroForm

🔽Note

- The PDF file of a custom size may not be printed.
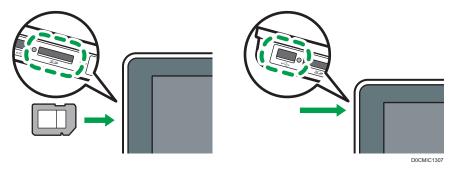
Printing from a Memory Storage Device

1. **On the Home screen, press [Print (Memory Storage Device)]**

2. **Insert a memory storage device in the media slot on the side of the control panel.**

D0CMIC1307
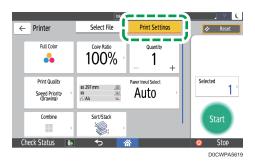
3. **Press [USB] or [SD Card].**

4. **Select the file to print.**

   Files in the external media are displayed as icons or thumbnail images.

5. **Press [Print Settings] to specify the settings of Finishing as necessary.**

D0CWPA5619

- Full Color: Select whether to print in color. The machine may print a document that appears to be black-and-white in color printing mode. To print a document in full black-and-white, select [Black and White].

- Copy Ratio: Select whether to print in the original size or to reduce or enlarge to match the paper size.

- Quantity: Enter the print quantity.

- Print Quality: You can select to prioritize either the print quality or print speed.

- Paper Input Select: Select the paper input location.

- Combine: Select whether to combine multiple pages into a sheet.

- Sort/Stack: Select whether to print in ordered sets or in a batch page by page.

6. **Press [Start] to start printing.**

4. Web Image Monitor

Using Web Image Monitor

Web Image Monitor is a screen to confirm the machine status and settings on the computer.

When the machine and a computer can be connected to a network, you can access to Web Image Monitor by entering the IP address of the machine on the address bar of the Web browser.

Accessing to Web Image Monitor

1. **Enter the IP address of the machine in the address bar of the Web browser.**

Example: when the IP address of the machine is "192.168.1.10"

- If SSL is specified

  https://192.168.1.10/

- If SSL is not specified

  http://192.168.1.10/

When you do not know whether SSL is specified on the machine, enter the address starting with https. When you fail the connection, enter the address starting with http.

When entering the IPv4 address, do not enter "0" for each segment. If "192.168.001.010" is entered, you cannot access the machine.

2. **Confirming the machine status or settings on the top page of Web Image Monitor.**

M0F4AA5126

The machine status and remaining amount of consumables are displayed.

You can access Web Image Monitor more quickly by registering the machine's URL as a bookmark. Note that the URL you register must be the URL of the top page, which is the page

that appears before login. If you register the URL of a page that appears after login, Web Image Monitor will not open properly from the bookmark.

To change the settings, click [Login] at the top right on the screen and enter the User Name and Password.

Recommended Web Browser

Windows	macOS
Firefox 52 or later	Safari 3.0 or later
Google Chrome version 50 or later	Firefox 52 or later
Microsoft Edge 79 or later	Google Chrome version 50 or later

- You can use the screen reader software JAWS 2018.0 or later on Windows 10 and JAWS 2021 or later on Windows 11.

↓ Note

- When you use a DNS server or WINS server, you can use Host Name instead of IP address to connect the server.

- When the screen is distorted or the operation is unstable, confirm that "JavaScript" or "Use Cookies" is specified to Active on the computer.

- When using Host Name in the IPv6 environment, resolve Host Name in the external DNS server. You cannot use the host file.

- When specifying the settings from Web Image Monitor, do not log in to the machine from the control panel. The setting value may not be reflected.

- If you are using a proxy server, change the web browser settings so that no data goes through the proxy server to connect to this machine. Contact your administrator for information about the settings.

- If you click your browser's back button but the previous page does not appear, click the browser's refresh button and try again.

What You Can Do on the Web Image Monitor

Items displayed on the Web Image Monitor and settings depend whether the machine is logged in.

- When not logged in

  The machine status, settings, and job status are displayed. You can browse the settings of the machine but cannot change them.

- When logged in (as a user)

Log in as a user registered in the Address Book. The users can operate the jobs that they executed and change a part of settings of the machine.

- When logged in (as an Administrator)

  The administrator can change all settings of the machine.
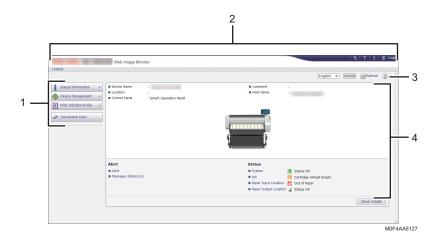
What you can do

Function	Not logged in	User	Administrator
Machine status	✓	✓	✓
Machine settings	✓ *1	✓ *1	✓
Machine setting change	-	✓ *1	✓
Job list	✓	✓	✓
Job history	✓	✓	✓
Access to Address Book	-	✓	✓
Network settings	-	✓ *1	✓
Network settings change	-	✓ *1	✓
Cancel printing	-	-	✓
Security settings	-	-	✓

✓: Available -: Not available

*1 Depending on the Administrator settings

Web Image Monitor Screen

M0F4AA5127

1. **Menu**

   Menu items described below are displayed.

   - Status/Information: Displays the machine status, option configuration, counter, and job status.
   - Device Management: Manages the machine settings and Address Book.
   - Print Job/Stored File: Operates the files stored in the printer driver.
   - Convenient Links: Displays the link to the Favorite URL.

2. **Header**

   An icon to link to the Login screen is placed at the top right on the screen. The Help, Version Information, and Keyword Search buttons are also displayed.

3. **Refresh/Help**

   (Refresh): Update the information in the work area.

   (Help): View or download Help file contents.

4. **Main Area**

   The machine status and settings are displayed.

Specifying Web Image Monitor Help

Web Image Monitor has Help to describe the function of setting items. When you use Help for the first time, you can select to read online Help or to download Help File.

View Online Help Now

You can view the latest Web Image Monitor Help on the Internet.

Download Help File

You can download Web Image Monitor Help to the computer and view it. When you store the downloaded Help file in the Web server and assign to the Help button (? ⓘ), you can view the Help without connecting to the Internet.

To assign the downloaded Help file to the Help button (? ⓘ), specify the path to the Help file following the procedure below.

1. **Log in to Web Image Monitor as an Administrator.**

2. **Click [Configuration] on the "Device Management" menu on Web Image Monitor.**

M0F4AA5118

3. **Click [Webpage] under the "Webpage" category.**

4. **In "Download Help File", select the operating system and displayed language, and then click [Download].**

5. **Unzip the downloaded zip file and store it in the Web server.**

6. **Enter the path to the Help file stored in the Web server in "URL" under "Set Help URL Target".**

   For example, when URL of the Help File is "http://a.b.c.d/HELP/JA/index.html", enter "http://a.b.c.d/HELP/".

7. **Click [OK].**

8. **After completing the procedure, log out and finish Web Image Monitor.**

4

5. Adding Paper and Ink

Loading Paper into the Paper Input Location

⚠ CAUTION

- When replacing paper or removing jammed paper, make sure not to trap or injure your fingers.

- There is a paper cutter inside the machine. Do not touch areas other than those specified in this manual when replacing or replenishing the roll paper, removing misfed paper, or cleaning the platen. Touching these areas can result in injury.

- When lifting up or lowering the paper input location cover, be careful not to trap or injure your fingers.

- When opening or closing the front cover, do not put your fingers over the folding parts of the covers. Doing so may result in your fingers becoming trapped or injured.

- A paper roll may be as heavy as 14 kg (30.9 lb.). Hold the paper roll horizontally with both hands or with two or more people together. If you hold the paper roll vertically or with one hand, the paper roll may fall and cause an injury.

- When replacing paper rolls, do not touch the spool near the gear. Doing so may cause your hands to get dirty. If your hands get dirty, wash the affected area thoroughly with soap and water.

🔽 Note
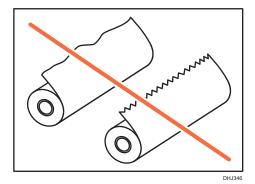
- You cannot load paper in the following situations:
    - When printing
    - During maintenance or other operations
    - When covers are open
    - In Low Power mode or Sleep mode
    - If paper is jammed
    - If a service call message is displayed
- For paper types and sizes that can be loaded in the paper input locations and paper bypass location, see below.
- page 98 "Recommended Paper Sizes and Types"
- When printing onto custom size paper, see page 95 "Specifying Custom Sizes" to specify the paper size.

Loading Paper Roll into the Paper Input Location
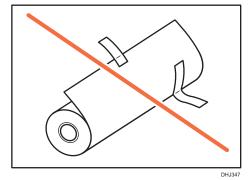
This section explains how to load a paper roll into the paper input location.

⭐ Important
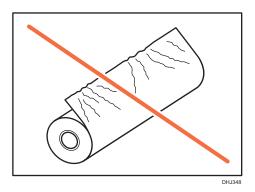
- Bring the paper holder flush against the paper edge to fasten the paper.

- Insert the paper holder flange securely.

- Make sure not to load a paper roll in the opposite direction. If you feed a paper roll in the opposite direction, the paper roll may come loose or be damaged.

- Before loading the paper roll into the paper input location, remove any paper that is in the paper bypass location.

- When the paper roll is in one of the following conditions, you cannot use it. Cut off the edge of the paper with scissors before loading it.

  - The leading edge is damaged

DHJ346
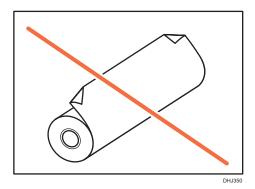
  - Adhesive tape, glue or paste is sticking to it

DHJ347
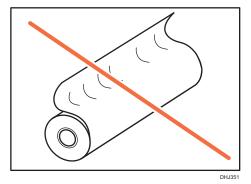
  - The paper is wrinkled

DHJ348

- The corners are folded

DHJ350
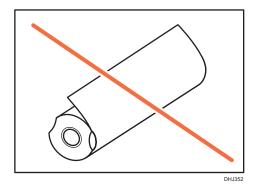
- The paper curls away from the paper roll
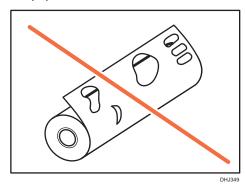
DHJ351

- The edge is dented

5

DHJ352

- The paper has holes in it

DHJ349

- The paper is torn

DHJ353

- The paper is loose

D0CWIA5726
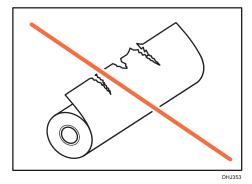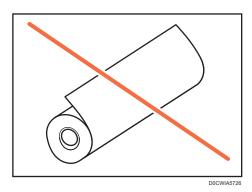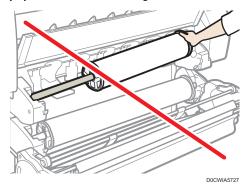
- If you cut off the paper edges of a paper roll that is installed in the paper input location, be careful not to cut the cloth part of the output basket.

- When removing paper rolls from the paper input locations, lift the flanges on either side of the paper roll before removing them. Do not lift one side only. This could damage the machine.

D0CWIA5727

- Do not squeeze the flange into the paper roll when the end face of the paper roll is not aligned to the paper core or when a small quantity of paper is left. If the flange is squeezed too tightly against the paper roll, the edge of the paper may crease or wrinkle.

- To cut paper edges with scissors, cut the paper vertically to the feed direction, so that the paper edges can be pulled into the machine.

- The paper roll may not be fed automatically due to the condition of the paper roll, such as when the edge of the paper sticks or if the paper curls. In these cases, feed the paper manually by following the instructions on the screen.
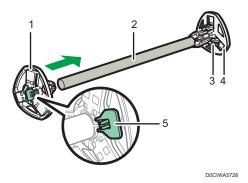
Load the paper roll when the power of the machine is on.

Check that the output basket is in basic mode before loading a paper roll. For details, see page 20 "Setting the Output Basket".

The paper roll is heavy and may need to be lifted by two people.

When replacing paper holder to other paper roll, place the paper roll on a flat surface.
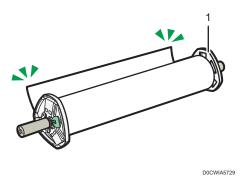
Names of the parts of the paper holder

D0CWIA5728

1. **Left flange**

2. **Spool**

3. **Paper roll adjustment levers**

4. **Right flange**

5. **Lock lever**

Paper roll direction

When loading the paper roll to the paper holder and machine, make sure that the edge of the paper feeds from bottom of the roll toward the back..

D0CWIA5729
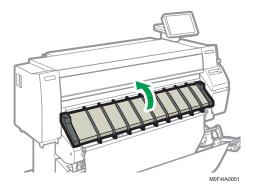
1. **Right flange**

You can load the paper roll into Paper Input Locations 1 and 2. Each paper input location is loaded in the same way. In the following example procedure, the paper roll is loaded into Paper Input Location 1.

1. **On the Home screen, press [Printer].**
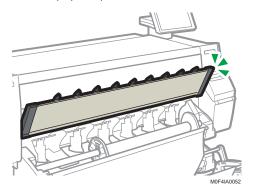
   Make sure that "Ready" appears on the screen.
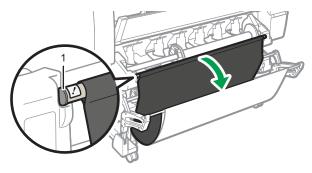
2. **Lift up the paper input location cover until it clicks.**

M0F4IA0051

Lock the paper input location cover while it is open.

M0F4IA0052
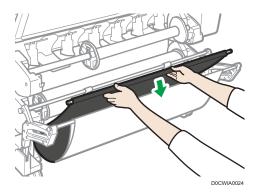
3. **Remove bar A, and then hook it in front of the output basket.**
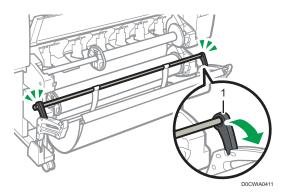
D0CWIA0410

   1. **Bar A**

You can see the paper input location.

D0CWIA0024
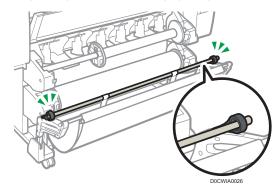
4. Pull bar B forward.

D0CWIA0411

1. **Bar B**

A space opens in front of the paper input location.

D0CWIA0026
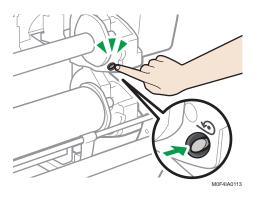
5. Press down the rewind button on the right of the paper input location for one second or more.
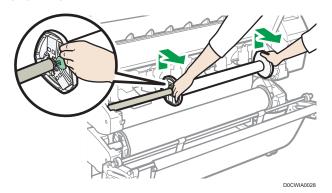
After you release the button, the paper is rewound automatically.

If the paper is not rewound, press the button again.
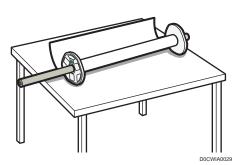
If there is no paper roll loaded, proceed to Step 11.

M0F4IA0113
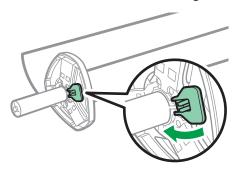
6. **Hold the left and right flanges firmly, and then remove the paper roll or spool from the paper input location.**

D0CWIA0028
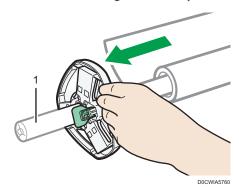
7. **Place the paper roll or spool on a flat surface.**

D0CWIA0029

8. **Raise the lock lever on the left flange.**
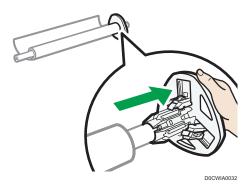
D0CWIA0030

9. **Remove the left flange from the spool.**

D0CWIA5760
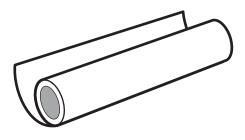
    1. **Spool**

10. **Remove both the right flange and spool from the paper roll.**

D0CWIA0032

11. **Prepare the paper roll for replacement.**
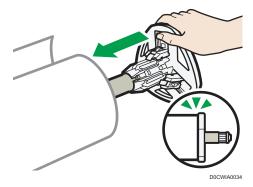
D0CWIA5730

12. **Insert a spooling flange to touch the paper roll from the right of it.**
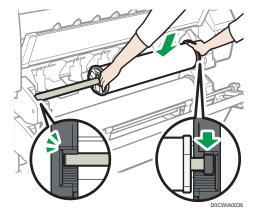
    Set the paper roll as shown in the illustration.

    Place the paper roll on a flat horizontal surface, and then slowly insert the flange into the paper roll. Do not stand the paper roll upright. The flange may be damaged if you throw it down when inserting it.

D0CWIA0034
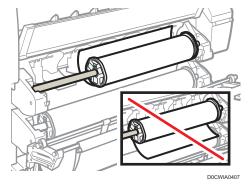
13. **Insert the spool into the left flange slowly so as not to damage the flange, and then lower the lock lever on the left flange.**

D0CWIA0035

14. **Hold both flanges and place the paper roll on the paper input location.**

D0CWIA0036
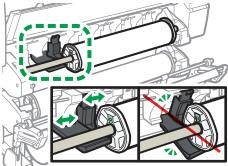
Be sure to place the spool so that its right edge is covered by the black shutter.

Load the paper so the edge of the paper is fed from bottom of the roll toward the back.

D0CWIA0407
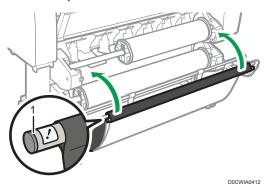
15. **Make sure that the flange does not touch the guide plate.**

The paper roll cannot feed correctly if the flange touches the guide plate. If the flange touches the guide plate, move the guide plate to the left or right so it does not touch the flange.
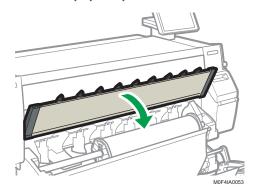
D0CWIA0408

16. **Lift bar A up and hook it.**

D0CWIA0412

    1. **Bar A**

17. **Lower the paper input location cover.**

M0F4IA0053

18. **When a message appears that confirms that bar A has returned to the correct position, press [Exit].**

19. **Check if the settings on the screen are correct, and then press [Start Feed].**

If the paper type and thickness are different from those displayed, press [Change Settings].

Select the proper items according to the paper type and thickness you want to use, and then press [OK].

If you want to cut the edge of the paper, press [Cut End of Paper], and then select [Yes].

If the paper loading settings screen does not appear, open, and then close the paper input location cover.

If the paper roll is not fed correctly and it is rewound, remove the paper roll and set it again.

20. **Make sure that the size of the paper that is loaded is displayed correctly on the [Printer] screen.**

"Ready" appears on the screen.

✐Note

- When [Film: Matte] is specified for the paper type or when [Prevent Paper Abrasion] is specified, load the paper, and then specify the paper abrasion setting in [Settings] ▶ [System Settings] ▶ [Machine] ▶ [Print Action/Image Quality Adjustment] ▶ [Prevent Paper Abrasion]. However, if you specify [Film: Matte] for Paper Type, the Prevent Paper Abrasion setting is automatically selected, and you cannot change it. For details about Prevent Paper Abrasion, see below.

- See "Machine", User Guide (Full Version).

- When the settings in Step 19 are finished, the machine pulls the paper inside, and paper is output about one meter (40 inches) from the paper output location. Then the machine rewinds the paper to the prescribed position. Do not touch the output paper until the machine stops moving. If you select [Yes] in Step 19, the edge of the paper is cut off.

- If you insert a roll of paper into the machine at an angle or if there is space between the paper and the flanges, the paper may not be pulled into the inside of the machine. If that happens, return to Step 2 and start again.

- When loading two paper rolls into the paper input locations 1 and 2, make sure that [🖼] is displayed at the paper input location you loaded first on the "Paper Input Location" of [Check Status] ▶ [Machine Information], and then load the other paper roll into the other paper input location.
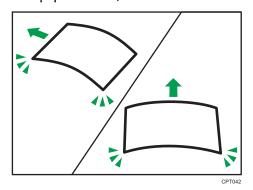
- When the [Touch/Notification Sound] is set to [No Sound], it will not sound if you insert paper into the paper input location. For details about [Touch/Notification Sound], see below.

- See "Sound", User Guide (Full Version).

- When printing from a computer, see page 95 "Specifying Custom Sizes".

- You can specify the types of paper you load in the paper input location in advance. For details, see below.

- See "Paper Input Location/Paper Setting", User Guide (Full Version).

- For details about the settings for the paper thickness and types, see below.

- See "Paper Input Location/Paper Setting", User Guide (Full Version).

- For details about how to store the paper roll, see below.

- page 98 "Recommended Paper Sizes and Types"

- If you load an empty spool, but you do not feed paper soon after that, press [Cancel Feed] to close the screen if the paper loading settings screen appears.

Loading Paper into the Paper Bypass Location

Use the paper bypass location to print onto paper sizes that cannot be loaded on the paper input location.

⭐ **Important**

- If the paper is curled, load it so that it curls facing downward.

CPT042
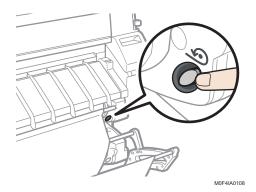
- When loading paper that is longer than A1 (D)⬚, place a clean cloth or sheet of paper behind the machine in advance. If the edge of the paper touches the floor and get dirty, a malfunction might occur.

- The print heads light blue while printing is performed. Do not open the front cover while the print heads are lit blue. A paper jam may occur.

- Do not insert multiple sheets of paper concurrently.

- Do not load unsupported paper.

1. **On the Home screen, press [Printer].**

   Make sure that "Ready" appears on the screen.
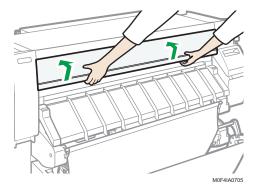
2. **When the paper roll is loaded, press down the rewind button on the right of the paper input location for where the paper roll is loaded for more than one second.**

   After you release the button, the paper is rewound automatically.
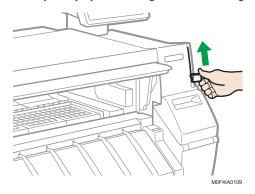
   If the paper roll is not loaded, proceed to Step 3.

M0F4IA0108
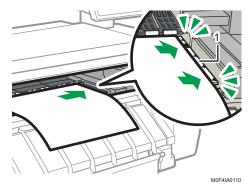
3. **Open the front cover.**

M0F4IA0705

4. **Pull up the paper holding lever on the right of the machine.**

M0F4IA0109

5. **Place the paper with the printable side up and align the right side of the paper with the paper set position on the right side of the platen.**

M0F4IA0110
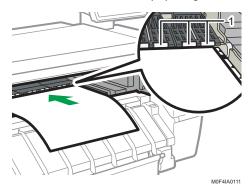
   1. **Paper set position**

6. **Insert paper under the rollers until it bumps against the back of the paper bypass location.**

   Insert paper straight with both hands.

   The beeper sounds about two seconds after the paper bumps against the back of the paper bypass location correctly.
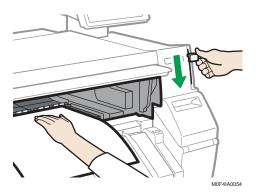
   If it does not sound, set the paper again.

M0F4IA0111
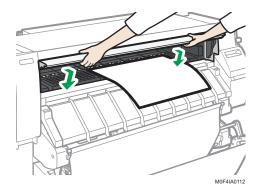
   1. **Rollers**

7. **Lower the paper holding lever to fix the paper position.**

   Lower the paper holding lever while holding the paper with your hand.

M0F4IA0054

8. **Close the front cover.**

M0F4IA0112

9. **Check if the settings on the screen are correct, and then press [Start Feed].**

If the paper type and thickness are different from those displayed, press [Change Settings].

Select the proper items according to the paper type and thickness you want to use, and then press [OK].

10. **Make sure that the size of the paper that is loaded is displayed correctly on the [Printer] screen.**

"Ready" appears on the screen.

Note

• Do not operate the machine while "Please wait". is displayed when the machine is turned on.

• Press the rewind button to rewind the roll of paper. Rewinding it manually may cause paper jams.

- When [Film: Matte] is specified for the paper type or when [Prevent Paper Abrasion] is specified, load the paper, and then specify the paper abrasion setting in [Settings] ▶ [System Settings] ▶ [Machine] ▶ [Print Action/Image Quality Adjustment] ▶ [Prevent Paper Abrasion]. However, if you specify [Film: Matte] for Paper Type, the Prevent Paper Abrasion setting is automatically selected, and you cannot change it. For details about Prevent Paper Abrasion, see below.

- See "Machine", User Guide (Full Version).

- Do not use paper already printed on.

- Do not insert multiple sheets at one time. Doing so can result in jams and poor quality prints.

- If you are printing multiple pages, insert each additional sheet after the preceding sheet is fully ejected from the machine.

- If you load paper that curls severely, the edge of the paper may be caught when it is fed into the paper bypass location. Flatten the curled paper with your hands before loading the paper.

- If the edge of the roll paper is ejected from the machine, load it again after printing from the paper bypass location. For details about how to load the paper roll, see page 75 "Loading Paper into the Paper Input Location".

- You can specify the types of paper you load in the paper bypass location in advance. For details, see below.

- See "Paper Input Location/Paper Setting", User Guide (Full Version).

- When [Touch/Notification Sound] is set to [No Sound], the beeper does not sound when paper bumps against the back of the paper bypass location. For details about [Touch/Notification Sound], see below.

- See "Sound", User Guide (Full Version).

- When printing from a computer, See page 93 "Specifying Regular Sizes".

- Be careful that the cables in the back of the machine do not catch on the paper.

Specifying Regular Sizes

1. **Press [Settings] on the Home screen.**

2. **Press [Paper Input Location/Paper Settings].**

3. **Press [Paper Size/Paper Type]** ▶ **[Paper Size/Paper Type].**

4. **Press one paper input location to set.**

5. **Press [Paper Size].**

6. **Choose one paper size from the list shown, and then press [OK].**

7. **Press [OK].**

8. **After completing the configuration, press [Home] (🏠).**

   To use paper that can be detected automatically after using paper that cannot be detected automatically, restore the setting of Auto Detect. To restore the setting of Auto Detect, load the paper again, operate steps 1 to 6, select [Auto Detect], and then press [OK].

Specifying Custom Sizes

With the printer function, you can print on a custom size paper roll. This section explains how to specify the paper size from the control panel of the machine.

If you load a regular size paper roll, the machine detects the paper size automatically.

Specifying a custom size roll of paper

When using RP-GL/2 or RTIFF as a printer language, you can specify a custom size roll of paper from the control panel as follows:

- [Settings] ▶ [Printer Settings] ▶ [Emulation(EM)] ▶ [Custom Size: Paper Input Location 1] or [Custom Size: Paper Input Location 2]

- Paper sizes that can be specified are 279–914 mm (11.0–36.0 inches) horizontally and 210-33000 mm (8.3-1299.3 inches).

When using RTIFF as a printer language, the machine can detect the size of a custom size roll of paper by default.

1. **Press [Settings] on the Home screen.**

2. **Press [Printer Settings] ▶ [Emulation(EM)].**

3. **Select the paper input location ([Custom Size: Paper Input Location 1] or [Custom Size: Paper Input Location 2]) in which you want to load the custom size paper.**

4. **Press the value in the "A" or "B" field, and then enter the new value.**

   Specify the values within the range of numbers inside "< >", and then press [Done].

5. **Press [OK].**

6. **After completing the configuration, press [Home] (⌂).**

Specifying a custom size paper for the paper bypass location

1. **Press [Settings] on the Home screen.**

2. **Press [Paper Input Location/Paper Settings].**

3. **Press [Paper Size/Paper Type] ▶ [Paper Size/Paper Type].**

4. **Press [Paper Bypass Location].**

5. **Press [Paper Size].**

6. **Press [Custom] from the list shown.**

7. **Press the value in the "A" or "B" field, and then enter the new value.**

   Specify the values within the range of numbers inside "< >", and then press [Done].

8. **Press [OK] three times.**

9. **After completing the configuration, press [Home] ().**

Specifying Paper Type and Thickness Settings

If the print settings and the loaded paper that are used for a print job do not match, a mismatch error occurs.

Check and specify the paper settings before you start printing.

On the printer driver

Check the settings of paper input location and paper type on the printer driver and make sure the settings match the loaded paper.

On the control panel

1. **Press [Settings] on the Home screen.**

2. **Press [Paper Input Location/Paper Settings].**

   M0F4PA5124

3. **Press [Paper Size/Paper Type]** ▶ **[Paper Size/Paper Type].**
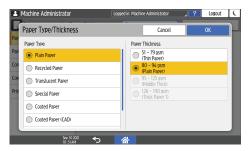
4. **Press one paper input location to set.**

5. **Press [Paper Type/Thickness].**

D0CWPA5125

6. **Choose one paper type and paper thickness from the list shown, and then press [OK].**

7. **Press [OK].**

8. **After completing the configuration, press [Home] (⌂).**

Recommended Paper Sizes and Types

The recommended paper sizes and types for each paper input location are as described below.

⭐ **Important**

- If you use paper that curls, either because it is too dry or too damp, a paper jam may occur.
- Use only translucent (vellum) paper and matte film that are intended for use in inkjet printers.

⬇ **Note**

- The sizes of paper that can be printed from the paper input locations differ according to the paper type. Plain paper and recycled paper up to 33,000 mm (1299.3 inches) can be printed on, and other types of paper up to 3,600 mm (141.8 inches) can be printed on.

Paper Input Location 1-2

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

Paper type and weight	Paper size	Paper capacity
Plain Paper 51–94 g/m^2 (14–25 lb.) Thin Paper–Plain Paper	Paper roll Diameter: 176 mm or less Core: 50.8 mm, 76.2 mm Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches)	-

Paper type and weight	Paper size	Paper capacity
Recycled Paper 51–94 g/m^2 (14–25 lb.) Thin Paper–Plain Paper	Paper roll Diameter: 176 mm or less Core: 50.8 mm, 76.2 mm Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches)	-
Translucent Paper (vellum) 51–94 g/m^2 (14–25 lb.) Thin Paper–Plain Paper	Paper roll Diameter: 176 mm or less Core: 50.8 mm, 76.2 mm Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches)	-
Special Paper 51–79 g/m^2 (14–21 lb.) 95–190 g/m^2 (25–51 lb.) Thin Paper, Middle Thick–Thick Paper 1	Paper roll Diameter: 176 mm or less Core: 50.8 mm, 76.2 mm Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches)	-

5

Paper type and weight	Paper size	Paper capacity
Film (Matte) 51–190 g/m² (14–51 lb.) Thin Paper–Thick Paper 1	Paper roll Diameter: 176 mm or less Core: 50.8 mm, 76.2 mm Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches)	-
Coated Paper (CAD) 80–125 g/m² (21–33 lb.) Plain Paper–Middle Thick	Paper roll Diameter: 176 mm or less Core: 50.8 mm, 76.2 mm Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches)	-
Coated Paper 80–190 g/m² (21–51 lb.) Plain Paper–Thick Paper 1	Paper roll Diameter: 176 mm or less Core: 50.8 mm, 76.2 mm Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches)	-

5

Paper type and weight	Paper size	Paper capacity
Inkjet Plain 51–125 g/m^2 (14–33 lb.) Thin Paper–Middle Thick	Paper roll Diameter: 176 mm or less Core: 50.8 mm, 76.2 mm Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches)	-

Region B (mainly North America)

Paper type and weight	Paper size	Paper capacity
Plain Paper 51–94 g/m^2 (14–25 lb.) Thin Paper–Plain Paper	Paper roll Diameter: 6.9 inches or less Core: 2 inches, 3 inches Width: 11 inches, 12 inches, 14 inches, 15 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches	-
Recycled Paper 51–94 g/m^2 (14–25 lb.) Thin Paper–Plain Paper	Paper roll Diameter: 6.9 inches or less Core: 2 inches, 3 inches Width: 11 inches, 12 inches, 14 inches, 15 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches	-

5

Paper type and weight	Paper size	Paper capacity
Translucent Paper (vellum) 51–94 g/m^2 (14–25 lb.) Thin Paper–Plain Paper	Paper roll Diameter: 6.9 inches or less Core: 2 inches, 3 inches Width: 11 inches, 12 inches, 14 inches, 15 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches	-
Special Paper 51–79 g/m^2 (14–21 lb.) 95–190 g/m^2 (25–51 lb.) Thin Paper, Middle Thick–Thick Paper 1	Paper roll Diameter: 6.9 inches or less Core: 2 inches, 3 inches Width: 11 inches, 12 inches, 14 inches, 15 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches	-
Film (Matte) 51–190 g/m^2 (14–51 lb.) Thin Paper–Thick Paper 1	Paper roll Diameter: 6.9 inches or less Core: 2 inches, 3 inches Width: 11 inches, 12 inches, 14 inches, 15 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches	-
Coated Paper (CAD) 80–125 g/m^2 (21–33 lb.) Plain Paper–Middle Thick	Paper roll Diameter: 6.9 inches or less Core: 2 inches, 3 inches Width: 11 inches, 12 inches, 14 inches, 15 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches	-

5

Paper type and weight	Paper size	Paper capacity
Coated Paper 80–190 g/m^2 (21–51 lb.) Plain Paper–Thick Paper 1	Paper roll Diameter: 6.9 inches or less Core: 2 inches, 3 inches Width: 11 inches, 12 inches, 14 inches, 15 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches	-
Inkjet Plain 51–125 g/m^2 (14–33 lb.) Thin Paper–Middle Thick	Paper roll Diameter: 6.9 inches or less Core: 2 inches, 3 inches Width: 11 inches, 12 inches, 14 inches, 15 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches	-

↓Note

- Load a paper roll into Paper Input Location 1 that meets the following conditions:
    - Width of more than 841 mm (33.2 inches)
    - Paper thickness of 0.150 mm (0.006 inches) or more
    - Paper weight of 120 g/m^2 (32 lb.) or more
- If humidity is high, and the paper roll has expanded due to moisture, be sure to use scissors to cut off approximately 1000 mm (40 inches) before making printing. Then load the paper roll, and then select [Yes] for [Cut End of Paper] on the screen.

Paper Bypass Location

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

Paper type and weight	Paper size	Paper capacity
Plain Paper 51–94 g/m^2 (14–25 lb.) Thin Paper–Plain Paper	Cut paper Regular size: A0⤵, A1, A2, A3, A4⤵, B1 JIS⤵, B2 JIS, B3 JIS, B4 JIS⤵, 880 × 1230 mm⤵, 880 × 1189 mm⤵, 880 × 615 mm⤵, 880 × 594 mm⤵, 800 × 1189 mm⤵, 800 × 594 mm⤵, 707 × 1000 mm⤵, 707 × 500 mm⤵, 680 × 841 mm⤵, 680 × 420 mm⤵, 660 × 841 mm⤵, 660 × 420 mm⤵, 625 × 880 mm⤵, 625 × 440 mm⤵, 620 × 880 mm⤵, 620 × 440 mm⤵, 490 × 594 mm⤵, 490 × 420 mm⤵, 490 × 297 mm⤵, 440 × 615 mm⤵, 440 × 594 mm⤵, 440 × 420 mm⤵, 440 × 297 mm⤵ Custom size: Paper width: 279.4–914.4 mm Paper length: 210.0–2000.0 mm	1 sheet

Paper type and weight	Paper size	Paper capacity
Recycled Paper 51–94 g/m² (14–25 lb.) Thin Paper–Plain Paper	Cut paper Regular size: A0⊐, A1, A2, A3, A4⊐, B1 JIS⊐, B2 JIS, B3 JIS, B4 JIS⊐, 880 × 1230 mm⊐, 880 × 1189 mm⊐, 880 × 615 mm⊐, 880 × 594 mm⊐, 800 × 1189 mm⊐, 800 × 594 mm⊐, 707 × 1000 mm⊐, 707 × 500 mm⊐, 680 × 841 mm⊐, 680 × 420 mm⊐, 660 × 841 mm⊐, 660 × 420 mm⊐, 625 × 880 mm⊐, 625 × 440 mm⊐, 620 × 880 mm⊐, 620 × 440 mm⊐, 490 × 594 mm⊐, 490 × 420 mm⊐, 490 × 297 mm⊐, 440 × 615 mm ⊐, 440 × 594 mm⊐, 440 × 420 mm⊐, 440 × 297 mm⊐ Custom size: Paper width: 279.4–914.4 mm Paper length: 210.0–2000.0 mm	1 sheet
Translucent Paper (vellum) 51–94 g/m² (14–25 lb.) Thin Paper–Plain Paper	Cut paper Regular size: A0⊐, A1, A2, A3, A4⊐, B1 JIS⊐, B2 JIS, B3 JIS, B4 JIS⊐, 880 × 1230 mm⊐, 880 × 1189 mm⊐, 880 × 615 mm⊐, 880 × 594 mm⊐, 800 × 1189 mm⊐, 800 × 594 mm⊐, 707 × 1000 mm⊐, 707 × 500 mm⊐, 680 × 841 mm⊐, 680 × 420 mm⊐, 660 × 841 mm⊐, 660 × 420 mm⊐, 625 × 880 mm⊐, 625 × 440 mm⊐, 620 × 880 mm⊐, 620 × 440 mm⊐, 490 × 594 mm⊐, 490 × 420 mm⊐, 490 × 297 mm⊐, 440 × 615 mm ⊐, 440 × 594 mm⊐, 440 × 420 mm⊐, 440 × 297 mm⊐ Custom size: Paper width: 279.4–914.4 mm Paper length: 210.0–2000.0 mm	1 sheet

5

Paper type and weight	Paper size	Paper capacity
Special Paper 51–79 g/m^2 (14–21 lb.) 95–220 g/m^2 (25–59 lb.) Thin Paper, Middle Thick–Thick Paper 2	Cut paper Regular size: A0▯, A1, A2, A3, A4▭, B1 JIS▯, B2 JIS, B3 JIS, B4 JIS▭, 880 × 1230 mm▯, 880 × 1189 mm▯, 880 × 615 mm▭, 880 × 594 mm▭, 800 × 1189 mm▯, 800 × 594 mm▭, 707 × 1000 mm▯, 707 × 500 mm▭, 680 × 841 mm▯, 680 × 420 mm▭, 660 × 841 mm▯, 660 × 420 mm▭, 625 × 880 mm▯, 625 × 440 mm▭, 620 × 880 mm▯, 620 × 440 mm▭, 490 × 594 mm▯, 490 × 420 mm▭, 490 × 297 mm▭, 440 × 615 mm ▯, 440 × 594 mm▯, 440 × 420 mm▭, 440 × 297 mm▭ Custom size: Paper width: 279.4–914.4 mm Paper length: 210.0–2000.0 mm	1 sheet
Film (Matte) 51–190 g/m^2 (14–51 lb.) Thin Paper–Thick Paper 1	Cut paper Regular size: A0▯, A1, A2, A3, A4▭, B1 JIS▯, B2 JIS, B3 JIS, B4 JIS▭, 880 × 1230 mm▯, 880 × 1189 mm▯, 880 × 615 mm▭, 880 × 594 mm▭, 800 × 1189 mm▯, 800 × 594 mm▭, 707 × 1000 mm▯, 707 × 500 mm▭, 680 × 841 mm▯, 680 × 420 mm▭, 660 × 841 mm▯, 660 × 420 mm▭, 625 × 880 mm▯, 625 × 440 mm▭, 620 × 880 mm▯, 620 × 440 mm▭, 490 × 594 mm▯, 490 × 420 mm▭, 490 × 297 mm▭, 440 × 615 mm ▯, 440 × 594 mm▯, 440 × 420 mm▭, 440 × 297 mm▭ Custom size: Paper width: 279.4–914.4 mm Paper length: 210.0–2000.0 mm	1 sheet

5

Paper type and weight	Paper size	Paper capacity
Coated Paper (CAD) 80–125 g/m^2 (21–33 lb.) Plain Paper–Middle Thick	Cut paper Regular size: A0⊐, A1, A2, A3, A4⊐, B1 JIS⊐, B2 JIS, B3 JIS, B4 JIS⊐, 880 × 1230 mm⊐, 880 × 1189 mm⊐, 880 × 615 mm⊐, 880 × 594 mm⊐, 800 × 1189 mm⊐, 800 × 594 mm⊐, 707 × 1000 mm⊐, 707 × 500 mm⊐, 680 × 841 mm⊐, 680 × 420 mm⊐, 660 × 841 mm⊐, 660 × 420 mm⊐, 625 × 880 mm⊐, 625 × 440 mm⊐, 620 × 880 mm⊐, 620 × 440 mm⊐, 490 × 594 mm⊐, 490 × 420 mm⊐, 490 × 297 mm⊐, 440 × 615 mm ⊐, 440 × 594 mm⊐, 440 × 420 mm⊐, 440 × 297 mm⊐ Custom size: Paper width: 279.4–914.4 mm Paper length: 210.0–2000.0 mm	1 sheet
Coated Paper 80–220 g/m^2 (21–59 lb.) Plain Paper–Thick Paper 2	Cut paper Regular size: A0⊐, A1, A2, A3, A4⊐, B1 JIS⊐, B2 JIS, B3 JIS, B4 JIS⊐, 880 × 1230 mm⊐, 880 × 1189 mm⊐, 880 × 615 mm⊐, 880 × 594 mm⊐, 800 × 1189 mm⊐, 800 × 594 mm⊐, 707 × 1000 mm⊐, 707 × 500 mm⊐, 680 × 841 mm⊐, 680 × 420 mm⊐, 660 × 841 mm⊐, 660 × 420 mm⊐, 625 × 880 mm⊐, 625 × 440 mm⊐, 620 × 880 mm⊐, 620 × 440 mm⊐, 490 × 594 mm⊐, 490 × 420 mm⊐, 490 × 297 mm⊐, 440 × 615 mm ⊐, 440 × 594 mm⊐, 440 × 420 mm⊐, 440 × 297 mm⊐ Custom size: Paper width: 279.4–914.4 mm Paper length: 210.0–2000.0 mm	1 sheet

5

Paper type and weight	Paper size	Paper capacity
Inkjet Plain 51–125 g/m^2 (14–33 lb.) Thin Paper–Middle Thick	Cut paper Regular size: A0⬍, A1, A2, A3, A4⬌, B1 JIS⬍, B2 JIS, B3 JIS, B4 JIS⬌, 880 × 1230 mm⬍, 880 × 1189 mm⬍, 880 × 615 mm⬍, 880 × 594 mm⬍, 800 × 1189 mm⬍, 800 × 594 mm⬍, 707 × 1000 mm⬍, 707 × 500 mm⬌, 680 × 841 mm⬍, 680 × 420 mm⬌, 660 × 841 mm⬍, 660 × 420 mm⬌, 625 × 880 mm⬍, 625 × 440 mm⬌, 620 × 880 mm⬍, 620 × 440 mm⬌, 490 × 594 mm⬍, 490 × 420 mm⬌, 490 × 297 mm⬌, 440 × 615 mm⬍, 440 × 594 mm⬍, 440 × 420 mm⬌, 440 × 297 mm⬌ Custom size: Paper width: 279.4–914.4 mm Paper length: 210.0–2000.0 mm	1 sheet

⊕ Region B (mainly North America)

Paper type and weight	Paper size	Paper capacity

Plain Paper
 	
51–94 g/m^2 (14–25 lb.)
 	
Thin Paper–Plain Paper
	Cut paper
	
	Regular size:
	
	• Engineering
	
	  E (34 × 44)◻, D (22 × 34), C (17 × 22), B (11 × 17), A (8$^1/_2$ × 11)◻
	
	• Architecture
	
	  E (36 × 48)◻, D (24 × 36), C (18 × 24), B (12 × 18), A (9 × 12)◻
	
	• Other
	
	  8$^1/_2$ × 13$^2/_5$◻, 8$^1/_2$ × 14◻, 15 × 20◻, 30 × 42◻, 21 × 30◻
	
	Custom size:
	
	Paper width: 11.00–36.00 inches
	
	Paper length: 8.27–78.74 inches
		1 sheet

Recycled Paper
 	
51–94 g/m^2 (14–25 lb.)
 	
Thin Paper–Plain Paper
	Cut paper
	
	Regular size:
	
	• Engineering
	
	  E (34 × 44)◻, D (22 × 34), C (17 × 22), B (11 × 17), A (8$^1/_2$ × 11)◻
	
	• Architecture
	
	  E (36 × 48)◻, D (24 × 36), C (18 × 24), B (12 × 18), A (9 × 12)◻
	
	• Other
	
	  8$^1/_2$ × 13$^2/_5$◻, 8$^1/_2$ × 14◻, 15 × 20◻, 30 × 42◻, 21 × 30◻
	
	Custom size:
	
	Paper width: 11.00–36.00 inches
	
	Paper length: 8.27–78.74 inches
		1 sheet

5

Paper type and weight	Paper size	Paper capacity

Translucent Paper (vellum)
51–94 g/m^2 (14–25 lb.)
Thin Paper–Plain Paper
	Cut paper
	Regular size:
	• Engineering
	  E (34 × 44)◲, D (22 × 34), C (17 × 22), B (11 × 17), A (8^1/$_2$ × 11)▱
	• Architecture
	  E (36 × 48)◲, D (24 × 36), C (18 × 24), B (12 × 18), A (9 × 12)▱
	• Other
	  8^1/$_2$ × 13^2/$_5$▱, 8^1/$_2$ × 14▱, 15 × 20◲, 30 × 42◲, 21 × 30▱
	Custom size:
	Paper width: 11.00–36.00 inches
	Paper length: 8.27–78.74 inches
		1 sheet

Special Paper
51–79 g/m^2 (14–21 lb.)
95–220 g/m^2 (25–59 lb.)
Thin Paper, Middle Thick–Thick Paper 2
	Cut paper
	Regular size:
	• Engineering
	  E (34 × 44)◲, D (22 × 34), C (17 × 22), B (11 × 17), A (8^1/$_2$ × 11)▱
	• Architecture
	  E (36 × 48)◲, D (24 × 36), C (18 × 24), B (12 × 18), A (9 × 12)▱
	• Other
	  8^1/$_2$ × 13^2/$_5$▱, 8^1/$_2$ × 14▱, 15 × 20◲, 30 × 42◲, 21 × 30▱
	Custom size:
	Paper width: 11.00–36.00 inches
	Paper length: 8.27–78.74 inches
		1 sheet

Paper type and weight	Paper size	Paper capacity

Film (Matte)
51–190 g/m^2 (14–51 lb.)
Thin Paper–Thick Paper 1
	Cut paper
	Regular size:
	• Engineering
	  E (34 × 44)▫, D (22 × 34), C (17 × 22), B (11 × 17), A (8^1/$_2$ × 11)▫
	• Architecture
	  E (36 × 48)▫, D (24 × 36), C (18 × 24), B (12 × 18), A (9 × 12)▫
	• Other
	  8^1/$_2$ × 13^2/$_5$▫, 8^1/$_2$ × 14▫, 15 × 20▫, 30 × 42▫, 21 × 30▫
	Custom size:
	Paper width: 11.00–36.00 inches
	Paper length: 8.27–78.74 inches
		1 sheet

Coated Paper (CAD)
80–125 g/m^2 (21–33 lb.)
Plain Paper–Middle Thick
	Cut paper
	Regular size:
	• Engineering
	  E (34 × 44)▫, D (22 × 34), C (17 × 22), B (11 × 17), A (8^1/$_2$ × 11)▫
	• Architecture
	  E (36 × 48)▫, D (24 × 36), C (18 × 24), B (12 × 18), A (9 × 12)▫
	• Other
	  8^1/$_2$ × 13^2/$_5$▫, 8^1/$_2$ × 14▫, 15 × 20▫, 30 × 42▫, 21 × 30▫
	Custom size:
	Paper width: 11.00–36.00 inches
	Paper length: 8.27–78.74 inches
		1 sheet

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Paper type and weight	Paper size	Paper capacity

Coated Paper
80–220 g/m^2 (21–59 lb.)
Plain Paper–Thick Paper 2
	Cut paper
	Regular size:
	
	• Engineering
	  E (34 × 44)▯, D (22 × 34), C (17 × 22), B (11 × 17), A (8^1/$_2$ × 11)▭
	• Architecture
	  E (36 × 48)▯, D (24 × 36), C (18 × 24), B (12 × 18), A (9 × 12)▭
	• Other
	  8^1/$_2$ × 13^2/$_5$▭, 8^1/$_2$ × 14▭, 15 × 20▯, 30 × 42▯, 21 × 30▭
	
	Custom size:
	Paper width: 11.00–36.00 inches
	Paper length: 8.27–78.74 inches
		1 sheet

Inkjet Plain
51–125 g/m^2 (14–33 lb.)
Thin Paper–Middle Thick
	Cut paper
	Regular size:
	
	• Engineering
	  E (34 × 44)▯, D (22 × 34), C (17 × 22), B (11 × 17), A (8^1/$_2$ × 11)▭
	• Architecture
	  E (36 × 48)▯, D (24 × 36), C (18 × 24), B (12 × 18), A (9 × 12)▭
	• Other
	  8^1/$_2$ × 13^2/$_5$▭, 8^1/$_2$ × 14▭, 15 × 20▯, 30 × 42▯, 21 × 30▭
	
	Custom size:
	Paper width: 11.00–36.00 inches
	Paper length: 8.27–78.74 inches
		1 sheet

Notes on Special Paper

Paper Type	Note
Setting translucent paper	• When printing a data that contains a lot of images, such as photos, onto the translucent (vellum) paper, let the printouts dry for about an hour before stacking them.
Setting matte film	• If you specify [Film (Matte)] for Paper Type, the Prevent Paper Abrasion setting is automatically selected, and you cannot change it. See "Machine", User Guide (Full Version). • When you print on matte film in a cold and dry environment, the back side of the paper might get dirty.
Setting coated paper	• Set [Coated Paper] or [Coated Paper (CAD)] for "Paper Type" and specify an appropriate "Paper Thickness" in the paper type setting for each paper input location in [Paper Input Location/Paper Settings].

Paper Thickness for Each Paper Weight

Paper Thickness	Paper weight
Thin Paper	51–79 g/m^2 (14–21 lb.)
Plain Paper	80–94 g/m^2 (21–25 lb.)
Middle Thick	95–125 g/m^2 (25–33 lb.)
Thick Paper 1	126–190 g/m^2 (34–51 lb.)
Thick Paper 2	191–220 g/m^2 (51–59 lb.)

Unusable Paper

⚠ CAUTION

• Do not use stapled sheets of paper, aluminum foil, carbon paper, or any kind of conductive paper. Doing so can result in fire.

Paper causing faults

Do not use any of the following kinds of treated paper. Doing so may cause faults.

• Thermal paper

- Art paper

- Aluminum foil

- Carbon paper

- Conductive paper

- Translucent (vellum) paper for electrophotography

- Paper with perforated lines

- Envelopes

- Tab stock

- OHP transparencies

Do not print onto sides that are already printed.

Paper causing paper jam

Do not use the following kinds of paper. It may cause a paper jam.

- Bent, folded, or creased paper

- Perforated paper

- Slippery paper

- Torn paper

- Rough paper

- Thin paper with little stiffness

- Paper with a dusty surface

- Adhesive labels

- Paper that has weak adhesive tape or glue holding its trailing edge to its core.

If you print onto rough grain paper, the output image might be blurred.

When using non-recommended paper (especially chemically treated paper, or hemmed paper), paper jams may occur, paper wrinkle, or output image deteriorate.

Do not load sheets that have already been printed. (Sheets can become jammed if they have been improperly stored.)

Do not print on both sides of paper.

🔽Note

- A paper jam may occur depending on the condition of the paper even when using the recommended paper.

Paper Storage

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

- Do not store paper where it will be exposed to direct sunlight.

- Store paper in a dry environment (humidity: 70% or less).

- Store on a flat surface.

- Do not store paper vertically.

- Once opened, store paper in a plastic bag.

Handling Paper

Depending on the humidity of the storage environment, handle paper as follows:

Humidity	State of paper	Try this...
High humidity	Part of the image is lost, or a multi-sheet feed or wrinkling occurs on both translucent (vellum) and normal paper.	• Improve the environment where the machine is placed (e.g., install an air conditioner or dehumidifier). • Remove paper from the machine immediately after printing, and store it in a plastic bag.
↑	Part of the image is lost on both translucent (vellum) and normal paper.	• If you are not using the machine for a long time, remove paper from the machine and store it in a plastic bag.
70–40% (Normal conditions)		• Store paper in a plastic bag each day after the last print job is completed.
↓	Part of the image is lost on translucent (vellum) paper.	• If you are not using the machine for a long time, remove translucent (vellum) paper from the machine and store it in a plastic bag.

Humidity	State of paper	Try this...
Low humidity	Part of the image is lost, or a multi-sheet feed or wrinkling occurs on both translucent (vellum) and normal paper.	• Improve the environment where the machine is placed (e.g., install an air conditioner or humidifier). • Remove paper from the machine immediately after printing, and store it in a plastic bag.

Saving Printouts

- Prints will fade if exposed to strong light or dampness and humidity for extended periods of time. Preserve the quality of your prints by storing them in a binder in a dark, dry place.

- Ink may melt when using solvent type adhesive agents for pasting prints.

Adding Ink

The following messages may appear depending on the amount of ink.
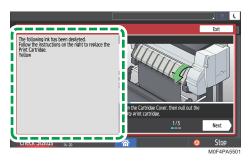
- When "Check Print Cartridge replacement." appears, approximately 35% of the original amount of ink remains in the print cartridge.

- When "Printing is not possible even if only one cartridge is depleted." appears, approximately 20% of the original amount of ink remains in the print cartridge.

- When "No ink." appears, replace corresponding color print cartridges.

See the animation displayed on the control panel of the machine for the procedure to replace the print cartridge.

⭐ **Important**
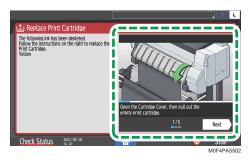
- Replace the print cartridge after the message prompting replacement is displayed on the control panel.

- The machine may become damaged if you use print cartridge of a different type.

- Do not turn off the power of the machine when replacing the print cartridge. If you turn off the power when replacing the print cartridge, the specified settings are canceled, and printing will not resume afterwards.

- Store the ink in a dry environment away from direct sunlight and generally under the temperature below 35°C (95°F).

- Keep the ink horizontal when storing it.

- After removing the print cartridge from the machine, do not shake it while its opening is facing downward. The remaining ink may spill out.

- Do not pull out and put back the print cartridge repeatedly. The remaining ink may leak.

- Be sure to replace print cartridges when the machine requests you to do so.

- After replacing the print cartridge, close the cartridge cover and wait for the "Please wait". message to disappear before loading paper into the paper bypass location.

- If you load paper into the paper bypass location while the cartridge cover is open, "Paper Misfeed" may appear on the screen. If "Paper Misfeed" appears, follow the on-screen instructions to clear the misfeed.

- Use only manufacturer-recommended print cartridges. Recommended cartridges have been safety-evaluated and will not damage the machine.

- Do not touch the IC (integrated circuit) chip on print cartridges.

- Do not open the cartridge cover other than when replacing the print cartridges. Doing so may result in misfeeds.

- Push in the print cartridge until the lever clicks. If it does not click into place, ink may leak inside the machine.

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D0CWIA5003

1. **Check on the screen to see which print cartridge needs to be replaced.**

M0F4PA5501

If you have turned off the screen, press [Check Status] and then press [Check] on the [Machine Status] tab.

2. **Add ink by following the procedure shown in the animation.**

M0F4PA5502

Note

- To protect the print head and ensure print quality, ink is consumed not only when printing, but also when the main power switch is turned on, during head cleaning, flushing, and loading of cartridges. Therefore, the frequency of head cleaning or flushing will be increased and the print cartridge might run out of ink quickly even if the number of pages printed is extremely small.

- Color ink may be consumed even though color printing is not performed.

- The reductions shown by the remaining ink indicator vary depending on the capacity of the cartridge.

- If, after replacing the print cartridge, add ink messages continue to appear, turn off the machine's power, and then turn it back on again.

- Print cartridges should be used up before their expiration date, ideally within six months of being removed from their packaging.

Precautions When Storing Ink

⚠**CAUTION**

- Keep the print cartridge and ink collector unit out of reach of children.

Precautions When Adding Ink

⚠**CAUTION**

- If ink (including used ink) comes into contact with eyes, wash eyes immediately with running water. When finding unusual reactions, consult a doctor.

- When ingesting ink (including used ink), induce vomiting by drinking a strong saline solution and consult a doctor immediately.

- When removing the print cartridge, avoid putting your hand near the place where the print cartridge is installed. If ink comes in contact with your hands, wash them thoroughly with soap and water.

- When removing jammed paper or replacing ink, be careful not to stain your clothing. If ink comes into contact with your clothing, wash the stained area with cold water. Hot water will set the ink into the fabric and make removing the stain impossible.

- When removing jammed paper or replacing or replenishing ink, be careful not to soil your hands. If ink comes into contact with your skin. Wash the affected area thoroughly with soap and water.

Disposing Exhausted Print Cartridges

Print cartridge cannot be re-used.

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

If you want to discard your used print cartridge, please contact your local sales office. If you discard it by yourself, treat it as general plastic waste material.

Region B (mainly North America)

Please see our local company website for information on the recycling of supply products, or you can recycle items according to the requirements of your local municipalities or private recyclers.

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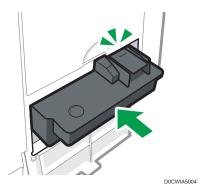
Replacing an Ink Collector Unit

The ink collector unit needs to be replaced soon when the "Ink Collector Unit almost full." message is displayed. Prepare a replacement ink collector unit.

See the animation displayed on the control panel of the machine for the procedure to replace the ink collector unit.

★ **Important**

- When removing the ink collector unit, do not touch the inside of the machine.
- Do not touch the ink collector unit's chip contacts.
- Do not drop or tilt the ink collector unit. Doing so may result in leakage.
- Take care not to drop the ink collector unit when putting it in the supplied plastic bag. The bag might tear, causing ink to spill.
- Push in the ink collector unit until the lever clicks. If it does not click into place, ink may leak inside the machine.

D0CWIA5004

- Do not open the ink collector unit cover other than when replacing the ink collector unit. Doing so may result in misfeeds.

1. **Replace the ink collector unit by following the procedure shown in the animation.**

M0F4PA5503

If you have turned off the screen, press [Check Status] and then press [Check] under [Machine Status] tab.

Precautions When Replacing the Ink Collector Unit

⚠ WARNING

- The following explains the warning messages on the plastic bag used in this product's packaging:

  - Do not leave the polythene materials (bags, etc.) supplied with this machine close to babies and small children. Suffocation can result if polythene materials are brought into contact with the mouth or nose.

⚠ CAUTION

- Keep the print cartridge and ink collector unit out of reach of children.

- When replacing ink collector unit, avoid getting ink on your clothing. If ink comes into contact with your clothing, wash the stained area with cold water. Hot water will set the ink into the fabric and make removing the stain impossible.

- If ink (including used ink) comes into contact with eyes, wash eyes immediately with running water. When finding unusual reactions, consult a doctor.

- When ingesting ink (including used ink), induce vomiting by drinking a strong saline solution and consult a doctor immediately.

- When removing jammed paper or replacing or replenishing ink, be careful not to soil your hands. If ink comes into contact with your skin, wash the affected area thoroughly with soap and water.

Disposing Exhausted Ink Collector Unit

Ink collector unit cannot be re-used.

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

If you want to discard your used ink collector unit, please contact your local sales office. If you discard it by yourself, treat it as general plastic waste material.

🌐 Region **B** (mainly North America)

Please see our local company website for information on the recycling of supply products, or you can recycle items according to the requirements of your local municipalities or private recyclers.

6. Troubleshooting

Alert Sounds

The machine notifies you with an alert sound when a paper jam occurs or another problem occurs. Listen to the alert sound for one of the patterns described below, and perform the required procedure accordingly.

Sound pattern[*1]	Condition	Solution
A short beep	Touch/Notification Sound Login Sound/Logout Sound	-
A short beep, followed by long beep	Invalid Operation Sound	If you entered an incorrect password, enter the correct password. If you hear this sound when touching an icon or key, you do not have permission to use the function or setting. Log in to the machine as a user with permission, or consult your user administrator.
A long beep	Operation Completed Sound	Check the operation result.
Two long beeps	Warm-up Sound	The machine is ready for use after the machine is turned on or recovers from the sleep mode.
Five long beeps (repeating four times)	Caution Sound	Check that paper is loaded in the paper input location.
Five short beeps (repeating five times)	Warning Sound	Check the message displayed on the screen, and resolve the problem by removing the jammed paper or replenishing the ink.

*1 The factory default sound pattern is used as an example in the table above.

⬇ Note

• You cannot pause an alert sound that has started. The machine continues to emit the sound until the preset sound pattern is completed.

- You can specify the volume and type of alert sound in [Settings] ▶ [System Settings] ▶ [Sound]. The type of sound can be specified for each condition described in the table above. Press [Home] (🏠) after specifying the settings.

- See "Setting the Sound Volume and Type", User Guide (Full Version).

Checking the Indicators, Icons, and Messages on the Control Panel

The machine notifies you of the machine condition or status of an application with the [Check Status] indicator or a message displayed on the control panel. Check the status and resolve the problem accordingly.

M0F4PA5701

- Message

  Displays a message indicating the status of the machine or application. Press the message to display it in full text. You can also view more than one message as a list.

- [Check Status] indicator

  If there is a problem such as a paper jam, the [Check Status] indicator lights up or flashes along with a message displayed on the screen. Press [Check Status] to check the status of the machine or application, and resolve the problem accordingly.

When an Icon is Displayed with a Message

When you need to resolve a problem such as a paper jam, an icon is displayed at the beginning of a message. See the table below for the meaning of each icon.

Icon	Condition	Solution and reference
🔧	Maintenance or repair is required.	Prepare for maintenance or consider repairing the machine.

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Icon	Condition	Solution and reference
ᛏ	Paper is jammed.	See the animated illustration displayed on the control panel, and remove the jammed paper. See "When Paper Is Jammed", User Guide (Full Version).
🗓	Ink has run out.	Prepare replenishment ink. Add the replenishment when the ink runs out. page 117 "Adding Ink"
🖃	The ink collector unit is full.	Prepare a replacement ink collector unit. Replace the bottle when it becomes full. page 121 "Replacing an Ink Collector Unit"
ᐩ	A cover is open.	Check that all covers are closed.

When the [Check Status] Indicator is lit or flashing

The [Check Status] indicator notifies the user when the machine requires immediate attention.

Flashing in red
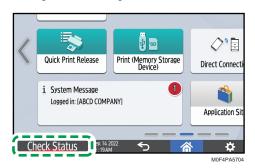
The machine is unavailable for use. Press [Check Status] and resolve the problem as soon as possible.

Flashing in yellow

Maintenance on the machine needs to be performed soon. Perform the required procedure accordingly.
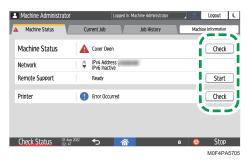
You can display the status confirmation screen with [Check Status]. On the screen, check the detailed status of the machine or application.

1. **Press [Check Status].**

M0F4PA5704

2. **Press [Check] to check the details, and perform the required procedure.**

   page 125 "When an Icon is Displayed with a Message"

   M0F4PA5705

   ⚠: The machine cannot be used.

   ❗: Some of the functions cannot be used, or the ink is almost depleted.

⬇ Note

- Depending on the machine condition, such as a paper jam or open cover, the status confirmation screen may be displayed automatically without pressing [Check Status].

When the Machine Cannot Be Operated

⬇Note

- If a message is displayed on the screen, check the message.

- page 134 "When a Message Appears and the Machine Cannot Be Operated"

- When confirming or changing the settings in [Settings], press [Home] (🏠) after completing the operation to close [Settings].

When the Machine Does Not Respond Correctly to an Operation on the Control Panel

Condition	Cause	Solution and reference
The screen of the control panel is not lit.	The machine is in the sleep mode.	Touch the screen.
Nothing is displayed when you touch the screen.	The power of the machine is turned off.	Check that the main power indicator is not lit, and then turn on the main power of the machine. page 9 "Turning On and Off the Power"
The power of the machine does not come on.	The power cable is unplugged from the wall outlet.	Connect the ground wire, and plug the power cable into the wall outlet. See "Installation Requirements After Moving the Machine", User Guide (Full Version).
	The machine is connected to an extension cord.	You cannot use an extension cord. After checking that the screen is not lit when you touch it and the main power indicator is unlit, remove the extension cord and plug the power cable directly into the wall outlet.
	There may be a problem with the wall outlet.	After checking that the screen is not lit when you touch it and the main power indicator is unlit, plug the power cord into a confirmed operating wall outlet.

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Condition	Cause	Solution and reference
Some icons are not displayed when the machine is turned on.	The functions are starting up.	The time required for a function to start up varies depending on the function. Wait a while.
Only some of the menu items are displayed when you press [Settings] after turning on the power of the machine.	The functions are starting up.	The time required for a function to start up varies depending on the function. More items on the menu in [Settings] are displayed as the functions start up. Wait a while.
The login screen is displayed.	Basic Authentication, Windows Authentication, or LDAP Authentication is specified.	Enter the login user name and password, and then press [Login]. For the login user name and password, consult the user administrator. page 34 "Logging In from the Control Panel"
The User Code entry screen is displayed.	User Code authentication is specified.	Enter the User Code, and press [OK]. Consult the user administrator for the user code.
A function is not executed, or you cannot perform an operation.	Another function that cannot be used with the specified function at the same time is being executed.	Wait for the function in progress to end, and then perform the next operation. When a backup of the address book is being created using Web Image Monitor or another method, the next function is executed after the backup is completed.
The key is unresponsive, or another key is activated.	A malfunction is temporarily occurring on the machine. There is a device or equipment that is generating noise in the vicinity.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power again. page 9 "Turning On and Off the Power" If the message persists even after you have turned the power off and then on, consider repairing the machine.
Multi-touch, such as pinch-in and pinch-out, does not work properly.		

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Condition	Cause	Solution and reference
Help is not displayed when you press [Help] (?).	The application that is currently in use does not support the help function, or ? is grayed out because "Paper Misfeed" or another message is being displayed.	The help function cannot be used when ? is grayed out. Close the application or message, and then try again.
	? is grayed out because the user does not have permission to use the browser function.	The help function cannot be used if the user does not have permission to use the browser function. If ? is always grayed out, consult the user administrator to check whether you have permission to use the browser function. The user administrator can change the access permissions in the address book. See "Confirming the Available Functions", User Guide (Full Version).
The screen changes to Web Browser when you press [Help] (?), but the help content is not displayed.	The machine is not connected to the network correctly.	Check if you can display a web page in [Web Browser]. If a web page cannot be displayed, check that the machine is connected to the network correctly. See "Selecting the Network Connection Method", User Guide (Full Version).
	The browser is configured not to save cookies.	Check that [Web Browser] ▶ [Menu] (⚙) ▶ [Settings] ▶ [Privacy & security] ▶ [Accept cookies] check box is selected.
The screen remains turned on and the machine does not enter the sleep mode when you press [Energy Saving] (☾).	The machine is in a condition that does not allow the machine to enter the sleep mode.	Check the conditions in which the machine does not enter the sleep mode. page 9 "Turning On and Off the Power"
The machine does not shut down when more than three minutes have passed after you press the main power switch.	The shutdown operation could not be performed normally.	Press the main power switch again. If the message persists even after you have turned the power off and then on, consider repairing the machine.

Condition	Cause	Solution and reference
The power of the machine is turned off automatically.	[Main Power Off] is specified in the weekly timer.	Check [Weekly Timer Easy Settings] and [Weekly Timer Detailed Settings] on [Settings] ▶ [System Settings] ▶ [Date/Time/Timer] ▶ [Timer].

When Paper Cannot Be Fed Properly

Condition	Cause	Solution and reference
The edge of the paper roll cannot be fed back into the machine automatically.	The paper roll is set at an angle.	Insert the edge of the paper roll squarely under the rollers of the paper feeding slit. page 75 "Loading Paper into the Paper Input Location"
The edge of the paper roll cannot be fed back into the machine automatically when it is set in Paper Input Location 2 in Low Power mode.	The paper input location cover is not raised when the paper roll is set in Paper Input Location 2.	• Raise the paper input location cover before setting the paper roll. page 75 "Loading Paper into the Paper Input Location" • Exit Low Power mode. page 9 "Turning On and Off the Power"
The paper cannot be easily loaded into the paper bypass location.	The paper is curled excessively.	Before loading the paper, flatten out the paper to remove the curl. page 75 "Loading Paper into the Paper Input Location"
The paper input location cover is held down by its own weight and cannot stay open.	The magnet that holds the paper input location cover in place is covered with dust.	Wipe the magnet with a soft dry cloth.

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When the Machine Does Not Respond Correctly to an Operation from a Computer

Condition	Cause	Solution and reference
When using the address book from Device Manager NX, an incorrect password error is displayed even when you enter the correct login user name and password.	A certificate is not installed on the computer when SSL/TLS is enabled on the machine.	Install the certificate on the computer. Consult your network administrator for the certificate.
	An item other than [Simple Encryption] is specified in "Driver Encryption Key:Encryption Strength".	Specify [Simple Encryption] in "Driver Encryption Key:Encryption Strength" in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Security] ▶ [Extended Security Settings].
You cannot access the machine using Web Image Monitor.	There is a problem with the connection between the machine and the computer.	Check the cable connecting the machine and the computer, and disconnect and then connect the cable again. Also, check the connection to the hub or router, and turn off and on the power of the device if possible. Next, turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 9 "Turning On and Off the Power"
	A proxy server is specified.	In the proxy setting of the Web browser, specify the IP address of the machine as an exception. You can check the IP address in [Check Status] ▶ "Network".

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Condition	Cause	Solution and reference
"There is a problem with this website's security certificate." is displayed and you cannot connect to the machine when accessing the machine using Web Image Monitor.	[Permit SSL/TLS Communication] is set to [Ciphertext Priority].	Click [Continue to this website (not recommended).]. To specify not to display the message, log in to the machine in the administrator mode, and specify [Ciphertext/Cleartext] in [SSL/TLS] ▶ "Permit SSL/TLS Communication" under [Device Management] ▶ [Configuration] ▶ "Security".
	"https" is entered at the beginning of the URL.	Do not enter "s" after "http".

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When a Message Appears and the Machine Cannot Be Operated

Message	Condition	Solution and reference
"Service Call" SCxxx-xx Contact Serial No. of Machine	The machine needs to be repaired.	Consider repairing the machine.
"Functional Problems" SCxxx-xx Contact Serial No. of Machine	A malfunction that requires maintenance or repair has occurred.	Prepare for maintenance or consider repairing the machine. • If a message prompts you to turn the power of the machine off and then on, the problem may be resolved by turning off the power, waiting for 10 seconds or more after confirming that the main power indicator is turned off, and then turning on the power. page 9 "Turning On and Off the Power" • When "Press [Cancel] to cancel functions." is displayed, you can continue using the machine except for the function in which the malfunction is occurring after pressing [Cancel].
"Please wait."	The machine is recovering from the sleep mode.	Wait a while. Turn off the power of the machine if the message persists after 10 minutes, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 9 "Turning On and Off the Power"

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Message	Condition	Solution and reference
"Please wait."	The machine is preparing to perform a function or executing the image stabilization process.	Wait a while and do not turn off the power of the machine.
	The ambient temperature is outside the temperature range specified for the machine operation.	Check the room temperature and whether it satisfies the operational requirements of the machine. If the machine has just been moved to the current location, leave it be for some time and allow it to adapt to the environment before use. See "Installation Requirements After Moving the Machine", User Guide (Full Version). If the message persists after 10 minutes even when the room temperature is within the specifications, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 9 "Turning On and Off the Power"
"Please wait."	Ink was replenished or some other action was performed.	Wait a while and do not turn off the power of the machine. Turn off the power of the machine if the message persists after 10 minutes, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 9 "Turning On and Off the Power"
"Shutting down... Please wait. Main power will be turned off automatically. Maximum waiting time: 3 minute(s)"	The power of the machine was turned off while the machine was starting up or in the standby mode.	Wait until the power is turned off.

Note

- If the message persists even after you have performed the operations as instructed in the following message, a malfunction may temporarily occur on the machine. Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power.

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- • "Cover Open"
- • "Replace Print Cartridge"
- • "Ink Collector Unit is full."
- • "No paper."
- • page 9 "Turning On and Off the Power"

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When a Message Appears While Using the Printer Function

⬇ Note

- When confirming or changing the settings in [Settings], press [Home] (🏠) after closing [Settings].

Messages that Appear without Error Codes

Message	Cause	Solution and reference
"Address Book is currently in use by another function. Authentication has failed."	The address book is in use by another function, and authentication query is not possible.	Try again later.
"A job via the network that was not printed exists because an error occurred. It was stored as a job not printed."	When the error job storing function is enabled, an error occurred in the print job sent via the network and the canceled job was stored.	• Check that the machine is connected to the network correctly. For details about your network environment, consult the network administrator. • The stored document can be printed. See "Printing Documents Stored in the Printer from the Control Panel", User Guide (Full Version).
"An error occurred while processing an Unauthorized Copy Prevention job. The job was cancelled."	The settings in the printer driver are incorrect.	Check the following in the printer driver: • Is a value smaller than 600 dpi specified in [Others] ▶ [Special Settings] ▶ [Image Quality] ▶ [Image Smoothing]? See "Applying Different Print Settings Depending on the Document Type", User Guide (Full Version). • Is only space(s) entered as the text to use for the background pattern in the unauthorized copy prevention function?

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Message	Cause	Solution and reference
"Auto-registration of user information has failed."	The maximum number of items that can be registered has been exceeded and the authentication information for LDAP authentication or Windows authentication cannot be registered automatically.	Delete a user that is no longer necessary from the address book.
"Cannot access the Memory Storage Device."	An SD card or USB flash memory device is unavailable for use.	• Check that the external media is formatted in FAT16 or FAT32, and write protection is not enabled on the media. • Check that the external media is not corrupted or damaged.
"Collate has been cancelled."	The sort function was canceled.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 9 "Turning On and Off the Power"
"Command Error"	A problem occurred in the data because of the communication status or another reason.	Check that the machine can communicate with the computer properly.
	A printer driver that does not support the machine was used.	Use the printer driver for the machine. Obtain and install the latest version of the driver.
"Compressed Data Error."	Compressed data is corrupted.	• Check that the tool used for creating the compressed data is functioning properly. • Check that the machine can communicate with the computer properly.

Message	Cause	Solution and reference
"Data storage error."	Printing a document as Test Print, Locked Print, Hold Print, Store Print failed. The hard disk is malfunctioning.	If the message persists even after you have turned the power off and then on, consider repairing the machine.
"Error has occurred."	An error such as a syntactic error has occurred.	Check that the PDF file to print does not have an error.
"Exceeded max. number of files. (Auto)"	The maximum number of Store Print jobs or the maximum number of jobs that can be managed for Hold Print (Auto) documents has been exceeded while storing a document printed by Normal Print as a Hold Print job by the error job storing function.	Erase a Hold Print (Auto) document that is no longer needed. See "Deleting Documents Stored in the Machine", User Guide (Full Version).
"Exceeded max. number of pages. (Auto)"	An "exceeded max. number of pages" error occurred while storing a document printed by Normal Print as a Hold Print job by the error job storing function.	• Reduce the number of pages to print. • Erase documents that are no longer needed. See "Deleting Documents Stored in the Machine", User Guide (Full Version).
"Exceeded max. pages. Collate is incomplete."	The maximum number of sheets that can be sorted has been exceeded.	Reduce the number of pages to print.

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Message	Cause	Solution and reference
"File system is full."	The file system is full, and the PDF file cannot be printed.	Erase documents that are no longer needed. See "Deleting Documents Stored in the Machine", User Guide (Full Version).
"Hardware Problem: HDD"	An error is occurring on the hard disk of the machine.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 9 "Turning On and Off the Power"
"Hardware Problem: USB"	An error has occurred on the USB interface.	If the message persists even after you have turned the power off and then on, consider repairing the machine.
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet interface.	
"Hardware Problem: Wireless Card"	An error has occurred in the Wireless LAN board.	Turn off the power of the machine, check that the Wireless LAN board is correctly installed in the machine, and then turn on the power. page 9 "Turning On and Off the Power" If the message persists even after you have turned the power off and then on, consider repairing the machine.
"HDD is full."	The area reserved for forms or fonts in PostScript 3 is full.	Delete a registered form or font that is no longer necessary.
"HDD is full. (Auto)"	An overflow error occurred in the hard disk while storing a document printed by Normal Print as a Hold Print job by the error job storing function.	• Reduce the size of the document to print. • Erase documents that are no longer needed. See "Deleting Documents Stored in the Machine", User Guide (Full Version).
"I/O buffer overflow."	An overflow has occurred in the receive buffer.	• Reduce the transmission data. • Increase the value in [I/O Buffer] on [Settings] ▶ [Printer Settings] ▶ [Host Interface].

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Message	Cause	Solution and reference
"Information for user authentication is already registered for another user."	In LDAP authentication, the same name is registered under different IDs on different servers, and duplicate names (account names) occurred such as when switching the domain (server).	Consult the user administrator. User administrator: Delete the corresponding user from the address book, and register the user again after resolving the duplicate names on different servers.
"Insufficient Memory"	The amount of available memory is insufficient.	Decrease print quality under [Image Quality] ▶ [Select Print Quality] in the printer driver. See "Applying Different Print Settings Depending on the Document Type", User Guide (Full Version).
"Load following paper in XXX." (XXX indicates the paper input location name)	The paper input location specified in the printer driver has no paper loaded.	• To proceed with printing on the specified paper, load the paper in the paper input location. page 75 "Loading Paper into the Paper Input Location"
"Memory Retrieval Error"	The data in the memory could not be retrieved.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 9 "Turning On and Off the Power"
"No response from the server. Authentication has failed."	In LDAP or Windows authentication, a timeout error occurred while submitting an authentication query to the server.	• Consult the administrator of the authentication server.

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Message	Cause	Solution and reference
"Paper size and type are mismatched." "Change the setting to continue the current job or press [Job Reset]."	The paper input location loaded with paper of the size or type specified in the printer driver is not available.	• To cancel printing, press [Cancel Printing]. • To proceed with printing on the specified paper, load the paper and then check that the paper size and type are correctly specified in [Settings] ▶ [Paper Input Location/Paper Settings]. page 75 "Loading Paper into the Paper Input Location"
"Printer font error."	There is a problem in the font file of the machine.	Consider repairing the machine.
"Print overrun."	A page image is discarded while printing the page.	Decrease print quality under [Image Quality] ▶ [Select Print Quality] in the printer driver. See "Applying Different Print Settings Depending on the Document Type", User Guide (Full Version).
"Receiving data failed."	Transmission of data was canceled.	Send the data again.
"Sending data failed."	Transmission of data from the printer driver was canceled.	Check that the computer is operating normally.
"The selected paper size is not supported. This job has been cancelled."	A paper size that cannot be fed on the machine was specified and printing was canceled by the auto job cancel function that was activated.	Print the document on paper of a size that can be fed on the machine.

Message	Cause	Solution and reference
"You do not have a privilege to use this function. This job has been cancelled."	Authentication information is not registered correctly in the printer driver.	Specify the authentication information in the printer driver. For the authentication information, consult the user administrator. See "Specifying Login Information in the Printer Driver", User Guide (Full Version).
	The user registered in the printer driver does not have permission to use the printer function.	Consult the user administrator. The user administrator can change the access permissions in the address book. See "Confirming the Available Functions", User Guide (Full Version).

Messages that Appear with Error Codes

Check the system configuration list or print settings list. The details of the error may also be printed in the list.

See "List/Test Print", User Guide (Full Version).
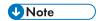
See "Printing the Print Settings List", User Guide (Full Version).

Message	Cause	Solution and reference
"84: Error"	The amount of available work area is insufficient for processing images.	Reduce the transmission data.
"86: Error"	The parameter in the control code is incorrect.	Specify the correct parameter.
"92: The print job was cancelled." (displayed in the error history)	Printing is canceled from the control panel.	To perform printing, operate the control panel again.
"98: Error"	Accessing the hard disk failed.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 9 "Turning On and Off the Power"

Message	Cause	Solution and reference
"99: Error"	When printing a file from an SD card or USB flash memory device, the file to print is in an unsupported format or corrupt.	Check the data to print.
	An error occurred while processing RTIFF.	Check the settings of the RTIFF Menu settings or printing options. See "RTIFF Troubleshooting", User Guide (Full Version).
"BAF: The job was cancelled because the key card has been removed."	The key card was removed, so printing was canceled by the auto job cancel function.	Insert the key card.
"BAI: The job was cancelled because the authentication setting(s) has been changed."	The authentication setting was changed during printing, so printing was canceled by the auto job cancel function.	Check the authentication setting.
"CB: The job was cancelled because the password is incorrect."	The entered password was incorrect, so printing was canceled by the auto job cancel function.	Confirm the correct password for the document and enter it.
"CC: The job was cancelled because the user ID is invalid."	The user ID was invalid, so printing was canceled by the auto job cancel function.	Enter the correct login username. Confirm the login username with the user administrator.
"CD: The job was cancelled because of an error with PS3/PDF."	A postscript language error occurred in PS3 or PDF printing, so printing was canceled by the auto job cancel function.	Check if there is a problem with the printing data.

Message	Cause	Solution and reference
"CM: The job was cancelled because of a timeout error with PS3/PDF."	A timeout error occurred in PostScript 3 or PDF printing, so printing was canceled by the auto job cancel function.	• Check that the machine can communicate properly with the PC. • PostScript 3 Check the following setting items. When [Use Machine Setting(s)] is selected, set the waiting time longer. When [Use Driver/Command] is selected, set the waiting time specified by the command longer. Check the setting of [Settings] ▶ [Printer Settings] ▶ [PS Menu] ▶ [Job Timeout].
"CN: The job was cancelled because the print settings specified by PS3 are not consistent with the machine settings."	Some of [Printer Settings] on the print data did not match the machine settings, so printing was canceled by the auto job cancel function.	Check that the printer settings specified in the print data match the settings in [Settings] ▶ [Printer Settings] ▶ [PS Menu].
"CO: The job was cancelled because of a font error with PS3/PDF."	A font error occurred in PostScript 3 or PDF printing, so printing was canceled by the auto job cancel function.	Register the required fonts.
"CP: The job was cancelled because of insufficient memory error with PS3/PDF."	An insufficient memory error occurred in PostScript 3 or PDF printing, so printing was canceled by the auto job cancel function.	Consider repairing the machine.
"EC: The job was cancelled because of a failure to store and skip an error job."	A document has been set to be stored or canceled when an error occurs and it did not operate, so printing was canceled by the auto job cancel function.	• Fix the error that occurred. • You can check the settings of the operation when an error occurs in [Settings] ▶ [Printer Settings] ▶ [System] ▶ [Error Action] ▶ [Store and Skip Errored Job].

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When Other Messages Appear

⬇ Note

- When confirming or changing the settings in [Settings], press [Home] (🏠) after closing [Settings].

Message	Cause	Solution and reference
"Administrator Authentication for User Management must be set to on before this selection can be made."	The User Management privilege is disabled in the administrator authentication management.	When specifying Basic, Windows, or LDAP authentication, configure the User Management privilege in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/ Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Administrator Authentication Management]. See "Registering Administrators Before Using the Machine", User Guide (Full Version).
"Destination list / machine settings are updated. Selected destinations or function settings have been cleared. Please re-select the settings."	A destination is being registered and devices are being configured using Web Image Monitor.	Wait until the message disappears and do not turn off the power of the machine. You may not be able to perform operations for a while depending on the number of destinations being registered.
"Failed to read the PDF file."	The user attempted to display a PDF file that is not supported by the Web browser of the machine.	The Web browser of the machine supports the PDF versions and encryption levels shown below. Other PDF files cannot be displayed. • PDF version: 1.3-1.7 • PDF encryption level: 128-bit AES, 256-bit AES
"Firmware update will start. Press [OK]. It will start automatically after 30 seconds."	A firmware update is available, and the machine is about to perform an update.	It is recommended to apply the update, but you can stop the updating process by pressing [Stop] within 30 seconds after the message is displayed. Do not turn off the power of the machine while the updating process is in progress.

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Message	Cause	Solution and reference
"Internal cooling fan is active."	The fan installed in the vent for cooling the interior of the machine became active after a large number of pages has been printed.	You may hear a rotating noise while the fan is active, but you can continue using the machine as usual.
"Problems with the wireless board. Please call service."	The Wireless LAN board can be accessed, but an error has been detected.	Turn off the power of the machine, check that the Wireless LAN board is correctly installed in the machine, and then turn on the power. page 9 "Turning On and Off the Power" If the message persists even after you have turned the power off and then on, consider repairing the machine.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	A destination is being registered using Web Image Monitor.	Wait until the message disappears and do not turn off the power of the machine. You may not be able to perform operations for a while depending on the number of destinations being registered.
"Updating the destination list has failed. Try again?"	A network error occurred.	Check the connection between the machine and the computer.
	Anti-virus software or a firewall function is running on the computer.	Add the destination list program to the exception list in the anti-virus software on the computer, or register the machine IP address to the exception list in the firewall function. You can check the IP address in [Check Status] ▶ "Network".

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Message	Cause	Solution and reference
"You do not have the privileges to use this function."	The logged-in user does not have the privileges to use the specified function.	Consult the user administrator. The user administrator can change the access permissions in the address book. See "Taking Measures to Prevent Information Leaks", User Guide (Full Version).
	Changing the setting is not allowed under the administrative privileges granted to the logged-in user.	Check the administrative privilege required for changing the specified setting. See "Registering Administrators Before Using the Machine", User Guide (Full Version).
"XXX failed." "Failed to XXX." (The item under [Settings] ▶ [Maintenance] appears in place of XXX)	The items under [Settings] ▶ [Maintenance] cannot be executed if the full ink collector unit is not replaced.	After pressing [Check], go back to the [Printer] screen, and then follow instructions in the messages.

Messages that Appear When Machine Login Fails

Check the error code displayed with the "Authentication has failed." message, and taken the necessary action.

🔽Note

- The letter at the beginning of the error code indicates the type of authentication specified on the machine.

  - B: Basic authentication

  - W: Windows authentication

  - L: LDAP authentication

Message	Cause	Solution and reference
"Authentication has failed." B/W/L0104-000	An incorrect password was entered.	Enter the correct password.
	The Driver Encryption Key is not registered correctly in the printer driver.	Consult the network administrator whether the Driver Encryption Key is required, and configure the driver accordingly. See "Specifying Login Information in the Printer Driver", User Guide (Full Version). The network administrator can check the setting of "Driver Encryption Key: Encryption Strength" in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Security] ▶ [Extended Security Settings].
"Authentication has failed." B/W/L0206-002	An incorrect login user name or password was entered.	Enter the correct login user name and password.
	A user has attempted to log in to the functions that can be accessed only by the administrator such as [Settings] when [Application Authentication Management] is specified.	The user needs to log in from the application login screen.
"Authentication has failed." B/W/L0206-003	":" or another character that cannot be used in a login user name was entered.	• Enter the correct login user name. • Change the user name if it contains a space, ":" or other unusable characters.
"Authentication has failed." B/W/L0207-001	Web Image Monitor or another method was used to edit or create a backup of the address book.	Try again later.

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Message	Cause	Solution and reference
"Authentication has failed." B/W/L0208-000 B/W/L0208-002	The account is locked because the number of failed login attempts has exceeded the limit.	Request the user administrator to unlock the account.
"Authentication has failed." L0307-001	Web Image Monitor or another method was used to edit or create a backup of the address book.	Try again later.
"Authentication has failed." W0400-102	Kerberos authentication has failed because the server was not responsive.	Check whether the server is operating normally.
"Authentication has failed." W0400-200	Available resources are insufficient due to too many authentication requests.	Try again later.
"Authentication has failed." W0400-202	sAMAccountName was used as the login user name when a user in the child domain logged in under a parent-child domain environment, and ldap_bind failed.	Use UserPrincipalName as the login user name.
	The SSL settings specified on the authentication server and the device do not match.	Check whether the SSL settings specified on the authentication server and the device match.
"Authentication has failed." L0400-210	The login name attribute is not specified, or an attribute on which the information cannot be obtained is specified.	Check whether [Login Name Attribute] is specified correctly. See "Verifying Users to Operate the Machine (User Authentication)", User Guide (Full Version).

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Message	Cause	Solution and reference
"Authentication has failed." W/L0406-003	":" or other characters that cannot be used in a login user name was entered.	• Enter the correct login user name. • Change the user name if it contains a space, ":" or other unusable characters.
"Authentication has failed." W0406-101	Too many requests for authentication occurred at one time.	Try again later. If the problem persists, check whether the machine is under an authentication attack. The attack status can be checked by the screen message, in the system log, or in the e-mail notification sent to the administrator.
"Authentication has failed." W0406-107	A user group cannot be obtained.	Check whether the group name registered on the machine is correct and whether the DC settings are configured correctly.[*1]
	Kerberos Authentication has failed.	Check whether the realm name registered on the clock at the KDC (key distribution center) and the clock of the device are synchronized.[*3]
	No connection is established to the authentication server.	Enter the server IP address in [Settings] ▶ [System Settings] ▶ [Network/Interface] ▶ [Ping Command] to check whether a connection can be established to the server.
	The domain name is incorrect or cannot be resolved.	Check whether the domain name registered on the machine is correct and whether the name can be resolved.[*2]
	The login user name or password is incorrect.	Check the login user name and/or password of the user registered on the server.
"Authentication has failed." L0406-200	Too many requests for authentication occurred at one time.	Try again later. If the problem persists, check whether the machine is under an authentication attack. The attack status can be checked by the screen message, in the system log, or in the e-mail notification sent to the administrator.

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Message	Cause	Solution and reference
"Authentication has failed." L0406-201	[Off] is specified in the authentication settings of the LDAP server.	Select the server in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change/Delete LDAP Server], and then press [Register/Change] and set [Authentication] to a setting other than [Off].
"Authentication has failed." L0406-202 L0406-203	The LDAP authentication settings or LDAP server settings are incorrect.	Check whether the LDAP authentication settings or LDAP server settings are correctly configured.[*4] Check whether the SSL settings are supported on the LDAP server.
	The login user name or password is incorrect.	Enter the correct login user name and password. Change the login user name if it exceeds 128 bytes in length or contains a space, ":" or other unusable character.
	The simplified authentication mode is incorrectly used.	Check whether the server name, login user name, password, and information entered into the search filter are correct. Note that authentication cannot be performed if obtaining DN of the login user name under the representative account fails in the simple authentication mode.
"Authentication has failed." L0406-204	Kerberos Authentication has failed.	Check whether the realm name registered on the clock at the KDC (key distribution center) and the clock of the device are synchronized.[*3]
"Authentication has failed." W/L0409-000	There was no response returned from the authentication server, and an authentication timeout error occurred.	Check the status of the network and the server to use for authentication.

Message	Cause	Solution and reference
"Authentication has failed." W/L0511-000 W0517-000	The user registered on the machine has the same name as another user distinguished by the unique attribute of the authentication server.	• Delete the older user that is redundant, or change the login name. • If the message is displayed after switching the authentication server, delete the user on the old server.
"Authentication has failed." W/L0606-004	A user name that cannot be specified in the login user name was specified.	Do not use "other", "admin", "supervisor", or "HIDE*" in user account names.
"Authentication has failed." W/L0607-001	Web Image Monitor or another method was used to edit or create a backup of the address book.	Wait a while.
"Authentication has failed." W/L0612-005	The number of users registered in the address book has reached the upper limit, and auto-registration failed.	Ask the user administrator to delete users that are no longer needed from the address book.
"Authentication has failed." W/L0707-001	Web Image Monitor or another method was used to edit or create a backup of the address book.	Wait a while.
"Authentication has failed." B/W/L0913-023	Auto-registration of a user on the server machine has failed when authentication was performed on the client machine using Central Management.	• Check the network communication between the client and server machines. • Registration cannot be performed while the address book of the server machine is being edited.

*1 When obtaining user groups, check the following:

• The user account that can obtain user groups is sAMAccountName (user). Do not use UserPrincipalName (user@domain.xxx.co.jp) as the user name.

- Check whether the name in "Group" is correctly specified including the case-sensitivity in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management] ▶ [Windows Authentication].

- Select the user in the address book, press [Edit], and then check that [Unavailable] is specified for each function under the [User Management / Others] tab ▶ [User Management] ▶ [Available Functions / Applications].

- Check whether "Global Scope" is specified as the scope of the group in a property for the user group created in DC, and the group type specified in "Security". Also check whether an account is registered to the user group that has been created. If more than one DC exists, check whether a trust relationship between DCs is established.

*2 To resolve the domain name, see the following:

- Check whether [Domain Name Configuration] and [DNS Configuration] or [WINS Configuration] is specified correctly in [Settings] ▶ [System Settings] ▶ [Network/Interface].

- Enter the IP address in [Domain Name Configuration] to check the connection. If authentication can be performed using the IP address, check [DNS Configuration] or [WINS Configuration] again.

- If authentication by IP address is not possible, check whether LM/NTLM is set to be denied in the domain controller security policy or domain security policy. Also check that the port is not closed in the firewall between the device and the domain controller or in the firewall settings of the domain controller. When the Windows firewall is enabled, create a new rule that allows communication on port 137 and port 139 in "Advanced" of the Windows firewall. Open the TCP/IP properties from the network connection properties, select the "Enable NetBIOS Over TCP/IP" check box on [Advanced] ▶ [WINS] tab, and open port 137.

*3 For Kerberos authentication, check the following:

- Check that "Realm Name", "KDC Server Name", "Domain Name" are specified correctly in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change/Delete Realm]. Enter "Realm Name" in upper case.

- Configure the setting so that the difference in time between the clocks on KDC and device is less than five minutes. The clock on the machine can be adjusted in [Settings] ▶ [System Settings] ▶ [Date/Time/Timer] ▶ [Date/Time] ▶ [Set Time].

- Kerberos authentication fails if auto-obtaining of KDC in Windows authentication fails. When auto-obtaining cannot be activated, switch to manual.

*4 For LDAP settings, check the following:

- Check whether the LDAP server is correctly specified in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management] ▶ [LDAP Authentication] or [Custom Authentication].

- Check that the representative account is registered in the following setting items, and then execute [Connection Test]. Select the server in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change/Delete LDAP Server], press [Register/Change] and set [Authentication] to [Kerberos Authentication]

  See "Registering the LDAP Server", User Guide (Full Version).

- If the connection test fails, check whether [Domain Name Configuration] and [DNS Configuration] or [WINS Configuration] is specified correctly on [Settings] ▶ [System Settings] ▶ [Network/ Interface].

Messages that Appear When the LDAP Server Is Unavailable

Message	Cause	Solution and reference
"Connection with LDAP server has failed. Check the server status."	The network is busy.	Try again later.
	The setting information is incorrect.	Check the setting information of [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/ Change/Delete LDAP Server]. See "Registering the LDAP Server", User Guide (Full Version).
"Exceeded time limit for LDAP server search. Check the server status."	The network is busy.	Try again later.
	The setting information is incorrect.	Check the setting information of [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/ Change/Delete LDAP Server]. See "Registering the LDAP Server", User Guide (Full Version).

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Messages that Appear When an Application Site Cannot Be Used

Message	Cause	Solution and reference
"A server error has occurred."	An unexpected error has occurred on the server.	• See the server maintenance information in [Information].
"Cannot connect to server which installs applications. Check maintenance information on Information screen or network settings."	Cannot connect to the installation server.	• Check whether the Network/Interface ([DNS Configuration], [Control Panel: Proxy Settings]) are correctly configured. See "Network/Interface", User Guide (Full Version).
"Could not update the firmware."		
"Failed to download the application"		
"Failed to install the application because an error has occurred."		
"Could not restore the firmware because the required data does not exist."	The firmware from Application Site has not been updated.	The firmware cannot be recovered.
"The specified page cannot be found."	An error has occurred in Application Site.	See the server maintenance information in [Information].
"There is insufficient space to store internally, delete any unnecessary applications."	The remaining free space on the hard disk is insufficient.	Delete applications that are not necessary.

When Print Results Are Not Satisfactory

Checking Whether the Print-heads Scratch the Paper

Set Prevent Paper Abrasion mode if the prints have smeared ink.

⭐**Important**

- **Setting Prevent Paper Abrasion mode may result in lower print quality and speed.**

Depending on the type of paper, images to be printed, or the print quality, the print-heads may scratch the paper, causing the ink to smear. If this occurs, set Prevent Paper Abrasion mode, and then try printing again.

Prevent Paper Abrasion mode raises the print-heads to prevent smeared ink on the prints.

⬇**Note**

- If you specify [Film (Matte)] for Paper Type, the machine specifies Prevent Paper Abrasion mode automatically.

- See "Machine", User Guide (Full Version).

Checking Whether a Nozzle Is Clogged

Print the nozzle check pattern to check whether the print-head nozzles are all ejecting ink properly, and, if necessary, carry out head cleaning or flushing.

1. **Print the nozzle check pattern.**

2. **If the pattern is patchy, clean the print-heads, then print the test pattern and check the result.**

3. **Do not use the machine for at least 10 minutes, then print the test pattern again and check the result.**

4. **Clean the print-heads, and then print the test pattern. Then, clean and print a second time, and then check the result.**

5. **If the pattern is still patchy, flush the print-heads, then print the test pattern again and check the result.**

6. **Do not use the machine for at least 10 minutes, then print the test pattern again and check the result.**

7. **If the pattern is still patchy, leave the machine for about eight hours. Then, print the test pattern and check the result.**

This should resolve the problem. If the test pattern is still patchy, contact your service representative.

Note

- For details about printing the test pattern, see page 159 "Print Nozzle Check Pattern".

- For details about head cleaning, see page 160 "Clean Print-heads".

- For details about head flushing, see page 161 "Flush Print-heads".

If the Printout Is Smeared with Dots of Ink That Are 1 to 2 mm in Diameter

If your printouts are smeared by unwanted spots of ink that are about 1 to 2 mm in diameter, you need to clean the print-heads.

Clean the print-head when you use the ink that is the same color as the spots.

If you cannot identify the color, clean all the print-heads.

Note

- For details about head cleaning, see page 160 "Clean Print-heads".

Adjusting the Print Quality
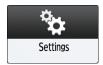
Print Nozzle Check Pattern

Print the test pattern to check for non-firing nozzles.
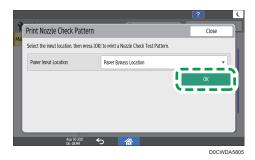
To check the print results of the test pattern, proceed to Step 5.
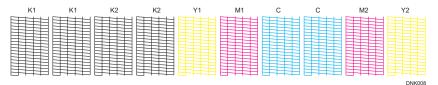
⭐ **Important**

- Printing the test pattern consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- During printing the test pattern, do not conduct any other operations.
- An error will occur and test patterns will not print if:
  - There is a misfeed.
  - One of the machine's covers is open.
  - The machine is performing maintenance operations.
  - The machine has run out of ink.
  - The machine has run out of paper.
  - The ink collector unit is full.

1. Press [Settings] on the Home screen.
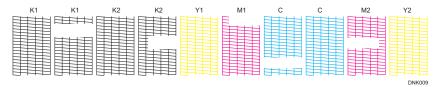
2. Press [Maintenance] ▶ [Print Nozzle Check Pattern].

3. Select the paper input location from which you want to print out the test pattern, and then press [OK].

D0CWDA5805

4. **Press [Exit].**

5. **Check the print results of the test pattern.**

   - Normal print results:

   DNK008

   - If a nozzle is not firing:

   DNK009

   The print results of the test pattern correspond to, from left to right, [Black (K1)], [Black (K2)], [Yellow (Y1) & Magenta (M1)], [Cyan (C)], and [Magenta (M2) & Yellow (Y2)] for the [Clean Print-heads] and [Flush Print-heads] functions in [Maintenance]. Text, such as K1, K2, Y1, C, and M1, are printed on the print results of the test pattern.

   For example, if a print result indicates that the test pattern of K1 is not firing, select [Black (K1)] for [Clean Print-heads] or [Flush Print-heads] to reactivate the nozzle.

6. **Press [Home] (⌂) after completing the operation.**

   If a nozzle is not firing, perform head cleaning.

   page 160 "Clean Print-heads"

⬇ Note

- For details about Prevent Paper Abrasion mode, see page 157 "Checking Whether the Print-heads Scratch the Paper".

- If the temperature changes suddenly from low to high, print-head nozzles may occasionally clog and not fire. If cleaning print-heads twice cannot reactivate the nozzle, flush the print-heads.

- page 157 "Checking Whether a Nozzle Is Clogged"

Clean Print-heads

Use this function to clean the print-heads if a specific color is not printing or prints out unclearly.

Perform this function on a color basis.

★ Important

- Head cleaning consumes ink. Perform this function only when necessary.

- Perform no other operations during head cleaning.

• Cleaning may be incomplete if ink in a cartridge gets too low or runs out during cleaning.

• An error will occur and head cleaning will not be possible if:

    • There is a misfeed.

    • One of the machine's covers is open.

    • The machine is performing maintenance operations.

    • The machine has run out of ink.

    • The machine has run out of paper.

    • The ink collector unit is full.

1. **Press [Settings] on the Home screen.**

2. **Press [Maintenance]** ▶ **[Clean Print-heads].**

3. **Select the color of the head you want to clean, and then press [OK]** ▶ **[Start].**

D0CWDA5806

4. **Press [Exit].**

To check the results of head cleaning, print the test pattern.

page 159 "Print Nozzle Check Pattern"

5. **Press [Home] (⌂) after completing the operation.**

Note

• If a nozzle still fails to start firing, perform head cleaning again. For details about checking the condition of the print-heads, see page 157 "Checking Whether a Nozzle Is Clogged".

Flush Print-heads

Use this function to clean the print-heads far more thoroughly. It consumes much more ink than head cleaning.

Use this function only if repeated head cleaning fails to reactivate a mis- or nonfiring nozzle. Perform this function on a color basis.

⭐ **Important**
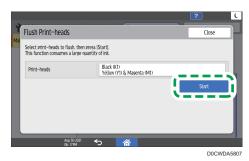
- Flushing consumes ink. Perform this function only when necessary.

- Perform no other operations during flushing.

- Flushing is not possible if even one color has run out.

- Flushing may be incomplete if ink in a cartridge gets too low or runs out during flushing.

- An error will occur and flushing will not be possible if:

    - There is a misfeed.

    - One of the machine's covers is open.

    - The machine is performing maintenance operations.

    - The machine has run out of ink.

    - The machine has run out of paper.

    - The ink collector unit is full.

1. **Press [Settings] on the Home screen.**

2. **Press [Maintenance]** ▶ **[Flush Print-heads].**

3. **Select the color of the head you want to flush, and then press [OK]** ▶ **[Start].**

D0CWDA5807

4. **Press [Exit].**

   To check the results of head flushing, print the test pattern.

   page 159 "Print Nozzle Check Pattern"

5. **Press [Home] (🏠) after completing the operation.**

Adjustment

Auto Adjust Head Position

If printing produces misaligned verticals or blurred colors, printing the test pattern will re-calibrate the machine. The test pattern differs depending on the print quality.

⭐ **Important**

- Printing the test pattern consumes ink. Perform this function only when necessary.

- Perform no other operations while the test pattern is printing.

- An error will occur and test patterns will not print if:

    - There is a misfeed.

    - One of the machine's covers is open.

    - The machine is performing maintenance operations.

    - The machine has run out of ink.

    - The machine has run out of paper.

    - The ink collector unit is full.

    - An adjustment sensor failure occurred while performing an adjustment.

1. **Press [Settings] on the Home screen.**

2. **Press [Maintenance] ▶ [Auto Adjust Head Position].**

3. **Select the paper input location for the head position you want to adjust.**

4. **Check the settings for preventing paper abrasion, paper type, and paper thickness.**

    - Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.

    - Check the settings of paper type and paper thickness in [Paper Type/Thickness] under [Settings] ▶ [Paper Input Location/Paper Settings] ▶ [Paper Size/Paper Type].

5. **Press [Print Quality] to select the write mode.**

6. **Press [OK].**

7. **Press [Adjustment] ▶ [OK].**

8. **Press [Exit].**

   If Auto Adjust Head Position has failed, perform Manual Adjust Head Position.

9. **Press [Home] (⌂) after completing the operation.**

💭**Note**

- Auto Adjust Head Position cannot be performed when "Paper Type" is set to [Film (Matte)]. Perform Manual Adjust Head Position.

- Auto Adjust Head Position cannot be performed for the paper bypass location. Perform Manual Adjust Head Position.

- For details about Prevent Paper Abrasion mode, see page 157 "Checking Whether the Print-heads Scratch the Paper".

- For details about Manual Adjust Head Position, see page 164 "Manual Adjust Head Position".

Manual Adjust Head Position

If auto adjust head position has failed, or if you feel the print quality is not improved by auto adjustment, adjust the head position manually.

To check the print results of the test pattern, proceed to Step 8.

⭐**Important**

- Printing the test pattern consumes ink. Perform this function only when necessary.

- Perform no other operations while the test pattern is printing.

- An error will occur and test patterns will not print if:

  - There is a misfeed.

  - One of the machine's covers is open.

  - The machine is performing maintenance operations.

  - The machine has run out of ink.

  - The machine has run out of paper.

  - The ink collector unit is full.

1. **Press [Settings] on the Home screen.**
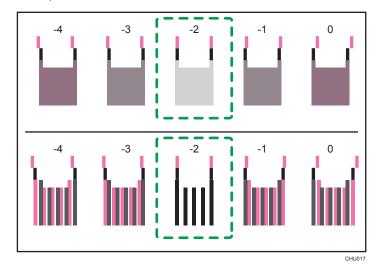
2. **Press [Maintenance] ▶ [Manual Adjust Head Position].**

3. **Select the paper input location for the head position you want to adjust.**

4. **Check the settings for preventing paper abrasion, paper type, and paper thickness.**

   - Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.

   - Check the settings of paper type and paper thickness in [Paper Type/Thickness] under [Settings] ▶ [Paper Input Location/Paper Settings] ▶ [Paper Size/Paper Type].

5. **Press [Print Quality] to select the write mode.**

6. **Press [Start Printing] ▶ [Start].**

7. **Press [Exit].**

8. **Check the optimal adjustment value based on the print results of the test pattern.**

   The optimal adjustment value is the number above the square pattern that has the faintest color closest to gray and aligned verticals on both sides. For example, if the value in column "A" is "-2", the adjustment value of "A" is "-2".

CHU017

Combined two-color lines form squares, and depending on line overlapping, (white) spaces between the lines are painted and look darker. Sometimes the colors of the lines are identical.
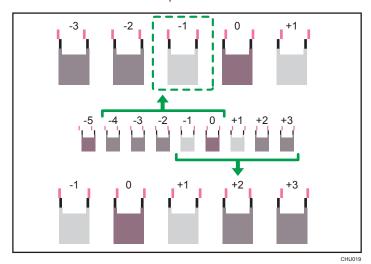
For this illustration, the adjustment value is "-2". Checking adjustment values for each item is required.

   - If you cannot determine the adjustment value, select the square that is between the straightest lines.

CHU018

Each vertical line is made of an upper part and lower part. If the print head is not properly positioned, the vertical line will be displayed as two disconnected lines, so that the line looks misaligned.

- If you still cannot determine the adjustment value, locate the square that is between adjacent squares whose lines form symmetry. Adjacent squares can be one or two places either side (at positions ±1 or ±2).

This illustration indicates an adjustment value that is set to "-1".

CHU019

9. **Press [Enter Adjustment Values].**

10. **Enter the adjustment value with [$^+$] [$^-$], and then press [OK].**

   Enter the adjustment values of each item such as "A", "B", etc. The items differ depending on the writing mode you want to adjust.

11. **Press [Adjustment] ▶ [OK] ▶ [Exit].**

    To check the results of adjustment, print the test pattern again.

12. **Press [Home] (⌂) after completing the operation.**

    ⤵**Note**

    - For details about Prevent Paper Abrasion mode, see page 157 "Checking Whether the Print-heads Scratch the Paper".

Adjust Print Position

This function prints the test sheet for adjusting the print start position of paper on a paper input location basis.

To check the print results of the test sheet, proceed to Step 5.

⭐**Important**

- Printing the test sheet consumes ink. Perform this function only when necessary.

- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.

- Perform no other operations while the test sheet is printing.

- An error will occur and test sheets will not print if:

    - There is a misfeed.

    - One of the machine's covers is open.

    - The machine is performing maintenance operations.

    - The machine has run out of ink.

    - The machine has run out of paper.

    - The ink collector unit is full.

1. **Press [Settings] on the Home screen.**

2. **Press [Maintenance] ▶ [Adjust Print Position].**

3. **Press [Print Test Sheet] for the paper input location of the print position you want to adjust.**

D0CWDA5808

4. **Press [Start].**

5. **Check the optimal adjustment value based on the print results of the test sheet.**

   • Measure the margins between the center of the printed lines and the paper edges.

CQA006

   • Adjust so that the margins are 5 mm (0.20 inches). For example, if the center of the horizontal line is printed 4 mm (0.16 inches) from the top edge of the sheet, the adjustment value of "Top Margin" is "1.0 mm (0.04 inches)".

   • In the same manner, if the center of the vertical line is printed 8 mm (0.32 inches) from the left edge of the sheet, the adjustment value of "Left Margin" is "-3.0 mm (-0.12 inches)".

6. **Press the paper input location of the print position you want to adjust.**

D0CWDA5809

7. **Enter the adjustment values, and then press [OK].**

   - Press [↑] and [↓] to enter the adjustment value of "Top Margin".

   - Press [←] and [→] to enter the adjustment value of "Left Margin".

8. **Press [Close].**

   To check the results of adjustment, print the test sheet again.

9. **Press [Home] (🏠) after completing the operation.**

⤵Note

- For details about Prevent Paper Abrasion mode, see page 157 "Checking Whether the Print-heads Scratch the Paper".

Adjust Paper Feed

This function prints the test sheet for adjusting paper feed if misalignment of horizontals or image surface irregularities occurs.

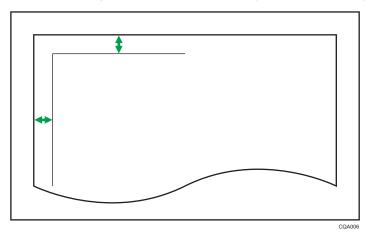To check the print results of the test sheet, proceed to Step 6.

⭐Important

- Printing the test sheet consumes ink. Perform this function only when necessary.

- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.

- Perform no other operations while the test sheet is printing.

- An error will occur and test sheets will not print if:

  - There is a misfeed.

  - One of the machine's covers is open.

  - The machine is performing maintenance operations.

  - The machine has run out of ink.

  - The machine has run out of paper.

  - The ink collector unit is full.

1. **Press [Settings] on the Home screen.**

2. **Press [Maintenance] ▶ [Adjust Paper Feed].**

3. Press [Print Test Sheet] for the paper input location of the paper feed you want to adjust.

D0CWDA5810
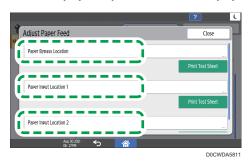
4. Press [Start].

5. Press [Exit].

6. Check the optimal adjustment value based on the print results of the test sheet.

- The optimal adjustment value is the number next to the square pattern that has the faintest color closest to gray and aligned horizontals on both sides. If the value on the left of the pattern is "+2", the adjustment value is "+2".

CQA008

- If the horizontal lines on the both sides of the faintest square are misaligned, determine an adjustment value based on a pattern that is above or below, whose horizontals are misaligned in the opposite direction. For example, "+2" square is the faintest and the horizontals on both sides of "+6" are in the opposite direction to "+2", so the adjustment value is between "+3" and "+5" depending on the degree of misalignment. After completing the adjustment, adjust the paper feed again to check if the optimal adjustment value is set.

CQA009

7. Press the paper input location of the paper feed you want to adjust.

D0CWDA5811

8. Enter the adjustment value with [+] [−], and then press [OK].

9. Press [Close].

To check the results of adjustment, print the test sheet again.

10. Press [Home] ( ) after completing the operation.

Note

- For details about Prevent Paper Abrasion mode, see page 157 "Checking Whether the Print-heads Scratch the Paper".
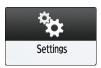
Cut Paper

This function cuts a paper roll at the specified length from the paper's leading edge.

Important

- Perform no other operations while a paper roll is being cut.
- An error will occur and cutting paper will not be possible if:
    - One of the machine's covers is open.

* The machine is performing maintenance operations.

* The machine has run out of paper.

* The ink collector unit is full.

1. **Press [Settings] on the Home screen.**

2. **Press [Maintenance]** ▶ **[Cut Paper].**

3. **Select the paper input location and length to cut paper, and then press [Start].**

D0CWDA5812

The cutting length is set to [Short] when you select [Paper Input Location in Use].

4. **Press [Close].**

5. **Press [Home] (⌂) after completing the operation.**

📌**Note**
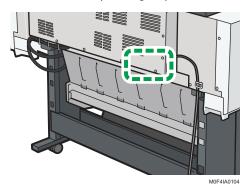
* For details about how to cut a paper roll while removing jammed paper, see the following section:

* See "When Paper Is Jammed", User Guide (Full Version).

7. Specifications for The Machine

Model-Specific Information

This section explains how you can identify the region your machine belongs to.

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

M0F4IA0104

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

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

If the label contains the following, your machine is a region A model:

- CODE XXXX -27
- 220–240 V

🌐 Region **B** (mainly North America)

If the label contains the following, your machine is a region B model:

- CODE XXXX -17
- 120–127 V

⬇ Note

- Dimensions in this manual are given in two units of measure: metric and inch. If your machine is a Region A model, refer to the metric units. If your machine is a Region B model, refer to the inch units.

List of Specifications

Specifications for the Main Unit

Item	Specifications
Nozzles	• Black: 768 nozzles • Cyan, magenta, and yellow: 384 nozzles per color
Configuration	Console
Memory	6 GB (4 GB on the main unit and 2 GB on the control panel)
Hard disk size	320 GB
Color	Full Color
Warm-up time	Normal mode: 40 seconds Quick mode: 30 seconds
First print time	• Standard mode B&W: 63 seconds (A0◻) Full color: 115 seconds (A0◻) • Speed Priority mode B&W: 42 seconds (A0◻) Full color: 70 seconds (A0◻) • Speed Priority (Drawing) mode B&W: 42 seconds (A0◻) Full color: 68 seconds (A0◻)
Printing size	page 98 "Recommended Paper Sizes and Types"
Paper weight	page 98 "Recommended Paper Sizes and Types"

Item	Specifications

Missing image area	
	
	1. Leading edge: 3 mm (0.12 inches)
	
	2. Trailing edge
	
	    Paper input location 1-2: 3 mm (0.12 inches)
	
	    Paper bypass location: 18 mm (0.71 inches)
	
	3. Right edge: 3 mm (0.12 inches)
	
	4. Left edge: 3 mm (0.12 inches)

Paper output capacity	1 sheet or more
Paper capacity (80 g/m^2, 20 lb. Bond)	page 98 "Recommended Paper Sizes and Types"
Combine	Standard
Power requirements	🌐 Region A (mainly Europe and Asia) 220-240 V, 1.9 A, 50/60 Hz 🌐 Region B (mainly North America) 120-127 V, 3.6 A, 60 Hz
Power consumption (Main unit only) 🌐 Region A (mainly Europe and Asia)	Ready: 33.8 W During printing: 77.9 W Maximum: 88.4 W The power level when the main switch is turned off and the power cord is plugged into an outlet: 1 W or less

7

Item	Specifications
Power consumption (Complete system) 🌐Region A (mainly Europe and Asia)	Maximum: 110 W The complete system of the IP CW2200 consists of the main unit, paper input location 2, wireless LAN board, and card reader.
Power consumption (Main unit only) 🌐Region B (mainly North America)	Ready: 32.8 W During printing: 75.3 W Maximum: 84.1 W The power level when the main switch is turned off and the power cord is plugged into an outlet: 1 W or less
Power consumption (Complete system) 🌐Region B (mainly North America)	Maximum: 107 W The complete system of the IP CW2200 consists of the main unit, paper input location 2, wireless LAN board, and card reader.
Dimensions (W × D × H)	1384 × 885 × 1170 mm (54.5 × 34.9 × 46.1 inches) (Output basket in basic mode, control panel is perpendicular to the machine.)
Space for main unit (W × D)	1384 × 885 mm (54.5 × 34.9 inches) or less
Noise emission (Sound power level: Complete system)	Stand-by: 40 dB Printing: B&W: 68 dB / Color: 66 dB
Noise emission (Sound pressure level: Complete system)	Stand-by: 36 dB Printing: B&W: 60 dB / Color: 60 dB
Noise emission (Sound pressure level)	⬇Note • Sound power levels and sound pressure levels are actual values measured in accordance with ISO 7779. • Sound pressure levels are measured from the position of the bystander. • The complete system consists of the main unit and paper input location 2.
Weight	Approx. 100 kg (220.5 lb.)

Specifications for Printer

⊕Note

- To connect the machine to the network, use a LAN cable supporting 1000BASE-T, 100BASE-TX, and 10BASE-T. The length of the usable cable is up to 100 m.

Item	Specifications
Printing speed	Speed Priority (Drawing) mode • B&W: 3.8 sheets/minute (A1▷, 22 × 34▷, plain paper) • Full Color: 2.1 sheets/minute (A1▷, 22 × 34▷, plain paper)
Resolution	600 × 300 dpi, 600 × 600 dpi, 1,200 × 1,200 dpi
Printer language	RPGL/GL2, PostScript3, PDF, RTIFF, MediaPrint (JPEG, TIFF)
Interface	• Standard: Ethernet (10BASE-T/100BASE-TX/1000BASE-T) USB2.0 (Type B) port USB2.0 (Type A) port (on the control panel) SD card slot (on the control panel) • Option: IEEE 802.11a/b/g/n wireless LAN interface Device server option
Network protocol	TCP/IP (IPv4, IPv6)
USB interface	• Transmission spec: USB 2.0 Standard • Connectable device: Devices corresponding to USB 2.0 Standard
Operating system	• Windows 8.1/10/11 • Windows Server 2012/2012 R2/2016/2019/2022 • macOS 10.14 - 12
Fonts	• PDF: 136 fonts • PostScript 3: 136 fonts

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Item	Specifications
Store function	Total number of documents that can be stored: Up to 100 documents
	Number of pages for each document that can be stored: Up to 1,000 pages
	Total number of pages of all documents that can be stored: Up to 3,000 pages
Sort function	Number of pages that can be sorted: Up to 1,000 pages
	Number of prints that can be sorted: Up to 999 prints

🔽 **Note**

- The maximum length for the cable connecting the machine to an Ethernet network is 100 meters.

Specifications for Paper Input Location 2

Item	Specifications
Page size	page 98 "Recommended Paper Sizes and Types"
Paper capacity (80 g/m^2, 20 lb. Bond)	page 98 "Recommended Paper Sizes and Types"
Paper weight	page 98 "Recommended Paper Sizes and Types"
Power requirements	Power is supplied from the main unit.
Dimensions (W × D × H)	1102 × 348 × 213 mm (43.4 × 13.8 × 8.4 inches)
Weight	Approx. 11 kg (24.3 lb.)

🔽 **Note**

- You cannot use the following paper:
    - Paper width: more than 841 mm (34 inches)
    - Paper weight: 120 g/m^2 or more
    - Paper thickness: 0.150 mm (0.006 inches) or more

Specifications for Wireless LAN Board

⭐ **Important**

- Note that the available channels (frequency ranges) and locations to use the wireless LAN are subject to the regulations of the country or region where the printer is used. Be sure to use the wireless LAN according to the applicable regulations.

Item	Specifications
Transmission spec	Based on IEEE 802.11a/b/g/n (wireless LAN)
Transmission rate	• 2.4 GHz band: 130 Mbps (maximum) • 5 GHz band: 300 Mbps (maximum)
Frequency range (Center Frequency)	• 2412–2472 MHz (1–13 channels) • 5180–5240 MHz (36, 40, 44, and 48 channels) • 5260–5320 MHz (52, 56, 60, and 64 channels) • 5500–5700 MHz (100, 104, 108, 112, 116, 120, 124, 128, 132, 136, and 140 channels)
Transmission mode	• Infrastructure mode • Direct Connection Mode • Direct Connection: Group Owner Mode

⬇ **Note**

- Web Image Monitor is supported.
- The transmission rates of 130 Mbps in the 2.4 GHz band is the theoretical values of the wireless LAN specification. The actual transmission rate may be lower, depending on the operating environment.
- Channels other than 1–11 cannot be used because of the specifications and the configuration of the access point.
- The channel in use might differ depending on the country.
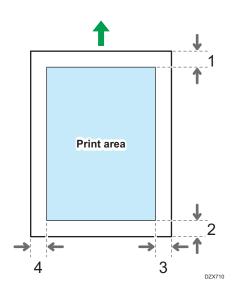
Specifications for Device Server Option

Item	Specifications
Interface	• Gigabit Ethernet (10BASE-T/100BASE-TX/1000BASE-T)

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Item	Specifications
Operating systems	• Windows 8.1/10/11, Windows Server 2012/2012 R2/2016/2019/2022 • macOS 10.14 - 12
Protocol	• Port 9100, IPP, LPR IPP does not support SPL. • The device server option allows simultaneous connection of up to eight sessions of printing protocols.

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Printable Area and Margin

1. Leading edge: 3 mm (0.12 inches)

2. Trailing edge

   Paper input location 1-2: 3 mm (0.12 inches)

   Paper bypass location: 18 mm (0.71 inches)

3. Right edge: 3 mm (0.12 inches)

4. Left edge: 3 mm (0.12 inches)

↓Note
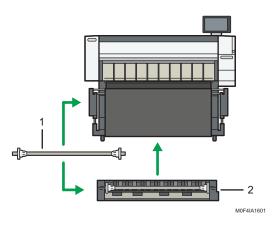
- The margin of the paper bypass location is the value when using plain paper, inkjet plain, recycled paper, or coated paper (CAD).

- The machine does not support edge-to-edge printing. To minimize the margins, specify the maximum printable area with the settings on the printer driver.

- See "Maximizing the Printable Area When Printing", User Guide (Full Version).

- The printable area may vary due to the paper size or settings of the printer driver.

- The outside of the printable area can be printed due to the settings of the printer driver or printing condition; however, the print result may be different from the intended one or the paper may not be fed correctly.

Machine Options

Guide to Functions of the Machine's External Options

M0F4IA1601

No.	Option	Description
1	Paper holder	Use to set a paper roll onto the paper input location. This is useful to change quickly to a different size paper roll from the paper holder.
2	Paper Input Location 2	Load a paper roll onto this unit.

Guide to Functions of the Machine's Internal Options

- Card reader

  Pass an IC card over the card reader to log in to the machine.

  page 34 "Logging In from the Control Panel"

- Device server option

  Allows you to add an Ethernet port to the printer. Allows you to print using the printer function via a network other than that connected to the machine.

- Wireless LAN board

  Allows you to communicate over wireless LAN.

Functions Requiring Optional Configurations

When options are installed, the functions and interface of this machine can be expanded.

Interface

Functions	Option
Wireless LAN communication See "Connecting to a Wireless LAN", User Guide (Full Version).	Wireless LAN board
Extra Ethernet Interface (for Printer) See "Connecting a LAN Cable", User Guide (Full Version).	Device server option

Others

Functions	Option
Quick Card Authentication See "Logging in to the Machine Using an IC Card or a Smart Device", User Guide (Full Version).	NFC card reader

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8. Legal and Contact Information

Environmental Regulations

ENERGY STAR Program ⊕ Region B (mainly North America)

ENERGY STAR® Program Requirements for Imaging Equipment

This company is a participant in the ENERGY STAR® Program.

This machine is compliant with the regulations specified by the ENERGY STAR® Program.

The ENERGY STAR® Program Requirements for Imaging Equipment encourage energy conservation by promoting energy efficient computers and other office equipment.

The program backs the development and dissemination of products that feature energy saving functions.

It is an open program in which manufacturers participate voluntarily.

Energy Star standards and logos are internationally uniform.

Energy Saving Functions

Low Power Mode

- If this machine remains idle for a specified period, it automatically reduces its electrical consumption.
- The default period the machine waits before entering Low Power Mode is one minute. This default time can be changed.

Sleep Mode

- If this machine remains idle for a specified period of time or when [Energy Save] (🌙) is pressed, it enters Sleep mode to further reduce its electrical consumption. This is called "Sleep Mode".
- The default delay time the machine waits before entering Sleep mode is 14 minutes.

- The machine can print jobs from computers while in Sleep mode.

Specification

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

	Specification
Reduced electrical consumption in Low Power mode [1]	32.0 W
Time of switch into Low Power mode	1 minute
Time of switch out from Low Power mode [1]	3.1 seconds
Reduced electrical consumption in Sleep mode [1]	0.70 W
Time of switch into Sleep mode	14 minutes
Time of switch out from Sleep mode [1]	5.5 seconds

[1] The time it takes to switch out from energy saving functions and electrical consumption may differ depending on the conditions and environment of the machine.

🌐 Region **B** (mainly North America)

	Specification
Reduced electrical consumption in Low Power mode [1]	31.1 W
Time of switch into Low Power mode	1 minute
Time of switch out from Low Power mode [1]	2.5 seconds
Reduced electrical consumption in Sleep mode [1]	0.64 W
Time of switch into Sleep mode	14 minutes
Time of switch out from Sleep mode [1]	6.2 seconds

[1] The time it takes to switch out from energy saving functions and electrical consumption may differ depending on the conditions and environment of the machine.

⬇️**Note**

- You can change the amount of time that the machine waits before entering Sleep mode under [Sleep Mode Timer].
- See "Date/Time/Timer", User Guide (Full Version).
- You can change the amount of time that the machine waits before entering Low Power mode under [Low Power Mode Timer].
- See "Date/Time/Timer", User Guide (Full Version).

- The machine enters sleep mode directly in the following situations:

    - [Low Power Mode Timer] and [Sleep Mode Timer] are set to the same time

    - [Sleep Mode Timer] is set shorter than [Low Power Mode Timer]

- It may take longer than the specified time to enter Sleep mode according to the type of Embedded Software Architecture application installed in the machine.

User Information on Electrical and Electronic Equipment ⊕ Region A (mainly Europe)

Users in the countries where this symbol shown in this section has been specified in national law on collection and treatment of E-waste

Our Products contain high quality components and are designed to facilitate recycling.

Our products or product packaging are marked with the symbol below.

The symbol indicates that the product must not be treated as municipal waste. It must be disposed of separately via the appropriate return and collection systems available. By following these instructions you ensure that this product is treated correctly and help to reduce potential impacts on the environment and human health, which could otherwise result from inappropriate handling. Recycling of products helps to conserve natural resources and protect the environment.

For more detailed information on collection and recycling systems for this product, please contact the shop where you purchased it, your local dealer or sales/service representatives.

All Other Users

If you wish to discard this product, please contact your local authorities, the shop where you bought this product, your local dealer or sales/service representatives.

For Turkey only

AEEE Yönetmeliğine Uygundur.
Bu sistem sarf malzemeleri ve yedek parçaları da dahil olmak üzere AEEE Yönetmeliğine Uygundur.

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Üretici:

Ricoh Company, Ltd.

3-6, Nakamagome 1-chome,
Ohta-ku, Tokyo 143-8555 Japan

+81-3-3777-8111(English only/Sadece İngilizce)

Note for the Battery and/or Accumulator Symbol (For EU countries only) ⊕Region A (mainly Europe)

In accordance with the Battery Directive 2006/66/EC Article 20 Information for end-users Annex II, the above symbol is printed on batteries and accumulators.

This symbol means that in the European Union, used batteries and accumulators should be disposed of separately from your household waste.

In the EU, there are separate collection systems for not only used electrical and electronic products but also batteries and accumulators.

Please dispose of them correctly at your local community waste collection/recycling centre.

Environmental Advice for Users ⊕Region A (mainly Europe)

Users in the EU, Switzerland and Norway

Consumables yield

Please refer to either the User's Manual for this information or the packaging of the consumable.

Recycled paper

The machine can use recycled paper which is produced in accordance with European standard EN 12281:2002 or DIN 19309. For products using EP printing technology, the machine can print on 64 g/m^2 paper, which contains less raw materials and represents a significant resource reduction.

Duplex printing (if applicable)

Duplex printing enables both sides of a sheet of paper to be used. This saves paper and reduces the size of printed documents so that fewer sheets are used. We recommend that this feature is enabled whenever you print.

Toner and ink cartridge return program

Toner and ink cartridge for recycling will be accepted free of charge from users in accordance with local regulations.

For details about the return program, please refer to the Web page below or consult your service person.

https://www.ricoh-return.com/

Energy efficiency

The amount of electricity a machine consumes depends as much on its specifications as it does on the way you use it. The machine is designed to allow you to reduce electricity costs by switching to Ready mode after it prints the last page. If required, it can immediately print again from this mode. If no additional prints are required and a specified period of time passes, the device switches to an energy saving mode.

In these modes, the machine consumes less power (watts). If the machine is to print again, it needs a little longer to return from an energy saving mode than from Ready mode.

For maximum energy savings, we recommend that the default setting for power management is used.

Notes to users in the state of California (Notes to Users in USA) ⊕ Region B (mainly North America)

Perchlorate Material - special handling may apply. See: www.dtsc.ca.gov/hazardouswaste/perchlorate

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Notes for wireless LAN and Bluetooth

This product uses a control panel equipped with wireless LAN and Bluetooth functions.

The product uses the 2.4 GHz frequency range for communication. Communications using radio waves may be interrupted by noise or interference. If you want to use this product for external communication, please be aware that communication failures may occur.

It is prohibited by law to disassemble or modify this product. The company takes no responsibility for illegal modifications that are made to the wireless module of this product.

No measures to prevent or block data tampering are available for devices that use radio waves for communication. The company takes no responsibility for security problems arising due to wireless LAN and Bluetooth specifications or other conditions.

The frequency range used by this product may also be used by other products (industrial, scientific, or medical devices) manufactured by other companies. The outdoor use of wireless devices may be restricted. Pay attention to where you use this function.

Some applications of this product use the wireless function. Depending on the environment where you use the wireless function, communication may be interrupted due to radio wave interference.

The Bluetooth unit is not guaranteed to work with all supported devices.

Wireless LAN function's usable frequencies vary depending on the access point you use.

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Copyright Information about Installed Software

Open source software is used in the machine and applications that can be downloaded from the Application Site. You can check their copyright information in the following settings or applications.

- Some information about software used in the control panel

  [Settings] ▶ [System Settings] ▶ [Machine/Control Panel Information] ▶ [About Control Panel] ▶ [Legal information]

- Some information about software used in the control panel and information about software used in the machine

  [Status/Information] ▶ [Device Info] in Web Image Monitor

⬇ Note

- You may be able to check some software information on the screens of each application, rather than on the control panel or Web Image Monitor.

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The proper name of Internet Explorer 11 is Internet Explorer® 11.

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- The product names of Windows 8.1 are as follows:

  Microsoft® Windows® 8.1

  Microsoft® Windows® 8.1 Pro

  Microsoft® Windows® 8.1 Enterprise

- The product names of Windows 10 are as follows:

  Microsoft® Windows® 10 Home

  Microsoft® Windows® 10 Pro

  Microsoft® Windows® 10 Pro for Workstations

  Microsoft® Windows® 10 Enterprise

  Microsoft® Windows® 10 Education

- The product names of Windows 11 are as follows:

  Microsoft® Windows® 11 Home

  Microsoft® Windows® 11 Pro

  Microsoft® Windows® 11 Enterprise

- The product names of Windows Server 2012 are as follows:

  Microsoft® Windows Server® 2012 Foundation

  Microsoft® Windows Server® 2012 Essentials

  Microsoft® Windows Server® 2012 Standard

- The product names of Windows Server 2012 R2 are as follows:

  Microsoft® Windows Server® 2012 R2 Foundation

  Microsoft® Windows Server® 2012 R2 Essentials

  Microsoft® Windows Server® 2012 R2 Standard

- The product names of Windows Server 2016 are as follows:

  Microsoft® Windows Server® 2016 Essentials

  Microsoft® Windows Server® 2016 Standard

  Microsoft® Windows Server® 2016 Datacenter

  Microsoft® Windows Server® 2016 MultiPoint® Premium Server

- The product names of Windows Server 2019 are as follows:

  Microsoft® Windows Server® 2019 Datacenter

  Microsoft® Windows Server® 2019 Standard

  Microsoft® Windows Server® 2019 Essentials

- The product names of Windows Server 2022 are as follows:

  Microsoft® Windows Server™ 2022 Standard

  Microsoft® Windows Server™ 2022 Datacenter

  Microsoft® Windows Server™ 2022 Datacenter: Azure® Edition

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