

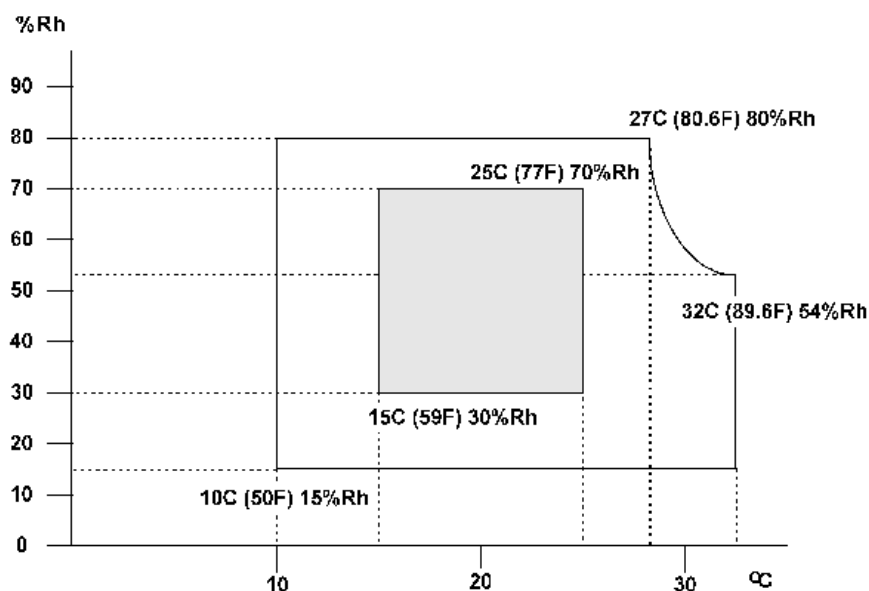
M C2000
Machine Code:
D0D8
Field Service Manual
Ver. 1.0

Latest Release: October, 2020
Initial Release: October, 2020
(c) 2018 Ricoh Co., Ltd.

2. Installation

Installation Requirements

Environment



Temperature Range:	10°C to 32°C (50°F to 90°F)
Humidity Range:	15% to 80% RH
Ambient Illumination:	Less than 1,500 lux (do not expose to direct sunlight.)
Ventilation:	Room air should turn over at least 30 m ³ /hr/person

- Avoid areas exposed to sudden temperature changes:
 - Areas directly exposed to cool air from an air conditioner.
 - Areas directly exposed to heat from a heater.
- Do not place the machine where it will be exposed to corrosive gases.
- Do not install the machine at any location over 2,000 m (6,500 ft.) above sea level.
- Place the main machine on a sturdy and level base. Inclination on any side should be no more than 5 mm (0.2").
- Do not place the machine where it may be subjected to strong vibrations.

★ Important

- Store toner where it will not be exposed to direct sunlight, temperatures above 35°C, or high humidity.

Machine Level

- Front to back: Within 5 mm (0.2")

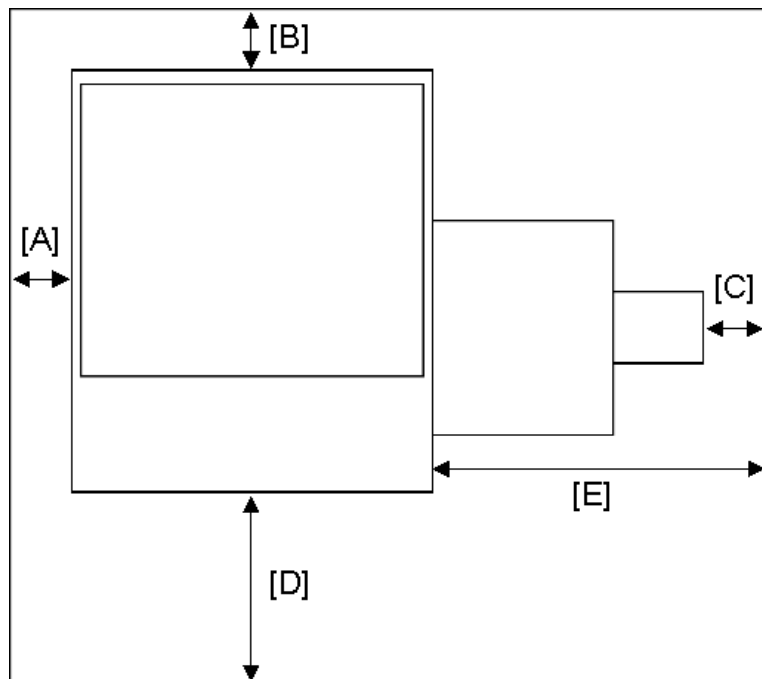
2.Installation

- Right to left: Within 5 mm (0.2")

Machine Space Requirements

↓ Note

- These are the minimum space requirements.



d1462236a

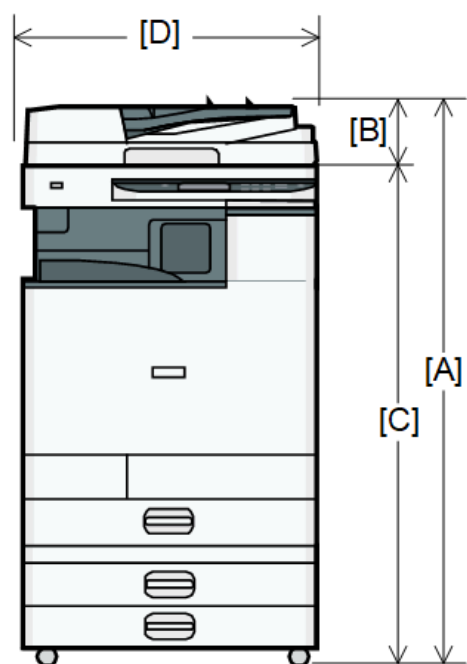
[A]	Left	Over 100 mm (3.9")
[B]	Rear	Over 100 mm (3.9")
[C]	Right (with Bypass tray)	Over 100 mm (3.9")
[D]	Front	Over 750 mm (29.5")
[E]	Right	Over 500 mm (19.7")

Put the machine near the power source with the clearance shown above.

↓ Note

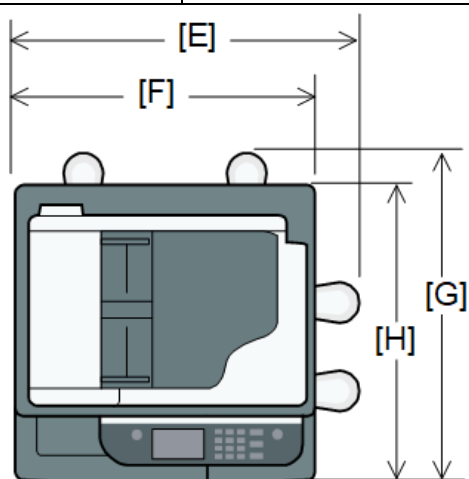
- Main Machine Occupation Dimensions (W x D):
1149 mm (45.24") x 1236 mm (48.67") (With Bypass table opened + Main unit paper exit drawer)

Machine Dimensions



d0d8c9026

A	1,126.5 mm / 44.35"
B	99 mm / 3.90"
C	1,027.5 mm / 40.45"
D	587 mm / 23.11"



d0d8c9027

E	668 mm / 26.29"
F	587 mm / 23.11"
G	738 mm / 29.05"
H	685 mm / 26.96"

2.Installation

Power Requirements

CAUTION

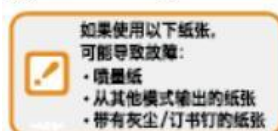
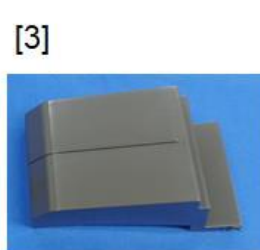
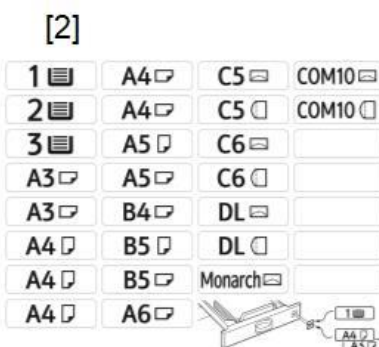
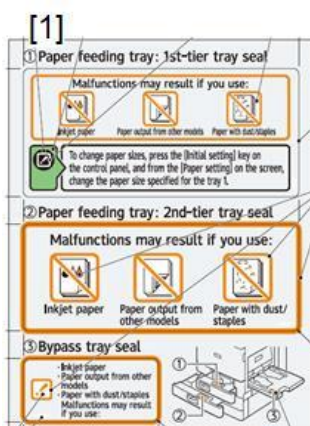
- Insert the plug firmly in the outlet.
- Do not use an outlet extension plug or cord.

Input Voltage Level

Destination	Power supply voltage	Rated current consumption	Permissible voltage fluctuation
EU	220 to 240V	8A	Image quality guaranteed: 198V (220V-10%) to 264V (240V+10%) Machine operation guaranteed: 187V (220-15%) to 276V (240V+15%)
AP			
CHN			

Main Machine Installation: Accessory Check

No.	Name	Q'ty	Remarks
1	Inkjet Decal	1	
2	Paper Size Tray Number Decal	1	
3	End Fence	1	
4	Gestetner Brand Logo (-22 only)	1	
5	Logo Plate	1	
6	Power Cord	1	Black cord: CHN Gray cord: EU
7	Cleaning Cloth	1	
8	Cleaning Cloth Holder	1	
-	Set of Manuals	1	
-	Warranty (China only)	1	



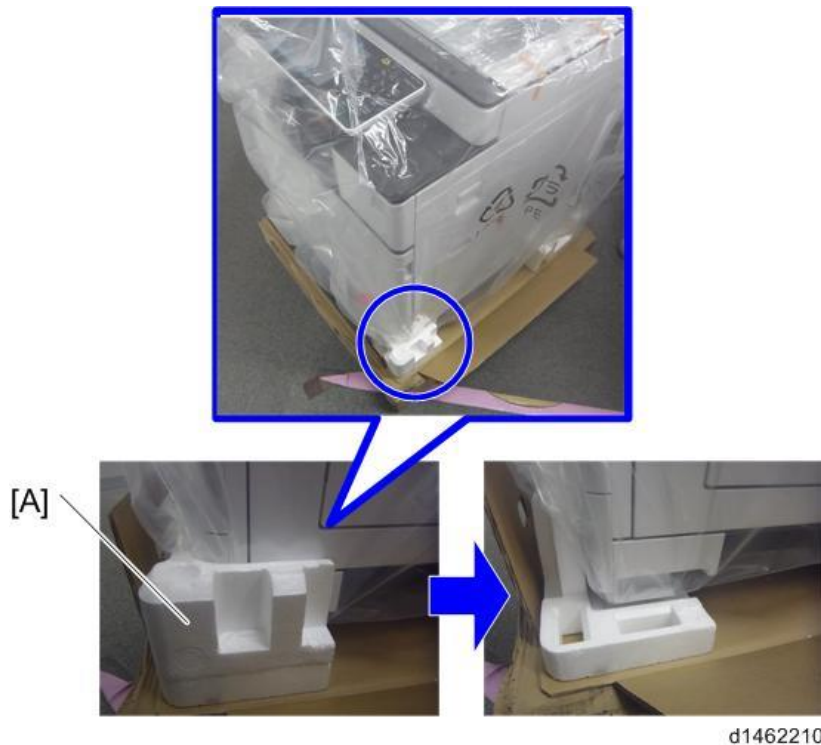
d0d8z5006

Main Machine Installation: Installation Procedure

Removing the Packing Materials and Shipping Retainers

1. Remove the machine from the box, and check the items in the package.

Remove the styrofoam [A] at the lower front right before lifting up the machine, because the handle for lifting the machine is hidden by the retainer [A].



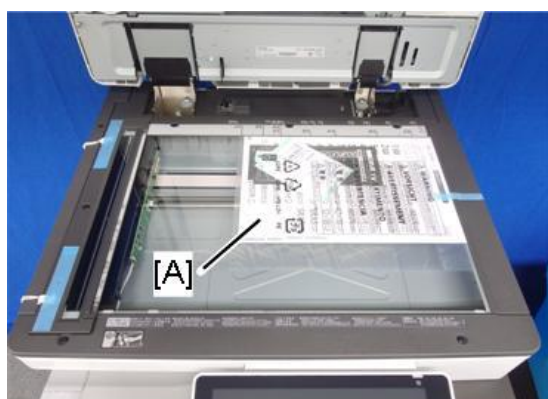
Note

- When you lift the machine, hold the correct parts, as shown in the photo below.
- Do not lift by holding the scanner unit, etc., because this might deform the machine or break the exterior covers.



2. Remove the packing tape and retainers on the outside.

3. Remove the paper size decal [A] on the exposure glass.



d0bqrm0195

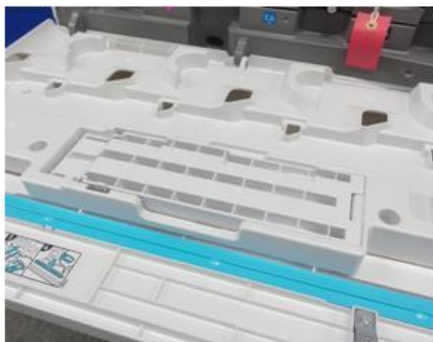
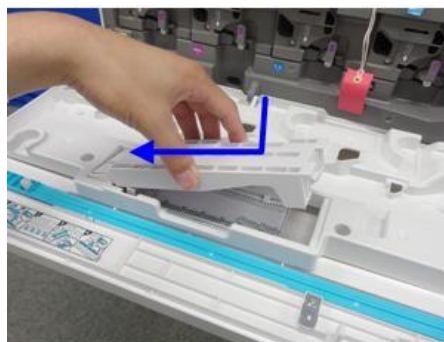
4. Pull out the 1st paper tray, and remove the packing tape.

5. Remove the scanner support [A].



d0bqrm0199

6. Open the front cover, and store the scanner support in the storage location.



d0bqrm0201

Note

- The factory setting sheet is kept in the position [A].
- The factory setting sheet is stored in the storage part of the scanner support.

Removing the Spacer

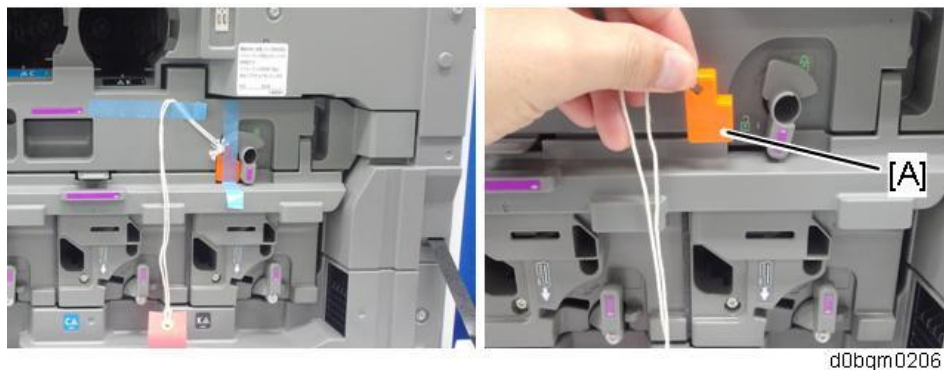
Important

- An automatic initial adjustment will be done even if the seal was not removed correctly. But toner from a PCDU that still has the seal will not be able to reach the ITB, and will not be transferred to printouts and copies.

2. Installation

- If this happens, remove the PCDU seal and do SP2-111-004 (Forced Line Position Adj. Mode d).
- White stripes may appear in the printed images for the first 20k pages printing continuously in a low humid environment, due to the deviation of toner density adjustment. Except for that, the machine operates normally.

1. Open the front cover.
2. Remove the packing tapes, and remove the spacer [A].



3. Rotate the ITB contact/separation lever clockwise, and set it to the position in the following picture. The separated image transfer belt and OPC drum come into contact.



4. Close the front cover.

SP descriptions

- **SP2-111-004 (Forced Line Position Adj. Mode d)**
Executes the fine line position adjustment and rough line position adjustment.

Attaching the Accessories

Cleaning Cloth Holder

1. Clean the adhesive surface of the cleaning cloth holder with an alcohol-soaked cloth.
2. Attach the cleaning cloth holder [A] to the left side of the scanner and put the cleaning cloth into the

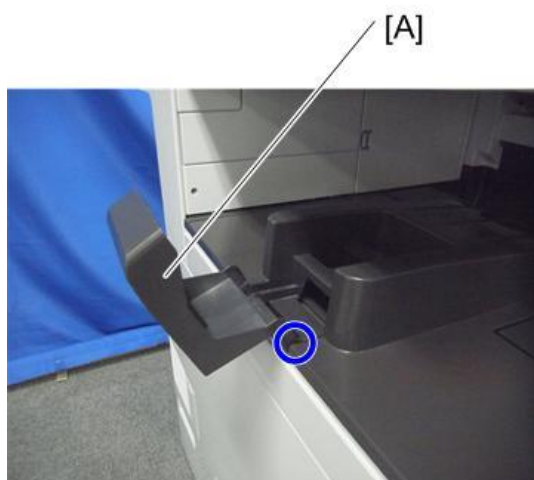
holder.



d238m533

End Fence

- 1.** Attach the end fence [A] to the paper exit tray.
First, insert and attach the front pin (inside the blue circle).

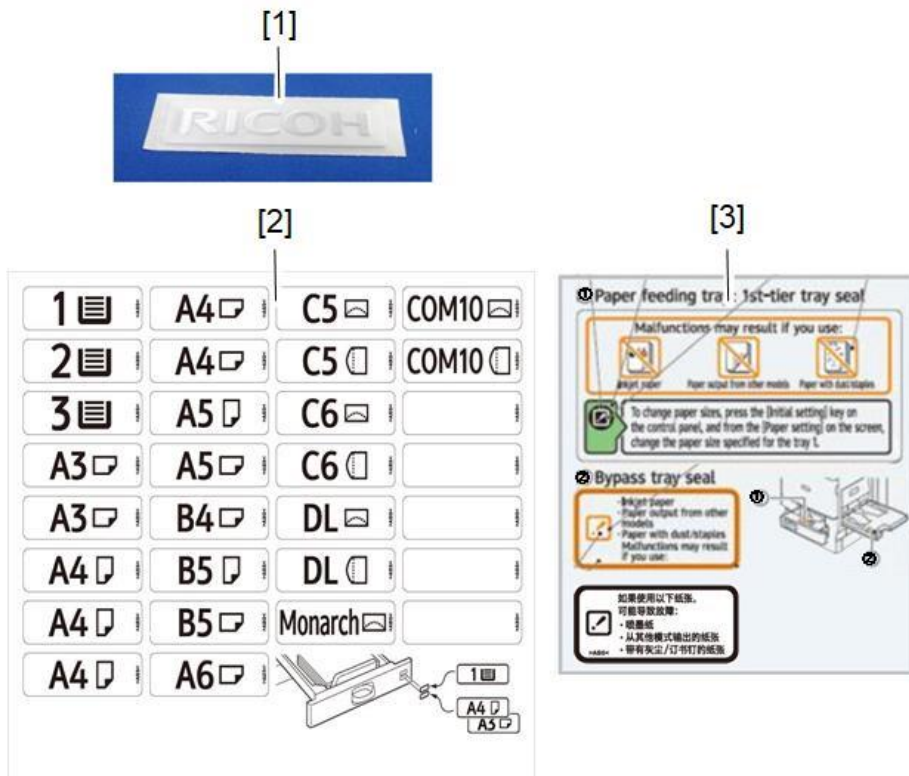


d1462228

Decals

Attach the following decals provided with the machine accessories.

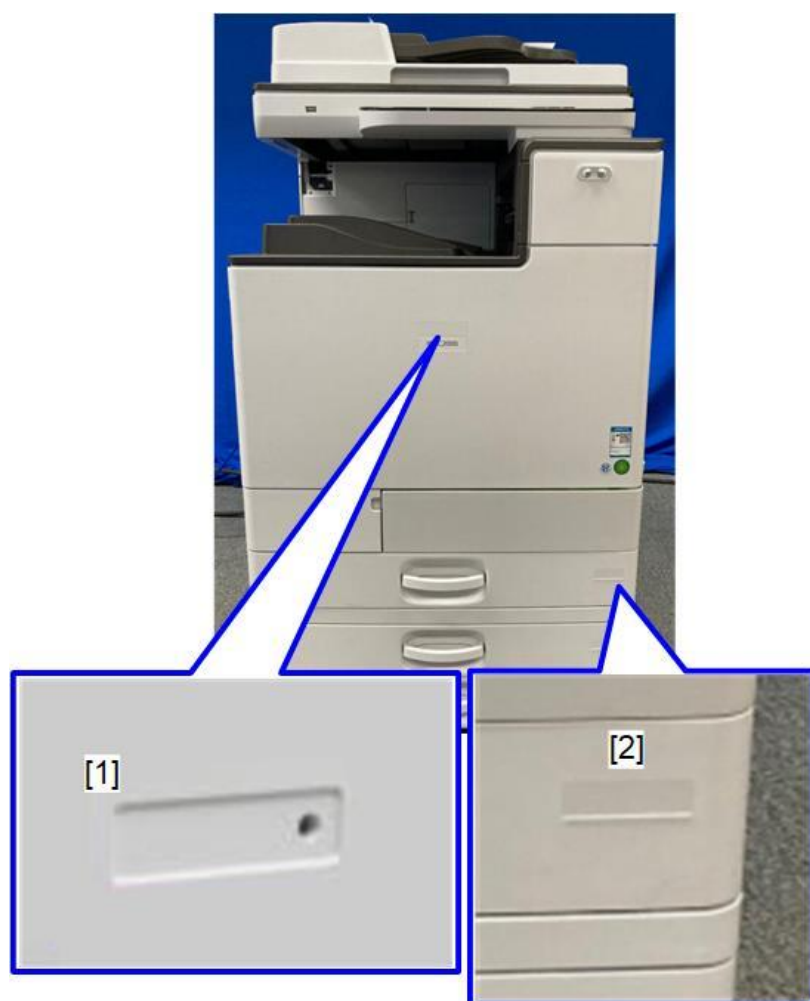
2. Installation



d0d8z0150

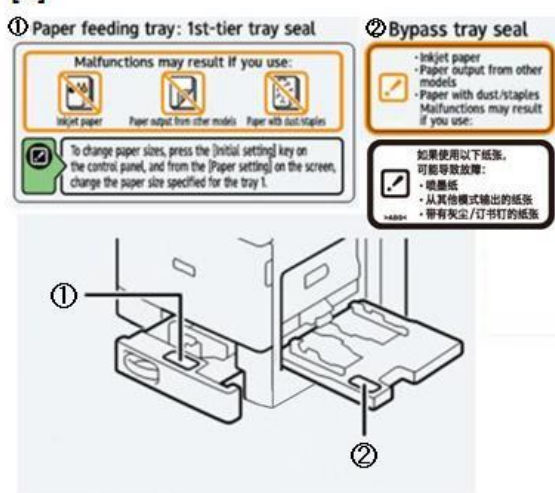
- 1: Brand Logo for Front cover
- 2: Paper Size Tray Number Decal
- 3: Inkjet decals

Location for each decal



d0d8z0512

[3]



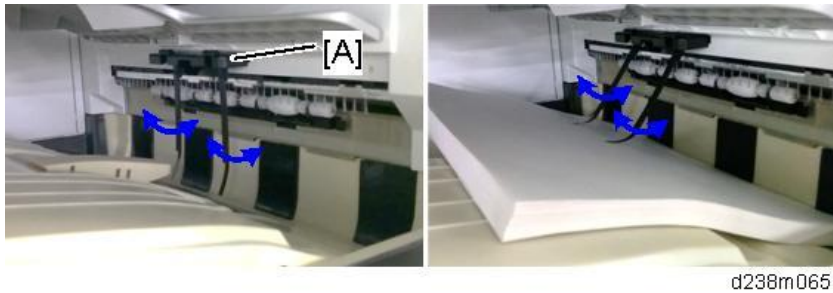
d0d8z0151

Checking the Position of the Paper Exit Feeler

Check the following points for the paper exit feeler [A] installed at the paper exit.

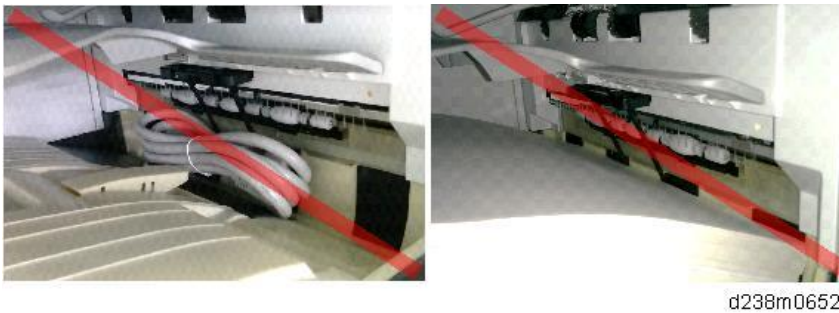
2. Installation

- It can move in line with the ejection of paper.
- It holds contact with the surface of the ejected paper and is still movable.



Paper will get jammed in the following cases.

- The paper exit feeler does not function due to obstacles (such as cables).
- The paper exit feeler does not function when the paper is pulled out and pushed back again.



Toner Bottle Installation and Toner Initialization

1. Open the front cover.
2. Shake the toner bottle (Bk) 7 to 8 times.
3. Remove the toner bottle protection cap.



- 4.** Push the toner bottle into the machine slowly.



- 5.** Set the toner bottles (Y, M, and C) in the same way.

- 6.** Close the front cover.

- 7.** Connect the power cord to the machine.

⚠ CAUTION

- Use the power cord that is provided with the machine. Do not use any other power cord. Also, do not use an extension cord.

- 8.** Turn ON the main power.

- Toner Initialization starts. It takes about 5 minutes to fill the toner up.

- 9.** After changing the administrator/supervisor password, turn the main power OFF and back ON again.

Note

- The machine may be ON even the display looks OFF. So before power cycling, make sure the power indicator is OFF.

- 10.** After the toner initialization is completed, the machine beeps, and the message is displayed. Turn the main power OFF and back ON again.

Image Quality Test / Settings

- Perform the following sections after installing all peripherals.
- Confirm that there are no accessories (such as screws and clamps) left inside the main machine and peripherals.

Loading Paper

- 1.** Turn ON the main power.

- 2.** Confirm that a message to load the paper is displayed on the operation panel.

- 3.** Load the paper.

The paper size is detected automatically.

1. Pull out the paper feed tray slowly until it stops.
2. Load the paper.
3. While pressing the release lever, adjust the side fence to the paper size to be set.
4. Set the end fence.

2. Installation

Color Registration

Be sure to execute color registration when installing the machine.

Color Registration

- 1.** Press the [Home] key.
- 2.** Press [Settings] icon on the HOME screen.
- 3.** Press [System Settings] > [Color Registration].
- 4.** Press [Yes].
- 5.** After the adjustment is complete, press [Exit].

Checking the Copy Image with the Test Chart

Make a copy of a test chart and check the output quality.

Paper Registration

If necessary, adjust the registration for the paper feed tray.

- SP Menu mode > Engine Service Setting > Registration > Side-to-Side Registration > Paper Tray 1
SP1-002-003 (Side-to-Side Registration Paper Tray 2)

SP descriptions

- SP Menu mode > Engine Service Setting > Registration > Side-to-Side Registration

SP1-002 (Side-to-Side Registration)

Adjusts the side-to-side registration by changing the laser main scan start position for each mode and tray.

Increasing a value moves the image towards the trailing edge of the paper.

Decreasing a value moves the image towards the leading edge of the paper.

Changes for Using the @Remote Toner and Waste Toner Bottle Automatic Delivery Service

If using the @Remote Toner and Waste Toner Bottle Automatic Delivery Service, you can adjust the delivery timing of the toner and waste toner bottle.

- Ordered according to the amount of remaining toner and waste toner (Spare not kept)
- Ordered when replacing the toner bottle/waste toner bottle (Spare kept)

Upon receiving a request from the sales department or a request from the customer via the sales department to change to “toner spare kept”, change the setting using the SP Menu mode.

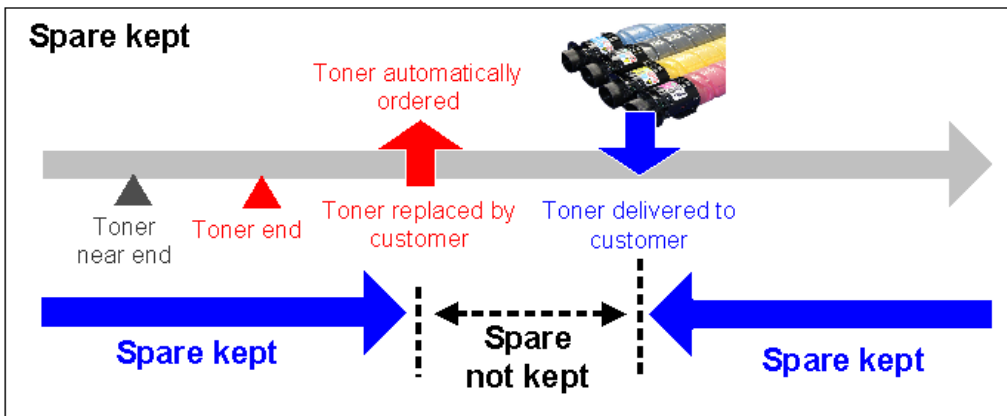
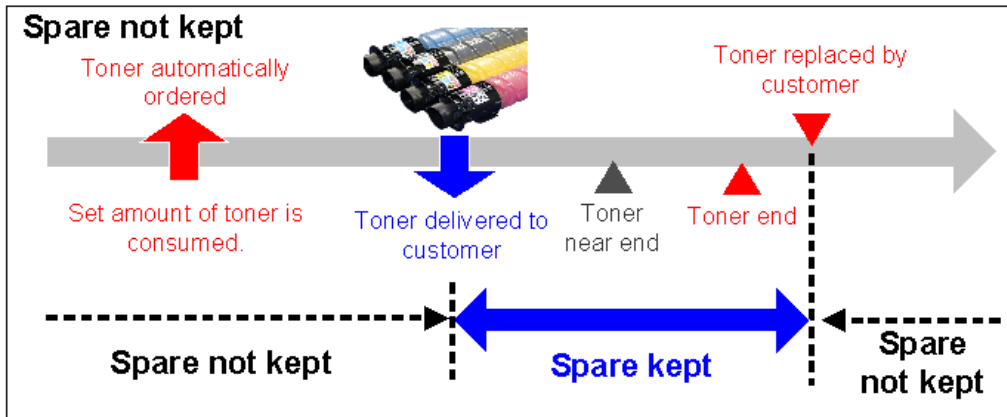
Differences between the operation for “spare not kept” and “spare kept”

	Spare not kept	Spare kept
Overview	Spare toner and waste toner bottles not kept on customer's premises at the time of delivery.	Spare toner bottles of all colors and waste toner bottle kept on customer's premises at all times after product shipment.

First unit	Toner bottles	Toner bottles: 1 bottle of each color (delivered with the machine)	1 bottle of each color (delivered with the machine) Note: It is necessary to order spare toner bottles.
	Waste toner bottle	1 bottle (installed to machine)	1 bottle (installed to machine) Note: It is necessary to order spare waste toner bottle.
Call timing	Toner bottles	Set remaining amount You can change the toner call timing from SP Menu mode > @Remote > Supply Alarm > Toner Call Timing.	When replacing toner
	Waste toner bottle	Set capacity You can change the threshold with SP3-802-001 (Waste Toner Bottle Call:Automatic Ordering Thresh).	On detecting a new unit
Collection	Toner bottles	Kept by the customer for collection at the time of next delivery.	At the time of spare toner bottle delivery
	Waste toner bottle		At the time of spare waste toner bottle delivery

Delivery Flowchart (Toner Bottle)

2. Installation



w_d238m1426_en

- **SP Menu mode for changing the timing of toner bottle delivery**

SP Menu mode > @Remote > Supply Alarm > Toner Call Timing.

At rplcment *Default	When replacing toner	Spare kept
At Near End	When remaining toner is near end.	Spare not kept

Note

To start Toner and Waste Toner Bottle Automatic Delivery Service, the following SP Menu mode settings must be enabled :

- SP Menu mode > @Remote > Supply Alarm > Toner Supply Alarm
- SP Menu mode > @Remote > Supply Alarm > Waste Toner Bottle
- SP Menu mode > @Remote > SC/Alarm Setting > Supply Auto Ordering Call

A customer support operator remotely connects the client's machine via @Remote and configure the required settings. It is not necessary that a service technician changes the SP Menu mode settings on the customer site.

Installation is now completed.

Main Machine Installation: When Moving the Machine

This section shows how to move the machine from one floor to another floor.

- Turn off the main power.
- Disconnect the power plug from the outlet.
- Close all covers and paper trays, including the front cover and bypass tray.
- Keep the machine level and carry it carefully, taking care not to jolt or tip it, and protect the machine from strong shocks.
- When moving the machine, do not press against the ADF.
- Remove the optional feed tray when lifting the main machine for moving it to another floor.

★ Important

- Do not push the center part of the rear cover. Do not hold the covers of the stabilizers.

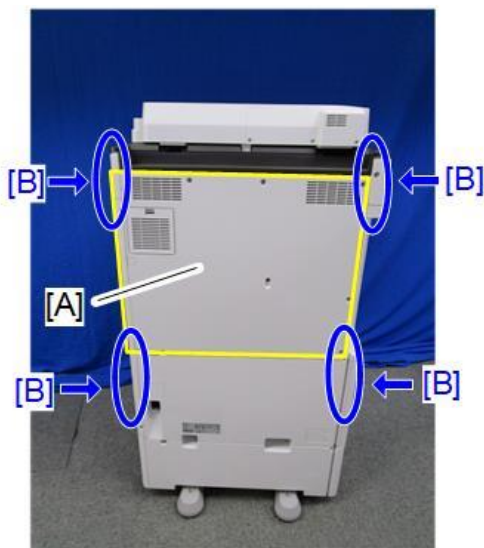


d0d8z0143

- Do not push on the rear cover [A] or the operation panel [C] of the machine. Hold part [B]

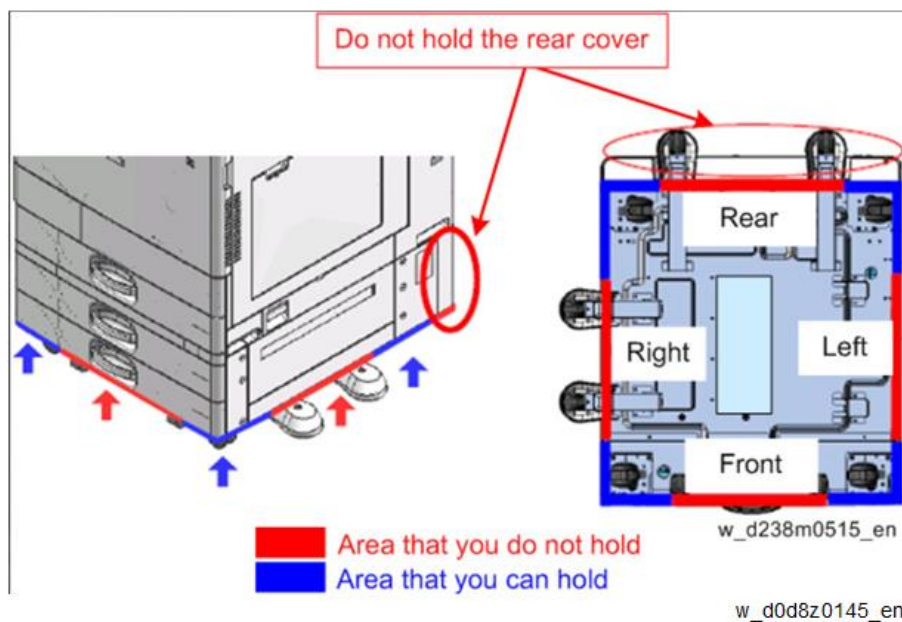
2.Installation

when moving the machine.



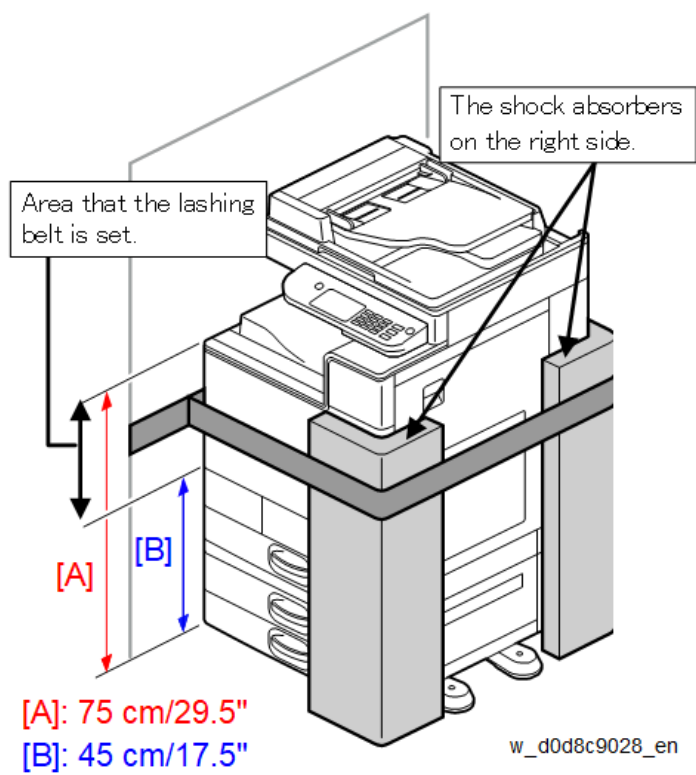
d0d8z0144

- Hold 4 corners on the bottom base when holding the machine with the optional paper feeding tray joined to the main machine. Do not hold any other parts.



Cautions upon Lashing

1. Position the machine so that its left side faces the wall. Make sure to put cushioning in between.
2. Fasten the belt at the ridgeline with cushioning.
3. Make sure that the belt is over the front cover (at 45 - 75cm height from the ground).



Anti-Condensation Heater (PCDU)

CAUTION

- Unplug the machine power cord before starting the following procedure.
- Do the following procedure not to damage any harnesses.
- Check that harnesses are not damaged or pinched after installation.

Note

- Anti-Condensation Heater (PCDU) part is optional.
- Necessary parts to install Anti-Condensation Heater (PCDU):
 - (1) Heater for scanner
 - (2) Electrical components

Accessory Check

(1) Electrical parts

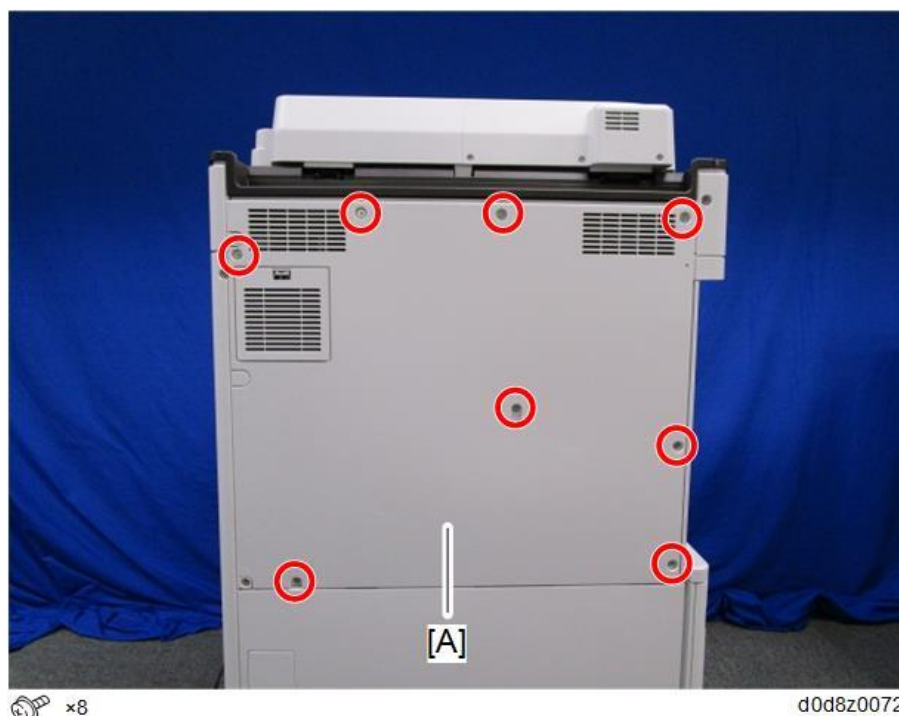
Description	Q'ty
TAPPING SCREW M3X6	3
CLAMP	6
HARNESS: SCANNER/PCU	1
PCB: DHB	1
HARNESS :DC: DHB	1
HARNESS :AC: DHB	1

(2) Heater for PCDU

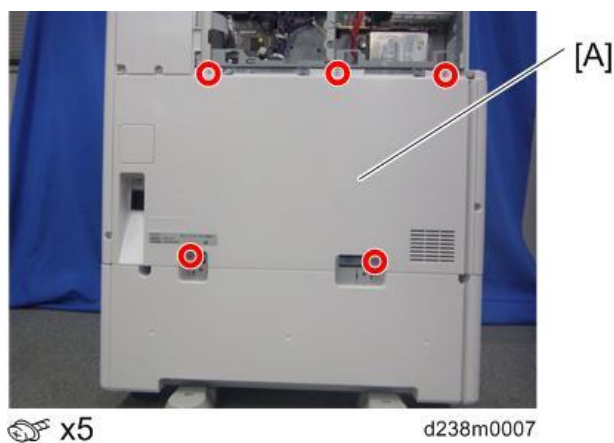
Description	Q'ty
TAPPING SCREW: WASHER M3X8	1
HEATER: PHOTOCONDUCTOR: EU	1
HEATER: PHOTOCONDUCTOR: NA	
DECAL HIGHT TEMP	1

Installation procedure

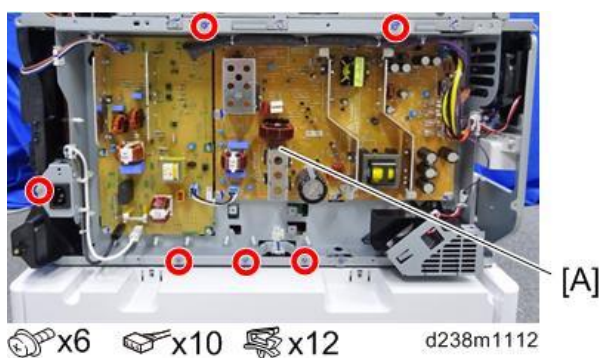
- 1.** Remove the rear cover [A].



- 2.** Remove the rear lower cover.

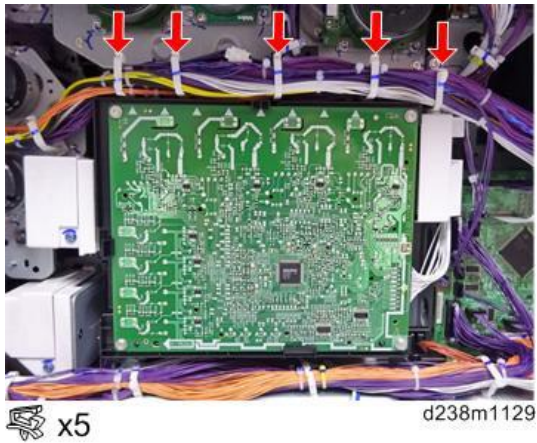


- 3.** Remove the power supply box [A] (⚙️ x6, among them, tapping screw x1).

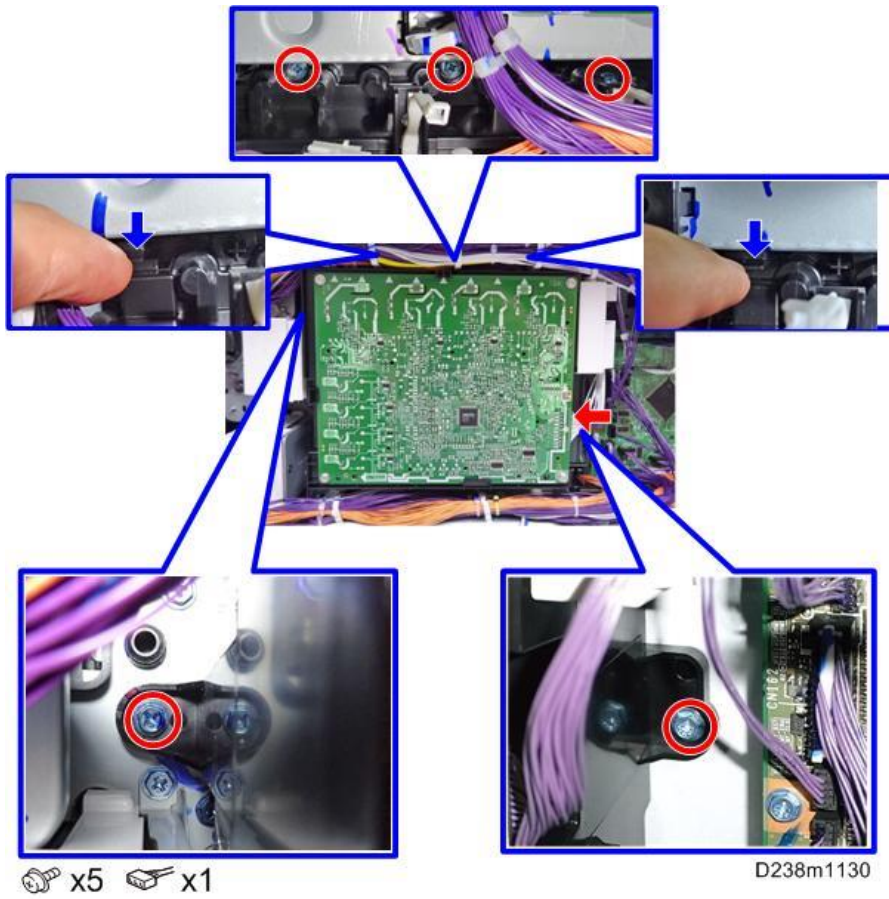


2.Installation

4. Release the 5 clamps.



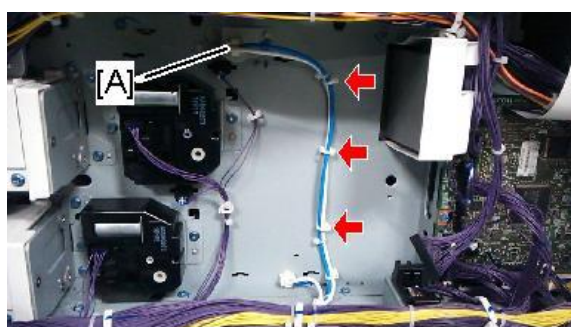
5. Remove the HVP-CB (PCB19) with bracket [A] (Hook x2).





d146z0087

- 6.** Connect the combined Blue/White harness to the back frame [A].



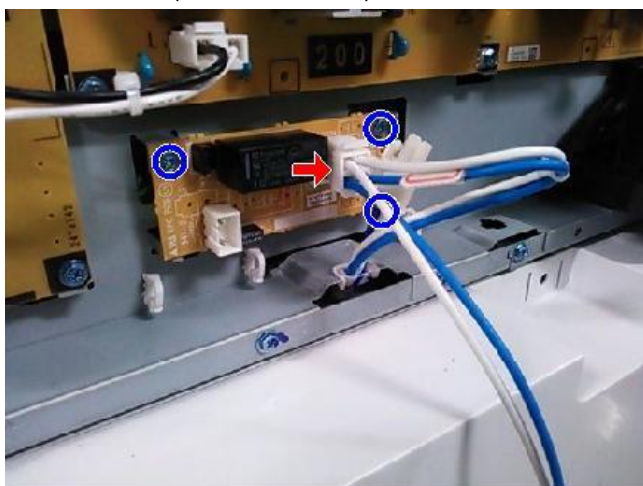
d146f002b

Note

- The harness will be connected to the relay board. See the details in step 8.

- 7.** Reinstall the HVP-CB unit and power supply box.

- 8.** Secure the relay board to the main machine and connect the Blue/White harness to the connector on the board (x 1, x 3).



d146f003b

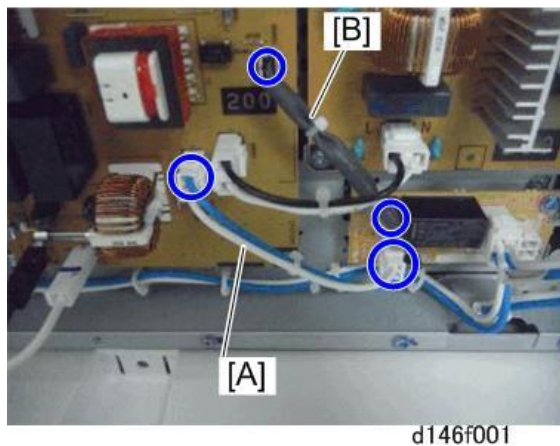
- 9.** Connect the harnesses on the relay board to the connectors on the PSU.

Note

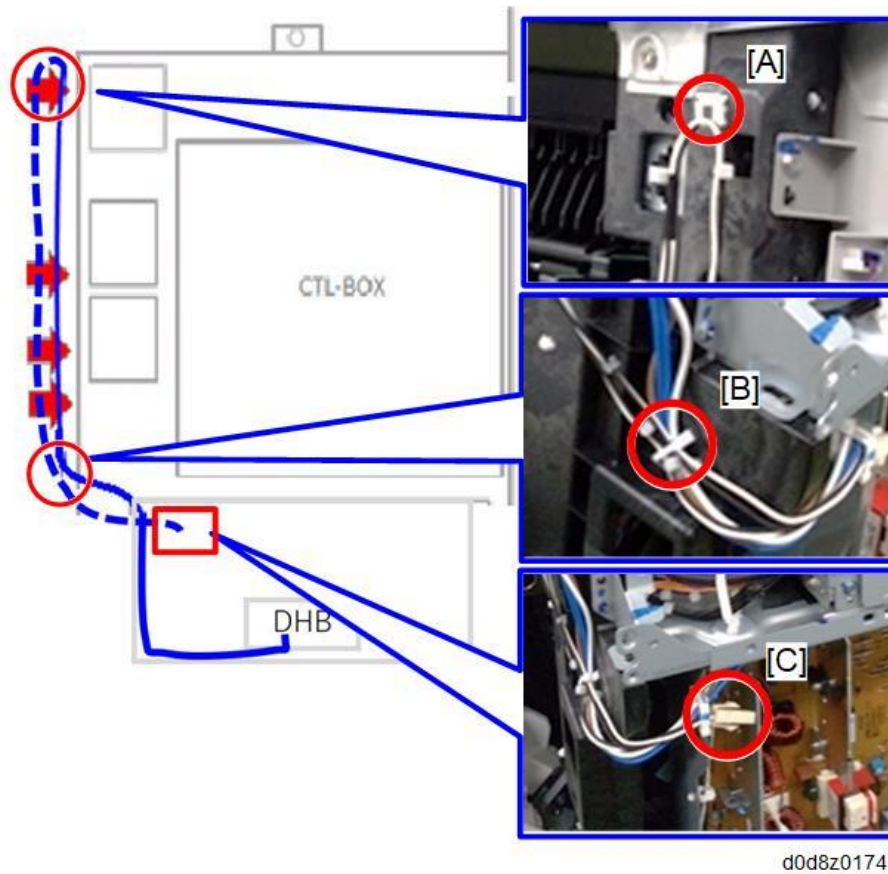
- Two types of harnesses are packed with the heater. Both the Blue/White one [A] and the

2.Installation

Gray one [B] must be connected as shown below.

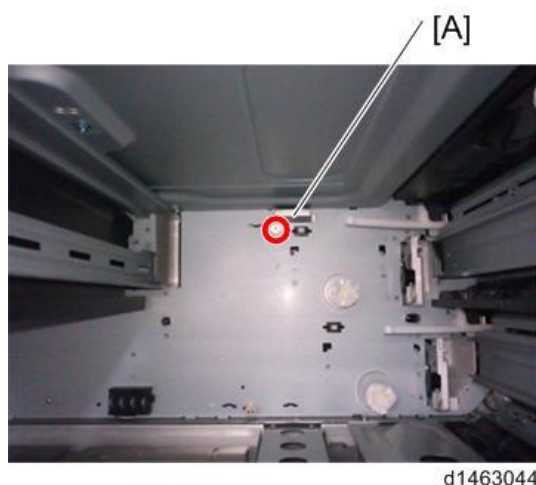


- 10.** Turn the harness back from the clamp [A], route it around, and fix it with the clamp [B] (see the blue dotted line). And then, fix the connector to the saddle [C].



- 11.** Remove the front lower cover and paper feed tray 1. ([Front Lower Cover](#))

- 12.** The connector cover located inside the machine [A] (🔑 × 1).



d1463044

- 13.** Temporarily tighten a screw at the top (🔑 M3x8: x1).



d1463045

- 14.** Install the heater [A] by connecting the connector to the inside of the machine, then tighten the screw completely.

Note

- Hold the heater against the inside during final tightening.



d1463046

- 15.** Reinstall the connector cover (🔑 × 1).

2.Installation

16. Attach the warning decal [A].



d0d8z0135

17. Reassemble the machine.

18. Connect the power cord, and then check that the heater is being powered and heated.

Dehumidification Heater for Paper Feed Trays

CAUTION

- Unplug the machine power cord before starting the following procedure.
- Do the following procedure not to damage any harnesses.
- Check that harnesses are not damaged or pinched after installation.

Accessory Check

Dehumidification Heater (Service Option) for Main Unit

No.	Description	Q'ty	Remarks
1	Tray heater	1	
2	Tapping screw: M3 X 8	1	
3	PCB: DHB	1	
4	Harness for tray	1	
5	Harness for DC	1	
6	Harness for AC	1	
7	Tapping screw: M3 X 6	3	

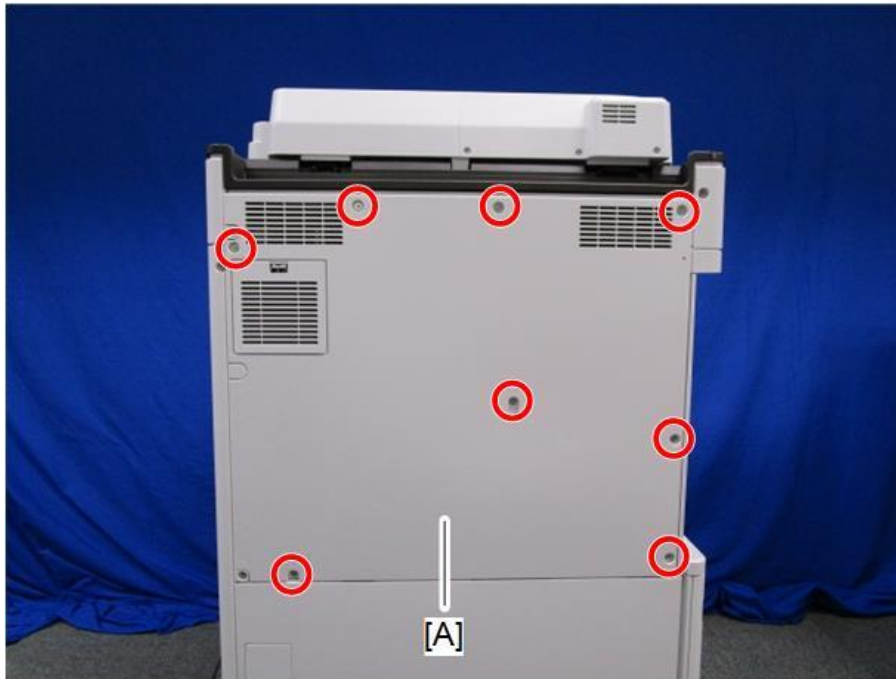
Dehumidification Heater (Service Option) for Optional PFU

No.	Description	Q'ty	Remarks
1	Tray heater	1	
2	Harness	1	
3	Spring screw:M4 X 10	1	

2.Installation

Connecting to Main Machine Tray

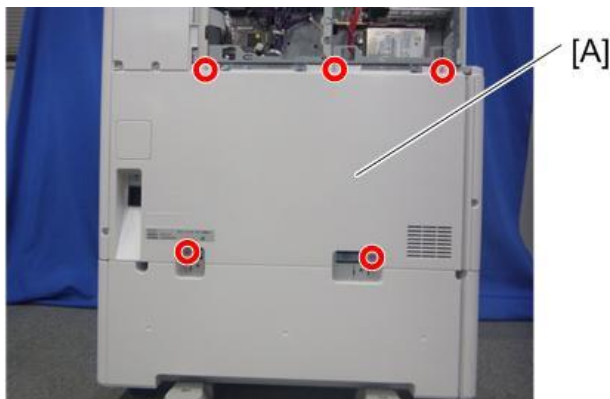
1. Remove the rear cover [A].



 x8

d0d8z0072

2. Remove the rear lower cover [A].



 x5

d238m0007

3. Attach the DHB ( X 3).

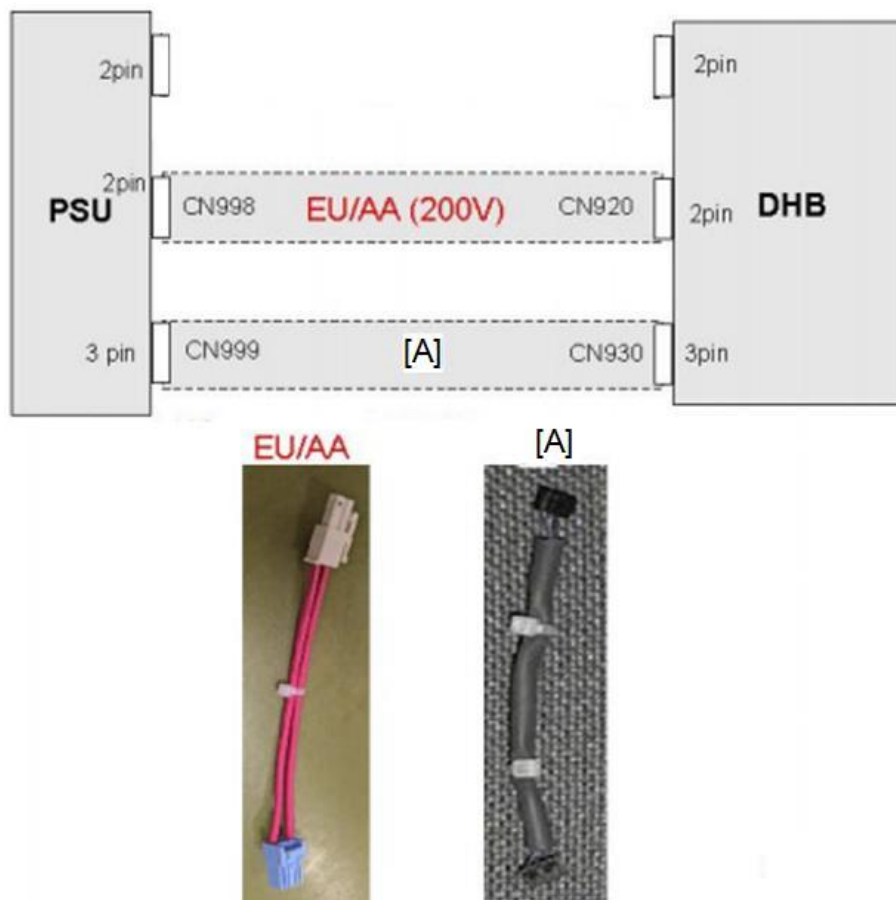


d1469001

- 4.** Connect the two harnesses between DHB and PSU. Actually, connect the pink harness as shown in the picture below instead of the white and light blue harness.



d1469002

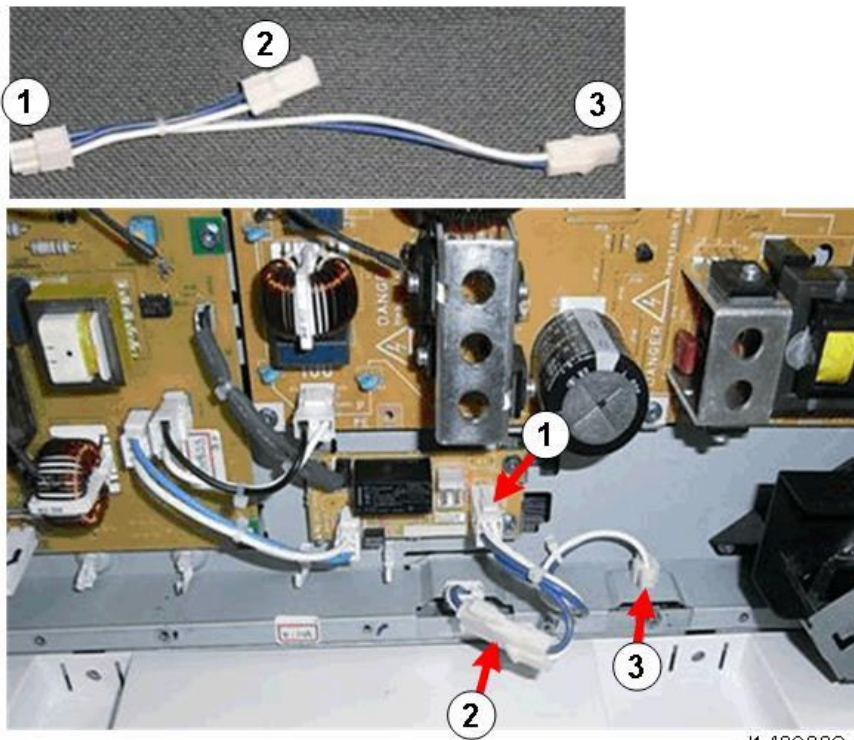


d0d8z0175

- 5.** Attach relay harness.
- Connect the connector (1) to the DHB.
 - Connect the connector (2) to the harness already attached.

2. Installation

- Mount the connector (3) to the bottom frame.



d1469003a

Note

- The relay harness for NA/EU/AA areas is white colored.

- Remove the tray 1 upper cover and tray 1 from the machine.



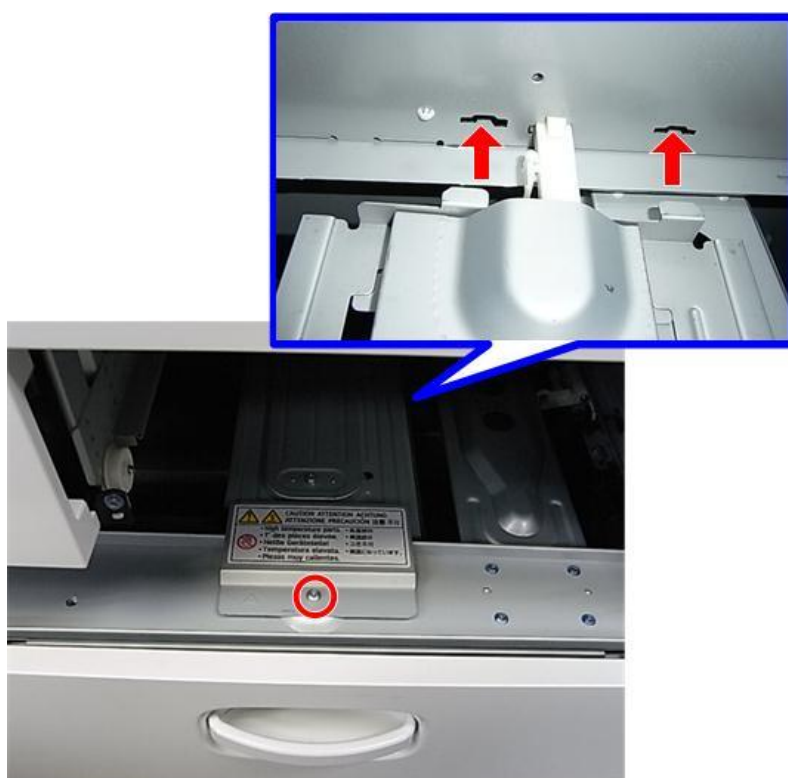
d146f102

- 7.** Connect the connector of the heater to the main machine.



d146f103

- 8.** Install the heater inside the machine (⌀ x 1).



d146f105

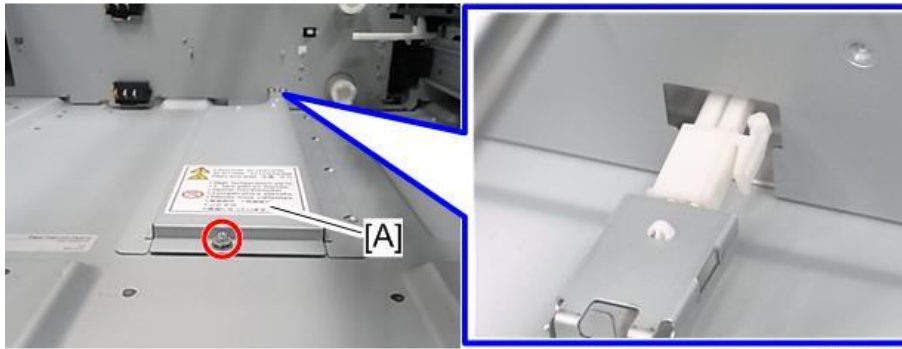
- 9.** Reattach the tray 1 upper cover and tray 1.

Connecting to Paper Feed Unit PB3300

- 1.** Perform Steps 1 to 7 of "Connecting to Main Machine Tray" ([Connecting to Main Machine Tray](#)).
- 2.** Pull out the 1st and 2nd paper feed trays of the paper feed unit.
- 3.** Pass the harness of the heater [A] for the optional paper feed unit through the hole in the inner rear

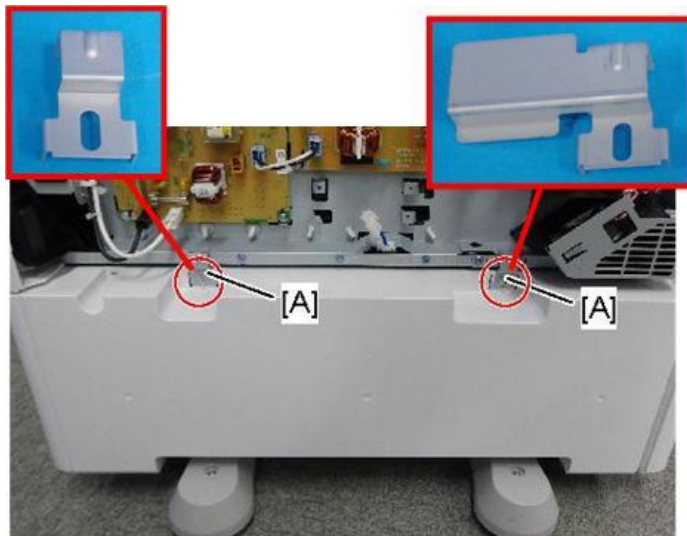
2. Installation

frame of the optional paper feed unit, and then attach it (🔩x1).



d197z1082

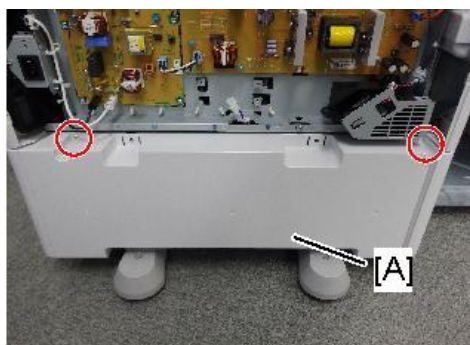
- 4.** Remove the securing brackets [A] of the optional paper feed unit.



🔩x2

d0bqm0531

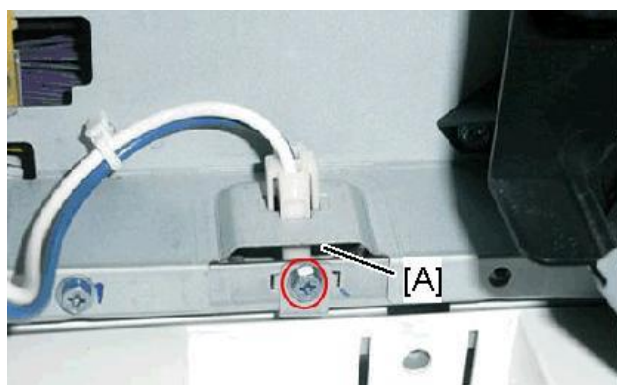
- 5.** Remove the rear cover [A] of the optional paper feed unit.



🔩x2

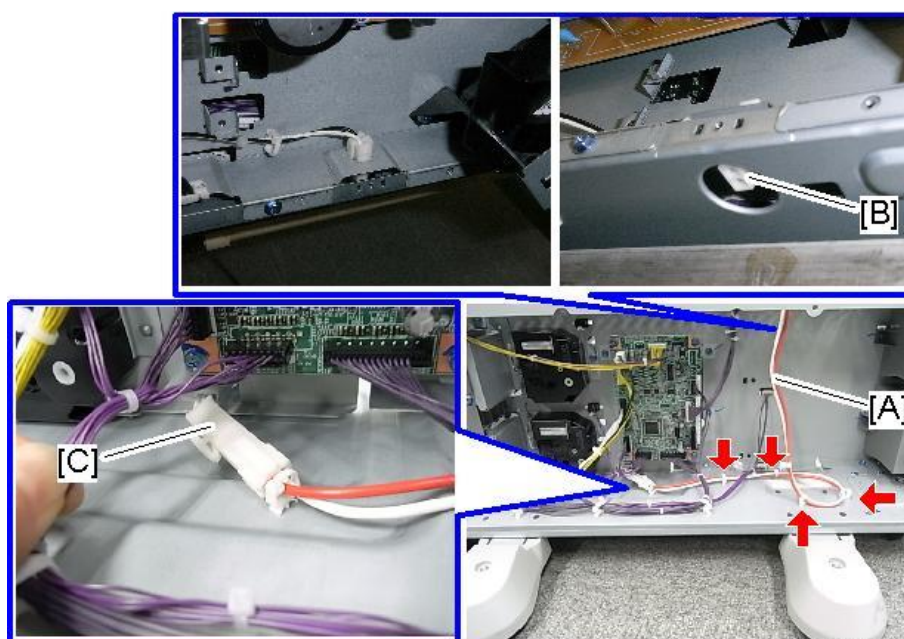
d238m0837

- 6.** Remove the bracket [A] on the bottom of the main machine (🔩x1).
The removed bracket can be discarded.



d1469004

- 7.** Connect the PFU harness [A] of the optional paper feed unit to the relay harness [B] of the main machine and the heater harness [C] (4).



d197z1081b

- 8.** Reinstall the removed parts and covers.
9. Connect the power supply cord and turn ON the main power.
To set the anti-condensation heater to always ON, follow the steps below.
1. Set the setting of SP5-805-001 (Anti-Condensation Heater ON/OFF setting) to [1].
2. Manually disconnect the PCU heater.

★ Important

- The PCU heater must be disabled because the temperature in the machine could become too high, causing problems with toner clogging.

Connecting to Paper Feed Unit PB3270

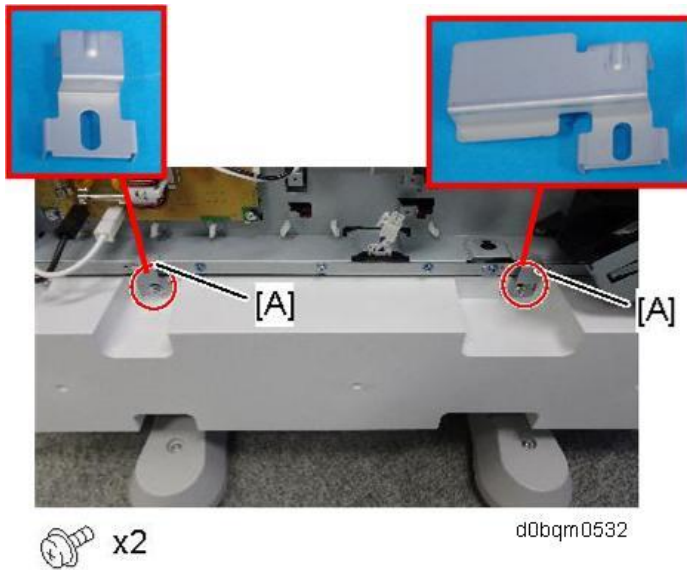
- Perform Steps 1 to 7 of "Connecting to Main Machine Tray" ([Connecting to Main Machine Tray](#)).
- Pull out the paper feed tray of PB3150.
- Put the harness of the heater [A] for the optional paper feed unit through the hole at the inner rear

2. Installation

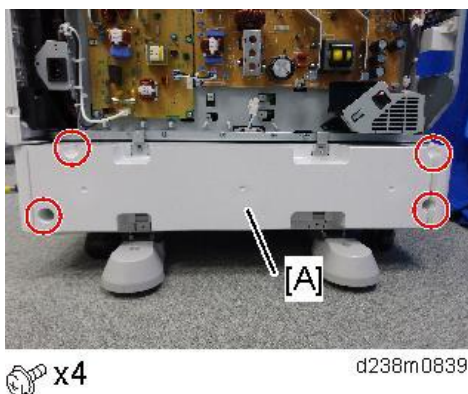
frame, and then attach it (⚙️ x1).



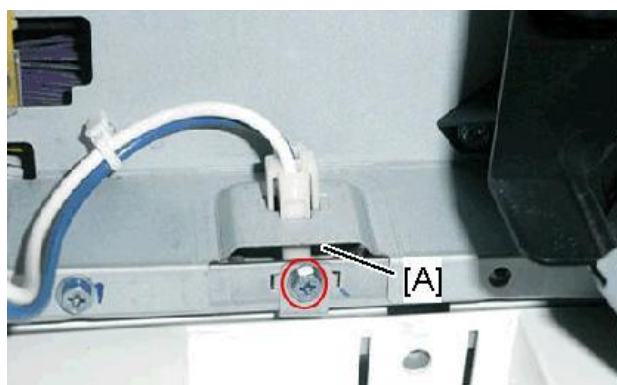
- 4.** Remove the securing brackets [A] of Paper Feed Unit PB3150.



- 5.** Remove the rear cover [A] of Paper Feed Unit PB3150.

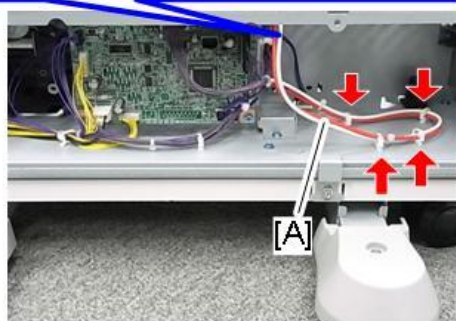


- 6.** Remove the bracket [A] on the bottom of the main machine (⚙️ x1).
The removed bracket can be discarded.



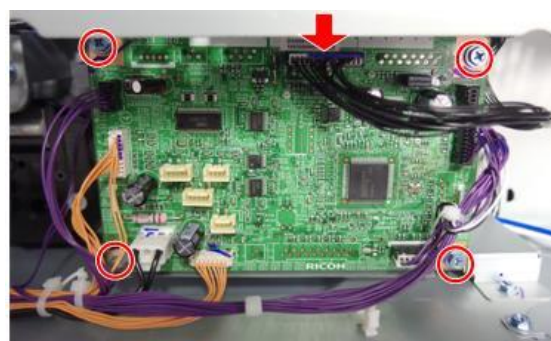
d1469004

- 7.** Connect the PFU harness [A] to the relay harness [B] (🔌 x4).



d197z1083f

- 8.** Unscrew the marked screws and disconnect the connector indicated with red arrow.

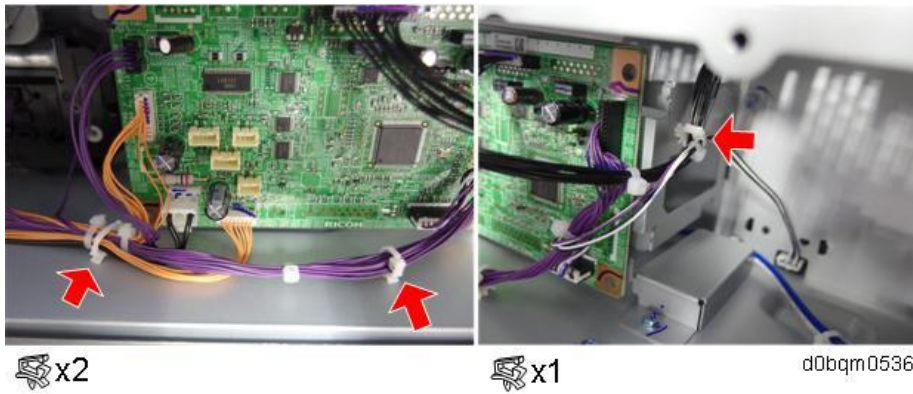


🔌 x4 🔑 x1

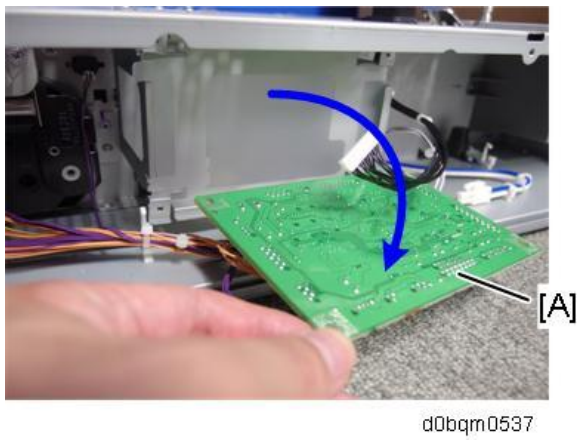
d0bqm0535

2.Installation

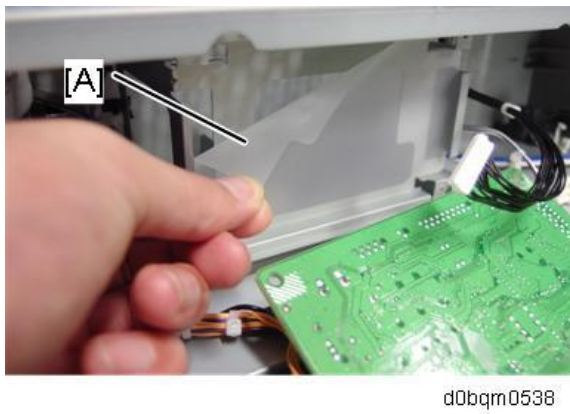
9. Release the harness.



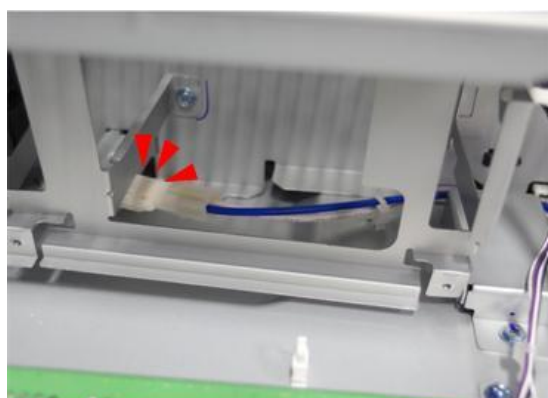
10. Tilt the controller board [A] to the front.



11. Peel the plastic sheet [A]



- 12.** Run the heater cable through the opening behind the peeled plastic sheet and connect it



 x1

d0bqm0538

- 13.** Reinstall the removed parts and covers.

- 14.** Connect the power supply cord and turn ON the main power.

To set the anti-condensation heater to always ON, follow the steps below.

- 1.** Set the setting of SP5-805-001 (Anti-Condensation Heater ON/OFF setting) to [1].
- 2.** Manually disconnect the PCU heater.

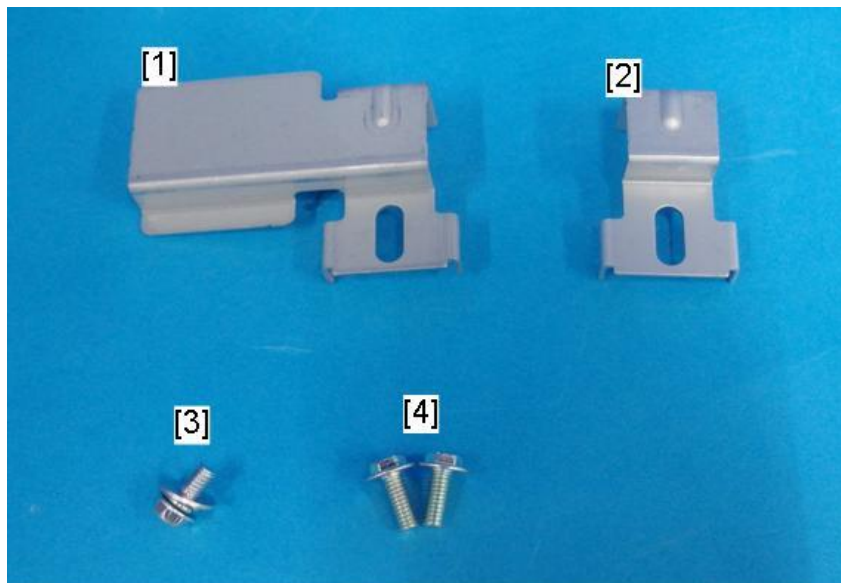
★ Important

- The PCU heater must be disabled because the temperature in the machine could become too high, causing problems with toner clogging.

Paper Feed Unit PB3300 (D3FZ)

Accessory Check

No.	Description	Q'ty	Remarks
1	Securing Bracket (Left)	1	
2	Securing Bracket (Right)	1	
3	Screw with Spring Washer (M4x10)	1	
4	Screws (M4x10)	2	



d0bqm0145

Installation Procedure

⚠ CAUTION

- The main machine weighs approximately 88 kg (194.1 lb.). Make sure to lift it with the help of at least one more person.
- The machine should be held at the correct locations and lifted gently. If it is lifted without care, handled carelessly or dropped, it may result in an injury.
- When installing this option, turn OFF the main power and unplug the power cord from the wall socket. If installing without turning OFF the main power, an electric shock or a malfunction may occur.
- Be sure to join the machine to the paper feed unit so as to prevent equipment from falling over. If they are not connected, they may move and fall over, resulting in injury.

1. Remove the packing tape and retainers, and then remove the accessories (fixing screws, etc.).

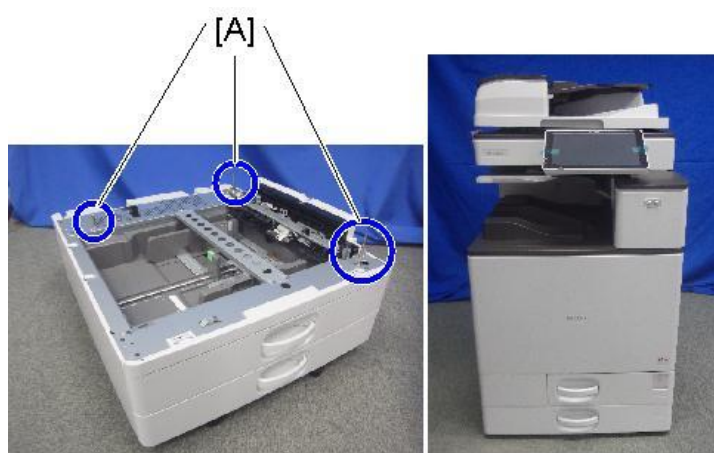
★ Important

- When unpacking the paper feed unit, do not grip the stay [A]. Doing so may deform the stay, that results in a paper feeding problem.



d0bqrm0540

- 2.** Holding the grips on the machine, align the machine with the locating pins [A], and place the machine on the paper feed unit.



d238m0563

Note

- When you lift the machine, hold the correct locations.



d238m0935

- Do not lift the machine by holding the scanner unit, etc., because this may cause the machine to deform.
- Do not put the machine down on the paper feed unit as a temporary resting place. This may cause the paper feed unit to deform. Always connect the machine and paper feed unit properly.

- 3.** Pull out the 2nd paper feed tray.

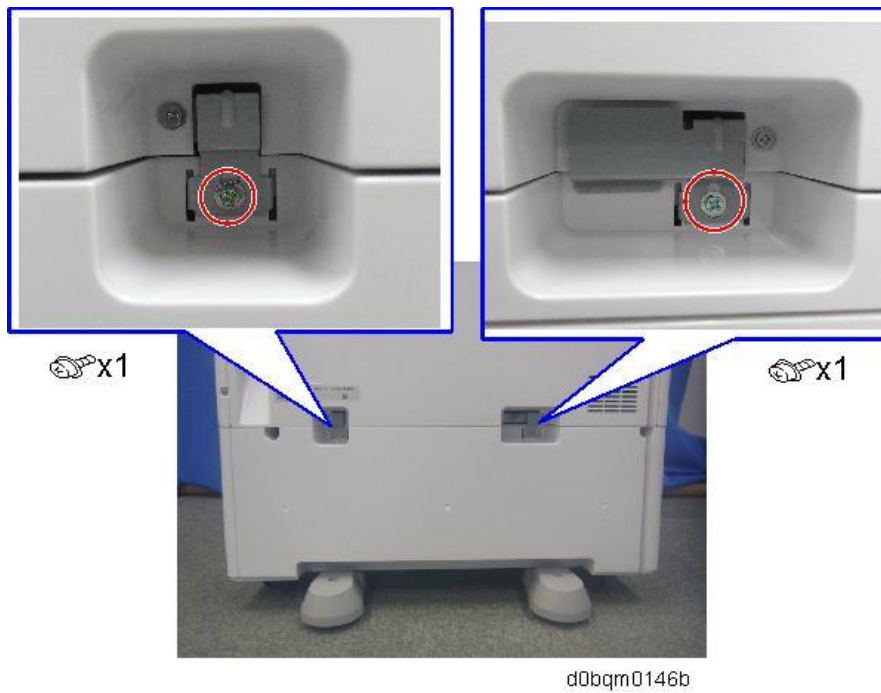
- 4.** Using a securing bracket as a screwdriver, fix the machine to the feed unit (spring washer: screw:

2.Installation

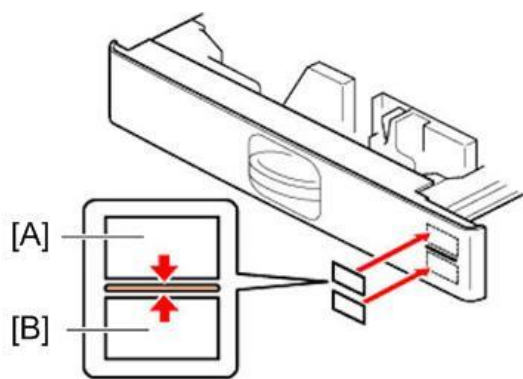
M4×10).



- 5.** Attach the securing brackets to two positions on the left and right at the rear of the machine (screw: M4×10).



- 6.** Reattach the paper feed tray to the machine.
- 7.** Attach the paper size decal at [B].
- [A]: Tray number decal (is affixed at the factory.)
- [B]: Paper size decal



d1462230

Note

- The pare paper size decals are packaged together with the main machine.

8. Lock the casters of the paper feed unit.



d1462439

9. Connect the power cord to the machine.

Note

- Stabilizers are attached to the machine when it is shipped. Do not remove them.



d1462468

10. Turn ON the main power.

11. Set the paper, and check that the paper size set in the paper feed tray is displayed on the operation panel.

12. Adjust the registration for the paper feed unit.

2. Installation

- SP Menu mode > Engine Service Setting > Registration > Side-to-Side Registration > Paper Tray 2
SP1-002-004 (Side-to-Side Registration Paper Tray 3)
- SP Menu mode > Engine Service Setting > Registration > Side-to-Side Registration > Paper Tray 3
SP1-002-005 (Side-to-Side Registration Paper Tray 4)

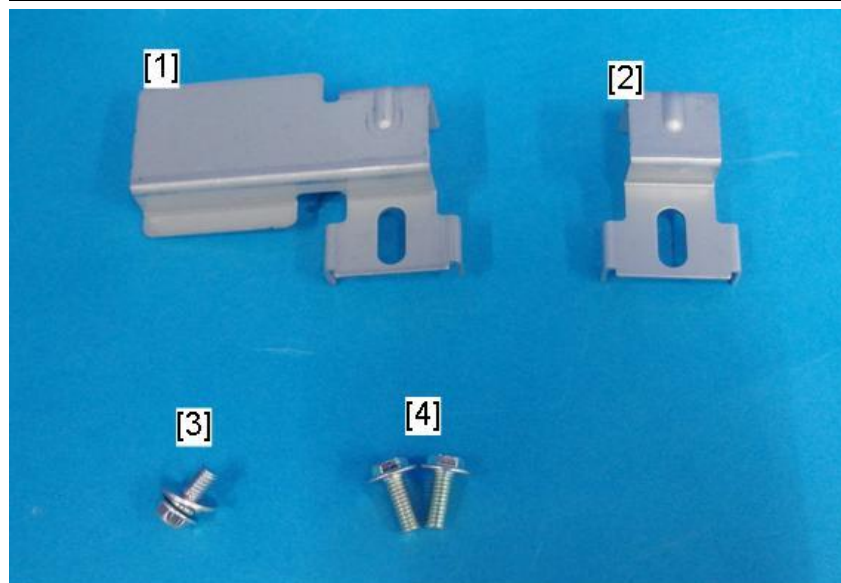
SP descriptions

- SP Menu mode > Engine Service Setting > Registration > Side-to-Side Registration
SP1-002 (Side-to-Side Registration)
Adjusts the side-to-side registration by changing the laser main scan start position for each mode and tray.
Increasing a value: The image is moved towards the rear edge of the paper.
Decreasing a value: The image is moved towards the front edge of the paper.

Paper Feed Unit PB3270 (D3G0)

Accessory Check

No.	Descriptions	Q'ty	Remarks
1	Securing Bracket (Left)	1	
2	Securing Bracket (Right)	1	
3	Screw with Spring Washer (M4x10)	1	
4	Screws (M4x10)	2	



d0bqm0145

Installation Procedure

⚠ CAUTION

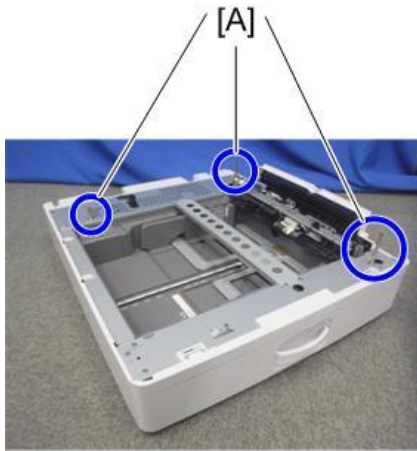
- The main machine weighs approximately 88 kg (194.1 lb). Make sure to lift it with the help of at least one more person.
- The machine should be held at the correct locations and lifted gently by two people. If it is lifted without care, handled carelessly or dropped, it may result in injury.
- When installing this option, turn OFF the main power and unplug the power cord from the wall socket. If installing without turning OFF the main power, an electric shock or a malfunction may occur.
- Be sure to join the machine to the paper feed unit so as to prevent equipment from falling over. If they are not connected, they may move and fall over, resulting in injury.

1. Remove the packing tape and retainers, and then remove the accessories (screws, etc.).

2. Holding the grips on the machine, align the machine with the locating pins [A], and place the

2. Installation

machine on the paper feed unit.



d1462447

Note

- When you lift the machine, hold the correct locations.



d238m0935

- In particular, do not lift the machine by holding the scanner unit, etc., because this may cause the machine to deform.
- Do not put the machine down on the paper feed unit as a temporary resting place. This may cause the paper feed unit to deform. Always connect the machine and paper feed unit properly.

3. Pull out the 2nd paper feed tray.

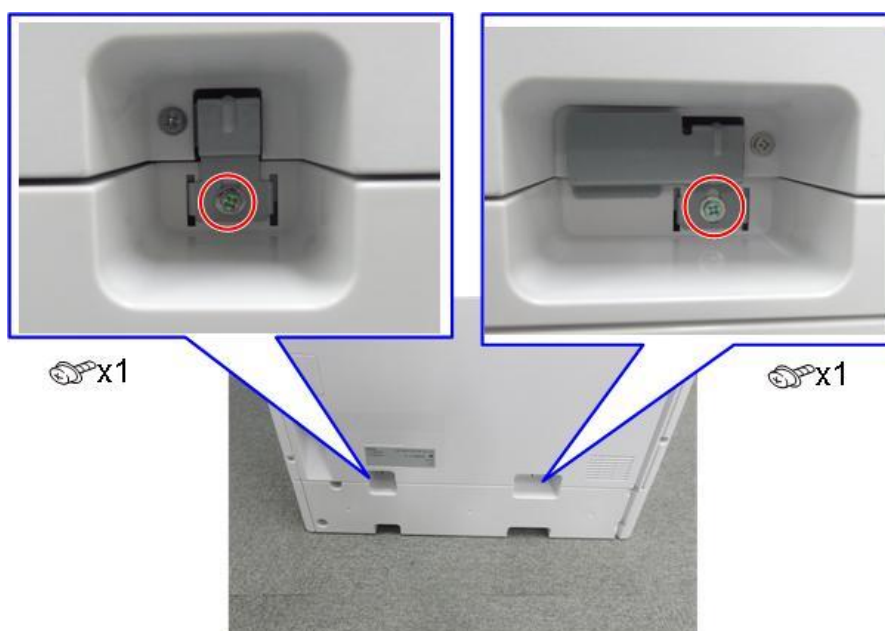
4. Using a securing bracket as a screwdriver, fix the machine to the feed unit (spring washer: screw:

M4x10).



d1462448

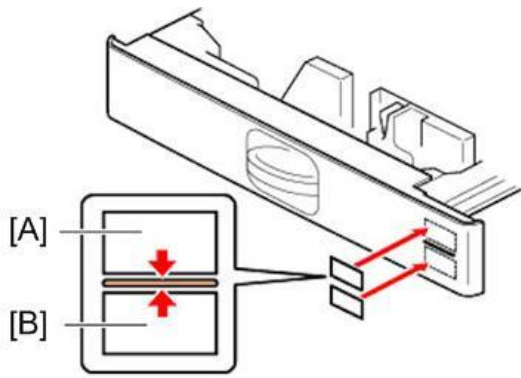
- 5.** Attach the securing brackets to two positions on the left and right at the rear of the machine (screw: M4x10).



d0bqm0152

- 6.** Reattach the paper feed tray to the machine.
- 7.** Attach the paper size decal at [B].
- [A]: Tray number decal (is affixed at the factory.)
- [B]: Paper size decal

2. Installation



d1462230

↓ Note

- The tray number decal and paper size decal are packaged together with the machine.

8. Connect the power cord to the machine.

9. Turn ON the main power.

10. Set the paper, and check that the paper size set in the paper feed tray is displayed on the operation panel.

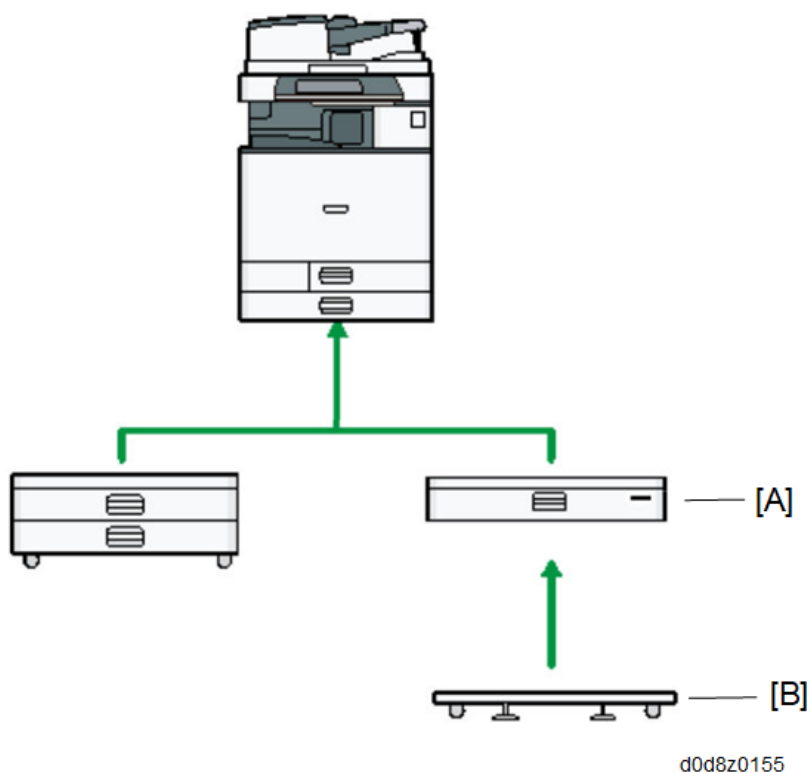
11. Adjust the registration for the paper feed unit.

SP Menu mode > Engine Service Setting > Registration > Side-to-Side Registration > Paper Tray 2
SP1-002-004 (Side-to-Side Registration Paper Tray 3)

↓ Note

- This optional paper feed unit [A] is not supplied with a caster. You can attach the optional

Caster Table Type M3 [B] ([Caster Table Type M3 \(D178\)](#)).



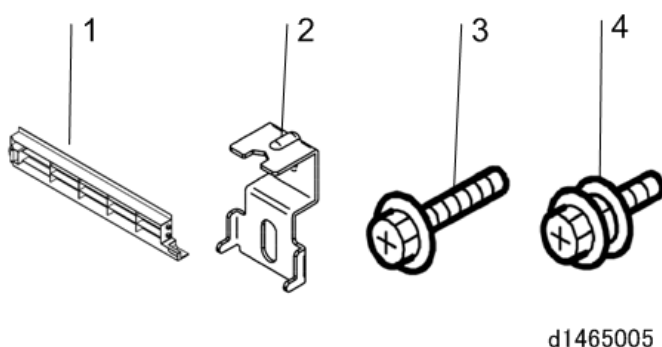
SP descriptions

- SP Menu mode > Engine Service Setting > Registration > Side-to-Side Registration
SP1-002 (Side-to-Side Registration)
Adjusts the side-to-side registration by changing the laser main scan start position for each mode and tray.
Increasing a value: The image is moved towards the rear edge of the paper.
Decreasing a value: The image is moved towards the front edge of the paper.

Caster Table Type M3 (D178)

Accessory Check

No.	Description	Q'ty	Remarks
1	Right Lower Cover	1	Use this part only when the Paper Feed Unit PB3270 is not installed.
2	Securing Bracket	2	
3	Screws (M4 × 10)	2	
4	Screw with Spring Washer (M4 × 10)	1	



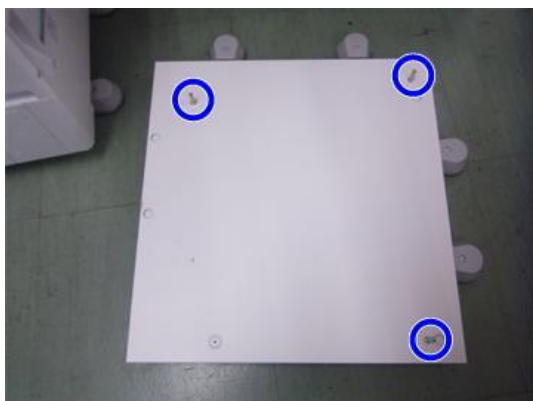
Installation Procedure

⚠ CAUTION

- The main machine weighs approximately 88 kg (194.1 lb.). Make sure to lift it with the help of at least one more person.
- The machine must be held at the correct locations and must be lifted slowly. If it is lifted with force, handled carelessly or dropped, it will result in an injury.
- When installing this option, turn OFF the main power and unplug the power cord from the wall socket. If installing without turning OFF the main power, an electric shock or a malfunction may occur.
- Be sure to join the machine and caster table to prevent equipment from falling over. If it is not joined, the machine will move or fall over, which will result in an injury.

How to Place the Main Machine on the Caster Table

- 1.** Hold the grips on the machine, align it with the pins, and place the machine on the caster table.



d1463030

Note

- When you lift the machine, hold the lifting handles.



d238m0935

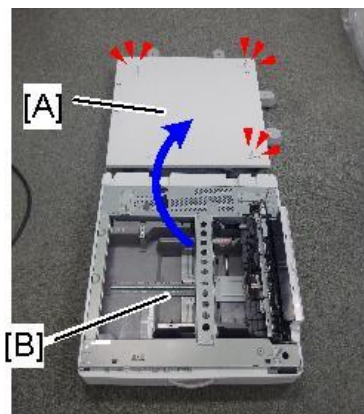
- In particular, do not lift it by holding the scanner unit, etc., (as it may deform).
- Do not put the machine down on the caster table as a temporary resting place. This may cause the machine to deform. Always connect the machine and caster unit properly.

- 2.** Pull out the 2nd paper feed tray.
- 3.** Using a securing bracket, fix the machine to the paper tray unit (spring washer: screw: M4×10).
- 4.** Attach the securing brackets at 2 positions to left and right at the rear of the machine (screws: 1 each).
- 5.** Reattach the 2nd paper feed tray to the machine.
- 6.** Attach the supplied right lower cover to the right side of the machine.

2. Installation

How to Place the Paper Feed Unit PB3270 on the Caster Table

1. Place the paper feed unit [B] on the caster table [A].



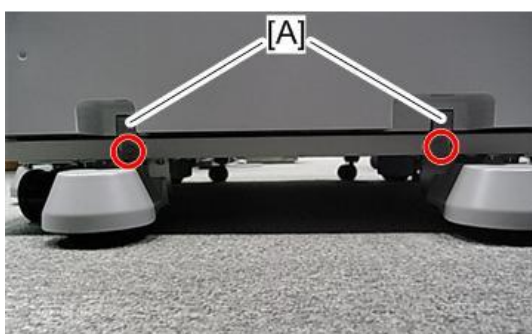
d238m552

2. Pull out the 1st paper feed tray.
3. Using a securing bracket, fix the caster table to the paper tray unit (spring washer: screw: M4×10).



d197z1027

4. Attach the securing brackets [A] at 2 positions to left and right at the rear of the machine (screws: 1 each).

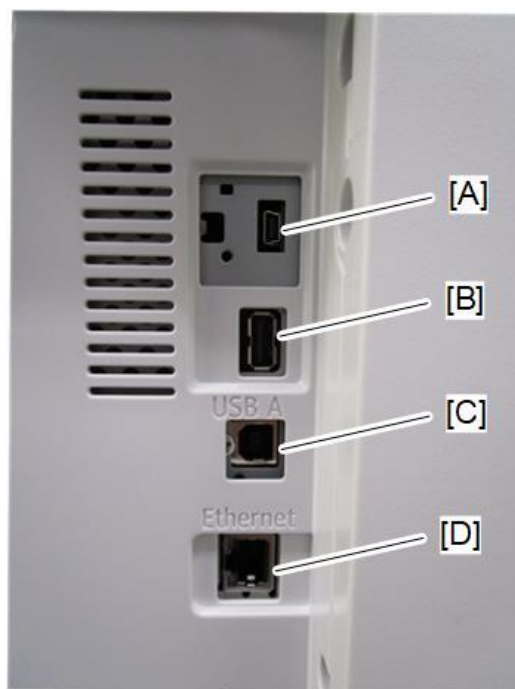


d197z1026

5. Reattach the paper feed tray.
6. Holding the grips on the machine, align the machine with the locating pins, and place the machine on the paper tray unit.

To finish the installation, follow the installation procedure of [Paper Feed Unit PB3270 \(D3G0\)](#).

List of Slots



d0d8z0134

Slot	
[A]	USB mini
[B]	USB (host) port
[C]	USB (device) port
[D]	LAN

IEEE 802.11 Interface Unit Type M47

Component Check

No.	Description	Q'ty
1	IEEE 802.11 Interface Unit	1
2	Notes for Users	1

★ Important

- Since disassembly/alteration of a wireless LAN board is illegal, during service replacements, replace the whole assembly.
- Be sure to give the provided leaflet to the customer.

Installation Procedure

★ Important

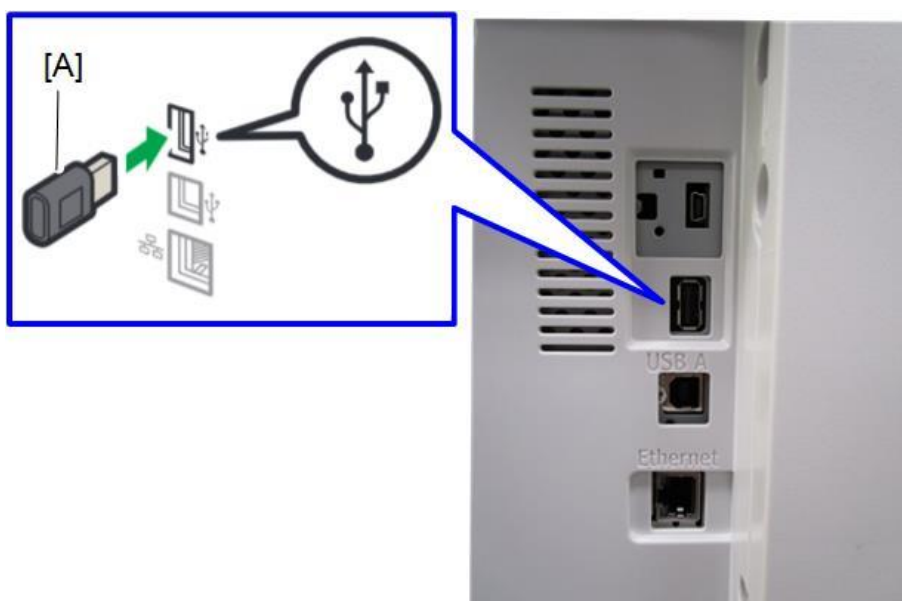
- When using wireless LAN (IEEE802.11 b/g/n:2.4-GHz band), this radio product uses the 2.4-GHz band. Check that industrial, scientific and medical devices using the same frequency bands, such as a microwave oven or a cordless telephone, are not used nearby.
- This product also supports the IEEE802.11 ac: 5GHz band.
- If there is interference, communication may become unstable. Check that there are no devices likely to cause interference in the surrounding area.

1. Turn off the machine.

In Energy Saver mode, the indicator on the [Power] key or the [Energy Saver] key flashes. Make sure that the light on the indicator has gone out.

2. Insert the wireless LAN option into the USB port on the back of the machine.

Do not insert the wireless LAN option into the USB port on the front of the machine.



d0d8z0149

- 3.** Turn ON the main power.
- 4.** Check that the system settings list is output, and the option is recognized correctly.

Specifying the Wireless Network Settings

There are four methods for connecting the machine to a wireless network.

- Using the Wi-Fi Setup Wizard
- Using the WPS button
- Using a PIN code
- Using the Wi-Fi Direct

For using the Wi-Fi Direct, see "Wi-Fi Direct Guide".

Note

- IEEE 802.11 function is disabled while using Ethernet.

Using the Wi-Fi Setup Wizard

- 1.** Make sure the Ethernet cable is not connected to the machine.
- 2.** Check that the router (access point) is working correctly.
- 3.** Press the [Home] key.
- 4.** Press the "Settings" icon on the [Home] screen.
- 5.** Press [Network Settings].
- 6.** If you are requested to enter a password, enter the password using the number keys, and then press [OK].

A password for accessing the [Network Settings] menu can be specified in [Admin. Tools Lock] under [Administrator Tools] menu.

- 7.** Press [Wi-Fi Enable].
- 8.** Press [Enable].
- 9.** Press [Exit] twice.

The machine automatically reboots.

- 10.** Press the wireless LAN icon on the [Home] screen.
- 11.** If you are requested to enter a password, enter the password using the number keys, and then press the [OK].

A password for accessing the [Wi-Fi Configuration] menu can be specified in [Admin. Tools Lock] under [Administrator Tools] menu.

- 12.** Press [Setup Wizard].
- 13.** Press the SSID of the router (access point) from the searched SSID list.
- 14.** Enter the encryption key, and then press the [Connect].

You can display the software keyboard by double tapping the entry area on the display.

As the passphrase, you can enter either 8 to 63 ASCII characters (0x20-0x7e) or 64 hexadecimal digits (0-9, A-F, a-f).

For details about how to enter the text, see page 40 "Entering Characters".

2. Installation

15. Check the result.

If connection has failed, check the configuration for the router (access point), and then try the connection again.

Using the WPS Button

1. Make sure the Ethernet cable is not connected to the machine.

2. Check that the router (access point) is working correctly.

3. Press the [Home] key.

4. Press the "Settings" icon on the [Home] screen.

5. Press [Network Settings].

6. If you are requested to enter a password, enter the password using the number keys, and then press [OK].

A password for accessing the [Network Settings] menu can be specified in [Admin. Tools Lock] under [Administrator Tools] menu.

7. Press [Wi-Fi Enable].

8. Press [Enable].

9. Press [Exit] twice.

The machine automatically reboots.

10. Press the wireless LAN icon on the [Home] screen.

11. If you are requested to enter a password, enter the password using the number keys, and then press the [OK].

A password for accessing the [Wi-Fi Configuration] menu can be specified in [Admin. Tools Lock] under [Administrator Tools] menu.

12. Press [WPS].

13. Press [PBC].

14. Press [Connect].

"Please wait for 2 minutes" appears, and the machine starts to connect in PBC method.

15. Press the WPS button on the router (access point) within two minutes.

16. Check the result.

If connection has failed, press [OK] to return to the screen displayed in Step 13. Check the configuration for the router (access point), then try the connection again.

Using a PIN Code

1. Make sure the Ethernet cable is not connected to the machine.

2. Check that the router (access point) is working correctly.

3. Open the PIN code configuration window (web page) for the router (access point) on your computer.

4. Press the [Home] key.

5. Press the "Settings" icon on the [Home] screen.

6. Press [Network Settings].

7. If you are requested to enter a password, enter the password using the number keys, and then

press [OK].

A password for accessing the [Network Settings] menu can be specified in [Admin. Tools Lock] under [Administrator Tools] menu.

8. Press [Wi-Fi Enable].

9. Press [Enable].

10. Press [Exit] twice.

The machine automatically reboots.

11. Press the wireless LAN icon on the [Home] screen.

12. If you are requested to enter a password, enter the password using the number keys, and then press the [OK].

A password for accessing the [Wi-Fi Configuration] menu can be specified in [Admin. Tools Lock] under [Administrator Tools] menu.

13. Press [WPS].

14. Press [PIN].

15. Check the PIN code.

Write down the PIN code in case you might forget it.

16. Enter the machine's PIN code (8 digits) on the router (access point)'s web page (The web page accessed in Step 2).

17. Execute WPS (PIN system) from the router (access point)'s web page.

18. Press [Connect].

"Please wait for 2 minutes" and connecting with PIN method starts.

19. Check the result.

If connection has failed, press [OK] to return to the screen displayed in Step 13. Check the configuration for the router (access point), then try the connection again.

Network Settings

About the settings for the wireless LAN, see [Specifying the Wireless Network Settings](#).

Specifying Network Settings According to Customer's Environment

Specifying Wired Network Settings

Check the customer's network environment and specify network settings according to the functions to be used (such as a scanner, and printer).

- 1.** Press the [Home] key.
- 2.** Press the "Settings" icon on the [Home] screen.
- 3.** Press [Network Settings].
- 4.** If you are requested to enter a password, enter the password using the number keys, and then press [OK].

A password for accessing the [Network Settings] menu can be specified in [Admin. Tools Lock] under [Administrator Tools] menu.

- 5.** Press [IPv4 Configuration] or [IPv6 Configuration].
- 6.** Press [DHCP/Manual].
- 7.** Select [DHCP] to automatically obtain the IP address or [Manual] to specify the IP address manually.

If you have selected [DHCP], proceed to Step 11.

- 8.** Enter the machine's IPv4 address in [IP Address].
Or tap the text field for "Manually Set Address", enter the machine's IPv6 address.
- 9.** Enter the subnet mask in [Subnet Mask].
Or tap the text field for "Prefix Length", enter the prefix length.
- 10.** Enter the gateway address in [Gateway Address].
- 11.** Press [OK].
- 12.** Turn off the machine, and then turn it back on.
Setup is completed.

Settings for @Remote Service

Note

- Prepare the necessary equipment and check the following points before you visit the customer site. For details, ask the @Remote key person.
- Make sure that the latest version of the firmware is installed on the machine.

Check Points before Making @Remote Settings

1. The following proxy related settings must be correctly programmed in an environment using a proxy.

- Using Proxy server is enabled
- Proxy server IP address
- Proxy server Port number
- Proxy User ID
- Proxy Password

Item	Settings
Using Proxy server is enabled	SP menu > @Remote > Remote Service > Use Proxy
Proxy server IP address	SP menu > @Remote > Remote Service > Proxy Host
Proxy server Port number	SP menu > @Remote > Remote Service > Proxy Port Number
Proxy User ID	SP menu > @Remote > Remote Service > Proxy User Name
Proxy Password	SP menu > @Remote > Remote Service > Proxy Password

Note

The settings above must be disabled in an environment not using a proxy.

2. Get a Request Number.

3. Enter the SP Menu mode.

Note

For further information, contact the supervisor in your branch office.

4. Check if the function flag is "Disable (Default)".

SP menu > @Remote > Remote Service > Function Flag

Execute the @Remote Settings

1. Enter the SP Menu mode.

2. Check if the @Remote status is "0".

SP menu > @Remote > Remote Service > Regist Status

If the @Remote status is not "0", ask the @Remote Center Administrator.

3. Check that the device ID2 has been programmed correctly.

@Remote > Machine No. Setting > ID2 Code Display

2. Installation

- 6 spaces must be put between the 3-digit prefix and the following 8-digit number (e.g. xxx____xxx).
xxxxxxx).
- ID2 and the serial number must be the same (e.g. ID2: A01____23456789 = serial No. A0123456789)

Note

The procedure for checking the serial number is as follows;

SP menu > Engine Maintenance > Serial No.

- 4.** Input the request number which you have obtained from the @Remote Center GUI, and then enter OK.

@Remote > Remote Service > Letter Number

- 5.** Confirm the Request Number.

@Remote > Remote Service > Confirm Execute

- 6.** Check the confirmation result.

@Remote > Remote Service > Confirm Result

Value	Meaning	Solution/ Workaround
0	Succeeded	-
1	Request number error	Check the request number again.
3	Communication error (proxy enabled)	Check the network condition.
4	Communication error (proxy disabled)	Check the network condition.
5	Proxy error (authentication error)	Check the proxy user name and password.
8	Other error	See "Error Codes" below this.
9	Request number confirmation executing	Processing... Please wait.

- 7.** Make sure that the screen displays the Location Information only when it has been input at the Center GUI.

@Remote > Remote Service > Confirm Place

- 8.** Execute the registration.

@Remote > Remote Service > Register Execute

- 9.** Check the registration result.

@Remote > Remote Service > Register Result

Value	Meaning	Solution/ Workaround
0	Succeeded	-
2	Already registered	Check the registration status.
3	Communication error (proxy enabled)	Check the network condition.
4	Communication error (proxy disabled)	Check the network condition.
5	Proxy error (Authentication error)	Check the proxy user name and password.
8	Other error	See "Error Codes" below this.
9	Request number registration executing	Processing... Please wait.

- 10.** Select the Function Flag and check that it is "Enable".

@Remote > Remote Service > Function Flag

 Note

When the registration is completed in step 9, the Function Flag is changed to Enable.

11. Then turn the machine OFF and ON.

After Settings

The first manual call after settings is considered as a test call. Be sure to execute the test call, or the first manual call from the customer will be considered as the test call.

1. Enter the SP Menu mode.

2. Execute the "Manual Call".

SP menu > @Remote > Remote Service > Remote Diagnostics

3. "Running..." is displayed for about 3 seconds. This message disappears automatically after 3 seconds and then returns to Remote Service menu.

Error Codes

When other errors occur, check the following error code list.

SP Menu > @Remote > Remote Service > Error Code

Caused by Operation Error, Incorrect Setting

Code	Meaning	Solution/ Workaround
- 12003	Attempted registration without execution of a confirmation and no previous registration.	Perform Confirmation before attempting the Registration.
- 12004	Attempted setting with illegal entries for certification and ID2.	Check the ID2 of the machine.
- 12006	A confirmation request was made after the confirmation had been already completed.	Execute registration.
- 12008	Update certification failed because mainframe was in use.	Check the machine condition. If the machine is in use, try again later.

Error Caused by Response from GW URL

Code	Meaning	Solution/ Workaround
-2387	Not supported at the Service Center	
-2389	Database out of service	
-2390	Program out of service	
-2391	Two registrations for the same mainframe	Check the registration condition of the machine
-2392	Parameter error	
-2393	External RCG not managed	
-2394	Mainframe not managed	
-2395	Box ID for external RCG is illegal.	
-2396	Mainframe ID for external RCG is illegal.	

2.Installation

Code	Meaning	Solution/ Workaround
-2397	Incorrect ID2 format	Check the ID2 of the machine.
-2398	Incorrect request number format	Check the Request No.

Operation Guidance for Users

Machine Function	User Instruction
Basic machine functions (all models)	Basic user instruction: • How to load and replace consumables (paper and toner) • Basic machine operations (power ON/OFF, other) • How to make copies (basic operations) • How to remove jammed paper and clear the jam condition • How to clear SC errors, contact the service provider in case of occurrence • Supported paper types/sizes/weights and paper storage • Machine limitations and other important notes regarding machine usage/operation
Printer, scanner	Settings, print jobs: • Printer/Scanner settings (USB, network, other) • Printer/Scanner driver and utilities recommended installation, settings (printer ports, TWAIN drivers) • Print test (printing out the driver test page) • Scan test using a Windows standard scanning application Basic user instruction: • How to print out a file • How to install drivers, perform settings (recommended installation) • Introduction to the settings and menus available from the operation panel • Machine limitations and other important notes regarding machine usage/operation

Checking the Connection of Peripherals and Options

Peripherals

You can check the connection of peripherals by printing the configuration page (system summary).

- "Settings" icon > Print List/Report > Configuration Page

The names printed on the configuration page are not the product name but names on the user interface.

Printed Item	Peripherals That Are Printed If Connected
Device Connection	Wireless LAN
Attached Equipment	Paper Feed Unit PB3300 (D3FZ), Paper Feed Unit PB3270 (D3G0)