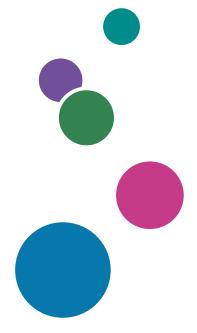
# **IM C530 series**

# **User Guide**Selected Version

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



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

### How to Read the Manuals

#### Symbols Used in the Manuals

This manual uses the following symbols:



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.



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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# 1. Getting Started

### Turning On and Off the Power

To turn the machine on and off, press the main power switch on the front of the machine.

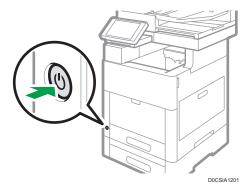


When you are using the fax function on the machine, do not turn the power off under normal
operation. If the power is turned off, data stored in the fax memory will be lost in about one hour
after the machine is turned off. If you have to turn the power off or unplug the power cord for some
reason, make sure 100% is shown as available memory on the screen for the fax function.

#### Turning On the Main Power



- Do not press the main power switch soon after you press the main power of the machine. When
  you turn the power on or off, wait at least 10 seconds after confirming that the main power
  indicator on the control panel has turned on or off.
- 1. Make sure the power cord is firmly plugged into the wall outlet.
- 2. Push the main power switch.



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

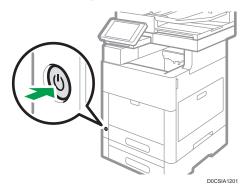


- When the power is turned on, the screen may show that the machine is performing an auto restart.
   Do not turn off the main power while the machine is processing. It takes about five minutes until the machine restarts.
- If a file was deleted from memory, a Power Failure report is automatically printed as soon as the power is restored. This report can be used to identify lost files.

#### Turning Off the Main Power



- 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 memory and cause malfunctions.
- Do not press the main power switch soon after pressing the main power switch on the machine.
   When you turn the power on or off, wait at least 10 seconds after confirming that the main power indicator on the control panel has turned on or off.
- 1. Push the main power switch.



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, "Fusing Unit Off mode" and "Sleep mode", and the machine enters the Fusing Unit Off mode first. In the factory default, the machine is configured to use both modes.

#### **Fusing Unit Off Mode**

In this mode, the main power indicator is lit. Because the heater of the fusing unit is turned off but the screen of the control panel is still displayed, the power consumption decreases, but you can start operation promptly. If you do not operate the machine for a specified period of time, the machine emits a clicking sound and enters Fusing Unit Off mode.

 You can specify whether to enable the Fusing Unit Off mode and the time to wait before the machine enters Fusing Unit Off mode under [Fusing Unit Off Mode (Energy Saving) On/Off].
 See "Date/Time/Timer", User Guide (Full Version). In this mode, you can scan documents, send faxes, receive faxes into memory, change the
machine settings on the control panel, and perform other operations that do not require
printing.

#### 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 when you perform one of the following:
  - Open the ADF cover.
  - Lift the ADF.
  - Place an original in the ADF.
  - Touch the display of the control panel.



- 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 fixed warm-up is in progress
  - When operations are suspended during printing
  - When a warning message appears (The machine enters Fusing Unit Off mode unless the cover is open.)
  - When paper is jammed (The machine enters Fusing Unit Off mode except when the cover is open.)
  - When the Data In indicator is lit or flashing (The machine enters Fusing Unit Off mode except when the Data In indicator is lit or flashing due to receiving faxes or storing documents.)
- The machine does not enter Sleep mode in the following cases:
  - · During communication with external equipment
  - When the service call message appears
  - When the ADF, machine's cover, or ADF cover are opened
  - When the "Add Toner" message appears
  - · When toner is being replenished
  - When one of the following screens is displayed:
    - System Settings

- Basic Settings When Installing
- Copier Settings
- Fax Settings
- Scanner Settings
- Printer Settings
- Maintenance
- Change Language
- Counter
- Address Book
- Tray/Paper Settings
- When data is being processed
- If a file is waiting to be transmitted within the next minute using the "Send Later" facsimile function
- When a recipient is being registered in the address list or group dial list
- When the locked 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

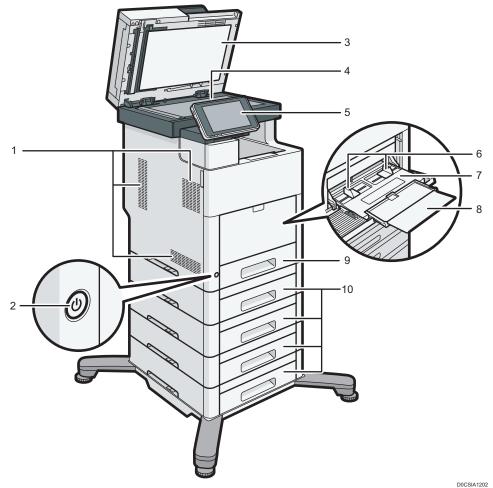
# **Guide to Names and Functions of Components**

#### **CAUTION**

- Do not obstruct the machine's vents. Doing so can result in fire as the internal components are overheated.
- When moving the machine, do not hold the control panel. Doing so may damage the control panel and can result in injury or malfunction.

#### Front and Left View

#### IM C530FB



#### 1. Vents

Prevent overheating.

#### 2. Main power switch

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

#### 3. Auto Document Feeder (ADF)

Lower the ADF over originals placed on the exposure glass.

If you load a stack of originals in the ADF, the ADF will automatically feed the originals one by one.

#### 4. Exposure glass

Place originals face down here.

#### 5. Control panel

See page 22 "Names and Functions of the Control Panel".

#### 6. Paper guides

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

#### 7. Bypass tray

Use to copy or print on label paper (adhesive labels).

#### 8. Extender

Pull this extender out when loading A4D,  $8^{1}/_{2} \times 11D$  or larger size paper in the bypass tray.

#### 9. Paper tray

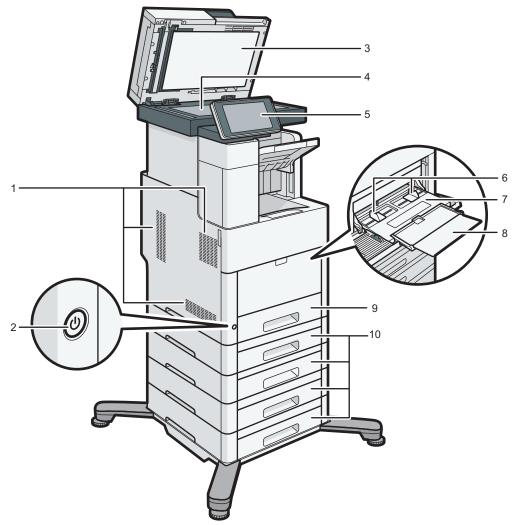
Load paper here.

#### 10. Paper feed unit

Load paper here.

#### 1

#### **IM C530F**



D0CSIA1203

#### 1. Vents

Prevent overheating.

#### 2. Main power switch

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

#### 3. Auto Document Feeder (ADF)

Lower the ADF over originals placed on the exposure glass.

If you load a stack of originals in the ADF, the ADF will automatically feed the originals one by one.

#### 4. Exposure glass

Place originals face down here.

#### 5. Control panel

See page 22 "Names and Functions of the Control Panel".

#### 6. Paper guides

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

#### 7. Bypass tray

Use to copy or print on label paper (adhesive labels).

#### 8. Extender

Pull this extender out when loading A4D,  $8^{1}/_{2} \times 11D$  or larger size paper in the bypass tray.

#### 9. Paper tray

Load paper here.

#### 10. Paper feed unit

Load paper here.

#### 1

#### Front and Right View

#### IM C530FB



D0CSIA1204

#### 1. Standard tray guide

Open out the end fence to support large paper.

#### 2. Front cover

Open to replace the print cartridge.

#### 3. ADF's extender

Pull this extender out to support large paper.

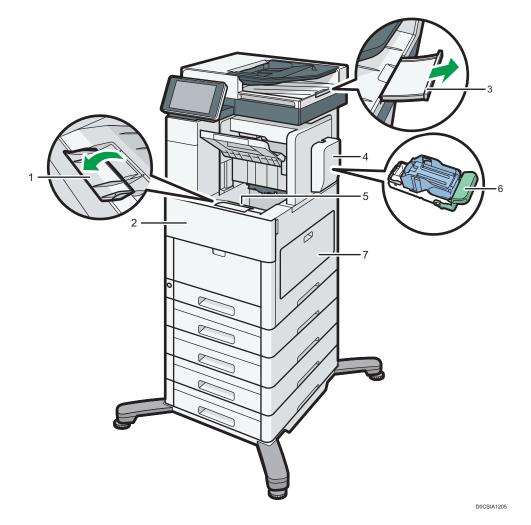
#### 4. Standard tray

Copied/printed paper and fax messages are delivered here

#### 5. Right cover

Open to replace the waste toner bottle.

#### **IM C530F**



#### 1. Standard tray guide

Open out the end fence to support large paper.

#### 2. Front cover

Open to replace the print cartridge.

#### 3. ADF's extenders

Pull this extender out to support large paper.

#### 4. Finisher staple cover

Open to replace the staple cartridge.

#### 5. Standard tray

Copied/printed/sorted/stapled paper and fax messages are delivered here.

#### 1

#### 6. Staple cartridge

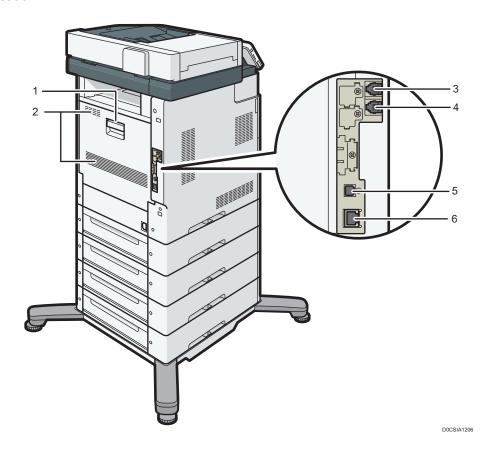
Staple cartridge for the finisher. Replace the cartridge when the staples run out.

#### 7. Right cover

Open to replace the waste toner bottle.

#### Rear and Left View

#### IM C530FB



#### 1. Rear cover

Open this cover when a paper jam occurs.

#### 2. Vents

Prevent overheating.

#### 3. LINE: G3 interface unit connector

Connect the line for fax use.

#### 4. TEL: External telephone connector

Connect an external telephone set.

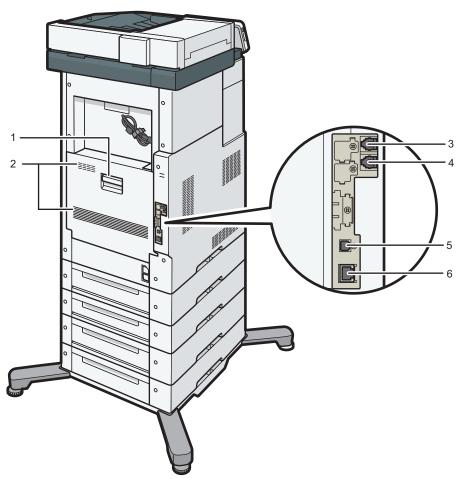
#### 5. USB2.0 Interface Type B

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

#### 6. Ethernet port

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

#### **IM C530F**



D0CSIA1207

#### 1. Rear cover

Open this cover when a paper jam occurs.

#### 2. Vents

Prevent overheating.

#### 3. LINE: G3 interface unit connector

Connect the line for fax use.

#### ٦

#### 4. TEL: External telephone connector

Connect an external telephone set.

#### 5. USB2.0 Interface Type B

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

#### 6. Ethernet port

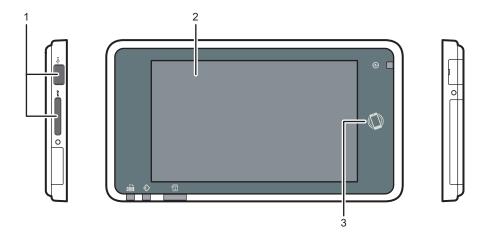
Use a network interface cable to connect the machine to a network.

### 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

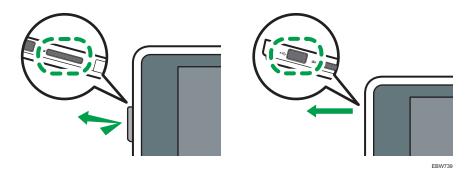


#### 1. Media slots

Insert an SD card or USB flash memory device. You can store the scanned data or 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.

1



#### 2. Touch Panel

Displays the Home screen, operation screen of applications, and messages. Operate with the fingertips. page 26 "How to Use the Home Screen" page 28 "Intuitive Screen Operation Using Fingertips"

#### 3. NFC tag

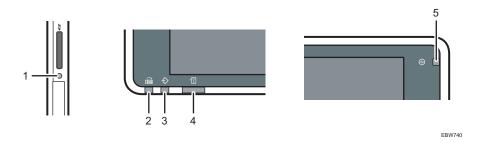
Used to connect the machine and a smart device with the RICOH Smart Device Connector. See "Using the Machine Functions from a Mobile Device", User Guide (Full Version).



• You can adjust the angle of the control panel to improve visibility.



#### **LED Indicators**



23

#### 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. Fax indicator

Indicates the status of the fax function.

- Flashing: transmitting and receiving data
- Lit: receiving data (Substitute RX File)

#### 3. Data In indicator

Flashes when the machine is receiving data sent from the printer driver or LAN-Fax driver.

#### 4. Status indicator

Indicates the status of the system. Stays lit when an error occurs or toner runs out. page 185 "Checking the Indicators, Icons, and Messages on the Control Panel"

#### 5. Main power indicator

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

# 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 Languages Widget.



2. Select the language you want to display.



3. Press [OK].

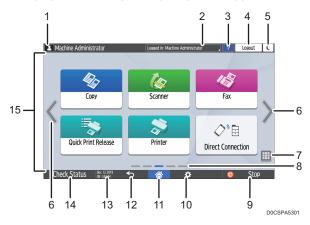
1

### 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.



- 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 28 "Intuitive Screen Operation Using Fingertips"
- You can add or delete icons and widgets, and change their order.
   page 36 "Adding a Frequently Used Application or Widget to the Home Screen"



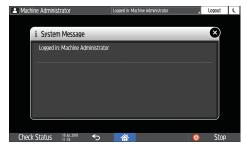
#### 1. Login icon

This icon is displayed when users are logged in. 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 toner has run out or an error has occurred is displayed, press the message to display the system message list to check the contents.



1

#### 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.

When the machine is not connected to the Internet, you can see guidance regarding print quality and paper. Specify [Cookie] in the control panel browser to [ON] to display Help properly.

#### 4. [Login]/[Logout]

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

page 42 "Logging In from the Control Panel"

#### 5. [Energy Save]

Press to enter or exit Sleep mode.

page 10 "Energy Saving Mode"

#### 6. Switch Screens <>

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



You can switch between the screens by flicking.

page 28 "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 III

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

page 36 "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 scanning or printing.

You can change the setting to stop only a job in progress with [Stop Key to Suspend Print Job].

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

#### 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] 5

Press to return to the previous screen.

#### 13. Date/Time and Toner remaining

The current date and time is displayed.

To display the information about Toner remaining, set [System Settings] ▶ [Display/Input] ▶ [Display] ▶ [System Bar Settings] ▶ [Display Time/Remaining Toner] to [Remaining Toner].

#### 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
   Status of functions such as Copy or Scanner
- 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.



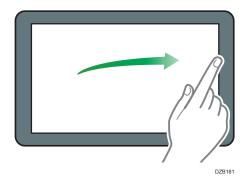
- You can change the screen displayed when the power is turned on under [Function Priority].
- See "Displaying Frequently Used Functions on the First Screen", User Guide (Full Version).
- When you press [Menu] ( ) [Reset Home Screen] with the Embedded Software Architecture application being installed 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.

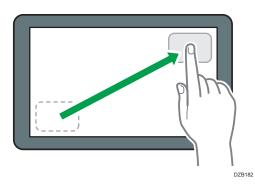
#### Flick (for switching between screens)

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



#### Drag (for moving an icon)

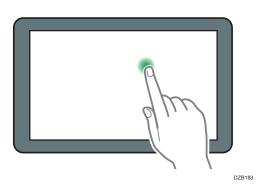
Press and hold an icon, and then slide your finger while pressing on the screen to move the icon.



#### Long tap (for displaying the available menu screen)

Press and hold on a blank area on the screen to display the menu screen.

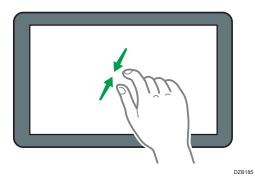
On the Home screen you can add a folder or change the wallpaper from the menu.



In some applications, you can also use the following actions to operate the screen:

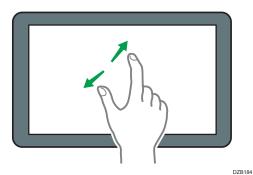
#### Pinch-in (for zooming out the screen)

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



#### 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.



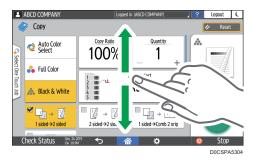
#### 1

## How to Use the Copy Screen

You can select from one of two types for the Copy screen:

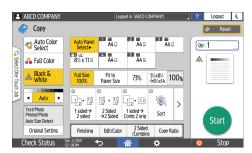
#### Standard View

The basic functions that are used frequently are displayed with big keys. Scroll down the screen to see the keys used to configure the functions for finishing or editing.



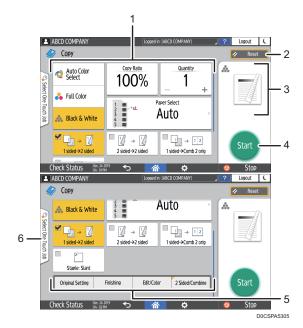
#### **Full View**

You can see all the function keys on a single screen. You do not need to scroll through the screens to select a function.



- To switch the screen type, press [Menu] (♥) ► [Screen Settings] ► [Switch Screen Type] on the Copy screen.
- You can use the same functions on either screen.
- When the administrator has configured user authentication and User's Own Customization is enabled, each login user can change the screen type.

#### How to Use the Copy Screen (Standard View)



#### 1. Copy function keys

Press a key to select the function to assign to the key. Flick up and down on the screen to display the keys out of the visible area. The keys with assigned functions are displayed in yellow or with in the upper left corner. Depending on the assigned function, the display of the key changes according to the specified setting.

#### 2. [Reset]

Reset the settings configured on the Copy screen.

#### 3. Preview of the current setting status

Displays an image representing the settings configured on the Copy screen. Press the image to display the list of the settings.



#### 4. [Start]

Press to perform copying.

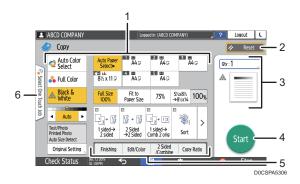
#### 5. Other keys for Copy function

Press to select the functions whose keys are out of the visible area of the screen. The key of the function that is currently configured is displayed with in the upper left corner.

#### 6. Select One Touch Job

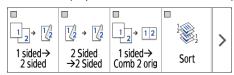
You can see the preset settings in the machine. When user authentication is configured, display the history of the executed jobs for each login user. You can use the same settings as a previous job by selecting the job history.

#### How to Use the Copy Screen (Full View)



#### 1. Copy function keys

Press a key to select the function to assign to the key. The keys with assigned functions are displayed in yellow. To see the display area in the illustration below, press > or flick to the left or right.



#### 2. [Reset]

Reset the settings configured on the Copy screen.

#### 3. Preview of the current setting status

Displays an image representing the quantity and the settings configured on the Copy screen. Press [Qty] to display the number keys. Press the image to display the list of the settings.

#### 4. [Start]

Press to perform copying.

#### 5. Other keys for Copy function

Press to select the functions whose keys are out of the visible area of the screen. The key of the function that is currently configured is displayed with in the upper left corner.

#### 6. Select One Touch Job

You can see the preset settings in the machine. When user authentication is configured, display the history of the executed jobs for each authenticated user. You can use the same settings as a previous job by selecting the job history.

There are three kinds of functions and settings on the Fax screen.



#### 1. Job status

You can browse and print the fax transmission.

#### 2. Transmission settings

You can specify the additional features to use when sending a fax, configure the scan settings appropriately for the original to scan. You can also check the settings that are currently specified and the remaining amount of memory.

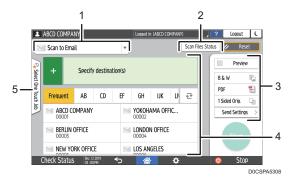
#### 3. Destination specification

You can select an address registered in the address book through one-touch operation. Press or to specify a destination by using various other methods such as by entering manually or selecting from the history. You can also register a new destination in the address book.

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# How to Use the Scanner Screen

There are five kinds of functions and settings on the Scanner screen.



#### 1. Destination type selection

You can switch between [Scan to Email] and [Scan to Folder]. The items displayed in the address book and destination entry screen for manual entry also change when you switch the destination type.

#### 2. Scan Files Status

You can browse the transmission history of the sent documents and cancel sending of a document waiting in the queue. The transmission file status may not be displayed depending on the security settings.

#### 3. Transmission settings

You can specify the scan settings according to the type of document to scan and the purpose of the scanned data, and display a preview before sending the data.

#### 4. Destination specification

You can select a destination registered in the address book through one-touch operation. Press to specify a destination by using various other methods such as by entering manually or selecting from the history. You can also register a new destination in the address book.

#### 5. Select One Touch Job

You can see the preset settings in the machine. When user authentication is set, the job history of each authenticated user is displayed. This feature is convenient when you are using the same setting repeatedly.

# 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 6 icons, widgets or folders, for a total of 30 items. A folder can hold up to 80 icons.
- You can add the following items to the Home screen: shortcuts of bookmarks in the browser on the screen and programs registered in the Copy, Fax or Scanner.





- 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.



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

### 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 or program from the Home screen, the function or program 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].

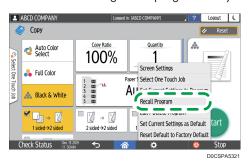


- 3. Open the created folder, press and hold its title, and then change the folder name. You can enter up to 30 characters for a folder name.
- 4. Drag the icon and release it over the folder.

# Registering Frequently Used Settings as a Program

You can register a "program" made of a combination of the functions used in the Copy, Fax, or Scanner, such as the scan setting, output setting, and address.

• You can load the registered program easily from the application screen.



- When you press the icon of a program on the Home screen, the machine applies the settings and performs the function registered in the program automatically.
- You can register the following number of items as programs.
  - Copy: 25 items
  - Fax: 100 items
  - Scanner: 100 items



- You cannot register the following settings as a program:
  - Copy

[2 Sided/Combine]

• Fax

[Subject], [Sender]

Scanner

[Sender], [PDF Security Settings], [Start Number]

- You can register a destination on the program of the scanner function only when [Program Setting for Destination] of [Scanner Settings] is set to [Include Destinations].
- See "Others (Scanner Settings)", User Guide (Full Version).
- When [Program Setting for Destination] of [Scanner Settings] is set to [Exclude Destinations], the
  destination registered on the recalled program in the scanner function is not displayed.
- A folder destination with a destination protection code cannot be registered on a program of the scanner function.

### Registering Settings as a Program

First, configure the settings to be registered on the Copy, Fax, or Scanner screen, and then register them.

1. On the Home screen, press [Copy], [Fax], or [Scanner].



2. Specify scan and output settings to be registered as a program.



- 4. Press [Set Current Settings to Program].



- 5. Press a program number to register the settings.
- 6. Enter a program name and select an icon, and then press [OK].
- 7. Press [Place].

The selected icon is displayed on the Home screen.



#### ì

8. Press [Exit].

## Changing the Contents of the Program

You can change a part of the program and overwrite it or change the contents and register them as a new program.

1. On the Home screen, press [Copy], [Fax], or [Scanner].



2. Press [Menu] ( ), and then press [Recall Program].



- 3. Press the program number to be changed.
- 4. Change the scan and output settings.
- 5. Press [Menu] ( ), and then press [Set Current Settings to Program].
- 6. Select a program number to register the changed settings, and then press [Program].
  - To overwrite the program, select the number of the loaded program.
  - To register the contents as a new program, select a number that is not programmed.
- 7. Enter a program name and select an icon.
- 8. Press [OK].



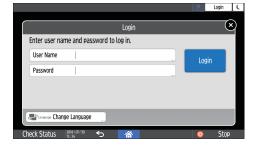
• To change the icon or program name or to delete the program, press [Menu] ( and operate from [Edit/Delete Program].

# 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.



- 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.
- "Verifying Users to Operate the Machine (User Authentication)", Security

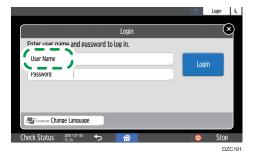
## Logging In by Entering the User Name and Password

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

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



2. Press [User Name].



- 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].

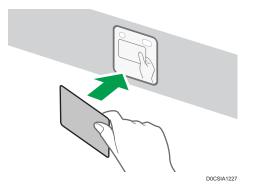


- If an incorrect password is entered a specified number of times, login with the same name is
  disabled (Lockout Function). The default setting for unsuccessful attempts before a user is locked out
  is five. If the user is locked out, the administrator must release the lockout.
- To log out from the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



- 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.



- 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.



- 3. Press [NEXT].
- 4. Display the login screen on the control panel of the machine, and hold the mobile device over the Bluetooth label.





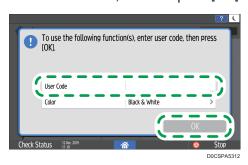
• To log out from the machine, hold the mobile device over the Bluetooth label on the control panel or press [Logout] at the top right on the screen.

 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].





• 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. 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 login password, and then press [OK] twice.



You can enter up to 128 characters.

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

# Placing an Original on the Exposure Glass

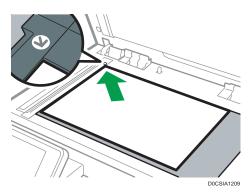
Use the exposure glass to scan originals that cannot be placed in the auto document feeder (ADF), such as books and license cards.

# **ACAUTION**

 When lowering the ADF, do not place your hands on the hinges and exposure glass. Your hands or fingers are caught, which can result in injury.

#### Mportant (

- Do not lift the ADF forcefully. The cover of the ADF might open and cause injury. The ADF, or its hinges may also become damaged.
- 1. Lift the ADF.
- 2. Place the original face down and aligned to the mark on the upper left corner of the scan area.

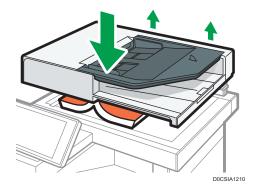


page 172 "Recommended Original Size and Weight"

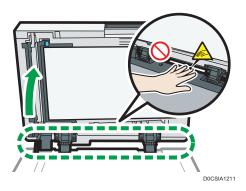
3. Lower the ADF.



- You can set a book or object that is less than 20 mm (0.79 inches) thick. A book or object that is thicker than 20 mm (0.79 inches) cannot be set.
- When you place a thick book or three-dimensional original on the exposure glass and lower the ADF, the back side of the ADF rises up to accommodate the original.



• Do not open or close the ADF with your hands placed in the space between the ADF and exposure glass.

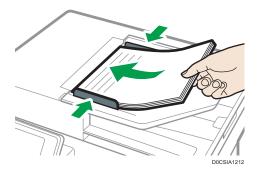


# Placing an Original in the Auto Document Feeder (ADF)

The ADF automatically scans multiple sheets of originals or two-sided originals at one time.

- For details about the sizes of originals that you can place in the ADF, see the following: page 172 "Recommended Original Size and Weight"
- If the originals described below are placed in the ADF, it may cause misfeeds, white lines, or black lines, or result in damage to the originals. Place these originals on the exposure glass.
  - · Stapled or clipped originals
  - Perforated or torn originals
  - · Curled, folded, or creased originals
  - Pasted originals
  - · Originals with adhesive tape, glue or paste stuck to them
  - Originals with any kind of coating, such as thermal paper, art paper, aluminum foil, carbon paper, or conductive paper
  - · Originals with perforated lines
  - · Originals with indexes, tags, or other projecting parts
  - Sticky originals such as translucent paper
  - · Thin or highly flexible originals
  - Thick originals such as postcards
  - Bound originals such as books
  - Transparent originals such as transparencies or translucent paper page 160 "Recommended Paper Sizes and Types"
- When loading an original written by pencil on the ADF, the original may be dirty from by being scraped.
- Correct an original that tends to curl before setting on the machine.
- Take care so that multiple originals do not stick to each other and are not fed at once.
- Do not set an original that is wet with correcting fluid or ink. The scanning glass will be stained and the stain will be scanned with the original.

### 1. Adjust the original guide to the original size.

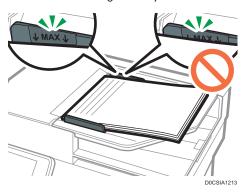


2. Place the aligned originals squarely face up in the Auto Document Feeder (ADF).

Place the originals with the first page facing up.

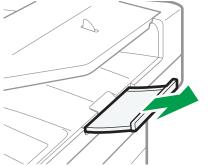
Fan sheets before loading so that multiple papers do not stick to each other and are not fed at once.

Do not stack the originals beyond the limit mark.





• To scan originals larger than A4 or  $8^{1}/_{2} \times 11$  size, pull out the ADF's extender on the original output tray, and then raise the stopper.



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# **Basic Procedure for Copying Documents**

Set the original on the exposure glass or Auto Document Feeder (ADF) to make a copy.



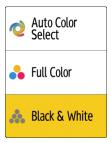
- If the previous setting is still active, press [Reset] before copying.
- In the following cases, match the printed paper size to the original size. If the size of the paper in the tray is inconsistent with the size of the original, it will not print correctly.
  - When you print without using [Auto Paper Select] on the paper tray or the Paper Feed Unit
  - When you print by feeding paper from the bypass tray or LCT
- 1. Press [Copy] on the Home screen.



2. Place the original.

See "Setting an Original on the Scanner", User Guide (Full Version).

3. Select the color mode.



4. Press [+] or [-] in [Quantity] to specify the number of copies.



You can enter this using the number keys after pressing [Quantity] or a number.

5. Press the paper tray select key to select a paper tray to use.



- When you select [Auto Paper Select], the paper suitable for the original is selected
  automatically. When the orientations of the original and paper in the paper tray do not
  match, the machine rotates the copied image 90 degrees automatically. However, the copied
  image may not be rotated depending on the settings or types of Finishing, such as staple.
- If the size of the original is not detected properly or when you make a copy on paper of a special size, specify the paper tray in which the paper to use is loaded.
- When paper runs out, the machine selects another tray that is loaded with paper of the same size as the setting of the current tray and resumes copying. If you do not want to use other trays when paper runs out, set the machine so it does not automatically select other trays.
- To prevent the machine from selecting other trays automatically, disable auto tray switching.
   See "Tray/Paper Settings", User Guide (Full Version).

#### 6. Press [Start].

 When the [Check the orientation of the original every time after pressing [Start]] check box is selected in [Select the original's orientation], the screen below is displayed. Select the original orientation as necessary. If you do not need to select this each time, clear the check box.



- When you place the original on the ADF, the process of copying the original starts.
- When you place the original on the exposure glass, the copy process starts according to the
  setting contents. To make a copy of the second page or back side of the original, place the
  original accordingly on the exposure glass, and then press [Start]. Press [Finish Scn] after
  scanning all originals if necessary according to the setting contents.



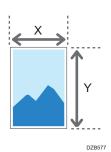
 Originals scanned when no paper is loaded or when an error has occurred will be copied automatically when the machine is ready to execute copying.

# Specifying a Custom Size for the Original

To copy a custom size original, specify the horizontal and vertical sizes of the original in numeric values.

1. Measure the vertical (Y) and horizontal (X) lengths of the original.





2. Press [Copy] on the Home screen.

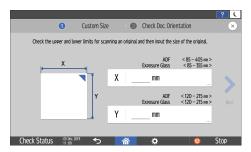


- 3. Press the paper tray select key to select a paper tray to use.
- 4. Press [Original Size].



If the key is not found, select it from [Original Setting].

- 5. Press [Custom Size].
- 6. Enter the values of X and Y that you measured in Step 1.



# Making Enlarged or Reduced Copies

You can enlarge or reduce the original when copying with the following methods:

- Enlarging or reducing at a specified reduction ratio or into a specified size (Zoom/Reduce/ Enlarge/Size Magnification)
- Enlarging or reducing according to the paper size (Auto Reduce/Enlarge)

### Specifying a Copy Ratio or Size

1. Press [Copy] on the Home screen.



#### 2. Place the original.

See "Setting an Original on the Scanner", User Guide (Full Version).

The base point of reduce/enlarge is different for the exposure glass and Auto Document Feeder (ADF) as shown in the following table:

Setting position	Base point	Enlarge	Reduce	
Exposure glass	Enlarged or reduced from the top left.		R	
Auto Document Feeder (ADF)	Enlarged or reduced from the bottom left	DZB224	DZB225	

When you place 2-sided originals in the ADF, the top right corner of the original will be the base point for the enlargement/reduction of the reverse side. To enlarge or reduce from the same point, set the original on the exposure glass and perform 2-sided copy.

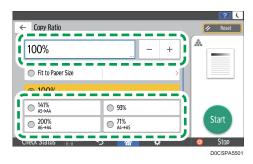
3. Press [Copy Ratio] and select a copy ratio or size.



To specify a copy ratio or size other than the displayed setting, press [Others] and perform the following procedure.

#### Specifying a copy ratio (Zoom/Reduce/Enlarge)

Enter a value or select the copy ratio.



#### Specifying a size (Size Magnification)

Press [Specify Copy Size] and enter the length of the original and copied image.

4. Press [Start].



- You can change the options of the copy ratio that is displayed on the Copy screen when pressing
  [Copy Ratio]. You can also change the enlargement and reduction ratios that appear when [Copy
  Ratio] ► [Others] is pressed on the Copy screen.
- See "Reduce / Enlarge", User Guide (Full Version).

# **Enlarging or Reducing According to the Paper Size**

The original is enlarged or reduced to fit on the specified paper size (Scale to Paper Size)



The document sizes that can be detected automatically are shown in the table below. To copy a document whose size is not listed in the table, specify [Original Size] on the Copy screen.

#### Region A (mainly Europe)

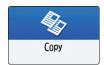
Original size	A4	B5 JIS	A5	8 <sup>1</sup> / <sub>2</sub> × 11	8 <sup>1</sup> / <sub>2</sub> × 13	8 <sup>1</sup> / <sub>2</sub> × 14
Exposure glass	<b>✓</b>	-	-	-	<b>✓</b>	-
ADF	<b>√</b>	<b>√</b>	<b>√</b>	<b>✓</b>	<b>√</b>	<b>✓</b>

#### Region B (mainly North America)

Original size	8 <sup>1</sup> / <sub>2</sub> × 14	8 <sup>1</sup> / <sub>2</sub> × 11	5 <sup>1</sup> / <sub>2</sub> × 8 <sup>1</sup> / <sub>2</sub>	A4	B5 JIS	A5
Exposure glass	<b>✓</b>	<b>→</b>	-	-	-	-
ADF	<b>✓</b>	<b>√</b>	<b>√</b>	<b>√</b>	<b>√</b>	<b>√</b> *1

<sup>\* 1</sup> Portrait orientation ( $\Box$ ) only

### 1. Press [Copy] on the Home screen.



### 2. Place the original.

See "Setting an Original on the Scanner", User Guide (Full Version).

3. On the Copy screen, press [Copy Ratio], and then [Fit to Paper Size].

100%				
Fit to Paper Size				
<b>71</b> % <sup>A4→A5</sup>				
<b>141</b> % <sup>A5→A4</sup>				
93%				
Others				

4. Select the tray loaded with the paper to use.

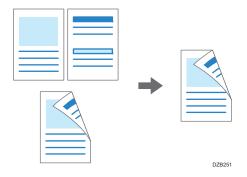
When the orientations of the original and paper in the paper tray do not match, the machine rotates the copied image automatically. For example, originals of both A5  $(5^1/_2 \times 8^1/_2)^{\square}$  and A5  $(5^1/_2 \times 8^1/_2)^{\square}$  can be copied on A4  $(8^1/_2 \times 11)^{\square}$ .



5. Press [Start].

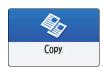
# **Duplex Copying**

You can copy two 1-sided pages or one 2-sided page onto the front and back sides of a single sheet of paper.



The size of the original that can be copied differs from that of the 1-sided copy. page 243 "List of Specifications"

1. Press [Copy] on the Home screen.



2. On the Copy screen, press [1 sided $\rightarrow$ 2 sided] or [2 sided $\rightarrow$ 2 sided].



Duplex Copying with the Settings Other Than Those Displayed on the Keys

- 1. On the Copy screen, press [2 Sided/Combine].
- 2. Press [2 Sided/Combine].



3. Specify the original and print side settings.



- Original Direction: Specify the orientation to place the originals.
- Original Setting: Specify the condition of the originals to copy (1 sided/2 sided (page opening direction)).
- Print Side Setting: Select the finish from [Open to Right/Left] or [Open to Top].
- 4. Press [OK].
- 3. Place the original.

See "Setting an Original on the Scanner", User Guide (Full Version).

4. Press [Start].

When placing the originals on the exposure glass, press [Finish Scn] after scanning all of the originals if necessary according to the setting contents and number of originals.



- You cannot use the duplex copy function when the following paper types are selected:
  - Label Paper
  - Envelope
  - · Coated Paper
- You can change the setting contents of the two-sided copy key on the Copy screen.
- See "Others (Copier Settings)", User Guide (Full Version).
- Use the [Series] function to copy the front and back sides of a two-sided original onto one side of a sheet page by page.
- See "Copying Facing Pages of a Book Type Original or Two-sided Original", User Guide (Full Version).

# Combining and Copying a Multi-page Original onto a Single Sheet of Paper

You can copy multiple sheets in an original onto one side or both sides of a sheet of paper to save paper.



The arrangement of copied pages and copy ratio varies depending on the original orientation and combined pages.

Original Orientation	Combine 2 pages	Combine 4 pages	
DZB254	DZB256	DZB257	
DZB255		DZB260	

1. Press [Copy] on the Home screen.



2. On the Copy screen, press [1 sided→Comb 2orig].



To combine with the settings other than those displayed on the keys

1. On the Copy screen, press [2 Sided/Combine].

2. Press [2 Sided/Combine].



3. Specify about the original, print side, and combining.

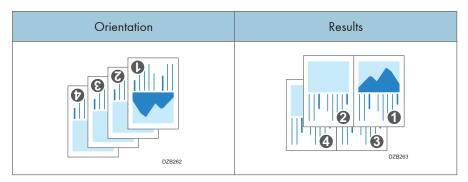


- Original Direction: Specify the orientation to place the originals.
- Original Setting: Specify the condition of the originals to copy (1 sided/2 sided (page opening direction)).
- Print Side Setting: Specify the condition of the copied sheet (1 sided/2 sided (page opening direction)).
- Combine Settings: Specify the number of pages to combine on one side of a sheet.
- 3. Press the paper tray select key and select the paper to use.
- 4. Place an original.

See "Setting an Original on the Scanner", User Guide (Full Version).

To position the right-page first and then the left page when copying an original written longitudinally, place the original upside down in the ADF.

Example: Combining 2 Pages



#### 5. Press [Start].

When placing the originals on the exposure glass, press [Finish Scn] after scanning all of the originals if necessary according to the number of originals.



- The minimum copy ratio in the Combine function is 25%. For example, if you copy an A4 ( $8^{1}/_{2} \times 11$ )-size original onto A5 ( $5^{1}/_{2} \times 8^{1}/_{2}$ )-size paper with [4 Pages], the copy ratio becomes less than 25% and parts of the image might not be copied.
- You can configure the following settings in [Settings] ▶ [Copier Settings] ▶ [Combine]:
  - [Copy Order in Combine]: The order of combined images
- You can change the setting contents of the Combine key on the Copy screen.
- See "Others (Copier Settings)", User Guide (Full Version).

# **Copying onto Envelopes**

To copy onto envelopes that are not usually used, set them in the bypass tray. If you copy onto envelopes frequently, set them in the paper tray.



The Duplex Copy function cannot be used for envelopes. If Duplex Copy is specified, press the key
to cancel the setting.

## Copying onto Envelopes in the Bypass Tray

1. Load envelopes in the bypass tray.



Orientation: portrait

Flap: close

Printing surface: upper side

2. Press [Copy] on the Home screen.



3. Place the envelope in the bypass tray with the copying side face up.

See "Envelope Orientation and Recommended Status", User Guide (Full Version).

The [Bypass Tray Paper Settings] screen appears.



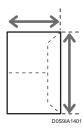
4. Press [Change Setting].

5. Select [Envelope], and then proceed to the next screen.



6. Select the size of the envelope that you have placed in the bypass tray, and then press [OK].

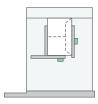
When you select [Custom Size], enter the envelope size. Measure the size of the envelope with its flap closed.



- 7. Confirm the settings in the [Bypass Tray Paper Settings] screen, and then press [OK].
- 8. Place the original on the exposure glass.
  See "Envelope Orientation and Recommended Status", User Guide (Full Version).
- 9. Press [Start].

# Copying onto Envelopes in the Tray 1

1. Load the envelopes in Tray 1.

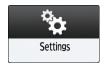


Orientation: portrait

Flap: close

Printing surface: upper side

2. Press [Settings] on the Home screen.



3. Press [Tray/Paper Settings].



- 4. Press [Paper Size/Paper Type].
- 5. Press [Tray 1].
- 6. Press [Paper Size].
- 7. Select the size of the loaded envelope from the list, and then press [OK].



- 8. Press [Paper Type/Thickness].
- 9. Select [Envelope], and then press [OK] twice.



10. Press [Home] ( ).

11. Press [Copy] on the Home screen.



12. Press [Paper Select] on the Copy screen.



13. Select the paper tray in which the envelopes are set.



14. Place the original on the exposure glass.

See "Envelope Orientation and Recommended Status", User Guide (Full Version).

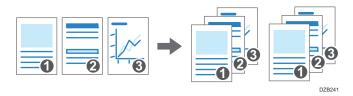
15. Press [Start].

# Copying in Page Order or for Each Page Number

When copying two or more copies of multi-page originals, you can specify the page order as described below.

#### Sort

Copies in the order of the original.

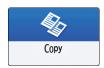


#### Stack

Groups together copies of each page in a multi-page original. You can set the stack function only when you are using IM C530F.



- - To use the stack function, the optional finisher is required.
  - page 270 "Functions Requiring Optional Configurations"
  - 1. Press [Copy] on the Home screen.



2. Place the original.

See "Setting an Original on the Scanner", User Guide (Full Version).

3. Press [Sort/Stack] on the Copy screen.



If the key is not displayed, select it from [Finishing].

When you are using IM C530F with no finisher option installed, or you are using IM C530FB, only [Sort] is displayed on the key.

#### 4. Select the function to specify.



#### 5. Press [Start].

When selecting [Sort] and placing an original on the exposure glass, a single set of copies is made. After scanning all of the originals, press [Finish Scn] to copy the rest of the sets.



• When you are using IM C530F with the finisher option installed, the sets of printouts are shifted as they are output.

# **Basic Procedure for Transmitting Faxes**

The machine scans an original to transmit it by fax into the machine's memory before establishing a communication with the destination (Memory Transmission).

You can also transmit a fax while confirming the status of the fax destination.

See "Sending a Fax While Scanning the Original", User Guide (Full Version).



- It is recommended that you call the receivers and confirm with them when sending important documents.
- 1. Press [Fax] on the Home screen.



2. Check that [Memory Transmission] is displayed on the fax screen.



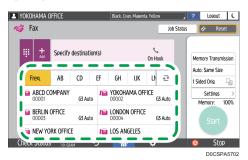
3. Place the original in the ADF or on the exposure glass.

See "Setting an Original to Send by Fax on the Scanner", User Guide (Full Version).

4. Press [Settings], and then specify the scan settings.

See "Sending a Fax at the Image Quality Suitable for the Original", User Guide (Full Version).

#### 5. Specify the destination.



• To enter the fax number manually, select the destination from the destination history, or search for the destination in the address book, press , and specify the destination. You can also enter the fax number manually by pressing.



You can select only the destination entered using the numeric keypad from the history.

• To specify the destination again, press 4.



#### 6. Press [Start].

To cancel transmission after scanning the original, press [Stop] and operate in [Job Status] Transmission Standby File].

See "Confirming and Handling a Document in the Fax Queue", User Guide (Full Version).



• If the telephone line you are connected to requires time to connect to the public line after you dial the external number, enter a [Pause] after entering the number to specify the time to wait before dialing the number. The machine pauses for about two seconds for each single [Pause] entered.

- To use tone-dialing in a pulse-dialing environment, press [Tone]. A tone signal is generated for every number you enter afterward.
- You can perform Immediate Transmission only when the total number of destinations specified for all documents exceeds the maximum value.
- The communication that has been initiated first is displayed on the screen when performing three simultaneous communications.

# Registering Fax Numbers in the Address Book

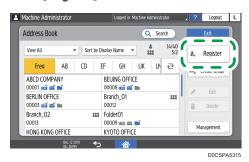
By registering the destinations to which you frequently send faxes together with the send conditions in the address book, you can easily send faxes.

# Registering a Fax Number and Send Conditions

1. Press [Address Book] on the Home screen.



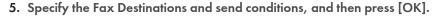
2. Press [Register] on the Address Book screen.



Enter the information of the destination on the [Name] tab, and then select a title to classify it.



4. Press [Destinations] tab ► [Fax].





- International Transmission Mode: Specify whether to reduce errors occurring when sending abroad.
- Fax Header: Select the name of the sender printed on the reception sheet of the destination.
   Register the fax header in advance.

See "Printing the Fax Header on the Fax Received at the Destination", User Guide (Full Version).

- 6. Press the [User Management / Others] tab, and specify the required settings.
  - User Management: Enter the authentication information to login and use the machine.
  - Registration Destination Group: Select a group to which this destination belongs as necessary.
     Register the group in advance.
    - See "Registering Groups in the Address Book", User Guide (Full Version).
  - Display Priority: When the destinations are sorted in the order of priority, a destination with higher priority is displayed prior to that with lower priority. The destinations with the same priority are displayed in the order of registration.
  - Destination Protection: Select this check box to require entering of the protection code to select the destination.
    - See "Using the Protection Function to Prevent the Misuse of Addresses", User Guide (Full Version).
- 7. Press [OK].
- 8. After completing the procedure, press [Home] ( ).

# Changing/Deleting the Registered Data Such as Fax Number

1. Press [Address Book] on the Home screen.



2. Select the destination to change or delete on the Address Book screen.



You can delete multiple destinations at one time.

- 3. Press [Edit] or [Delete] to change or delete the destination information.
- 4. When changing or deleting is complete, press [Home] ( ).

# Viewing the Transmission Result of Sent Faxes

You can check the result of a fax transmission on the fax screen, in various reports, or on the screen of a computer.

The following reports are printed according to the transmission result or the settings:

- Communication Result Report: The result of Memory Transmission is printed.
- Communication Failure Report: This report is printed when a fax could not be sent to all specified destinations by Memory Transmission.
- Error Report: This report is printed when sending a fax by Immediate Transmission failed.



- The fax transmission results can also be confirmed in Records.
- See "Viewing the History of Sent and Received Faxes", User Guide (Full Version).

# Confirming the Information on the Fax Screen

Press [Job Status] [Transmission Result] on the fax screen to view the information.

1. Press [Fax] on the Home screen.



2. Press [Job Status] on the fax screen.



- 3. Press [Transmission Result].
- 4. Check the transmission results and press [Exit].
  - "--LAN-Fax -->" is shown as the result of transmission to the machine when you send a fax
    from your computer. For the result of transmission to the destination, refer to the transmission
    result of the same document number.
  - The destination may be displayed as "\*" depending on the security settings.

- In a field for an e-mail that was encrypted and distributed or forwarded, the encryption icon
   (a) is displayed.
- To display the result of the transmission that is completed while displaying the transmission results, close the transmission result screen and open it again.



 You cannot confirm or change an outgoing document in LAN-Fax, document waiting, or document whose status is "Trnsmtg.".

## **Checking the Result in Communication Result Report**

In the factory default setting, the machine is configured not to print the report automatically. Specify Auto Print to print the report every time you send a document by Memory Transmission. When more than one destination is specified, the report is printed after transmitting the fax to all destinations is completed.

To configure auto print, press [Fax Settings] ► [Others] ► [Report Output Settings] ► [Report Auto Print Settings], and then select [Print] for [Communi. Result Rep.].

See "Others (Fax Settings)", User Guide (Full Version).

## Checking the Result in Communication Failure Report

This report is printed if the fax could not be sent to all specified destinations by Memory Transmission when Fax is not set to Auto Print (the factory default setting).

# **Checking the Result in Error Report**

This report is printed if a fax could not be sent by Immediate Transmission when Immediate Transmission Result Report is not set to Auto Print (the factory default setting).

# Confirming the Information in Web Image Monitor

In Web Image Monitor, you can view up to 60 of the latest total results of the transmission and reception history.

- Log in to Web Image Monitor as the administrator.
   See "Logging in to Web Image Monitor", User Guide (Full Version).
- 2. From the "Status/Information" menu, click [Job].
- 3. Click [Transmission] under [Fax History].

- 4. Confirm the transmission history.
  - Click the 🗐 icon to view the details.
  - To save the history as a list to a file in the CSV format, click [Download Transmission List].
- 5. Click [Logout] and then close the Web browser.

# 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.

# 

- 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 Mac OS, see the following sections:
- page 98 "Installing the Printer Driver for Network Connection (macOS)"
- See "Installing the Printer Driver for USB Connection (macOS)", User Guide (Full Version).
- Follow the instructions of the installer to connect the USB cable.

# 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 root directory of the CD-ROM.
- 2. Select a language, and then click [OK].

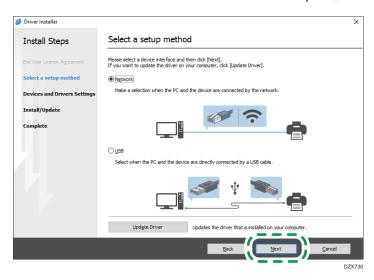
#### 3. Click [Install Online].



- 4. Click [Accept Agreement and Install] on the [License Agreement] screen.
- 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.

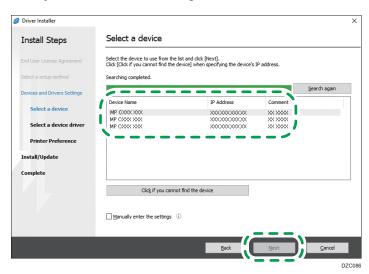
7. Select the connection between the machine and computer, and then click [Next].



Network: Search for devices connected to the network.

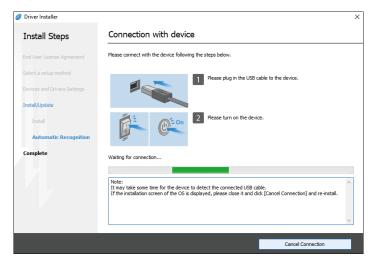
• USB: Following the instructions on the [Connection with device] screen, connect the machine and the computer with the USB cable to search for the machine.





The installation of the driver starts.

- Even if the message, "The publisher could not be verified", appears at the beginning of
  installation, continue the installation. There is no problem with the started installer that is
  downloaded from the manufacturer's website.
- When you connect the machine and the computer with a USB cable, follow the instructions on the installer screen.



If the machine is not detected, click [Cancel Connection]. Even if the connection is canceled, the installation is complete. After the installer screen is closed, the machine is added automatically when it is connected to the computer with the USB cable.

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

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



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. On the [License Agreement] screen, click [Accept Agreement and Install].
- 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.

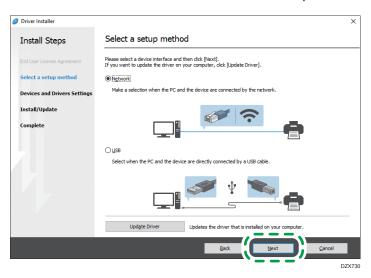
After completing the installation, select the [Run Driver Installer] check box, and then click [Finish].

The installation of Install Online is complete. Next, install the printer driver.

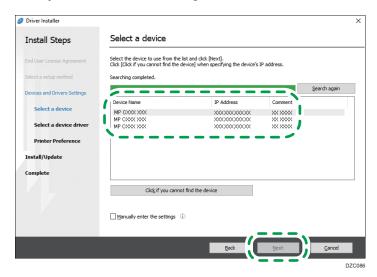
6. On the [End User License Agreement] screen, click [Agree and Go to Next].



7. Select the connection between the machine and computer, and then click [Next].

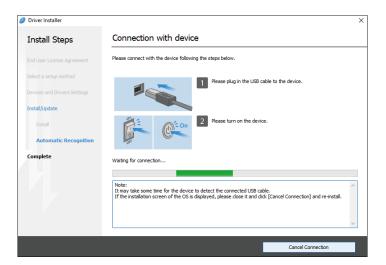


- Network: Search for devices connected to the network.
- USB: Following the instructions on the [Connection with device] screen, connect the machine and the computer with the USB cable to search for the machine.
- 8. Select your machine from among the detected devices, and then click [Next].



The installation of the driver starts.

- Even if the message, "The publisher could not be verified", appears at the beginning of installation, continue the installation. There is no problem with the started installer that is downloaded from the manufacturer's website.
- When you connect the machine and the computer with a USB cable, follow the instructions on the installer screen.



If the machine is not detected, click [Cancel Connection]. Even if the connection is canceled, the installation is complete. After the installer screen is closed, the machine is added automatically when it is connected to the computer with the USB cable.

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



- Double-click the Device Software Manager icon created on the desktop screen 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.



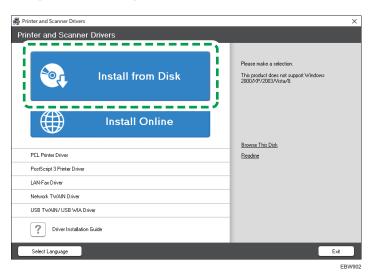
 Manage Printers permission is required to install the driver. Log on as an Administrators group member.



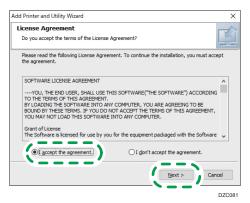
- If the [User Account Control] dialog box appears during the driver installation procedure, click [Yes] or [Continue].
- If the [Windows Security] dialog box appears during the driver installation procedure, click [Install this driver software anyway].

# Installing the PCL 6 Printer Driver from the CD-ROM

- Set the CD-ROM in the computer.
   If the installer does not start automatically, double-click [Setup.exe] in the root directory of the CD-ROM.
- 2. Select a language, and then click [OK].
- 3. Click [Install from Disk].



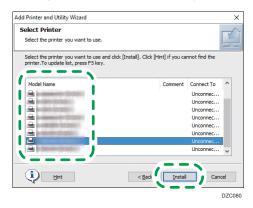
4. Click [Network Printer(s)].



6. Confirm the [Confirm Network Connection] screen, and then click [Next].

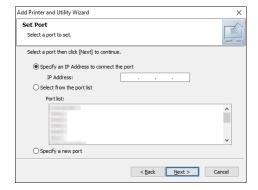
The search detects devices connected to the network.

7. Select your machine from among the devices, and then click [Install].



8. If the [Set Port] screen appears, select the setting method of the port.

This screen appears when the computer cannot access the machine.



Specify the port to use for the connection between the computer and machine using one of the following methods:

### To specify the IP address

1. Enter the IP address of the machine, and then click [Next].

#### To select from the port list

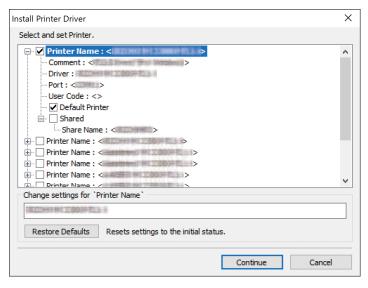
- 1. Select [Select from the port list].
- 2. Select the port to use for the connection between the computer and machine, and then click [Next].

#### To create a new port

- 1. Select [Specify a new port], and then click [Next].
- On the [Add Printer and Utility Wizard] screen, select [Standard TCP/IP Port] and click [Next].
- 3. On the [Add Standard TCP/IP Printer Port Wizard] screen, click [Next].
- 4. On the [Add port] screen, enter the printer name or IP address of the machine, and then click [Next].

The port name is automatically entered. You can change the port name.

- 5. When the [Additional port information required] screen is displayed, select [RICOH Network Printer C model], and then click [Next].
- 6. Click [Finish].
- 9. Specify the name of the printer to install, and whether to use it as the default printer.



#### 10. Click [Continue].

Printer driver installation starts.

#### 11. Click [Finish].

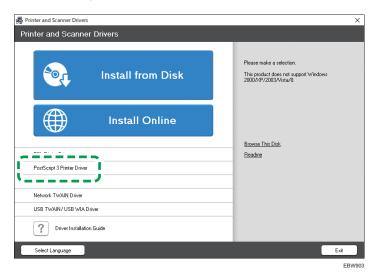
When you are prompted to restart your computer, restart it by following the instructions that appear.

# Installing the PostScript 3 Printer Driver from the CD-ROM

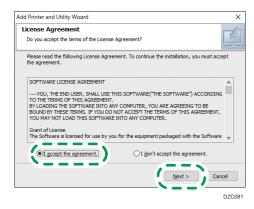
1. Set the CD-ROM in the computer.

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

- 2. Select a language, and then click [OK].
- 3. Click [PostScript 3 Printer Driver].

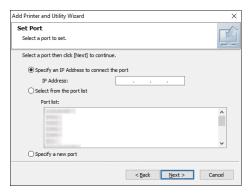


4. On the [License Agreement] screen, select [I accept the agreement.], and then click [Next].



5. Click [Next].

### 6. Select a method to connect a port.



Specify the port to use for the connection between the computer and machine using one of the following methods:

#### To specify the IP address

1. Enter the IP address of the machine, and then click [Next].

#### To select from the port list

- 1. Select [Select from the port list].
- 2. Select the port to use for the connection between the computer and machine, and then click [Next].

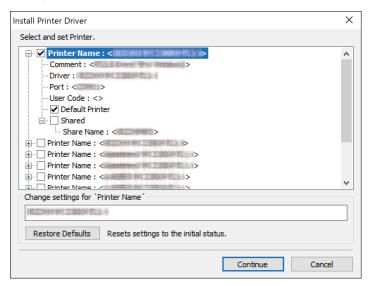
#### To create a new port

- 1. Select [Specify a new port], and then click [Next].
- On the [Add Printer and Utility Wizard] screen, select [Standard TCP/IP Port] and click [Next].
- 3. On the [Add Standard TCP/IP Printer Port Wizard] screen, click [Next].
- 4. On the [Add port] screen, enter the printer name or IP address of the machine, and then click [Next].

The port name is automatically entered. You can change the port name.

- 5. When the [Additional port information required] screen is displayed, select [RICOH Network Printer C model], and then click [Next].
- 6. Click [Finish].

Select the [Printer Name] of the machine to open the menu tree, and then specify the setting items.



8. Click [Continue].

Printer driver installation starts.

- 9. On the [Install Printer Driver] screen, click [Open Printer Properties].
- Specify the option configuration or authentication settings in each tab, and then click [OK].
- 11. On the [Install Printer Driver] screen, click [Next].
- 12. Click [Finish].

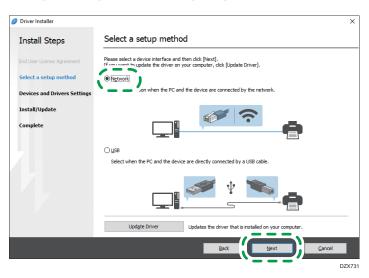
When you are prompted to restart your computer, restart it by following the instructions that appear.

# Installing the PCL 6/PostScript 3 Printer Driver from the Downloaded File

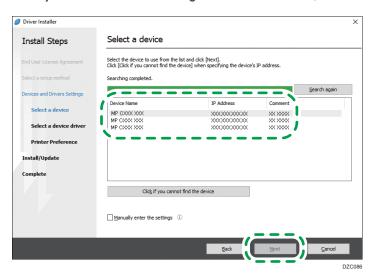
- 1. Unzip the downloaded file, and then double-click [RV\_SETUP.exe].
- 2. On the [End User License Agreement] screen, click [Agree and Go to Next].



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



- The search detects devices connected to the network.
- If the error screen is displayed, see page 95 "If the Machine Cannot Be Found".
- 4. Select your machine from among the detected devices, and then click [Next].



Printer driver installation starts.

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

# **Installing the Printer Driver Manually**

1. Download the driver, and then unzip the file.

2. Display the [Devices and Printers] screen.

#### Windows 10 (version 1703 or later), Windows Server 2019

- 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 [Set] ► [Control Panel].
- 2. Click [View devices and printers].

#### Windows 7, Windows Server 2008 R2

1. On the [Start] menu, click [Devices and Printers].

#### Windows Server 2008

- 1. On the [Start] menu, click [Control Panel].
- 2. Click [Printer] on [Hardware and Sound].
- 3. Click [Add a printer].
  - For Windows 7 and Windows Server 2008/2008 R2, click [Add a printer] and then [Add a network, wireless or Bluetooth printer].
- 4. Click [The printer that I want isn't listed].
- Select [Add a local printer or network printer with manual settings], and then click [Next].
- 6. Select [Standard TCP/IP Port] on [Create a new port:], and then click [Next].
- 7. Enter the IP address of your machine in [Host Name or IP address].
- 8. 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.

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

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.

- 10. Select a printer driver to install, and then click [Next].
- 11. Enter the printer name as necessary, and then click [Next].

Printer driver installation starts.

12. Specify the printer as a shared printer as necessary, and then click [Next] ▶ [Finish].

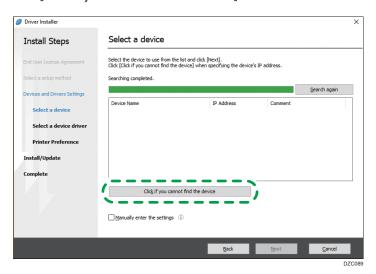
# If the Machine Cannot Be Found

The [Network Connection Error] screen is displayed.

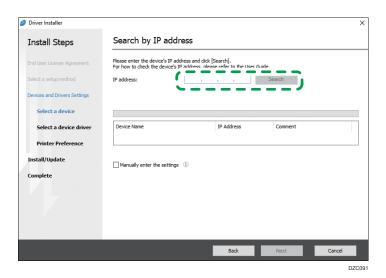


Confirm and perform 1 to 3, and then click [OK]. If the machine still cannot be found, specify the IP address or machine name to install the printer driver.

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



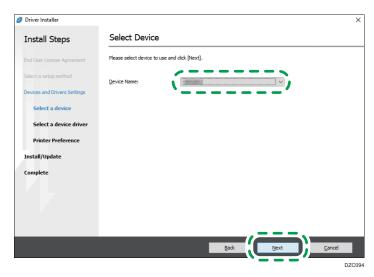
- Select [Specify device IP address] or [Specify device name], and then click [Next].
   When specifying the machine IP address
  - 1. Enter the IP address of the machine and click [Search].



When the machine is detected, click [Next].Printer driver installation starts.

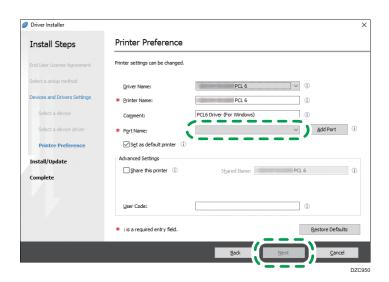
## When specifying the machine name

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



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





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.



- 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.



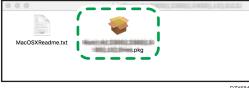
Setting procedures using macOS 10.14 are shown as an example. The actual procedure may differ depending on the OS version you are using.

# 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.



- 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].



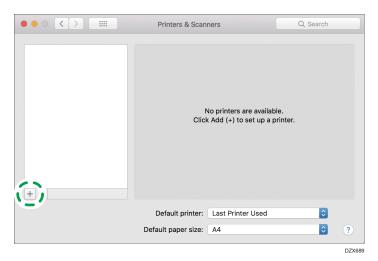
The installation of the PPD file starts.

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

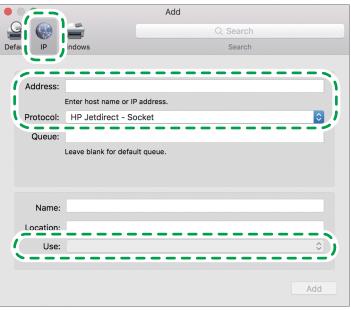
# Registering the Machine in [Printers & Scanners] for Network Connection

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 [+].



4. Click [IP], and configure the information of the machine.



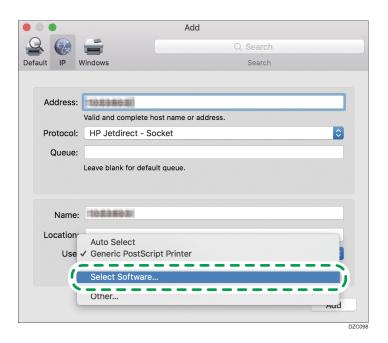
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- Address: Enter the IP address of the machine.
- Protocol: Select [Line Printer Daemon LPD]. If the printer takes time to perform operations
  when using the [Line Printer Daemon LPD] protocol, change the protocol to [HP Jetdirect Socket].
- Use: Check that the machine name is displayed. If "Generic PostScript Printer" is displayed, the entered IP address may not be correct.

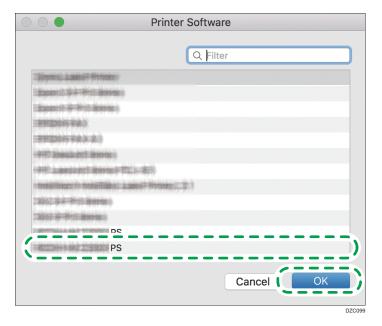
#### When "Generic PostScript Printer" is displayed even though the IP address is correct

Perform the following procedure to select the PPD file of the machine:

1. Select [Select Software...] on "Use".



2. Select the machine on the [Printer Software] screen, and then click [OK].

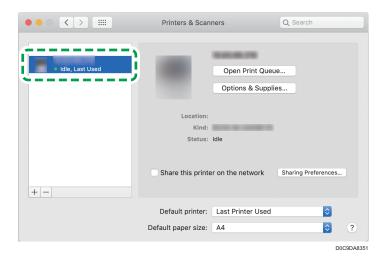


#### 5. Click [Add].

The progress screen is displayed.

If the progress screen does not close after a while, click [Configure...] or [Settings] and
configure the option configuration of the printer. For the procedure of the option
configuration, see "Specifying the Option Settings", User Guide (Full Version).

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

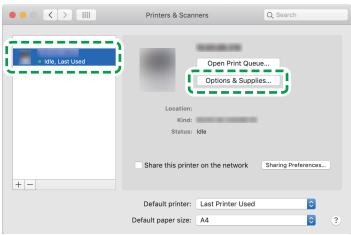


7. Close the system preferences screen.

# Specifying the Option Settings of the Machine for Network Connection

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 [Driver] or [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 99 "Registering the Machine in [Printers & Scanners] for Network Connection".
- 5. Close the system preferences screen.



- 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 10.14 are shown as an example. The actual procedure may differ depending on the OS version you are using.
- To specify an optional Adobe PostScript when using a PostScript 3 printer driver, select [Adobe PostScript] in the "PostScript:" list on the [Options] tab.

# **Basic Procedure for Printing Documents**

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



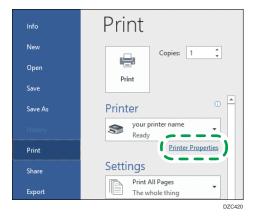
- Duplex printing is selected as the default setting. If you want to print on only one side, select [Off]
  for the two-sided printing setting.
- If you send a print job via USB 2.0 while the machine is in Sleep mode, an error message may appear after the print job is completed. In this case, check whether the document was printed.

# Printing a Document in Windows

 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.

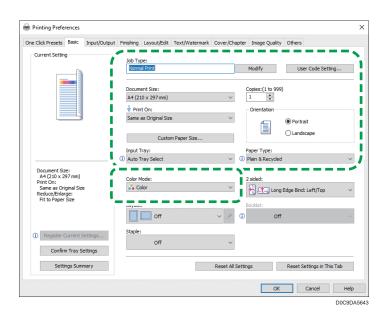
For example in Microsoft Word/Excel, click [Print] on the [File] menu, select the device to use, and then click [Printer Properties].



2. Specify the Document Size, Paper Type, Paper Tray, and other settings.

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





Job Type: Select [Normal Print] to execute printing immediately.
 You can store documents in the machine (Locked 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.
- Input Tray: Select the tray loaded with the paper to use. When you select [Auto Tray Select], a
  suitable paper tray is selected automatically according to the settings specified for [Print On]
  and [Paper Type].
  - If you do not want to use particular trays when [Auto Tray Select] is specified, set the machine so it does not automatically select those trays.
  - To prevent the machine from selecting other trays automatically, disable auto tray switching.

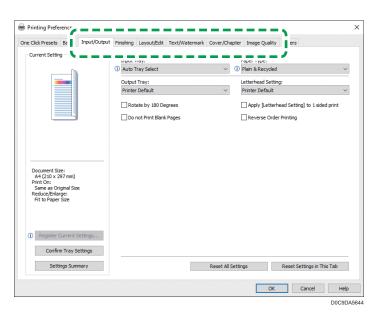
See "Tray/Paper Settings", User Guide (Full Version).

- 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.



The caution icon (1) indicates that there are disabled items. Click the icon to check the cause. To set each function in details, click the detail settings button (2).

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



- 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, [Printer Defaults...] specified in the print server are displayed as the default.

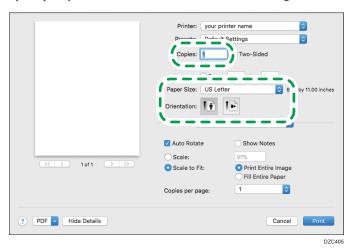
# **Printing a Document in macOS**

In the following example procedure, macOS 10.14 is used. The procedure may vary for different versions.

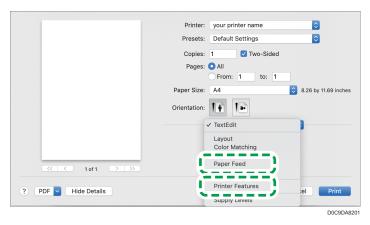
- 1. Open a document to print on the computer, and click [Print] on the [File] menu.
- 2. Select the printer you use from [Printer:].



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



- 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 tray and paper type.



### **Paper Feed**

 All Pages From: Select the tray loaded with the paper to use. When you select [Auto Select], a suitable paper tray 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.

### **Printer Features**

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

• Basic

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

• Color Mode: Select the print color.

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

You can store documents in the machine (Locked Print).

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

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

4

# **Printing on Both Sides of Paper**

Specify 2-sided Print in the printer driver.

## Specifying 2-sided Print (Windows)

Specify 2-sided Print on the [Basic] 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.
- Specify Paper Size, Paper Type, Orientation and others. page 104 "Basic Procedure for Printing Documents"
- 3. In [2 sided] on the [Basic] tab, specify the binding side of and way to open the paper.

Orientation of the original and opening type

0 1 071		
Orientation	Open to left	Open to top
Portrait		
Landscape		

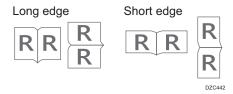
4. After completing the configuration, click [OK] to print.

# Specifying 2-sided Print (macOS)

Specify 2-sided Print 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.
- Specify Paper Size, Orientation, Paper Type, and other settings. page 104 "Basic Procedure for Printing Documents"

# Orientation of the original and opening type



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

Λ

# 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 use the 2 Sided Print and Combine 2 Originals functions at the same time to economize on paper.

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



## Specifying the Combine 2 Originals Function (Windows)

Specify the Combine 2 Originals function on the [Basic] 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.
- Specify Paper Size, Paper Type, Orientation and other settings.
   page 104 "Basic Procedure for Printing Documents"
- 3. In [Layout] on the [Basic] 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 104 "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:

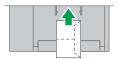
- Pages per Sheet: Select the number of pages to combine.
- Layout Direction: Select the order of the pages.
- Border: Select a type of border line to draw between the pages.
- 4. After completing the configuration, click [Print] to print.

# **Printing on Envelopes**

Load envelopes in the bypass tray or tray 1 and change the Tray Paper Settings on the control panel.

# Printing on Envelopes Loaded in the Bypass Tray

1. Load envelopes in the bypass tray.



Orientation: portrait

Flap: close

Printing surface: upper side

2. On the Home screen, press [Settings].



3. On the Settings screen, press [Tray/Paper Settings].



- 4. Press [Paper Size/Paper Type].
- 5. Press [Bypass Tray] ▶ [Paper Size: Printer], and then select the size of the envelopes.



- If the size of the loaded envelope is not included in the list, select [Custom] and enter the
  value.
- 6. Press [OK].
- 7. Press [Paper Type/Thickness], and then select [Envelope] from [Paper Type].



- 8. Press [OK] twice.
- 9. After completing the configuration, press [Home] ( ).
- 10. Open a document to print on the computer, and display the setting screen of the printer driver from the print menu application.
- 11. Specify the paper size and paper type.

#### Windows

On the [Basic] tab, configure the following settings:

- Document Size: Select the envelope size. If the envelope size is not included among the options, enter the value in [Custom Paper Size...].
- Input Tray: [Bypass Tray]
- Paper Type: [Envelope]

You can specify a custom paper size, which is commonly used as the option of the Document Sizes.

See "Printing on Custom-sized Paper Loaded on the Bypass Tray", User Guide (Full Version).

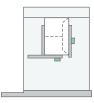
#### macOS

Configure the following settings:

- Paper Size: Select the envelope size. If the envelope size is not included among the options, select [Manage Custom Sizes] and enter the value.
- Printer Features ▶ Paper ▶ Paper Type: [Envelope]
- Paper Feed ► All Pages From: [Bypass Tray]
- 12. Execute printing.

# Printing on Envelopes Loaded in Tray 1

1. Load envelopes in tray 1.



Orientation: portrait

Flap: close

Printing surface: upper side

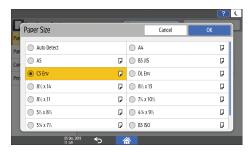
2. On the Home screen, press [Settings].



3. On the Settings screen, press [Tray/Paper Settings].



- 4. Press [Paper Size/Paper Type].
- 5. Press [Tray 1] ▶ [Paper Size], and then select the size of the envelopes.



- If the size of the loaded envelope is not included in the list, select [Custom] and enter the
  value.
- 6. Press [OK].

7. Press [Paper Type/Thickness], and then select [Envelope] from [Paper Type].



- 8. Press [OK] twice.
- 9. After completing the configuration, press [Home] ( ).
- 10. Open a document to print on the computer, and display the setting screen of the printer driver from the print menu application.
- 11. Specify the paper size and paper type.

#### Windows

On the [Basic] tab, configure the following settings:

- Document Size: Select the envelope size. If the envelope size is not included among the options, enter the value in [Custom Paper Size...].
- Input Tray: [Tray 1]
- Paper Type: [Envelope]

You can specify a custom paper size, which is commonly used as the option of the Document Sizes

See "Printing on Custom-sized Paper Loaded on the Bypass Tray", User Guide (Full Version).

### macOS

Configure the following settings:

- Paper Size: Select the envelope size. If the envelope size is not included among the options, select [Manage Custom Sizes] and enter the value.
- Printer Features Paper Paper Type: [Envelope]
- Paper Feed ► All Pages From: [Tray 1]

#### 12. Execute printing.

# Printing a Locked Print File Using Quick Print Release

Using the Quick Print Release function, you can view the list of documents that are stored on the machine.



- The Locked Print document is deleted automatically after printing.
- 1. On the Home screen, press [Quick Print Release].



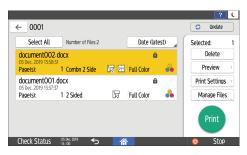
- 2. On the Quick Print Release screen, select the user ID used to store the document.
- 3. Enter the password for the documents, and then press [OK].

The list of documents that matches the entered password is displayed.

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

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

4. 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 settings for the selected document.
   See "Print Settings Configured on the Control Panel", User Guide (Full Version).
- Manage Files: Change the password specified on the document.
- 5. 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.



- 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



• The PDF file of a custom size may not be printed.

4

## Printing from a Memory Storage Device or Scan Application

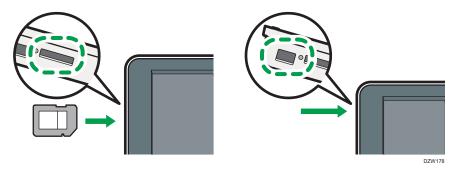
1. On the Home screen, press [Print/Scan (Memory Storage Device)]



2. On the [Print/Scan (Memory Storage Device)] screen, press [Print from Storage Device]

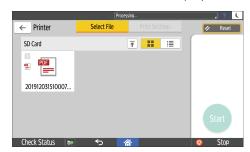


3. Insert a memory storage device in the media slot on the side of the control panel.



- 4. Press [USB] or [SD Card].
- 5. Select the file to print.

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



6. Press [Print Settings] to specify the settings of 2-Sided Print or Finishing as necessary.



- 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.
- Resolution: Select the resolution of the image to print.
- Select Paper Tray: Select the paper tray.
- 2 Sided: Select the opening direction of the printed sheet.
- 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.
- Staple: Select the staple position.
- Book: Select the opening direction of the Magazine binding. You can specify the setting of Magazine binding only when printing a file in the PDF/XPS format.

### 7. Press [Start] to start printing.

# Scanning Documents and Sending the Scanned Data by E-mail

Scan a document and attach the scanned data to an e-mail and send it from the machine.

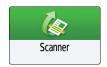
- Configure the SMTP server and network settings in advance.
   See "Configuring the Settings to Send E-mails from the Machine", User Guide (Full Version).
- Register an e-mail address in the address book to select the address as the destination easily when sending an e-mail.

See "Registering E-mail Addresses in the Address Book", User Guide (Full Version).

# Basic Procedure for Sending an E-mail



- This machine supports SMTPS (SMTP over SSL).
- This machine supports Web mail sending.
- If you press [Preview] and then start scanning, the Preview screen appears. You can use this screen to check how the originals are scanned and the scan setting used for scanning. After checking the preview, you can specify whether to send the file or not.
- See "Displaying a Preview Before Sending the Scanned Document", User Guide (Full Version).
- After an e-mail is sent, the destination and sender fields will be automatically cleared. If you want to preserve the information in these fields, contact your local dealer.
- 1. Press [Scanner] on the Home screen.





3. Place the original on the scanner.

See "Placing an Original to Scan", User Guide (Full Version).

- 4. Press [Send Settings] on the scanner screen.
- 5. Press [Sender] and specify the sender.
  - When a logged in user is operating the machine, the logged in user becomes the sender.
  - When [On] is specified in [System Settings] ► [Send (Email/Folder)] ► [Email] ► [Auto Specify Sender Name], you can send an e-mail even when the sender is not specified. The administrator's e-mail address that is registered on the machine is used as the sender.
  - Specify the sender to receive an opening confirmation.
- 6. Specify the destination on the scanner screen.



• To enter the e-mail address manually or search for the destination in the address book, press , and specify the destination.



5





- You can specify multiple destinations.
- If the target destination does not appear, display the destination by selecting its initial letter from the title.
- Depending on the security setting, some destinations may not appear in the destination list.
- 7. Specify the scan settings according to the purpose of the scanned data.

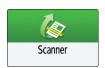
page 137 "Scanning an Original with Suitable Quality and Density" page 139 "Specifying the File Type When Scanning a Document"

8. Press [Start].

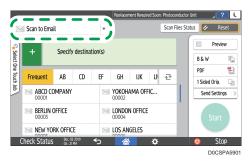
# Registering the E-mail Destination Specified When Sending an E-mail in the Address Book

When specifying an e-mail address by entering it manually or selecting it from the scanner records, you can register the e-mail address in the address book before sending an e-mail.

1. Press [Scanner] on the Home screen.



2. Select [Scan to Email] on the scanner screen.



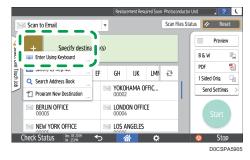
3. Place the original on the scanner.

See "Placing an Original to Scan", User Guide (Full Version).

4. Press [Send Settings] on the scanner screen and configure the scan settings according to the purpose of the scanned data.

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- 5. Specify the destination.
  - 1. Press and then select [Enter Using Keyboard].



2. Enter the e-mail address, and press .



3. Specify the e-mail address that was entered manually and press [Reg. to Add. Book].





- 4. Enter the name and other additional information.
- 6. Press [OK] to close the address book screen after registering the information.
- 7. Press [Start] on the scanner screen.

# Scanning Documents and Sending the Scanned Data to a Folder

To send the data of a scanned original to a shared folder on a computer, create the shared folder on the computer in advance and register the destination folder in the address book.

- You also need to configure the settings for connecting to the network from the machine.
   See "Connecting to a Wired LAN", User Guide (Full Version).
  - See "Connecting to a Wireless LAN", User Guide (Full Version).
- You can add a folder destination in the address book easily using Scan to Folder Helper.
   See "Specifying the Destination of Send to Folder Using the Scan to Folder Helper App", User Guide (Full Version).



- Using the SMB 3.0 protocol, you can save a file in the folder that was configured individually to apply encryption.
- See "Registering the Destination Folder to Use for Send to Folder", User Guide (Full Version).

## **Printing the Check Sheet**

Print the check sheet below to make a note of the setting values regarding the destination computer.

Check sheet		
No.	Items to check (example of the setting values)	Setting entry column
	Computer name	
[1]	DHCP server enable/disable setting	
	IP address	
[2]	Domain name/workgroup name	USERDNSDOMAIN:  USERDOMAIN:
	Computer login user name	

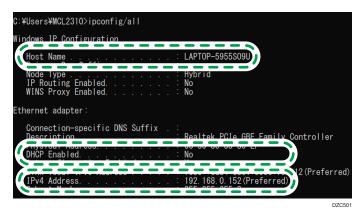
5

	Check sheet	
No.	Items to check (example of the setting values)	Setting entry column
[3]	Computer login password	
[4]	Shared folder name on computer	

# **Confirming the Computer Information (Windows)**

Confirm the name, IP address, and other information of the computer used to create a shared folder, and write down the information on the check list.

- 1. Click [Start] on the computer and click [Windows System] ▶ [Command Prompt].
- 2. Enter "ipconfig/all" and press the [Enter] key.
- Check the computer name, enable/disable status of the DHCP server and IP address, and write down the information in [1] on the check sheet.



When the screen shown above is displayed, fill in the sheet as follow:

	Computer name	LAPTOP-5955S09U
[1]	DHCP server enable/disable setting	No
	IP address	192.168.0.152

DZC523

4. Enter "set user" and press the [Enter] key.

Enter a space between "set" and "user".

5. Check the domain name, workgroup name and login user name, and write down the information in [2] on the check sheet.



When the screen shown above is displayed, fill in the sheet as follow:

[2]	Domain name/workgroup name	USERDNSDOMAIN [ abcd-net.local ]
		USERDOMAIN [ ABCD-NET ]
	Computer login user name	TYamada

DZC524

"USERDNSDOMAIN" is not displayed when the login user who executed the command is a local user.

6. Check the login password on the computer, and write down the information in [3] on the check sheet.

The required information on the computer is confirmed. Now create a shared folder on your computer and specify the access permissions of the folder.



Depending on the operating system or security settings, it might be possible to specify a user name
that does not have a password assigned. However, we recommend that for greater security you
select a user name that has a password.

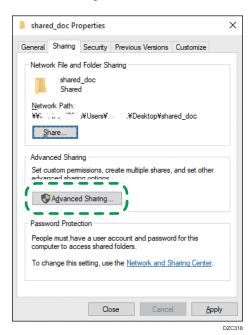
# Creating a Shared Folder (Windows)

Create a shared folder on the Windows Desktop and specify the access permissions of the folder.



- If you are creating a shared folder for the first time on this computer, you must enable the file sharing function. For details, see Windows Help.
- To register a shared folder in the machine's address book, you need the computer's IP address or computer name, and the user name and password of a user who has access permissions for the shared folder.
- 1. Log on to Windows as a user with administrative privileges.

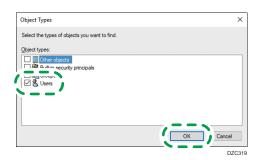
- 2. Create a new folder in Windows Explorer and write down the folder name in [4] on the check sheet.
- 3. Right-click the created folder, and then click [Properties].
- 4. On the [Sharing] tab, click [Advanced Sharing].



5. Select the [Share this folder] check box, and then click [Permissions].

After completing the procedure, remove Everyone (unspecified user), and then add a user allowed access the folder. The user whose information is written down on the check sheet is used in the example shown below.

- 6. Select [Everyone] under [Group or user names], and then click [Remove].
- 7. Click [Add] ▶[Advanced] ▶ [Object Types].
- 8. Select [Users], and then click [OK].



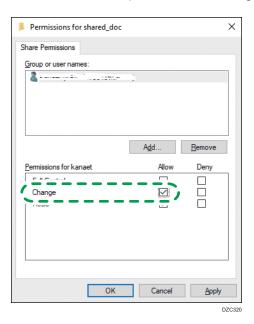
Click [Locations], select the name of the domain or work group the user belongs to ([2] on the check sheet) and then click [OK].

### 10. Click [Find Now].

11. From the Search results, select the login user name of the computer to be added ([2] on the check sheet) and then click [OK].

When you cannot find a specific user, click [Columns], or right-click the [Search results] field, select [Select Column], and then add [Logon Name] or [Logon Name (pre-Windows 2000)] from the [Available columns] list.

- 12. Click [OK].
- 13. Select the added user, and then select the [Allow] check box under [Permissions].



### 14. Click [OK] to close all windows.

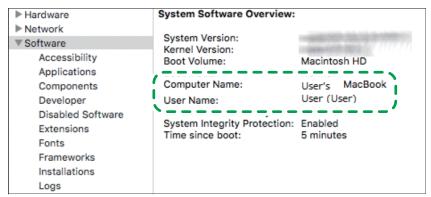
The access permissions on the folder have been successfully configured. If you want to specify access permissions for the folder to allow other users or groups to access the folder, configure the folder as follows:

- 1. Right-click the created folder and then click [Properties].
- 2. Click [Edit...] on the [Security] tab.
- 3. Click [Add] ► [Advanced].
- 4. Select [Object Types] or [Locations] and click [Find Now].
- 5. Select the user or group to assign permissions and click [OK].
- 6. Click [OK].
- 7. Select the added user, and then select the [Allow] check box under [Permissions].
- 8. Click [OK] to close all windows.

## Confirming the Computer Information (macOS)

Confirm the name of the computer used to create the shared folder, login user name and other settings and write down the information on the check list.

- 1. Log on to macOS as a user with administrative privileges.
- 2. Click the Apple menu.
- 3. Click [About This Mac].
- 4. Click [System Report].
- 5. Click [Software] on the left pane and write down the displayed computer name in [1] and the user name in [2] on the check sheet.



DZC525

When the screen shown above is displayed, fill in the sheet as follow:

[1]	Computer name	User's MacBook
[2]	Computer login user name	User

DZC526

- 6. Click the Apple menu and select [System Preferences].
- 7. In [Network], click [Ethernet] or [Wi-Fi] and write down the displayed IP address in [1] on the check sheet.

The required information on the computer is configured. Now create a shared folder.



Depending on the operating system or security settings, you might be able to specify a user name
that does not have a password assigned. However, we recommend that you select a user name
that has a password.

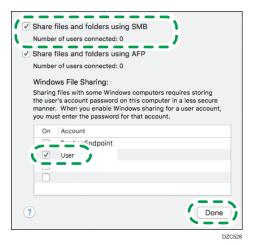
## Creating a Shared Folder (macOS)

Create a shared folder and specify the access permissions of the folder.

- 1. Create a new folder and write down the folder name in [4] on the check sheet.
- 2. Click the Apple menu and select [System Preferences].
- 3. Click [Sharing], select the [File Sharing] check box and then click [Options].



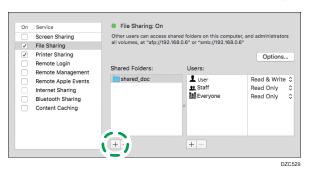
4. Select the check boxes of [Share files and folders using SMB] and the user account to use for file sharing and then click [Done].



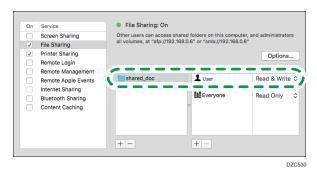
When the [Authentication] screen is displayed, enter the password of the selected account and then click [Done].

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5. Click [+] below [Shared Folders] on the [Sharing] screen.



- 6. Specify the folder created in Step 1 and click [Add].
- 7. Select the folder added in Step 6 and confirm that the permission of the user to access the folder is set to "Read & Write".





• To register a shared folder in the machine's address book, you need the computer's IP address, and the user name and password of a user who has access permissions for the shared folder.

# Registering the Created Shared Folder in the Address Book

This section describes the procedure for registering a shared folder created in Windows using the information on the check sheet as an example.

1. Press [Address Book] on the Home screen.



2. Press [Register] on the address book screen.



The items displayed on the screen vary depending on the version of RICOH Always Current Technology that is implemented on the machine.

3. Enter the information of the destination in the input boxes displayed on the [Name] tab, and select the title to classify the destination.



- 4. Press the [Destinations] tab, and then press [Folder].
- 5. Specify the network path to the shared folder in "Path".

### Entering the path name manually

If the computer name is "YamadaPC" ([1] on the check sheet) and the shared folder name is "shared\_doc" ([4]), enter as follows:

\\YamadaPC\shared\_doc

### Selecting a folder from the list

Enter the IP address or host name of the computer on which to search for a shared folder, press [Browse Network], and then select the destination folder.

- 6. Under [Folder Authentication Info], select [Specify Other Authentication Information] and then enter the name and password of the login user who will access the shared folder.
- 7. Press [Connection Test] [Exit].

When no connection is established, check the message that appears.

page 217 "When a Message Appears While Using the Scanner Function"

8. Press [OK].

9. Press the [User Management / Others] tab and specify the settings as required.



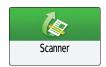
- 10. Press [OK].
- 11. Press [Home] ( ) after specifying the settings.



- The connection test may take time.
- Even if the connection test was successful, the machine may fail to transfer the file if you do not have write privileges for the file or there is not enough free hard disk space.
- If the client computer has a fixed IP address assigned to it, you can specify the IP address manually by including it in the path name of the destination folder. For example, if the IP address is "192.168.1.191" and the shared folder name is "user", enter "\\192.168.1.191\user" as the path.
- When the specified destination is updated using the Central Management function, the spooled documents are sent to the destination after updating.

# **Basic Procedure for Performing Send to Folder**

1. Press [Scanner] on the Home screen.



2. Select [To Folder] on the scanner screen.



3. Place the original on the scanner.

See "Placing an Original to Scan", User Guide (Full Version).

Press [Send Settings] and configure the scan settings according to the purpose of the scanned data.

page 137 "Scanning an Original with Suitable Quality and Density" page 139 "Specifying the File Type When Scanning a Document"

 Press <sup>™</sup>, select [Search Address Book] or [Specify by Reg. No.] and then specify the shared folder that is registered in the address book.



- To enter the information manually, press <sup>1</sup>/<sub>2</sub>, and select [Manual Entry]. Select SMB as the
  protocol and enter the required information.
- To specify the destination again, press <a>®</a>.

### 6. Press [Start].



- If any of the machine's security functions are enabled, select the destination from the registered folder only when you send files by Scan to Folder.
- If the firewall of an antivirus program is active, you may not be able to specify a shared folder on the computer as a folder destination. If this is the case, see the antivirus program's Help.
- If Windows firewall is active and you cannot specify a shared folder on the computer as a folder
  destination, the machine may be able to communicate with the computer by changing the
  exceptions of the Windows firewall. For details, see Windows Help.
- After scan files are sent, the destination and file name fields will be automatically cleared. If you
  want to preserve the information in these fields, contact your local dealer.
- When the specified destination is updated using the Central Management function, the spooled documents are sent to the destination after updating.

### \_

# Scanning an Original with Suitable Quality and Density

Specify the quality and density to scan on the [Send Settings] screen.

1. Press [Scanner] on the Home screen.



2. Place the original on the scanner.

See "Placing an Original to Scan", User Guide (Full Version).

Press [Send Settings] on the scanner screen and specify the original type (quality), density and resolution.

## When specifying the original type



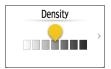
Original Type	Appropriate for
Black & White: Text	A document mainly composed of text in black and white. The original is scanned in two tones of black and white.
Black & White: Text / Photo	A document with text and photos in black and white. The original is scanned in two tones of black and white.
Black & White: Photo	A document with figures and photos in black and white. The original is scanned in two tones of black and white.
Gray Scale	A document with figures and photos in black and white. The original is scanned as an image comprising many shades of gray.
Full Color: Text / Photo	A document mainly comprising text in color.
Full Color: Glossy Photo	An original in color such as silver-halide prints or pictures.
Auto Color Select	The machine determines the type of the original automatically while scanning. It may not be determined correctly depending on the scan settings and original content.

• You can select only [Gray Scale], [Full Color: Text / Photo], or [Full Color: Glossy Photo] when [High Comp. PDF] is specified in [File Type].

page 139 "Specifying the File Type When Scanning a Document"

• If you select the original type not compatible with the file format specified in [File Type], a message suggesting you to change the file type or original type is displayed. In this case, select a file type or original type from those suggested in the message.

### When adjusting the density



- Move and to the left or right to adjust the density. The colors in the scanned image
  darken as you move the slider to the right.
- Select the [Auto Density] check box to adjust the density automatically when scanning an
  original with a non-white background such as newspaper or a document that has showthrough.
- You can specify the shading level of [Auto Density] in [Scanner Settings] ► [Scan] ► [Color/Density] ► [Background Density of ADS (Full Color)].
   See "Scan (Scanner Settings)", User Guide (Full Version).

### When specifying the resolution

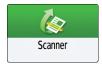


- Select the resolution to use for scanning the original. Image quality improves as the resolution increases, but the size of the scanned data also increases.
- To ensure the quality of scanned data, [100 dpi] cannot be selected in the following cases:
  - [High Comp. PDF] is specified in [File Type] as the file format page 139 "Specifying the File Type When Scanning a Document"
- 4. To send the scanned document to an e-mail address, press [Sender] and then specify the sender.
- 5. Specify the destination, and press [Start].

# Specifying the File Type When Scanning a Document

Specify the settings in [Send Settings] on the scanner screen.

1. Press [Scanner] on the Home screen.

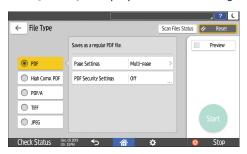


2. Place the original on the scanner.

See "Placing an Original to Scan", User Guide (Full Version).

- 3. Press [Send Settings] on the scanner screen.
- 4. Press [File Type], and select the file type to save the scanned document.

Press [Others] to display the detailed settings screen.



- PDF: A normal PDF file is created.
- High Comp. PDF: A PDF file with a reduced file size is created while maintaining legibility.
- PDF/A: A PDF file that conforms to the international standard and is suitable for long-term storage is created.
- TIFF: A TIFF file is created.
- JPEG: A JPEG file is created.
- Except for JPEG, you can specify whether to create a separate file for each single page or combine multiple pages into a single file.
- 5. Specify the scan settings according to the purpose of the scanned data.

page 137 "Scanning an Original with Suitable Quality and Density"

6. Specify the destination to send the scanned document and then press [Start].



- You can also embed the security settings in the PDF file.
- See "Scanning an Original as a PDF with Security Setting Specified", User Guide (Full Version).

- There are requirements that must be met when scanning the original to create a file in the High Compression PDF format.
- page 243 "List of Specifications"
- The version of the created PDF files is 1.4/1.5.

# 6. 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.



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
Internet Explorer 11 or later	Safari 3.0 or later
Firefox 52 or later	Firefox 52 or later
Google Chrome version 50 or later	Google Chrome version 50 or later
Microsoft Edge 20 or later	-

• You can use the screen reader software JAWS 7.0 or later on Internet Explorer.



- 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 under Windows Server 2008 or later 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)

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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.

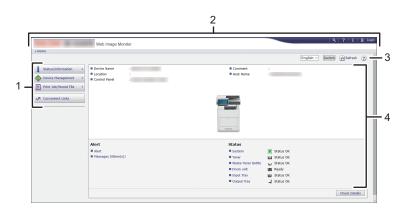
#### What you can do

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

<sup>√:</sup> Available -: Not available

<sup>\* 1</sup> Depending on the Administrator settings

#### Web Image Monitor Screen



D0CSAA8151

#### 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

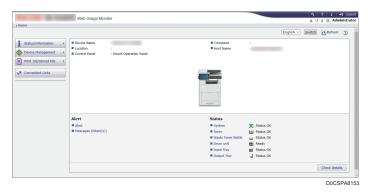
You can view the latest Web Image Monitor Help on the Internet.

#### 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 the Help button ( ) at the top right on the screen.



- 3. Select the operating system and displayed language, and then click [Download].
- 4. Unzip the downloaded zip file and store it in the Web server.
- 5. Click [Configuration] on the "Device Management" menu on Web Image Monitor.
- 6. Click [Webpage] under the "Webpage" category.
- 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/".

- 8. Click [OK].
- 9. After completing the procedure, log out and finish Web Image Monitor.

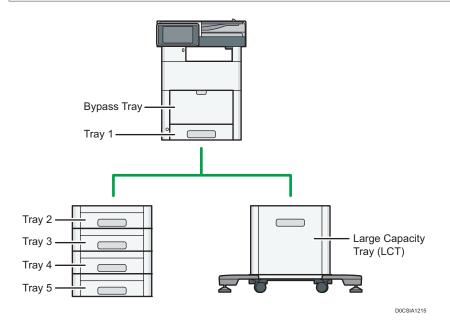
## 7. Adding Paper and Toner

## **Loading Paper into the Paper Tray**

The method of loading paper varies for each tray type.

#### **CAUTION**

- When replacing paper or removing jammed paper, make sure not to trap or injure your fingers.
  - If the first layer paper tray is installed, do not pull out more than one tray at a time. Pressing down forcefully on the machine's upper surface might cause the machine topple over, possibly resulting in injury.
  - Do not pull out paper trays while printing. Doing so can cause a paper jam.



 Before loading paper into a tray, check the paper size and type that can be loaded in the tray, and confirm the paper size that is automatically detected.

page 160 "Recommended Paper Sizes and Types"

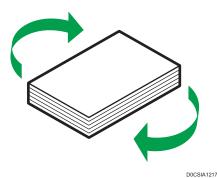
- When loading paper of a size that is not automatically detected, specify the paper size in [Tray/Paper Settings] of [Settings].
  - See "Tray/Paper Settings", User Guide (Full Version).
- Check the paper setting before printing. If the paper differs from the paper setting, a mismatch error will occur when you print.

- Straighten curled or warped paper before loading.
- If a paper tray is pushed vigorously when putting it back into place, the position of the tray's side fences may slip out of place.
- When loading a low number of sheets, be sure not to squeeze the side fences in too tightly. If the side fences are squeezed too tightly against the paper, the edges may crease or the paper may misfeed.
- When loading paper on a tray which has a few sheets of paper, multiple sheets of paper may be fed at once from the tray. Take out all sheets, fan the sheets, and then load them again.
- You may hear the sound of rubbing paper. This is not a malfunction.
- Skew is the phenomenon when images are printed slantwise. If the paper skews, take out the stack of paper, turn it over, and then load it again.



D0CSIA1216

• If the paper still skews, take out the stack of paper, turn it around, and then load it again.



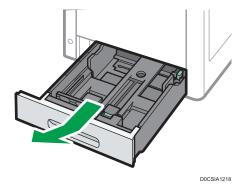
Loading Paper into Tray 1



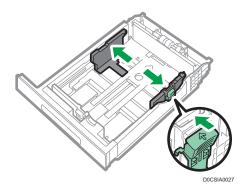
• Slide the side fences until they are aligned with the sides of the paper. If there is space between the side fences and the paper, it may cause the image to be misaligned.

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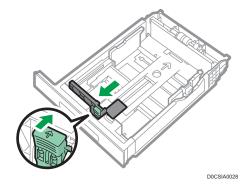
1. Check that paper in the paper tray is not being used, and then pull the tray carefully out.



- 2. Remove paper if loaded.
- 3. While pressing down the release lever of the side fence, slide the side fences outward.

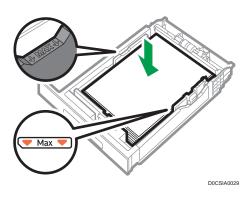


4. While pinching the release lever of the end fence, slide the end fence outward.



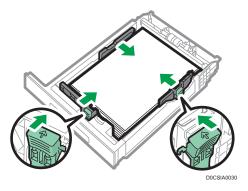
5. Square the paper and load it print side up.

Do not stack paper over the limit mark.

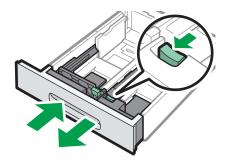


#### 6. Align the end and side fences gently against the paper you loaded.

Make sure that there is no space between the paper and the side fences or end fence.



To load large sizes of paper, pull out the tray while pressing the release lever near the end fence.

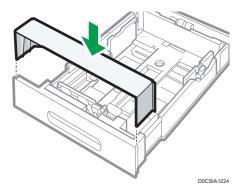


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To protect the paper when the tray is extended, place the tray cover over the extended section of the paper tray.

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7. Carefully slide the paper tray fully in.



- When loading envelopes or letterhead paper, confirm the orientation, face and back, or location of flaps.
- page 168 "Envelope Orientation and Recommended Status"
- page 170 "Loading Orientation-fixed Paper or Two-sided Paper"

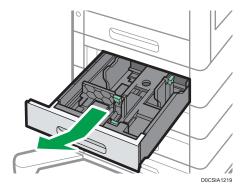
#### Loading Paper into Tray 2 to 5

The paper size setting is changed in the same way for each paper tray.

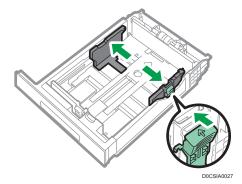
In the following example procedure, the paper size setting for tray 2 is changed.



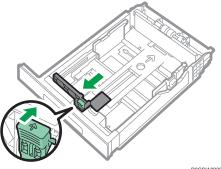
- Slide the side fences until they are aligned with the sides of the paper. If there is space between the side fences and the paper, it may cause the image to be misaligned.
- 1. Check that paper in the paper tray is not being used, and then pull the tray carefully out.



2. Remove paper if loaded.



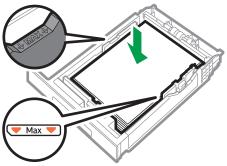
4. While pinching the release lever of the end fence, slide the end fence outward.



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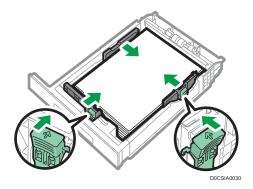
5. Square the paper and load it print side up.

Do not stack paper over the limit mark. If you load paper over the limit mark, the printed images may become slanted or a paper jam may occur.

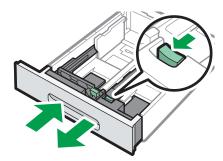


D0CSIA0029

#### 6. Align the back and side fences gently against the paper you loaded.

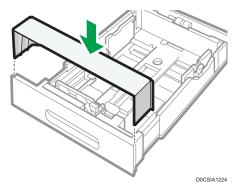


To load large sizes of paper, pull out the tray while pressing the release lever near the end fence.



D0CSIA1223

To protect the paper when the tray is extended, place the tray cover over the extended section of the paper tray.



7. Carefully slide the paper tray fully in.



- When loading letterhead paper, confirm the orientation, face and back, or location of flaps.
- page 170 "Loading Orientation-fixed Paper or Two-sided Paper"

#### Loading Paper into the Bypass Tray

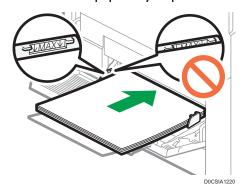
Use the bypass tray to load paper of a size that cannot be loaded into Tray 1 to 5, such as label paper (adhesive labels).

The maximum number of sheets you can load into the bypass tray depends on the paper type.

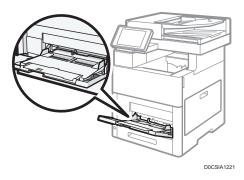
page 160 "Recommended Paper Sizes and Types"



• Do not stack paper over the limit mark. If you load paper over the limit mark, the print image may be slanted or the paper may be jammed.



1. Open the bypass tray.



When loading paper larger than A4 or  $8^{1}/_{2} \times 11$  size, pull out the extender.

2. Load the paper with the print side up, and push it in lightly until you hear a beep.

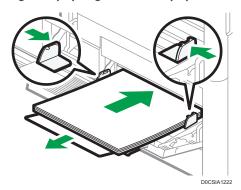
Fan sheets before loading so that multiple sheets of paper do not stick to each other and are not fed at once.

When loading envelopes or letterhead paper, confirm the orientation, face and back, or location of flaps.

- page 168 "Envelope Orientation and Recommended Status"
- page 170 "Loading Orientation-fixed Paper or Two-sided Paper"

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#### 3. Align the paper guides to the paper size.

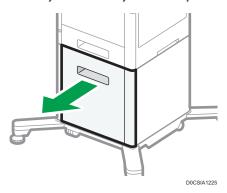




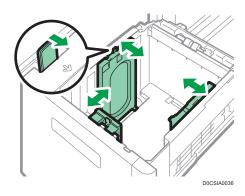
- To load paper on the bypass tray, it is better to orient it in the direction of  $\overline{\mathsf{D}}$ .
- You can change the beeper setting under [Touch/Notification Sound] in [Settings] ► [System Settings] ► [Sound].

### Loading Paper into the Large Capacity Tray (LCT)

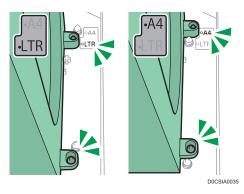
1. Pull the tray out carefully until it stops.



- 2. Remove paper if loaded.
- 3. Align the fences to the paper size.
  - 1. Press the lever on the top of each fence to take that fence out.

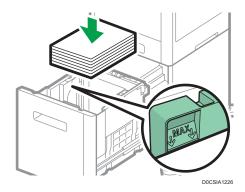


2. Fit the holes on the side of the fences to the A4 or LTR protrusions.



- 3. Attach the fences so they fit in their own lever's position.
- 4. Load the paper with the print side up.

Do not stack over the limit mark.



5. Carefully slide the paper tray fully in.

#### 7

#### Specifying the Paper Size That Is Not Automatically Detected

1. Press [Settings] on the Home screen.



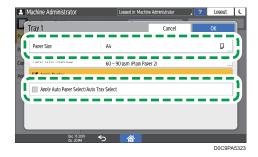
2. Press [Tray/Paper Settings].



- 3. Press [Paper Size/Paper Type] ▶ [Paper Size/Paper Type].
- 4. Press the name of the tray on which the paper is loaded.



Clear the [Apply Auto Paper Select/Auto Tray Select] check box, and then press [Paper Size].



For the bypass tray, press [Paper Size: Printer].

- 6. Select the size of the loaded paper from the list, and then press [OK] ▶ [OK].
- 7. After completing the procedure, 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.



• Before you change the settings, confirm the priority of the paper settings for printing (priority to the printer driver or to the control panel).

#### On the printer driver

Check the settings of paper tray 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 [Tray/Paper Settings].



- 3. Press [Paper Size/Paper Type] ► [Paper Size/Paper Type].
- 4. Press one tray to set.



5. Press [Paper Type/Thickness].



**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 tray are as described below.



- When performing multiple sheet feeding, fan sheets thoroughly or load sheets one by one from the bypass tray.
- When you load the following types of paper, you may hear a buzzing sound. This does not affect the performance.
  - Postcards
- The printing speed may be lower depending on the paper size or paper type.

#### Tray 1

Paper type and weight	Paper size	Paper capacity
60–220 g/m² (16 lb. Bond– 80 lb. Cover) Plain Paper 1–Thick Paper 2	Paper sizes that can be detected automatically:  A4D, A5D, B5 ISO (International Organization for Standardization)D, 81/2×14 D, 81/2×13D, 81/2×11D, 71/4×101/2D  Select the paper size using the Tray Paper Settings menu:  51/2×81/2D, B5 JIS (Japanese Industrial Standard)	550 sheets (up to 59.4 mm (2.3 inches) in height)
60–220 g/m² (16 lb. Bond– 80 lb. Cover) Plain Paper 1–Thick Paper 2	Custom size:  Region A  Vertical: 190.5–355.6 mm  Horizontal: 76.2–215.9 mm  Region B  Vertical: 7.50–14.00 inches  Horizontal: 3.00–8.50 inches	550 sheets (up to 59.4 mm (2.3 inches) in height)

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Paper type and weight	Paper size	Paper capacity
Envelopes	Select the paper size*1:	*2
	$4^{1}/_{8} \times 9^{1}/_{2} \overline{D}$ , $3^{7}/_{8} \times 7^{1}/_{2} \overline{D}$ , C5 Env $\overline{D}$ , DL Env $\overline{D}$	(up to 50 sheets or 45 mm (1.8 inches) in height)

- \*1 Select the paper size.
- Using the Copy function.
  page 65 "Copying onto Envelopes"
- Using the Printer function.
   page 113 "Printing on Envelopes"
- \*2 Do not stack over the limit mark. The number of sheets you can load in the paper tray varies depending on the weight and condition of the paper.

### Paper Tray Unit (Trays 2-5)

Paper type and weight	Paper size	Paper capacity
60–220 g/m² (16 lb. Bond– 80 lb. Cover) Plain Paper 1–Thick Paper 2	Paper sizes that can be detected automatically:  A4D, A5D, B5 ISOD,  8 <sup>1</sup> / <sub>2</sub> ×14D, 8 <sup>1</sup> / <sub>2</sub> ×13D,  8 <sup>1</sup> / <sub>2</sub> ×11D, 7 <sup>1</sup> / <sub>4</sub> ×10 <sup>1</sup> / <sub>2</sub> D	550 sheets (up to 59.4 mm (2.3 inches) in height)
	Select the paper size using the Tray Paper Settings menu: $5^1/_2 \times 8^1/_2 \square$ , B5 JIS $\square$	
60–220 g/m² (16 lb. Bond– 80 lb. Cover) Plain Paper 1–Thick Paper 2	Custom size:  Region A  Vertical: 190.5–355.6 mm  Horizontal: 76.2–215.9 mm  Region B  Vertical: 7.50–14.00 inches  Horizontal: 3.00–8.50 inches	550 sheets (up to 59.4 mm (2.3 inches) in height)

Paper type and weight	Paper size	Paper capacity
60–220 g/m² (16 lb. Bond– 80 lb. Cover) Plain Paper 1–Thick Paper 2	A4D, A5D, A6D, B5 ISOD, 8 <sup>1</sup> / <sub>2</sub> ×14D, 8 <sup>1</sup> / <sub>2</sub> ×13D, 8 <sup>1</sup> / <sub>2</sub> ×11D, 7 <sup>1</sup> / <sub>4</sub> ×10 <sup>1</sup> / <sub>2</sub> D, 5 <sup>1</sup> / <sub>2</sub> ×8 <sup>1</sup> / <sub>2</sub> D, B5 JISD	150 sheets (up to 16.5 mm (0.6 inches) in height)
60–220 g/m² (16 lb. Bond– 80 lb. Cover) Plain Paper 1–Thick Paper 2	Custom size*2:  Region A  Vertical: 127.0-355.6 mm  Horizontal: 76.2-215.9 mm  Region B  Vertical: 5.00-14.00 inches  Horizontal: 3.00-8.50 inches	150 sheets (up to 16.5 mm (0.6 inches) in height)
Label paper (adhesive labels)	A4 <sup>D</sup> , 8 <sup>1</sup> / <sub>2</sub> × 11 <sup>D</sup>	1 sheets
Envelopes	Select the paper size*1: 4 <sup>1</sup> / <sub>8</sub> × 9 <sup>1</sup> / <sub>2</sub> D, 3 <sup>7</sup> / <sub>8</sub> × 7 <sup>1</sup> / <sub>2</sub> D, C5 EnvD, C6 EnvD, DL EnvD	*3

- \*1 Select the paper size.
- Using the Copy function.
   page 65 "Copying onto Envelopes"
- Using the Printer function.
   page 113 "Printing on Envelopes"
- \*2 Enter the paper size.
- Using the Copy function.
   page 55 "Specifying a Custom Size for the Original"
- Using the Printer function.
   See "Printing on Custom-sized Paper Loaded on the Bypass Tray", User Guide (Full Version).
- \*3 Do not stack over the limit mark. The number of sheets you can load in the paper tray varies depending on the weight and condition of the paper.

## Large Capacity Tray (LCT)

Paper type and weight	Paper size	Paper capacity
60–220 g/m² (16 lb. Bond– 80 lb. Cover) Plain Paper 1–Thick Paper 2	Select the paper size using the Tray Paper Settings menu: $A4\overline{D},  8^1/_2 \times 11\overline{D}$	2,000 sheets (up to 218 mm (8.6 inches) in height)

## Notes on Special Paper

Paper Type	Note
Setting thick paper	page 167 "Thick Paper Orientation and Recommended Status"
Setting envelopes	page 168 "Envelope Orientation and Recommended Status"
Setting letterhead paper	page 170 "Loading Orientation-fixed Paper or Two-sided Paper"
Setting label paper (adhesive labels)	We recommend that you use specified label paper. If paper other than the specified one is used, normal operation and quality cannot be guaranteed.
Setting coated paper	<ul> <li>Specify "Paper Type" to [Coated Paper] and an appropriate item for "Paper Thickness" in paper type/thickness setting for each tray under [Settings] ► [Tray/Paper Settings] ► [Paper Size/Paper Type].</li> <li>If a paper jam occurs or if the machine makes a strange noise, feed the coated paper from the bypass tray one sheet at a time.</li> </ul>

## Paper Thickness for Each Paper Weight

Paper Thickness* 1	Paper weight
Plain Paper 1	60-80 g/m² (16-20 lb. Bond)
Plain Paper 2	60-90 g/m² (16-24 lb. Bond)

Paper Thickness* 1	Paper weight
Middle Thick	91–105 g/m² (24–28 lb. Bond)
Thick Paper 1	106–176 g/m² (28 lb. Bond–65 lb. Cover)
Thick Paper 2	177-220 g/m² (65-80 lb. Cover)

\*1 Print quality will decrease if the paper you are using is close to the minimum or maximum weight. Change the paper weight setting to thinner or thicker.

#### Notes on [Plain Paper 1] and [Plain Paper 2]

When using plain paper, select [Plain Paper 1] or [Plain Paper 2] depending on thickness of the paper.

[Plain Paper 2] should usually be selected.

[Plain Paper 1] is set when you select [Recycled Paper]. Also, select it when you use plain paper distributed in Japan.

#### 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.

- Paper for inkjet printers
- Thermal paper
- Art paper
- Aluminum foil
- Carbon paper
- Conductive paper
- Paper with perforated lines
- Hemmed-edge paper
- Window envelopes
- Tab stock
- OHP transparencies

Do not copy or print onto sides that are already printed.

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#### 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

If you use paper curled by humidity or drying, the paper or staple may jam.

Do not load sheets that have already been printed onto by another machine. Doing so may interfere with loading of paper because the powder for preventing offset may attach to the paper roller.



 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.

#### **Saving Printouts**

- Prints will fade if exposed to strong light or dampness and humidity for extended periods of time.
   Preserve the quality of your copies by storing them in a binder in a dark, dry place.
- When folding prints, toner in the folds will come off.
- If the prints are stored in the conditions described below, toner may melt:
  - When a print and a half-dried print are put on top of each other
  - When solvent-type adhesive agents are used for pasting prints

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- When prints are placed on mats made of chlorinated plastic in locations of high temperature for long periods of time
- When prints are placed in locations of extremely high temperatures, such as near a heater

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## Thick Paper Orientation and Recommended Status

When using thick paper of  $106-220 \text{ g/m}^2$  (28 lb. Bond-80 lb. Cover), keep in mind the paper orientation or storage environment to prevent misfeeds and loss of image quality.

#### **Paper Orientation**

Thick paper has a paper direction according to its grain. Set the paper direction according to the grain, as shown in the following diagram:

Direction of paper grain	Paper trays/LCT	Bypass Tray
	Not recommended	

#### Paper Storage

• Temperature: 20-25°C (68-77°F)

• Humidity: 30-65%

Do not use together paper that has been stored in different environments.

#### Minimum Number of Sheets

• 20 sheets or more (paper trays of the machine/optional paper tray unit used)

After loading paper, position the side fences flush against the paper stack.



- When printing on thick, smooth paper, be sure to fan the paper thoroughly before loading. If you do not fan thick paper, jams and misfeeds can occur. If paper continues to become jammed or feed in together even after they are fanned, load them one by one from the bypass tray.
- Proper performance and quality may not be achieved under the recommended conditions depending on the paper.
- The printed sheet may curl. If the printed sheet curls, correct it.

# Envelope Orientation and Recommended Status

The way to place an original on the exposure glass and load envelopes varies depending on the shape and orientation of the envelopes.



- Do not print on the following envelopes:
  - Window envelopes
  - Envelopes with moisture
- Fan the envelopes before loading them to separate them and prevent the glue on them from
  causing them to stick together. If fanning does not prevent them sticking together, load them one by
  one. Note that some types of envelopes cannot be used with this machine.

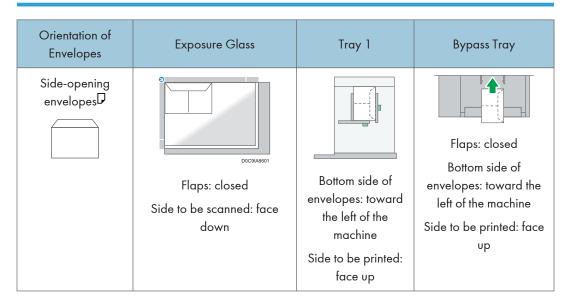
#### Before setting envelopes

Before loading envelopes, press down on them to remove any air from inside and flatten out all four edges. If they are bent or curled, flatten their leading edges (the edge going into the machine) by running a pencil or ruler across them.



- For information about recommended envelopes, contact your local dealer.
- The Duplex function cannot be used with envelopes.
- Copied or printed sheets are delivered to the Standard Tray even if you specified a different tray.
- Set the margins on the top, bottom, left and right to be 15 mm or more so as to print with adequate quality.
- An image may not be printed clearly on a sheet whose thickness is uneven. Print a few sheets and check the result.
- The printing result may not be adequate or the envelope may become wrinkled when the temperature or humidity is high.
- The printing result may not be adequate or output envelopes may become wrinkled depending on the printing environment even when using the recommended envelopes.

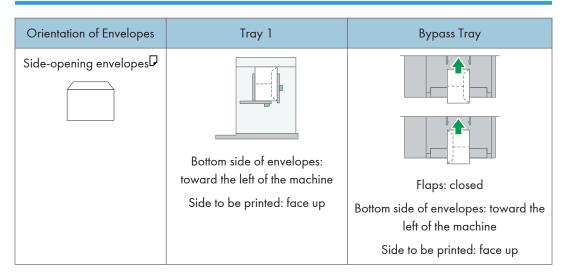
#### **Using the Copy Function**



When loading envelopes, specify the envelope size and thickness.

page 65 "Copying onto Envelopes"

#### **Using the Printer Function**



# Loading Orientation-fixed Paper or Two-sided Paper

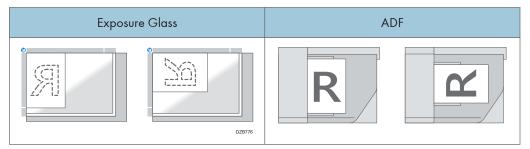
To print onto letterhead paper or business letter paper on which logos or patterns are printed, confirm how to set the paper or the settings of this machine so that the original is printed onto the orientation-fixed (top to bottom) or two-sided paper correctly.

#### Copying onto Letterhead Paper

Specify the settings of this machine as described below, and then place an original and load the paper.

 $[Settings] \blacktriangleright [Copier Settings] \blacktriangleright [Paper/Paper Input] \blacktriangleright [Letterhead Setting] \blacktriangleright [Yes]$ 

#### **Original Orientation**



#### **Paper Orientation**

Copy Side	Paper trays/LCT	Bypass Tray
One-sided originals	R-	R <del>-</del>
Two-sided originals * 1		

<sup>\*1</sup> When printing the first page onto the letterhead side

#### 7

#### Printing onto Letterhead Paper Using the Printer Driver

Specify the settings of this machine as described below.

[Settings]  $\triangleright$  [Tray/Paper Settings]  $\triangleright$  [Printer]  $\triangleright$  [Letterhead Setting]  $\triangleright$  [Auto Detect]

#### **Paper Orientation**

Copy Side	Paper trays/LCT	Bypass Tray
One-sided originals	R	R=
Two-sided originals		



• When you specify [Letterhead Setting] to [On (Always)], you can print onto letterhead paper without specifying the paper type in the printer driver's settings to [Letterhead].

## Recommended Original Size and Weight

Original location	Original size	Original weight
Exposure glass	Up to A4 $\Box$ , $8^{1}/_{2} \times 14\Box$	-
ADF	$A4\Box -A6\Box$ $8^{1}/_{2} \times 14\Box -5^{1}/_{2} \times 8^{1}/_{2}$	60-128 g/m² (16-34 lb. Bond)
ADF (Mixed Sizes mode)	A4 $\square$ , A5 $\square$ $8^{1}/_{2} \times 14\square$ , $8^{1}/_{2} \times 11\square$ , $5^{1}/_{2} \times 8^{1}/_{2}\square$	60-128 g/m² (16-34 lb. Bond)



- An original whose size is within the range of the maximum original scan area can be placed.
- page 243 "Specifications for the Main Unit"
- Place originals in the ADF if they are 356 mm (14.0 inches) or more along the feed direction. If you place them on the exposure glass, the machine will scan only within the maximum scanning size.
- On all sides of the original, there is a missing image area. Even if you place originals on the
  exposure glass or in the ADF correctly, the missing image area on all four sides of the original
  might not be copied.
- page 243 "Specifications for the Main Unit"

## Replacing the Toner

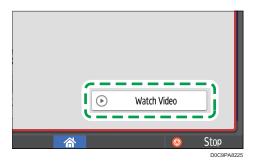
You can view the procedure to replace the toner by watching a movie that is displayed on the control panel.

You can display the telephone number for ordering replacement print cartridges.

See "Contact Information", User Guide (Full Version).



- Replace the toner after the message prompting replacement is displayed on the control panel.
- The machine may become damaged if you use toner of a different type.
- Do not turn off the power of the machine when replacing the toner. If you turn off the power when replenishing the toner, the specified settings are canceled, and printing will not resume afterwards.
- Store the toner in a dry environment away from direct sunlight and generally under the temperature below 35°C.
- Keep the toner horizontal when storing it.
- After removing the print cartridge from the machine, do not shake it while its opening is facing downward. The remaining toner may spill out.
- Do not pull out and put back the print cartridge repeatedly. The remaining toner may leak.
- Follow the procedure displayed on the screen to replenish the toner.
- 1. Press [Watch Video].



To display this screen again, press [Check Status] and then press [Check] under "Mach. Status" on the [Mach./Applic. Stat] tab.

- 2. Press the play ( ) key.
- 3. Replace the toner by following the procedure shown in the video.



• You can transmit data in the fax or scanner function even after the toner runs out. However, you cannot transmit a fax when the number of times of reception and transmission performed in the fax function after the toner has run out and the number of times of communication not recorded in the Records exceeds a total of 60. Replace the toner earlier.

• If 🛓 appears when there is a lot of toner, hold the cartridge with the opening upward, shake it well, and then reinstall it.

#### **Precautions When Storing Toner**

#### **⚠ WARNING**

 Do not store toner (new or used) or toner containers while toner is inside in a place with an open flame. The toner can ignite and result in burns or fire.

#### **CAUTION**

- Do not leave the following items in a place where children can reach them:
  - Toner (new or used)
  - Toner containers while toner is inside
  - Toner-attached parts

#### **Precautions When Replacing the Toner**

#### **⚠ WARNING**

- Do not dispose of the following items into a fire. Toner will ignite on contact with naked flame and burns can result.
  - Toner (new or used)
  - Toner containers while toner is inside
  - Toner-attached parts
- Do not absorb spilled toner (including used toner) using a vacuum cleaner. Absorbed toner may cause ignition or explosion due to electric contact sparks inside the vacuum cleaner. However, you can use a toner-compatible industrial vacuum cleaner. When toner is spilled, remove the spilled toner using a wet cloth so that the toner is not scattered.
- 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.

#### **ACAUTION**

- When the following occurs while toner is handled, receive emergency measures first, and then
  consult a doctor if necessary.
  - When inhaling toner, gargle with a large amount of water and move into a fresh air environment.
  - When swallowing toner, dilute gastric contents with a large amount of water.
  - When getting toner into your eyes, flush them with a large amount of water.
- When removing jammed paper, replenishing or replacing toner (new or used), make sure not to inhale toner.
- When removing jammed paper, replenishing or replacing toner (new or used), be careful not to have toner dirt your skin or clothes.
- If toner (new or used) comes into contact with your skin or clothes and smears them, take the following actions:
  - If toner comes into contact with your skin, wash the affected area thoroughly with soap and water.
  - If toner comes into contact with your clothes, wash the stained area with cold water.
     Heating the stained area by applying hot water will set the toner into the fabric and removing the stain may become impossible.
- When replacing a container with toner (including used toner) or consumables with toner, be
  careful that the toner does not splatter. After removing used consumables and shutting the lid of
  the container if the lid is available, put them in a bag.
- Do not open toner containers forcibly while toner is inside, crush or squeeze them. Toner spillage can cause accidental ingestion or dirtying of clothes, hands, or floor.

#### **Disposing Exhausted Toners**

You cannot reuse exhausted toners.

When disposing a depleted print cartridge, place the cartridge in a box or plastic bag while paying attention not to spill any toner powder.

Region A (mainly Europe)

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

Region B (mainly North America)

/

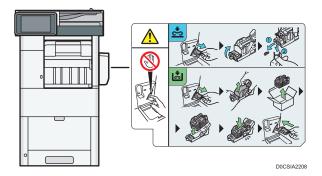
Please see our local company website for information on the recycling of supply products, or you can recycle items according to the requirements of your local municipalities or private recyclers.

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## Replenishing the Staples (IM C530F only)

#### **CAUTION**

• Do not place your hands inside the finisher when pulling out or pushing in the finisher's staple cartridge. You may trap your fingers in gaps inside the finisher, which could result in an injury.



Contact your consumable supplier and prepare new staples for replenishment when the "Staples are almost out." message is displayed. Replace the staples after the message prompting replacement is displayed on the control panel.



Stapling failures or jams may occur if you use a staple cartridge other than that recommended.

#### Confirming the supplier of consumables

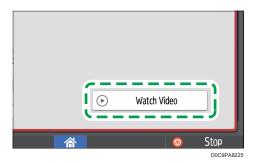
To display this screen again, press [Check Status] and then press [Check] under "Mach. Status" on the [Mach./Applic. Stat] tab.

See "Contact Information", User Guide (Full Version).

#### Replenishing the staples

Replenish the staples while watching the video displayed on the screen for the procedure.

1. Press [Watch Video].



To display this screen again, press [Check Status] and then press [Check] under "Mach. Status" on the [Mach./Applic. Stat] tab.

- 3. Replenish the staples while watching the video.

2. Press the play ( key.



• If you cannot raise the upper unit by holding on both ends of the cartridge, there are staples still remaining inside. Continue using the machine without replenishing the staples.

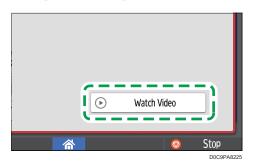
### Replacing the Waste Toner Bottle

The waste toner bottle needs to be replaced soon when the "Waste Toner Bottle is almost full." message is displayed. Prepare a replacement waste toner bottle.

See "Contact Information", User Guide (Full Version).

Replace the waste toner bottle while watching the video displayed on the screen for the procedure.

#### 1. Press [Watch Video].



To display this screen again, press [Check Status] and then press [Check] under "Mach. Status" on the [Mach./Applic. Stat] tab.

- 2. Press the play ( ) key.
- 3. Replace the waste toner bottle by following the procedure shown in the video.

#### Precautions When Replacing the Waste Toner Bottle

#### **⚠ WARNING**

• Do not store toner (new or used) or toner containers while toner is inside in a place with an open flame. The toner can ignite and result in burns or fire.

#### **ACAUTION**

- Do not leave the following items in a place where children can reach them:
  - Toner (new or used)
  - Toner containers while toner is inside
  - Toner-attached parts

#### **⚠ WARNING**

- Do not dispose of the following items into a fire. Toner will ignite on contact with naked flame and burns can result.
  - Toner (new or used)
  - Toner containers while toner is inside
  - Toner-attached parts
- Do not absorb spilled toner (including used toner) using a vacuum cleaner. Absorbed toner may cause ignition or explosion due to electric contact sparks inside the vacuum cleaner. However, you can use a toner-compatible industrial vacuum cleaner. When toner is spilled, remove the spilled toner using a wet cloth so that the toner is not scattered.
- 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

- When the following occurs while toner is handled, receive emergency measures first, and then consult a doctor if necessary.
  - When inhaling toner, gargle with a large amount of water and move into a fresh air environment.
  - When swallowing toner, dilute gastric contents with a large amount of water.
  - When getting toner into your eyes, flush them with a large amount of water.
- · When removing jammed paper, replenishing or replacing toner (new or used), make sure not to inhale toner.
- · When removing jammed paper, replenishing or replacing toner (new or used), be careful not to have toner dirt your skin or clothes.
- · If toner (new or used) comes into contact with your skin or clothes and smears them, take the following actions:
  - If toner comes into contact with your skin, wash the affected area thoroughly with soap and
  - If toner comes into contact with your clothes, wash the stained area with cold water. Heating the stained area by applying hot water will set the toner into the fabric and removing the stain may become impossible.

#### **ACAUTION**

- When replacing a container with toner (including used toner) or consumables with toner, be
  careful that the toner does not splatter. After removing used consumables and shutting the lid of
  the container if the lid is available, put them in a bag.
- Do not open toner containers forcibly while toner is inside, crush or squeeze them. Toner spillage can cause accidental ingestion or dirtying of clothes, hands, or floor.



- You cannot reuse the waste toner bottle.
- To prevent the toner being spilled on the floor, table, or other object from the removed waste toner bottle, cover these objects with sheets of newspaper.

#### Disposing the Used Waste Toner Bottle

When disposing the used waste toner bottle, place the bottle in a box or plastic bag while paying attention not to spill any toner powder.

Region A (mainly Europe)

If you want to discard your used toner container, 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.

### Replacing the Drum Unit

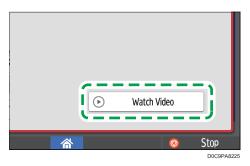
You can view the procedure to replace the drum unit by watching a movie that is displayed on the control panel.

You can display the telephone number for ordering replacement drum unit.

See "Contact Information", User Guide (Full Version).



- Place the drum unit on a flat surface. Do not stand the drum unit on end or lean it against an object.
- When you replace the drum unit, replace it immediately since the performance may be reduced if the drum unit is exposed by a light for a long period.
- 1. Press [Watch Video].



To display this screen again, press [Check Status] and then press [Check] under "Mach. Status" on the [Mach./Applic. Stat] tab.

- 2. Press the play ( ) key.
- 3. Replace the drum unit by following the procedure shown in the video.

#### **Disposing of Used Drum Unit**

Drum unit cannot be re-used.

Region A (mainly Europe)

If you want to discard your used toner container, 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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## 8. Troubleshooting

### **Alert Sounds**

The machine notifies you with an alert sound when a paper jam occurs, the original is left on the machine, 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]	<ul> <li>If you entered an incorrect password, enter the correct password.</li> <li>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.</li> </ul>
A long beep	[Operation Completed Sound] [Copy: Job Done Sound] [Fax Printing Ended Sound] [Fax Transmission Ended Sound] [Fax Reception Ended 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] [Copy: Forgot Original Sound] [Scanner: Forgot Original Sound] [Fax: Forgot Original Sound]	Check that an original is not left on the exposure glass and that paper is loaded in the paper tray.

Sound pattern*1	Condition	Solution
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 original, or replacing the toner.
12 short beeps	[Blank Page Detected Sound]	Check that the original is placed in the ADF with the side to scan facing up.

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

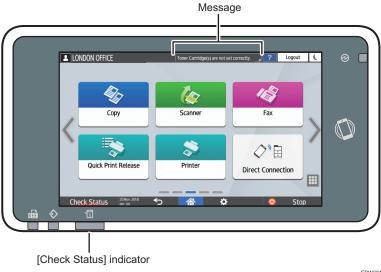


- You cannot pause an alert sound that has started. The machine continues to emit the sound until the
  preset sound pattern is completed.
- You can specify the volume and type of alert sound in [Settings] ► [System Settings] ► [Sound].
   The type of sound can be specified for each condition described in the table above. You can also specify the volume of the sound emitted when using On-hook or Immediate Transmission to send a fax in [Settings] ► [Fax Settings] ► [Others] ► [Adjust Sound Volume]. Press [Home] ( after specifying the settings.
- See "Setting the Sound Volume and Type", User Guide (Full Version).

8

# 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.



EBW601

#### 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
1	Maintenance or repair is required.	Prepare for maintenance or consider repairing the machine.

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Icon	Condition	Solution and reference
<b>31</b> <sub>F</sub>	Paper is jammed.	See the animated illustration displayed on the control panel, and remove the jammed paper.  See "When Paper or an Original Is Jammed", User Guide (Full Version).
<u>⊀-</u>	An original has jammed.	See the animated illustration displayed on the control panel, and remove the jammed original.  See "When Paper or an Original Is Jammed", User Guide (Full Version).
Ů	Paper has run out.	Load paper into the paper tray.  page 147 "Loading Paper into the Paper Tray"
lå.	Toner is almost depleted, or has run out.	Prepare a replacement toner. Replace the toner when it runs out.  If  appears when there is a lot of toner, pull out the print cartridge by following the toner replacement procedure that is displayed on the screen, and then set it back again.  page 173 "Replacing the Toner"
€Î	The waste toner bottle is full, or almost full.	Prepare a replacement waste toner bottle.  Replace the bottle when it becomes full.  page 179 "Replacing the Waste Toner Bottle"
Ė	Staples have run out.	Prepare a cartridge for replacement, and load it when the staples run out. (IM C530F Only) page 177 "Replenishing the Staples (IM C530F only)"
[ <b>/</b> *	A cover is open.	Check that all covers of the machine and options are closed.

Icon	Condition	Solution and reference
Ŝ	The drum unit has reached the end of its service life.	Prepare a replacement drum unit. Replace the drum unit when it reaches the end of its service life.  page 182 "Replacing the Drum Unit"
	The intermediate transfer unit has reached the end of its service life.	Contact your service representative.



- For the names and the contact information of consumables, check [Check Status] [Maintnc./ Inquiry/Mach. Info] [Inquiry]. Press [Home] ( after confirming the information.
- See "Contact Information", User Guide (Full Version).

#### 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].



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

See "When an Icon is Displayed with a Message" for details.

- ▲: The machine cannot be used.
- 1. Some of the functions cannot be used, or the toner is almost depleted.



• 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].

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### When the Machine Cannot Be Operated



- If a message is displayed on the screen, check the message.
- page 195 "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.

Condition	Cause	Solution and reference
Only the copy icon is displayed when the machine is turned on.	The functions other than the copy function 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 other than the copy function 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 (Custom 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 42 "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. For details about functions that cannot be used at the same time, see the following section: page 272 "Function Compatibility"  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.

Condition	Cause	Solution and reference
The key is unresponsive, or another key is activated.  Multi-touch, such as pinch-in and pinch-out, does not work properly.	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"
You cannot interrupt copying even after pressing [Stop] while the copy function is operating.	A malfunction is temporarily occurring on the machine.	
You cannot interrupt copying or scanning even after pressing [Stop], and the login screen is displayed.	Basic Authentication, Windows Authentication, or LDAP authentication (Custom authentication) is specified, and the user who started the copying or scanning operation has logged out.	Log in to the machine as the user who started the copying or scanning operation or as the machine administrator, and press [Stop].
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).

Condition	Cause	Solution and reference
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 105 seconds have passed after you press the main power switch.	The shutdown operation could not be performed normally.	Press the main power switch again.
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].

Condition	Cause	Solution and reference
The machine resets or shutdowns occur frequently.	The power cord is not plugged into the outlet correctly.	Power off the machine, confirm that the power cord is plugged in correctly to the machine and the outlet, then power on the machine.
	A system error occurred.	Power off the machine, then power on again.  If the problem persists, consult your service representative.
	The machine is connected to an uninterruptible power supply.	Power off the machine, then connect the power cord to a suitable outlet.
	The machine is connected to a power strip shared with other high-power devices.	Plug the machine directly into the outlet or into a power strip that is not shared with other devices.

# 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	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.
is displayed even when you enter the correct login user name and password.	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].

Condition	Cause	Solution and reference
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] Thetwork.
"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 Only].	<ul> <li>Click [Continue to this website (not recommended).].</li> <li>To specify not to display the message, log in to the machine in the administrator mode, and select [Device Management] ►     [Configuration] ► [SSL/TLS] under "Security", and then specify [Ciphertext/Cleartext] in "Permit SSL/TLS Communication".</li> </ul>
	"https" is entered at the beginning of the URL.	Do not enter "s" after "http".

#### 8

# 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.	Contact your service representative.
"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 five 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"

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 five 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."	A consumable or supply such as the toner has been replenished.	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 five 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: 2 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.



• 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.

- page 9 "Turning On and Off the Power"
  - "Cover Open"
  - "Add Toner" / "Add Staples" (IM C530F Only)
  - "Replace Waste Toner Bottle"
  - "Replace Drum Unit"
  - "Original left on exposure glass."
  - "No paper."

Message	Condition	Solution and reference
"Cannot XXX paper of this size."  "XXX is not available with this paper size."  ("2 Sided Copy" or the name of specified finishing appears in place of XXX)	A paper size that is not supported in Duplex copying or the specified finishing type is specified.	Check the paper size supported in Duplex copying and the specified finishing type and load the supported paper. page 243 "List of Specifications"
"Exceeded the maximum number of sheets that can be used. Copying will be stopped."	When the copy volume use limitation is enabled, copying was canceled because the copy volume of the user exceeded the upper limit allotted for the user.	For details about the copy volume use limitation, consult the user administrator. The user administrator can change the limit on the copy volume use.  See "Specifying Maximum Print Volume Use of Each User", User Guide (Full Version).
"Set next original(s), then press [Start]."	Duplex copying is specified.	When not copying onto both sides of paper, clear the [1 sided→2 sided] and [2 sided→2 sided] check boxes.
"Stapling capacity exceeded."	The number of sheets that can be stapled together is exceeded.	Check the number of sheets that can stapled together at a time, and reduce the number of sheets in the original placed on the machine.  page 243 "List of Specifications"

#### O

# When a Message Appears While Using the Fax Function



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

## Messages that Appear During Operation or When Sending/Receiving a Fax Cannot Be Performed

Message	Condition	Solution and reference
"Error occurred, and transmission was	An original had jammed while sending a fax.	Press [Confirm], remove the jammed original, and then send the fax again.
cancelled."	An error occurred temporarily in the machine, or there was interference on the line such as excessive noise or cross-talk.	Press [Confirm] and send the fax again.
"Memory is full. Cannot scan more. Transmitting only scanned pages."	The memory is full.	Press [Confirm] to return to the stand-by state and start sending the pages that are already scanned and stored. Check the transmission result report for unsent pages, and send those pages later.
"Some invalid destination(s) contained. Do you want to select only valid destination(s)?"	A folder destination is included in the group.	When sending a fax to a destination other than a folder destination, press [Select].



- When the JPEG/PDF file that is attached to an e-mail is sent to the machine, check the message and resolve the problem accordingly.
- page 208 "When a Message Appears While Using the Printer Function"

#### Messages that Appear When the Machine Cannot Connect to the Network

For details about your network environment, consult the network administrator.

Message	Condition	Solution and reference
"Check whether there are any network problems."[14-01]	The destination device did not respond.	Check that the computer specified as the destination is operating normally and connected to the network.
		Check that the machine is connected to the network correctly.
"Check whether there are any network problems."[14-03]	You do not have permission to access the shared folder specified as the destination.	Check the access permission settings of the shared folder on the destination computer.  page 126 "Scanning Documents and Sending the Scanned Data to a Folder"
"Check whether there are any network problems."[14-07]	The shared folder specified as the transfer destination cannot be found in Folder Transfer.	Creating a shared folder on the destination computer. To check the folder name, select the destination in the address book, press [Edit], and see "Path" in [Destinations] tab [Folder].  See "Transferring a Received Fax Document to E-mail Address or Folder", User Guide (Full Version).
	The amount of available hard disk space on the destination computer is insufficient to perform Folder Transfer.	Check that the computer specified as the transfer destination has enough free space.
"Check whether there are any network problems."[14-09]	The password registered in the address book is invalid when performing Folder Transfer.	Select the forwarding destination in the address book, press [Edit], and specify a password in the [Destinations] tab ► [Folder] ► [Specify Other Authentication Information] in "Folder Authentication Info".
"Check whether there are any network problems."[14-51]	The destination to which to perform Folder Transfer was deleted from the address book.	Register the destination folder to the address book.  See "Registering the Destination Folder to Use for Send to Folder", User Guide (Full Version).

Message	Condition	Solution and reference
"Check whether there are any network problems."[15-11]	The POP3 server could not be found.	Check the settings in [POP3 Settings] and [Email Communication Port] on [Settings] ► [System Settings] ► [Send (Email/Folder)] ► [Email].
	The DNS server could not be found.	Check the [DNS Configuration] setting on [Settings] ► [System Settings] ► [Network/Interface].
	The machine is not connected to the network.	Check that the machine is connected to the network correctly.
"Network communication has failed. Failed to connect to POP/IMAP server. Please check machine settings and the status of server and network."	The POP3 server could not be found.	Check the settings in [POP3 Settings] and [Email Communication Port] on [Settings] ► [System Settings] ► [Send (Email/Folder)] ► [Email].
	The DNS server could not be found.	Check the [DNS Configuration] setting on [Settings] ► [System Settings] ► [Network/Interface].
	The machine is not connected to the network.	Check that the machine is connected to the network correctly.

Message	Condition	Solution and reference
"Network communication has failed. Failed to	The SMTP server could not be found.	Check [SMTP Server] on [Settings] ► [System Settings] ► [Send (Email/Folder)] ► [Email].
connect to the destination. Please check if the destination is	The DNS server could not be found.	Check [DNS Configuration] on [Settings] ► [System Settings] ► [Network/Interface].
correct and destination machine status."	The machine is not connected to the network.	Check that the machine is connected to the network correctly.
	Communication with the destination specified for Folder Transfer could not be established	Check that the computer specified as the transfer destination is operating normally and connected to the network.
	properly.	Check the transfer settings.     See "Transferring a Received Fax     Document to E-mail Address or Folder",     User Guide (Full Version).
	The destination could not be found when the fax was sent without using the SMTP server.	Check that the destination is specified correctly.
"Network communication has failed. Failed to connect to the destination folder. Please check if the destination is correct and destination machine settings."	The shared folder specified as the destination of Folder Transfer cannot be found.	Specify the destination from the address book, press [Edit], and check that the setting in the [Destinations] tab Folder] matches the folder name or path of the shared folder on the destination computer.
		If the shared folder on the destination computer has been deleted, create the folder.
		See "Transferring a Received Fax Document to E-mail Address or Folder", User Guide (Full Version).

Message	Condition	Solution and reference
"Network communication has failed. Failed to send. Please check a destination machine status and both authentication setting of destination machine and this machine."	A malfunction is occurring on the SMTP server or the computer specified as the destination when sending an e-mail without using the SMTP server.	Check that the SMTP server and the computer specified as the transfer destination are functioning normally.
"Network communication has failed. Failed to send. Please check destination machine status and remaining memory."	No free space is available on an SMTP server, the computer specified as the destination for Folder Transfer, or the computer specified as the destination when sending an e-mail without using the SMTP server.	Check that free space is available on the SMTP server and the destination computer.
"Network communication has failed. Failed to send. Please check if the	The specified destination does not exist.	Check the destination e-mail address, and specify again if necessary.
destination is correct."	The destination could not be found when the fax was sent without using the SMTP server.	Check that the destination is specified correctly.
"Network communication has failed. Failed to send. Please check status and settings of the destination machine."	A malfunction is occurring on an SMTP server, the computer specified as the destination for Folder Transfer, or the computer specified as the destination when sending an e-mail without using the SMTP server.	Check that the SMTP server and the destination computer are functioning normally.

Message	Condition	Solution and reference
"Network communication has failed. Failed to send. Please check the access privilege setting of the destination."	A malfunction is occurring on an SMTP server, the computer specified as the destination for Folder Transfer, or the computer specified as the destination when sending an e-mail without using the SMTP server.	Check that the SMTP server and the destination computers are functioning normally.
	The shared folder specified as the transfer destination cannot be found in Folder Transfer.	Creating a shared folder on the destination computer. To check the folder name, select the destination in the address book, press [Edit], and see "Path" in [Destinations] tab [Folder].  See "Transferring a Received Fax Document to E-mail Address or Folder", User Guide (Full Version).
	The user name and/or password registered in the address book are invalid when performing Folder Transfer.	Select the forwarding destination in the address book, press [Edit], and specify [Destinations] tab ▶ [Folder] ▶ [Specify Other Authentication Information] in "Folder Authentication Info" again.  See "Registering the Destination Folder to Use for Send to Folder", User Guide (Full Version).

Message	Condition	Solution and reference
"Network communication has failed. Failed to send. Please check the administrator email address setting."	The administrator e-mail address is not registered when the machine is configured to send Records by e-mail.	<ul> <li>Specify [Settings] ► [System Settings] ► [Send (Email/Folder)] ► [Email] ► [Administrator's Email Address].</li> <li>When configuring the machine to not send Records by e-mail, change the current value of bit number [4] under switch number [21] in [Settings] ► [Fax Settings] ► [Detailed Initial Settings] ► [Parameter Setting].</li> <li>See "Viewing the History of Sent and Received Faxes", User Guide (Full Version).</li> </ul>
"Network communication has failed. Failed to send. Please check user name and password."	The user name and/or password registered in the address book are invalid when performing Folder Transfer.	Select the forwarding destination in the address book, press [Edit], and specify [Destinations] tab [Folder] [Specify Other Authentication Information] in "Folder Authentication Info" again.  See "Registering the Destination Folder to Use for Send to Folder", User Guide (Full Version).
"Network communication has failed. Failed to send. The registration of fax email address or administrator email address is required."	Both the e-mail address to use for sending and receiving e-mails and the administrator e-mail address are not registered when sending an e-mail.	Specify [Administrator's Email Address] on [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email].
"Network communication has failed. Failed to send. The specified address is invalid."	A domain name was not specified when sending an e-mail without using the SMTP server.	<ul> <li>Specify a host name or IP address as the destination, and send the e-mail again.</li> <li>When you specified the destination from the address book, select the destination in the address book, press [Edit], and then check the settings in "SMTP Authentication Info" in [Destinations] tab [Email Address].</li> </ul>

Message	Condition	Solution and reference
"Network communication has failed. No response from the destination. Please check the cable connection and if the network equipment is turned on."	The destination device did not respond.	<ul> <li>Check that the computer specified as the destination is operating normally and connected to the network.</li> <li>Check that the machine is connected to the network correctly.</li> </ul>
"Network communication has failed. POP/IMAP server authentication error has occurred. Please check email account and password."	A login attempt to the POP3 server failed.	Check the [POP before SMTP] setting on [Settings] ► [System Settings] ► [Send (Email/Folder)] ► [Email].
"Network communication has failed. POP/IMAP server is not registered. Please check settings."	The POP3 server address is not registered.	Specify the setting in [Settings] ► [System Settings] ► [Send (Email/Folder)] ► [Email] ► [POP3 Settings].
"Network communication has failed. The certificate of destination is not currently valid. Please re- issue it."	The user certificate (destination certificate) has expired.	Install a new user certificate. "Encrypting Network Communication", Security
"Network communication has failed. The certificate of this machine is not currently valid. Please re- issue it."	A device certificate (destination certificate) is not registered or has expired.	Install a new device certificate.  "Encrypting Network Communication", Security
"Network communication has failed. The certificate of this machine or destination machine is not currently valid. Please re-issue it."	The user certificate (destination certificate) and device certificate have expired.	Install a new user certificate and device certificate.  "Encrypting Network Communication", Security

Message	Condition	Solution and reference
"Network communication has failed. The IP address is invalid. Please check the network settings."	An invalid IP address is registered.	Specify the correct [Effective Protocol] and [IP Address (IPv4)], or [IP Address (IPv6)] on [Settings] ▶ [System Settings] ▶ [Network/Interface].  See "Connecting to a Wired LAN", User Guide (Full Version).
"Network communication has failed. The IP address may be invalid. Please check the network settings."	An invalid IP address is registered.	Specify the correct [Effective Protocol] and [IP Address (IPv4)], or [IP Address (IPv6)] on [Settings] ▶ [System Settings] ▶ [Network/Interface].  See "Connecting to a Wired LAN", User Guide (Full Version).
"Network communication has failed. The line has been disconnected. Please check the destination and caller ID notification setting."	The destination terminated the communication.	<ul> <li>Check that the destination is specified correctly.</li> <li>If the destination refuses to receive a fax with no sender information, enable notifying of the information and send the fax again.</li> </ul>
"Network communication has failed. The mail address for authentication does not match with administrator's one. Please check the settings."	When a signature is specified, the SMTP authentication e-mail address or POP before SMTP authentication e-mail address does not match the administrator e-mail address.	Check that the authentication e-mail address matches the address specified in [Settings]  [System Settings] [Send (Email/Folder)]  [Email] [Administrator's Email Address].  See "Machine Status Notification by E-mail",  User Guide (Full Version).

#### Note

- Change the current value to [1] under switch number [21] and bit number [6] in [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [Parameter Setting] ▶ [Parameter Setting] to disable displaying the "Network communication has failed." message.
- See "Changing the Parameter Settings", User Guide (Full Version).

# When a Message Appears While Using the Printer Function



• 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.
"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 (Custom 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.	<ul> <li>Check that the external media is formatted in FAT16 or FAT32, and write protection is not enabled on the media.</li> <li>Check that the external media is not corrupted or damaged.</li> </ul>

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Message	Cause	Solution and reference
"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.	<ul> <li>Check that the tool used for creating the compressed data is functioning properly.</li> <li>Check that the machine can communicate with the computer properly.</li> </ul>
"Connection with the machine has failed. Check the machine structure."	The machine is malfunctioning, and [Printer] cannot be used.	<ul> <li>Check whether a message is displayed on the control panel.</li> <li>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.</li> <li>page 9 "Turning On and Off the Power"</li> </ul>
"Duplex has been cancelled."	The paper source tray is not specified for duplex printing.	Specify to use the paper tray for duplex printing in [Settings] ► [Tray/Paper Settings] ► [Paper Size/Paper Type].
"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. pages. Collate is incomplete."	The maximum number of sheets that can be sorted has been exceeded.	Reduce the number of pages to print.

Message	Cause	Solution and reference
"Exceeded the maximum unit count for Print Volume Use. The job has been cancelled."	When the print volume is limited, printing was canceled because the print volume of a user exceeded the upper limit allotted for the user.	For details about the print volume use limitation, consult the user administrator. The user administrator can clear the counter or change the limit on the print volume.  See "Checking the Counter of the Machine for Each Color Category", User Guide (Full Version).  See "Specifying Maximum Print Volume Use of Each User", User Guide (Full Version).
"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 a Locked Print File Stored in the Machine", User Guide (Full Version).
"Hardware Problem: USB"	An error has occurred on the USB interface.	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.
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet interface.	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.
"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.
"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].

Message	Cause	Solution and reference
"Information for user authentication is already registered for another user."	In LDAP authentication (Custom 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 [Resolution] in the printer driver.  See "Applying Different Print Settings Depending on the Document Type", User Guide (Full Version).
"Load following paper in XXX. To force print, select another tray and press [Continue]." (XXX indicates the tray name)	The paper tray specified in the printer driver has no paper loaded.	<ul> <li>To proceed with printing after changing the paper setting, select a tray and press [Continue]. However, when Staple is specified, or when Duplex printing is specified on a paper tray that does not support the function, printing cannot be performed. When Sort is specified, only one copy of the document is printed.</li> <li>To proceed with printing on the specified paper, load the paper in the tray.</li> <li>page 147 "Loading Paper into the Paper Tray"</li> </ul>

Message	Cause	Solution and reference
"Memory storage device not detected. Insert the device."	An SD card or USB flash memory device is not recognized properly.	<ul> <li>Use an SD card with a maximum capacity of 32 GB or a USB flash memory that supports USB 2.0.</li> <li>An SD card or USB flash memory may not be recognized in some situations such as if the media is inserted before the application starts. Insert the SD card or USB flash memory after the application has started.</li> <li>Do not use an SD card or USB flash memory that is not secured or protected by a password.</li> <li>Use media that is formatted for FAT16 or FAT32.</li> <li>Try another SD card or USB flash memory.</li> <li>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.</li> </ul>
"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.  When using the Active Directory of the Windows server for LDAP authentication (Custom authentication), change [Settings]  (System Settings]  (Settings for Administrator)  (Authentication/Charge)  (Administrator Authentication/User Authentication/App Auth.)  (LDAP Search)  "Follow Referrals on LDAP Server" to [Inactive].
"Output tray has been changed."	The destination to deliver the output paper was changed because of the paper size limitation of the output destination.	Specify the correct destination to deliver the output paper.
"Paper size and/or type mismatched or no ppr. in Bypass Tray."	The paper size or paper type specified in the printer driver does not match the paper settings, in the machine, for the bypass tray.	Specify [Driver/Command] in [Settings] ► [Tray/Paper Settings] ► [Printer] ► [Tray Setting Priority] ► [Bypass Tray].

Message	Cause	Solution and reference
"Paper size and type are mismatched. Select another tray from the following and press [Continue]. To cancel job, press [Job Reset]. Paper size and type can also be changed in User Tools."	The paper tray loaded with paper of the size or type specified in the printer driver is not available.	<ul> <li>To proceed with printing after changing the paper setting, select a tray and press [Continue]. When Staple is specified, or when Duplex printing is specified on a paper tray that does not support the function, printing cannot be performed. When Sort is specified, only one copy of the document is printed.</li> <li>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]</li> <li>[Tray/Paper Settings].</li> <li>page 147 "Loading Paper into the Paper Tray"</li> </ul>
"Printer font error."	There is a problem in the font file of the machine.	Contact your service representative.
"Receiving data failed."	Transmission of data was canceled.	Send the data again.
"Staple error occurred. The job has been cancelled."	The number of sheets that can be stapled was exceeded, and printing was canceled.	Check the number of sheets that can be stabled on the finisher in use.  page 243 "List of Specifications"
"Staple has been cancelled."	The Staple function was canceled because too many printed sheets were specified to be stapled.	Check the specification of the finisher in use, and specify the setting accordingly.  • Number of sheets that can be stapled together page 243 "List of Specifications"  • Staple position that can be specified on different paper orientation and print data orientation  See "Stapling Printed Pages (IM C530F Only)",  User Guide (Full Version).
	A malfunction occurred temporarily 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.  page 9 "Turning On and Off the Power"

Message	Cause	Solution and reference
"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.
"The selected paper type is not supported. This job has been cancelled."	A paper type 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 type that can be fed on the machine.
"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).

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: Error" (displayed in the error history)	Printing is canceled from the control panel.	To perform printing, operate the control panel again.
"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.
"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.
"BAJ: The job was cancelled because of a functional problem with the optional finisher."	A peripheral equipment had a problem, so printing was canceled by the auto job cancel function.	Contact your service representative.
"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
"CE: The job was cancelled because of an error with PCL5c/XL."	An error occurred in PCL6c printing, so printing was canceled by the auto job cancel function.	Check that the machine can communicate properly with the PC.
"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.	<ul> <li>Check that the machine can communicate properly with the PC.</li> <li>Check the setting of [Job Timeout] in [Settings] ▶ [Printer Settings] ▶ [PS Menu]. 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.</li> </ul>
"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.

# When a Message Appears While Using the Scanner Function



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

### Messages that Appear on the Control Panel

Message	Cause	Solution and reference
"All the pages are detected as blank. No file was created."	The original was placed with the wrong side facing down when set [On] in [Blank Detection Page].	<ul> <li>When scanning on the exposure glass, place the original with the side to scan facing down.</li> <li>When scanning on the ADF, place the original with the side to scan facing up.</li> </ul>
	All pages in the scanned original were determined to be blank when set [On] in [Blank Detection Page].	
"Authentication with the destination has failed. Check settings. To check the current status, press [Scan Files Status]."	The user name/ password of SMTP authentication specified when sending the e-mail are incorrect.	Select the destination in the address book, press [Edit], and check the setting in [Destinations] tab [Email Address].
	The user ID/password specified on the destination folder in Send to Folder are incorrect.	Select the forwarding destination in the address book, press [Edit], and check the information registered in [Destinations] tab
		Adding "@domain-name" behind the user name may resolve the problem.
		<ul> <li>When a login password is not specified on your computer, specify a login password on the computer and register it to the machine.</li> </ul>

Message	Cause	Solution and reference
"Cannot access the Memory Storage Device."	An SD card or USB flash memory device is unavailable for use.	<ul> <li>Check that the external media is formatted in FAT16 or FAT32, and write encryption or protection is not enabled on the media.</li> <li>Check that the external media is not corrupted or damaged.</li> </ul>
"Cannot find the specified path. Please check the settings."	The machine or the computer is not connected to the network correctly.	Check that the machine or the computer is connected to the network correctly. For details about your network environment, consult the network administrator.
	The computer name or folder name specified in the path name is incorrect.	Register the computer name and folder name again.
	The firewall function is enabled on the computer.	In the firewall function on the computer, register the machine IP address and the port to use for sending files as exceptions.
		You can check the IP address in [Check Status]  "Network". For details about the ports, see the following:
		page 243 "List of Specifications"
"Check original's orientation."	The original is placed in the wrong orientation.	Depending on the combination of the specified settings, the orientation to set the original differs. Be sure to place the original in the correct orientation.
		See "Placing an Original to Scan", User Guide (Full Version).

Message	Cause	Solution and reference
"Connection with PC has failed. Check the settings."	The machine or the computer is not connected to the network correctly.	Check that the machine or the computer is connected to the network correctly. For details about your network environment, consult the network administrator.
	The computer name or folder name specified in the path name is incorrect.	Register the computer name and folder name again.
	The firewall function is enabled on the computer.	In the firewall function on the computer, register the machine IP address and the port to use for sending files as exceptions.
		You can check the IP address in [Check Status]  "Network". For details about the ports, see the following: page 243 "List of Specifications"
"Connection with the destination has failed. Check the settings. Entered path name might be incorrect, or firewall and security settings might be blocking network connectivity."	The firewall function is enabled on the computer.	Enable file and printer sharing in the firewall function on your computer.
"Exceeded max. data capacity. Check the scanning resolution, then XXX."  (procedure described in place of XXX)	A large size original was scanned at a high resolution, and the resulting data size exceeds the limit.	<ul> <li>Decrease [Send Settings] ► [Resolution].</li> <li>Specify a smaller size in [Send Settings]</li> <li>► [Scan Size].</li> </ul>

Message	Cause	Solution and reference
"Exceeded max. email size. Sending email has been cancelled. Check [Max. Email Size] in Scanner Features."	The file size per page has exceeded the maximum e-mail size specified in [Maximum Email Size].	<ul> <li>Specify a lower value in [Send Settings]</li> <li>▶ [Resolution].</li> <li>You can change [Maximum Email Size] setting on [Settings]</li> <li>▶ [Scanner Settings]</li> <li>▶ [Sending Settings]</li> <li>▶ [Email (Size)].</li> <li>To divide an e-mail that exceeds the maximum size, specify [Yes (per Page)] or [Yes (per Max. Size)] in [Divide &amp; Send Email].</li> </ul>
"Exceeded max. number of alphanumeric characters."	The number of entered characters has exceeded the maximum.	Check the maximum number of characters. page 262 "The Setting Values of the Transmission Function"
"Failed to connect to the destination. Please contact the administrator to check the following.  *The correct root certificate is registered to this machine and destination. *The root certificate check function is not enabled by mistake."	Email was sent to the destination without an installed certificate of the destination server when "Root Certificate Check" was set to [Active].	Contact your network administrator. Network administrator should install the root certificate of the destination server in Web Image Monitor if required, or set "Root Certificate Check" to [Inactive].  "Controlling Access to Untrusted Websites from the Control Panel", Security
"Insufficient memory in the memory storage device."	There is no free space available on the SD card or USB flash memory device, or the file could not be saved due to insufficient space on the media.	Change the external media. When scanning an original in the divide-document or single-page mode, the saved data may not contain all pages in the original. Change the external media and press [Retry] to resume saving the remaining data.

Message	Cause	Solution and reference
"Memory storage device not detected. Insert the device."	An SD card or USB flash memory device is not recognized properly.	<ul> <li>Use an SD card with a maximum capacity of 32 GB or a USB flash memory that supports USB 2.0.</li> <li>An SD card or USB flash memory may not be recognized in some situations such as if the media is inserted before the application starts. Insert the SD card or USB flash memory after the application has started.</li> <li>Do not use an SD card or USB flash memory that is not secured or protected by a password.</li> <li>Use media that is formatted for FAT16 or FAT32.</li> <li>Try another SD card or USB flash memory.</li> <li>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.</li> </ul>
"Programmed. Cannot program the destination(s) that is not programmed in the address book."	A folder specified by Manual Entry is included among the programmed destinations.	Register the destination in the address book of the machine, and then register it to a program.
"Programmed. Cannot program the folder destination(s) with protection code(s)."	A destination specified with a protection code is included among the programmed destinations.	<ul> <li>You cannot program a destination specified with a protection code. Specify this destination individually.</li> <li>To program this destination, cancel the protection code and then register the destination to a program.</li> <li>See "Using the Protection Function to Prevent the Misuse of Addresses", User Guide (Full Version).</li> </ul>

Message	Cause	Solution and reference
"Some invalid destination(s) contained. Do you want to select only valid destination(s)?"	The group contains an e-mail address.	When sending data to a destination other than an e-mail address, press [Select].
"The program is recalled. Cannot recall the folder destination(s) with protection code(s)."	A folder destination specified with a protection code is included among the programmed destinations.	<ul> <li>You cannot recall a destination specified with a protection code in a program. Specify this destination individually.</li> <li>To program this destination, cancel the protection code and then register the destination to a program.</li> <li>See "Using the Protection Function to Prevent the Misuse of Addresses", User Guide (Full Version).</li> </ul>
"Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scan Files Status]."	The amount of available hard disk space on the destination computer, or SMTP server is insufficient.	Check that the amount of free space is sufficient.
"Transmission has failed. To check the current status, press [Scan Files Status]."	A network error occurred while transferring the data due to a busy network or another reason.	If the same message is displayed after scanning the original again, consult the administrator.

## Messages that Appear on the Computer

Message	Cause	Solution and reference
"Any of Login User Name, Login Password or Driver Encryption Key is incorrect."	The login user name or password entered in [General User Authentication] is incorrect.	Enter the correct login user name and password in [General User Authentication] that is displayed after clicking [Scan]. For the login user name and password, consult the user administrator.
	The driver encryption key is not registered correctly in the TWAIN driver.	Register the driver encryption key on [Details]  [Authenticate] tab in the TWAIN driver. For the driver encryption key, consult the network administrator.
"The authentication password and/or authentication algorithm may be incorrect, or the machine does not support the authentication algorithm. Please check."	The SNMPv3 authentication information registered in Network Connection Tool does not match the information of the machine.	Consult the network administrator for the SNMPv3 authentication information, and change the information registered in Network Connection Tool.  See "Installing the TWAIN/WIA Driver", User Guide (Full Version).
"Authentication succeeded. However, the access privileges for scanner function has been denied."	The logged-in user does not have access privileges to use the scanner 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).
"Cannot add any more scanning mode."	The maximum number of scanning modes that can be registered exceeds the maximum number (100).	Delete scanning modes that are no longer necessary.
"Cannot connect to the scanner. Check the network Access Mask settings in User Tools."	An access mask is specified.	Consult your administrator.
"Cannot find the scanner. Check if the scanner main power is on."	The firewall function is enabled on the computer.	Configure the firewall function of the computer to allow communication of the application used, or disable the firewall function.

Message	Cause	Solution and reference
"Cannot specify any more scanning area."	The maximum number of scanning areas that can be registered exceeds the maximum number (100).	Delete scanning areas that are no longer necessary.
"Communication error has occurred on the network."	A communication error has occurred on the network.	Check that the settings for the communication protocol (TCP/IP) are configured correctly on the computer.
"Entered User Code is not registered or you do not have access privileges to use the scanner function, please contact your administrator."	The correct user code is not registered in the TWAIN drive when User Code authentication is specified on the machine.	Register the User Code on [Details]  [Authenticate] tab in the TWAIN driver. For the User Code, consult the user administrator.
	The User Code registered in the TWAIN driver is not assigned with the privileges to use the scanner 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).
"Error has occurred in the scanner."	The scan condition specified in the application exceeds the range that can be specified on the machine.	Specify the scan condition within the range that can be specified on the machine. page 243 "List of Specifications"
	A malfunction is occurring in the driver.	<ul> <li>Restart the application, and perform scanning again.</li> <li>Install the TWAIN driver again.</li> </ul>
	A malfunction is temporarily occurring 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.
		page 9 "Turning On and Off the Power"

Message	Cause	Solution and reference
"Error has occurred in the scanner driver."	An error is occurring in the driver or operating system.	Restart the computer.
	There is a problem with the network environment.	Check that the computer is connected to the network correctly and in an environment where the TCP/IP protocol can be used.
"Fatal error has occurred in the scanner."	An unrecoverable error is occurring on the machine.	Contact your service representative.
"Insufficient memory. Close all other applications, then restart scanning."	Other applications are running on the computer, and the amount of free memory is insufficient.	<ul> <li>Close applications on the computer.</li> <li>If the same message is displayed when no other applications are running after starting the computer, uninstall the TWAIN driver, restart the computer, and then install the TWAIN driver again.</li> </ul>
"Insufficient memory. Reduce the scanning area."	The memory allocated for the scanner function is insufficient.	<ul> <li>Reduce the scan size or resolution. You may be able to resolve the error also by reducing the brightness value when Duotone (black and white) or a high resolution is specified.</li> <li>Specify [No Compression] on [Initial Settings] ► [Compression] tab in the TWAIN driver.</li> </ul>
"Invalid Winsock version. Please use version 1.1 or higher."	Winsock is corrupted.	Restore Winsock on the computer.

Message	Cause	Solution and reference
"Scanner is not available. Check the scanner connection status."	The power of the machine is not turned on, or the machine is not connected to the network correctly.	Check that the machine is turned on, and connected to the network correctly.
	The firewall function is enabled on the computer.	Configure the firewall function of the computer to allow communication of the application used, or disable the firewall function.
	The IP address of the machine could not be resolved from the host name.	Check that the host name of the machine is configured in Network Connection Tool that is installed with the TWAIN driver.  See "Installing the TWAIN/WIA Driver", User Guide (Full Version).
	The IPv6 address could not be obtained when only IPv6 is enabled on the machine.	Log in to Web Image Monitor in the administrator mode, and select [Active] in [IPv4]  "LLMNR" under [Device Management]  [Configuration]  "Network".
"Scanner is not available on the specified device."	The TWAIN scanner function is disabled on the machine.	The TWAIN scanner function cannot be used.
"Scanner is not ready. Check the scanner and the options."	The ADF is open.	Close the ADF.
"The device's authentication service cannot be performed."	Authentication cannot be performed because the authentication service is starting up or busy.	<ul> <li>When User Code or Basic authentication is specified, wait a while until processing the machine address is completed.</li> <li>When Windows or LDAP authentication (Custom authentication) is specified, wait a while until the server becomes ready for processing. If authentication is not possible even after waiting for a while, consult your administrator.</li> </ul>

Message	Cause	Solution and reference
"There is no response from the scanner. There may be a number of reasons for this, e.g. the data between the	The network is busy.	Wait a while.
	The firewall function is enabled on the computer.	Configure the firewall function of the computer to allow communication of the application used, or disable the firewall function.
computer and scanner has been lost because of an increase in network traffic, the firewall in the virus protection software may be activated, or there might be problems with the hardware etc. If you can not fix this problem, please call service."	The machine or the computer is not connected to the network correctly.	Check that the machine or the computer is connected to the network correctly.
"User Authentication in SNMPv3 connection has failed."	The authentication information is registered incorrectly in Network Connection Tool when SNMPv3 encrypted communication is enabled on the machine.	Register the SNMPv3 authentication information in Network Connection Tool that is installed on the computer with the TWAIN driver. For the SNMPv3 authentication information, consult your network administrator.  See "Installing the TWAIN/WIA Driver", User Guide (Full Version).

# When Other Messages Appear

• 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 (Custom authentication), configure the User Management privilege in [Settings] [System Settings] [Settings for Administrator] [Authentication/Charge] [Administrator Authentication/User Authentication/App Auth.] [Administrator Authentication Management].  "Registering the Administrator Before Using the Machine", Security
"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.

Message	Cause	Solution and reference
"Incompatible USB device has been connected. Check the USB device."	The machine accidentally detected a USB cable as unusable because dust accumulated in the USB port.	<ul> <li>Clean the USB ports on the back side and the back left side of the machine after turning off the power of the machine.</li> <li>page 9 "Turning On and Off the Power"</li> <li>If the problem persists, consult your service representative.</li> </ul>
"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.
"Output Tray is full. Remove paper."	The output tray is full.	Remove the paper from the output tray.
"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	A network error occurred.	Check the connection between the machine and the computer.
failed. Try again?"	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".

### Messages that Appear When Machine Login Fails

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



- 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 (Custom authentication)

Message	Cause	Solution and reference
"Authentication has failed." B/W/L0103-000	An operation in the TWAIN supporting application was performed from the computer while a user was logged in to the machine or performing the login procedure.	Check whether another user is logged in to the machine, and then perform the operation.

Message	Cause	Solution and reference
"Authentication has failed."	An incorrect password was entered.	Enter the correct password.
B/W/L0104-000	The Driver Encryption Key is not registered correctly in the TWAIN 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).
		See "Specifying Login Information in the LAN- Fax 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.	<ul> <li>Enter the correct login user name.</li> <li>Change the user name if it contains a space, ":" or other unusable characters.</li> </ul>
"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.	Wait a while.

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.  "Verifying Users to Operate the Machine (User Authentication)", Security

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.	<ul> <li>Enter the correct login user name.</li> <li>Change the user name if it contains a space, ":" or other unusable characters.</li> </ul>
"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 email 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 email notification sent to the administrator.

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 (Custom authentication) settings or LDAP server settings are incorrect.	Check whether the LDAP authentication (Custom 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.	<ul> <li>Delete the older user that is redundant, or change the login name.</li> <li>If the message is displayed after switching the authentication server, delete the user on the old server.</li> </ul>
"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 autoregistration 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.

- \* 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] 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] 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] ► [Custom Authentication] and Login Name Attribute is registered correctly.
  - 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], and then execute [Connection Test].
  - If the connection test fails, check whether [Domain Name Configuration] and [DNS Configuration] are specified correctly on [Settings] ▶ [System Settings] ▶ [Network/Interface].

# Messages that Appear When Logging in to the Machine Using an IC Card Fails

Message	Cause	Solution and reference
"Authentication has failed." *0150-401	The card is locked because the number of times an incorrect PIN code was entered exceeds the limit.	Unlock the card.
"Authentication has failed." *0151-401	An incorrect PIN code was entered.	Enter the correct PIN.
"Authentication has failed." *0153-402	The card authentication device has been removed or is not connected properly.	Connect the card authentication device again. Connect the card authentication device to the USB2.0 Interface Type A on the back left side of the machine.
"Authentication has failed." *0154-402	Reading of an IC card has failed.	Set the IC card on the authentication device correctly and for a longer duration.
"Authentication has failed." *0156-401	An incorrect user name or password was entered.	Enter the correct user name and password.
"The card authentication device is not connected."	The card authentication device has been removed or is not connected properly.	Connect the card authentication device again. Connect the card authentication device to the USB2.0 Interface Type A on the back left side of the machine.
	A malfunction is temporarily occurring 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.  page 9 "Turning On and Off the Power"

Message	Cause	Solution and reference
"Connection with LDAP	The network is busy.	Try again.
server has failed. Check the server status."	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 "Programming the LDAP Server", User Guide (Full Version).
"Exceeded time limit for	The network is busy.	Try again.
LDAP server search. Check the server status."	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 "Programming the LDAP Server", User Guide (Full Version).
	"Follow Referrals on LDAP Server" is set to [Active] when Active Directory of the Windows server is used for LDAP authentication (Custom authentication).	Consult the administrator of the authentication server.  When using the Active Directory of the Windows server for LDAP authentication (Custom authentication), change [Settings] [System Settings] [Settings for Administrator] [Authentication/Charge] [Administrator Authentication/User Authentication/App Auth.] [LDAP Search]  "Follow Referrals on LDAP Server" to [Inactive].

Message	Cause	Solution and reference
"LDAP server authentication has failed. Check the settings."	The user name or password is incorrect.	Select the user in the address book, press [Edit], and specify the correct user name and password in [User Management / Others] tab  [User Management] [LDAP  Authentication Info].  See "Registering a User in the Address Book and Specifying the Login Information", User Guide (Full Version).

# Messages that Appear When There Is a Problem with the Certificate

Message	Cause	Solution and reference
"Signature cannot be set because the Digital Signature's device certificate is not currently valid."	The device certificate used for the digital signature in PDF or PDF/A is not currently valid.	Use a valid device certificate for the digital signature in PDF or PDF/A.  See "Scanning an Original as a PDF with Security Setting Specified", User Guide (Full Version).
"The destination cannot be selected because its encryption certificate is not currently valid."	The user certificate (destination certificate) has expired.	Install a new user certificate. "Encrypting Network Communication", Security
"The group destination cannot be selected because it contains a destination with a encryption certificate that is not currently valid."		
"Transmission cannot be performed because the encryption certificate is not currently valid."		

# Messages that Appear When an Application Site Cannot Be Used

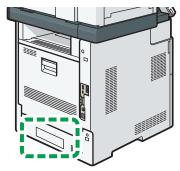
Message	Cause	Solution and reference
"A server error has occurred."	An unexpected error has occurred on the server.	<ul> <li>See the server maintenance information in [Information].</li> <li>Check whether the network settings</li> </ul>
"Cannot connect to server which installs applications. Check maintenance information on Information screen or network settings."	Cannot connect to the installation server.	([DNS Configuration], [Control Panel: Proxy Settings]) are correctly configured.  See "Installing an Application from Application Site", 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].

# 9. 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 back side of the machine, located in the position shown below. The label contains details that identify the region your machine belongs to. Read the label.



D0CSIA2816

#### Region A and Region B symbols

Region A (mainly Europe)

Region B (mainly North America)

Differences in the functions of Region A and Region B models are indicated by two symbols.

Read the information indicated by the symbol that corresponds to the region of the model you are using.

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

Region A (mainly Europe)

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



• 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**



• We have licenses from the authors to use their software including open sources. Refer to the files in the Licenses folder included in the supplied CD-ROM for statements requested from the authors.

### **Specifications for the Main Unit**

ltem	Specifications
Configuration	Desktop
Memory	2 GB
Color	Full Color
Copy process	LED alley and electro-photographic printing
Exposure glass	Stationary original exposure type
Scan method	<ul> <li>Main scanning: CIS sensor</li> <li>Sub-scanning: <ul> <li>Exposure glass: CIS sensor</li> <li>ADF: Original feed image scanning by CIS sensor</li> </ul> </li> </ul>
Warm-up time (23°C (73.4°F), rated voltage)	<ul><li>Normal mode: 50 seconds</li><li>Quick mode: 39 seconds</li></ul>
First copy time	Full color: 8.3 seconds / B&W: 7.0 seconds (A4/8 <sup>1</sup> / <sub>2</sub> × 11 <sup>1</sup> , Tray 1, exposure glass)

ltem	Specifications
Original scanning area	Exposure Glass
	DZW788
	1. Vertical: Up to 220 mm (8.7 inches)
	2. Horizontal: Up to 360 mm (14. 2 inches)
	• ADF
	DZW789
	1. Vertical
	• Copy function: 85 to 355.6 mm (3.35 to 14.0 inches)
	• Scanner function: 85 to 405.6 mm (3.35 to 16.0 inches)
	Facsimile function: 85 to 297 mm (3.35 to 11.7 inches)
	2. Horizontal
	<ul> <li>Copy function: 120 to 215.9 mm (4.72 to 8.5 inches)</li> </ul>
	Scanner function: 120 to 356 mm (4.72 to 14.0 inches)
	<ul> <li>Facsimile function: 120 to 215.9 mm (4.72 to 8.5 inches)</li> </ul>
Originals	Sheet, book, three-dimensional object

Q

ltem	Specifications
Preset reproduction ratio	Region (mainly Europe)
	Preset reproduction ratios (%):
	• Enlargement: 200, 141
	• Full size: 100
	• Reduction: 93, 71, 50
	Region B (mainly North America)
	Preset reproduction ratios (%):
	• Enlargement: 155, 129
	• Full size: 100
	• Reduction: 93, 78, 65
Reproduction ratio (zoom)	From 25–400% in increments of 1%
Resolution (scanning originals)	600 × 600 dpi, 600 × 400 dpi
Resolution (copying)	1200 × 2400 dpi
Tone	256 tones
Paper capacity (80 g/m², 20 lb. Bond)	page 160 "Recommended Paper Sizes and Types"
Continuous copy run	1–999 sheets
Duplex	Standard
Power requirements	Region A (mainly Europe)
	• IM C530FB
	220–240 V, 8 A, 50/60 Hz
	• IM C530F
	220–240 V, 8 A, 50/60 Hz
	Region B (mainly North America)
	• IM C530FB
	120–127 V, 12 A, 60 Hz
	• IM C530F
	120–127 V, 12 A, 60 Hz

ltem	Specifications
Power consumption (Main unit only) Region (Main (mainly Europe)	Ready: 99.8 W  During printing: B&W: 578 W / Color: 633 W  Maximum: 1,650 W or less  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 (mainly Europe)	<ul> <li>Maximum: 1,650 W or less</li> <li>The complete system of the IM C530FB consists of the main unit, four paper tray units, and caster table.</li> <li>The complete system of the IM C530F consists of the main unit, internal finisher, four paper tray units, and caster table.</li> </ul>
Power consumption (Main unit only)  Region B (mainly North America)	Ready: 101 W  During printing: B&W: 620 W / Color: 658 W  Maximum: 1,600 W or less  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: 1,600 W or less  The complete system of the IM C530FB consists of the main unit, four paper tray units, and caster table.  The complete system of the IM C530F consists of the main unit, internal finisher, four paper tray units, and caster table.
Dimensions (W × D × H up to ADF)	<ul> <li>IM C530FB: 470 × 502.8 × 643.7 mm (18.5 × 19.8 × 25.3 inches)</li> <li>IM C530F: 470 × 502.8 × 843.7 mm (18.5 × 19.8 × 33.2 inches)</li> </ul>
Space for main unit (W × D)	870 × 1322 mm (34.3 × 52 inches) (including the bypass tray)
Noise emission (Sound power level: Main unit only)	<ul> <li>IM C530FB Stand-by: 30.0 dB (A) Copying: B&amp;W: 67.5 dB (A) / Color: 68.0 dB (A) </li> <li>IM C530F Stand-by: 30.4 dB (A) Copying: B&amp;W: 67.7 dB (A) / Color: 68.8 dB (A) </li> </ul>

ltem	Specifications
Noise emission (Sound power level: Complete system)	<ul> <li>IM C530FB Stand-by: 31.2 dB (A) Copying: B&amp;W: 73.6 dB (A) / Color: 73.3 dB (A) </li> <li>IM C530F Stand-by: 31.2 dB (A) Copying: B&amp;W: 73.8 dB (A) / Color: 73.6 dB (A) </li> </ul>
Noise emission (Sound pressure level: Main unit only)	<ul> <li>IM C530FB Stand-by: 19.5 dB (A) Copying: B&amp;W: 57.5 dB (A) / Color: 57.7 dB (A) </li> <li>IM C530F Stand-by: 18.5 dB (A) Copying: B&amp;W: 57.2 dB (A) / Color: 57.6 dB (A) </li> </ul>
Noise emission (Sound pressure level: Complete system)	<ul> <li>IM C530FB Stand-by: 19.3 dB (A) Copying: B&amp;W: 61.1 dB (A) / Color: 61.0 dB (A) </li> <li>IM C530F Stand-by: 18.7 dB (A) Copying: B&amp;W: 60.7 dB (A) / Color: 60.5 dB (A) </li> </ul>
Noise emission (Sound pressure level)	<ul> <li>Note</li> <li>Sound power levels and sound pressure levels are actual values measured in accordance with ISO 7779.</li> <li>Sound pressure levels are measured from the position of the bystander.</li> <li>The complete system of the IM C530FB consists of the main unit, four paper tray units, and caster table.</li> <li>The complete system of the IM C530F consists of the main unit, internal finisher, four paper tray units, and caster table.</li> </ul>
Weight	<ul> <li>IM C530FB: Approx. 38 kg (83.8 lb.)</li> <li>IM C530F: Approx. 42 kg (92.6 lb.)</li> </ul>

<sup>\*1</sup> Paper type used for two-sided print: Plain Paper, Recycled paper, Special paper 1, Special paper 2, Special paper 3, Letterhead

\*2 Paper thickness used for two-sided print: Plain 1, Plain 2, Middle thick, Thick paper 1

### **Specifications for Facsimile**

This function may not be used depending on the telephone line or area status.



 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.

### Fax Transmissions and Reception

ltem	Specifications
Standard	G3
Resolution	8 × 3.85 lines/mm, 200 × 100 dpi (Standard character), 8 × 7.7 lines/mm, 200 × 200 dpi (Detail character)
Transmission time	3 seconds at 28,800 bps, Standard resolution
Data compression method	MH, MR, MMR
Maximum original size	Standard: A4 $\square$ or $8^1/_2 \times 14\square$ Custom: 216 × 600 mm (8.5 × 23.6 inches)
Maximum scanning size	216 × 356 mm (8.5 × 14.0 inches)
Print process	LED alley and electro-photographic printing
Transmission speed	33,600 / 31,200 / 28,800 / 26,400 / 24,000 / 21,600 / 19,200 / 16,800 / 14,400 / 12,000 / 9,600 / 7,200 / 4,800 / 2,400 bps (auto shift down system)

### E-mail Transmission and Folder Transmission (Transferring the Received Documents only)

ltem	Specifications
Network	<ul> <li>Standard: Ethernet (10BASE-T/100BASE-TX/1000BASE-T)</li> <li>Option: IEEE802.11a/b/g/n wireless LAN interface</li> </ul>
E-mail transmission protocols	SMTP, TCP/IP

ltem	Specifications	
Protocols for sending files to folders	SMB, TCP/IP	
E-mail format	Single/Multi-part, MIME Conversion	
File formats	TIFF (MH, MR, MMR compression), PDF	
Authentication methods	SMTP-AUTH, POP before SMTP, A-POP	
E-mail sending functions	Automatically converts documents to e-mail format and sends them as e-mail.	
Sending to folder functions	Sends scanned files over the network to shared folders.	

<sup>\* 1</sup> When you send documents in TIFF format.

## **Specifications for Printer**



• 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.

ltem	Specifications
Printing speed	One-sided printed paper  • A4D: 53 sheets/minute  • 81/2×11D: 55 sheets/minute  Two-sided printed paper  • A4D: 50 sheets/minute  • 81/2×11D: 52 sheets/minute
Resolution	200 dpi, 400 dpi, 600 dpi, 1,200 dpi
Printer language	Standard:     PJL, PCL 5c/6, PostScript 3 Emulation, PDF Emulation, MediaPrint (TIFF)

ltem	Specifications
Interface	<ul> <li>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)</li> <li>Option: IEEE 802.11a/b/g/n wireless LAN interface</li> </ul>
Network protocol	TCP/IP (IPv4, IPv6)
USB interface	<ul> <li>Transmission spec:     USB 2.0 Standard</li> <li>Connectable device:     Devices corresponding to USB 2.0 Standard</li> </ul>
Operating system	<ul> <li>Windows 7/8.1/10</li> <li>Windows Server 2008/2008 R2/2012/2012 R2/2016/2019</li> <li>macOS 10.12 or later</li> </ul>
Fonts	<ul> <li>PCL/PostScript 3/PDF: 93 Roman fonts</li> <li>Summary: Nimbus Sans 4 fonts, HGPAGothic 1 font</li> </ul>
Store function	<ul> <li>Total number of documents that can be stored: Up to 50 documents</li> <li>Number of pages for each document that can be stored: Up to 2,000 pages</li> <li>Total number of pages of all documents that can be stored: Up to 2,000 pages</li> <li>The machine can store up to 50 jobs or 10 MB of Locked Print file at a time.</li> </ul>
Sort function	Number of pages that can be sorted: Up to 100 pages  • Number of copies that can be sorted: Up to 999 copies



• When you are using silent mode, the printing speed may be slower. Also, silent mode may shorten the machine's life depending on the operating environment.

## Specifications for Scanner



• 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.

### Scanning

Scanning		
ltem	Specifications	
Туре	Full-color scanner	
Scan method	Flatbed scanning	
Image sensor type	CIS sensor	
Scan type	Sheet, book, three-dimensional object	
Original sizes that can be scanned	<ul> <li>Length: 10–216 mm (0.4–8.5 inches)</li> <li>Width: 10-356 mm (0.4–14.0 inches)</li> </ul>	
Scan sizes automatically detectable from the exposure glass	Region A (mainly Europe) $A4D, 8^{1}/_{2}\times13D$ Region B (mainly North America) $8^{1}/_{2}\times14D, 8^{1}/_{2}\times11D$	
Scan sizes automatically detectable from the ADF	Region A (mainly Europe)  A4 $\square$ , B5 JIS $\square$ , A5 $\square$ , A5 $\square$ , 8 $^1/_2$ ×5 $^1/_2$ $\square$ , 8 $^1/_2$ ×11 $\square$ , 8 $^1/_2$ ×13 $\square$ Region B (mainly North America)  A4 $\square$ , B5 JIS $\square$ , A5 $\square$ , 8 $^1/_2$ ×14 $\square$ , 8 $^1/_2$ ×11 $\square$ , 5 $^1/_2$ ×8 $^1/_2$ $\square$ , 8 $^1/_2$ ×5 $^1/_2$ $\square$	

ltem	Specifications
Scan speed	<ul> <li>When scanning one-sided originals (black and white, 8<sup>1</sup>/<sub>2</sub>×11) 49 pages/minute</li> <li>When scanning one-sided originals (black and white, A4) 46 pages/minute</li> <li>When scanning one-sided originals (full color, 8<sup>1</sup>/<sub>2</sub>×11) 47 pages/minute</li> <li>When scanning one-sided originals (full color, A4) 46 pages/minute</li> <li>When scanning two-sided originals (black and white, 8<sup>1</sup>/<sub>2</sub>×11) 75 pages/minute</li> <li>When scanning two-sided originals (black and white, A4) 71 pages/minute</li> <li>When scanning two-sided originals (full color, 8<sup>1</sup>/<sub>2</sub>×11) 55 pages/minute</li> <li>When scanning two-sided originals (full color, A4) 52 pages/minute</li> <li>When using the E-mail, Scan to Folder, WSD (Push Type), or Scan to Removable device (Original size: A4/8<sup>1</sup>/<sub>2</sub> × 11 D, Resolution: 200 dpi)</li> <li>Black and white Original Type: B &amp; W two-value, Compression: MH</li> <li>Full Color Original type: Text/Photo, Compression: JPEG Standard</li> <li>Scanning speed differs depending on the operating environment of the machine and computer, scan settings, and the content of originals.</li> </ul>
Tone	Black & White: 2 tones     Full Color/Gray Scale: 256 tones
Basic scanning resolution	200 dpi
Image compression type for black and white (two-value)	TIFF (MH, MR, MMR)

ltem	Specifications
Image compression type for gray scale/full color	JPEG
Interface	Standard:
	Ethernet (10BASE-T/100BASE-TX/1000BASE-T)
	USB 2.0 (Type A) port (on the control panel)
	SD card slot (on the control panel)
	Option:
	IEEE 802.11a/b/g/n wireless LAN interface
Network protocol	TCP/IP

#### E-mail transmission

ltem	Specifications	
Scanning resolution	100 dpi, 200 dpi, 300 dpi, 400 dpi, 600 dpi	
Protocol* 1	POP, SMTP <sup>*2</sup>	
Output format	TIFF, JPEG, PDF, High Compression PDF, PDF/A	

- \* 1 Supporting Web mail transmission
- \*2 Supporting SMTP over SSL



- When you select [PDF], [High Comp. PDF], or [PDF/A] for the file format, you can attach a digital signature. You can also specify the security settings for [PDF] or [High Comp. PDF].
- See "Scanning an Original as a PDF with Security Setting Specified", User Guide (Full Version).
- To specify High Compression PDF for the PDF type, the following settings are required:
  - Selecting [Gray Scale] or Full Color for [Black & White] under [Send Settings]
  - Selecting [200 dpi], [300 dpi], [400 dpi], or [600 dpi] for [Resolution] under [Send Settings]
  - Selecting other than [Preview]
  - Specifying [PDF File Type: PDF/A Fixed] under [Settings] ► [System Settings] ► [Settings for Administrator] ► [File Management] to [Off]

#### Scan to Folder

ltem	Specifications
Scanning resolution	100 dpi, 200 dpi, 300 dpi, 400 dpi, 600 dpi

ltem	Specifications
Protocol	You can use SMB protocol (139/TCP, 137/UDP) or CIFS protocol (445/TCP) for sending folders with SMB.      The Sagn to Folder function with SMB protocol (139/TCP, 137/
	<ul> <li>The Scan to Folder function with SMB protocol (139/TCP, 137/ UDP) is enabled under NetBIOS over TCP/IP environment only.</li> </ul>
	You cannot use the Scan to Folder function with SMB under NetBEUI.
Output format	TIFF, JPEG, PDF, High Compression PDF, PDF/A

## **U** Note

- When you select [PDF], [High Comp. PDF], or [PDF/A] for the file format, you can attach a digital signature. You can also specify the security settings for [PDF] or [High Comp. PDF].
- See "Scanning an Original as a PDF with Security Setting Specified", User Guide (Full Version).
- To specify High Compression PDF for the PDF type, the following settings are required:
  - Selecting [Gray Scale] or Full Color for [Black & White] under [Send Settings]
  - Selecting [200 dpi], [300 dpi], [400 dpi], or [600 dpi] for [Resolution] under [Send Settings]
  - Selecting other than [Preview]
  - Specifying [PDF File Type: PDF/A Fixed] under [Settings] ► [System Settings] ► [Settings for Administrator] ► [File Management] to [Off]

#### **Network TWAIN Scanner**

Item	Specifications
Scanning resolution	<ul> <li>When using the exposure glass: 100–1,200 dpi<sup>*1</sup></li> <li>When using the ADF: 100–600 dpi<sup>*1</sup></li> </ul>
Protocol	TCP/IP
Operating system	• Windows 7/8.1/10
	<ul> <li>Windows Server 2008/2008 R2/2012/2012 R2/2016/2019</li> </ul>
	(TWAIN scanner runs in 32-bit compatible mode on a 64-bit operating system, so TWAIN scanner is not compatible with 64-bit applications. Use 32-bit applications. IC card Authentication System is not compatible with 64-bit operating system.)

<sup>\*1</sup> The maximum resolution depends on the scan size.

### **WIA** scanner

ltem	Specifications
Scanning resolution (Main scanning × Subscanning)	100–1,200 dpi <sup>*1</sup>
Protocol	TCP/IP
Operating system	<ul> <li>Windows 7/8.1/10</li> <li>Windows Server 2008/2008 R2/2012/2012 R2/2016/2019</li> </ul>
	(WIA scanner can function under both 32- and 64-bit operating systems.)

 $<sup>^{\</sup>star}$  ] The maximum resolution depends on the scan size.

## Specifications for Auto Document Feeder (ADF)

ltem	Specifications
Mode	SADF mode, Mixed Sizes mode, Custom Size originals mode, Original Orientation mode
Original Size	A4 $\Box$ -A6 $\Box$ , $8^{1}/_{2} \times 14\Box$ - $5^{1}/_{2} \times 8^{1}/_{2}$
Original weight	60-128 g/m² (16-34 lb. Bond)
Number of originals to be set	13 mm or less
Power requirements	Power is supplied from the main unit.

## Specifications for Internal Finisher (Option)

ltem	Specifications	
Paper size	A4D, B5 ISOD, $8^{1}/_{2} \times 14D, 8^{1}/_{2} \times 13D, 8^{1}/_{2} \times 11D, 7^{1}/_{4} \times 10^{1}/_{2}D,$ B5 JISD, custom size	
Paper weight	60–220 g/m² (16 lb. Bond–80 lb. Cover)	

ltem	Specifications			
Paper sizes that can be shifted	A4D, B5 ISOD, $8^{1}/_{2} \times 14D$ , $8^{1}/_{2} \times 13D$ , $8^{1}/_{2} \times 11D$ , $7^{1}/_{4} \times 10^{1}/_{2}D$ ,			
	B5 JIS <sup>D</sup> , custom size			
Paper weight that can be shifted	60-220 g/m² (16 lb. Bond-80 lb. Cover)			
Stack capacity (80 g/m², 20 lb. Bond)	500 sheets			
Staple paper size	A4D, B5 ISOD,			
	$8^{1}/_{2} \times 14\overline{D}$ , $8^{1}/_{2} \times 13\overline{D}$ , $8^{1}/_{2} \times 11\overline{D}$ , $7^{1}/_{4} \times 10^{1}/_{2}\overline{D}$ ,			
	B5 JISD, custom size			
Staple paper weight	60-220 g/m² (16 lb. Bond–80 lb. Cover)			
Staple capacity	Staple capacity depends on the paper thickness you are using, as shown below.			
	When using Plain Paper 1, Plain Paper 2: 50 sheets			
	When using Middle Thick: 30 sheets			
	When using Thick Paper 1: 15 sheets			
	When using Thick Paper 2: 10 sheets			
Stack capacity after stapling (80 g/m², 20 lb. Bond)	2 sheets: 60 sets			
Staple position	Slant			
Power requirements	Power is supplied from the main unit.			
Maximum power consumption	77 W or less			
Dimensions (W × D × H)	451 × 478 × 248 mm (17.8 × 18.8 × 9.8 inches)			
Weight	Approx. 7 kg (15.4 lb.)			

### 9

## Specifications for Mailbox (Option)

ltem	Specifications
Number of bins:	4
Paper size	A4 $\mathbb{D}$ , B5 ISO $\mathbb{D}$ , $8^{1}/_{2} \times 14\mathbb{D}$ , $8^{1}/_{2} \times 13\mathbb{D}$ , $8^{1}/_{2} \times 11\mathbb{D}$ , $7^{1}/_{4} \times 10^{1}/_{2}\mathbb{D}$ , B5 JIS $\mathbb{D}$ , custom size
Paper weight	60-105 g/m² (16-28 lb. Bond)
Stack capacity (80 g/m², 20 lb. Bond)	100 sheets
Power requirements	Power is supplied from the main unit.
Maximum power consumption	77 W or less
Dimensions (W × D × H)	451 × 411 × 248 mm (17.8 × 16.2 × 9.8 inches) (when the tray is folded)
Weight	Approx. 5 kg (11.7 lb.)

## Specifications for Paper Tray Unit (Trays 2-5) (Option)

ltem	Specifications	
Page size	page 160 "Recommended Paper Sizes and Types"	
Paper capacity (80 g/m², 20 lb. Bond)	page 160 "Recommended Paper Sizes and Types"	
Paper weight	page 160 "Recommended Paper Sizes and Types"	
Power requirements	Power is supplied from the main unit.	
Maximum power consumption	17 W or less	
Dimensions (W × D × H)	420 × 465 × 123 mm (16.5 × 18.3 × 4.8 inches)	

Item	Specifications
Weight	Approx. 7 kg (15.4 lb.)

### Specifications for Large Capacity Tray (LCT) (Option)

ltem	Specifications
Page size	page 160 "Recommended Paper Sizes and Types"
Paper capacity (80 g/m², 20 lb. Bond)	page 160 "Recommended Paper Sizes and Types"
Paper weight	page 160 "Recommended Paper Sizes and Types"
Power requirements	Power is supplied from the main unit.
Maximum power consumption	18 W or less
Dimensions (W × D × H)	724 × 772 × 459 mm (28.5 × 30.4 × 18.1 inches)
Weight	Approx. 6.6 kg (14.6 lb.)

### **Specifications for Caster Table (Option)**

Item	Specifications	
Dimensions $(W \times D \times H)$	724 × 772 × 90 mm (28.5 × 30.4 × 3.5 inches) (except protruding parts and stabilizers)	
Weight	Approx. 9 kg (19.8 lb.)	

## Specifications for Wireless LAN Board (Option)

### 

 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	<ul><li>2.4 GHz band: 72.2 Mbps (maximum)</li><li>5 GHz band: 150.0 Mbps (maximum)</li></ul>	
Frequency range (Center Frequency)	<ul> <li>2412-2472 MHz (1-13 channels)</li> <li>5180-5240 MHz (36, 40, 44, and 48 channels)</li> <li>5260-5320 MHz (52, 56, 60, and 64 channels)</li> <li>5500-5700 MHz (100, 104, 108, 112, 116, 120, 124, 128, 132, 136, and 140 channels)</li> <li>5745-5825 MHz (149, 153, 157, 161, and 165 channels)</li> </ul>	
Transmission mode	<ul> <li>Infrastructure mode</li> <li>Direct Connection Mode</li> <li>Direct Connection: Group Owner Mode</li> </ul>	



- Web Image Monitor is supported.
- The transmission rates of 150 Mbps in the 5 GHz band and 72.2 Mbps in the 2.4 GHz band are the theoretical values of the wireless LAN specification. The actual transmission rate may be lower, depending on the operating environment.
- The connecting channel is determined by the value specified in [Country/Region] and the channel
  that is used as the access point. Specify the country or region in which the machine is used correctly
  before using the wireless LAN. You may violate the local law or regulation if you specify the setting
  incorrectly.
- See "Network/Interface", User Guide (Full Version).

## The Setting Values of the Transmission Function



• Depending on the type or settings of a document or original, you may not be able to specify or enter the maximum number of destinations or characters.

### Send Email

ltem	Value	Remarks
Maximum number of characters entered in an e-mail address	128 alphanumeric characters	An e-mail; address that has been searched from the LDAP server and exceeds 128 alphanumeric characters cannot be specified correctly as the destination.
Number of destinations that can be specified at one time	100	Up to 50 items can be specified when entering an item manually (including the items specified by LDAP search). For the rest, select up to 100 items from the registered destinations.
Size of a document that can be sent	Up to 32,300 KB per document	-
Number of pages that can be sent	Up to 100 pages per document	-

### Send to Folder

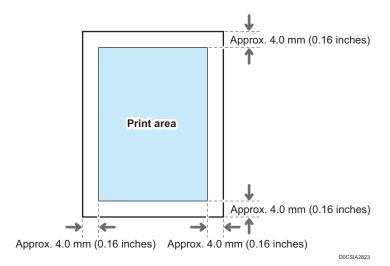
ltem	Value	Remarks
Maximum number of characters in a path name specified for the SMB protocol	256 characters	-
Maximum number of characters in a user name specified for the SMB protocol	64 characters	-

ltem	Value	Remarks
Maximum number of characters in a password specified for the SMB protocol	64 characters	-
Number of destinations that can be specified at one time	32	Up to 32 items can be entered also when entering the items manually.
Size of a document that can be sent	81.55 MB per document	-

### **Broadcast Transmission**

ltem	Value	Remarks
Total number of destinations that can be specified for Send Email and Send to Folder	132	-
Number of destinations that can be specified when sending a document by Send Email	100	Up to 50 items can be specified when entering an item manually (including the items specified by LDAP search)
Number of destinations that can be specified when sending a document by Send to Folder	32	-

## Printable Area and Margin



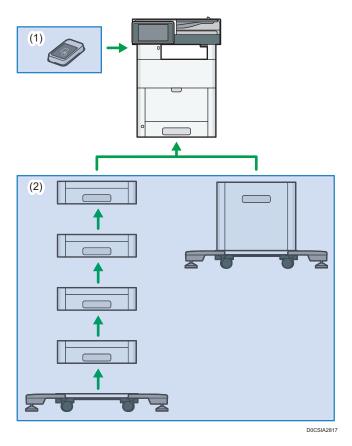


- The machine does not support edge-to-edge printing. To minimize the margins, specify the maximum printable area with the settings on the printer driver.
- See "Maximizing the Printable Area When Printing", User Guide (Full Version).
- The printable area may vary due to the paper size or settings of 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

### IM C530FB

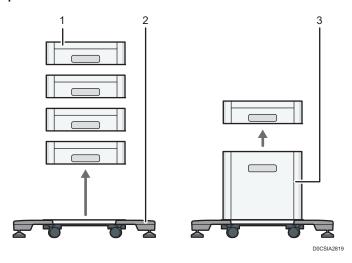


(1) Options Mounted Inside of the Left Front Cover in the Bottom of the Control Panel



No.	Option	Description
1	Card	Pass an IC card over the card reader to log in to the machine.
	reader	page 42 "Logging In from the Control Panel"

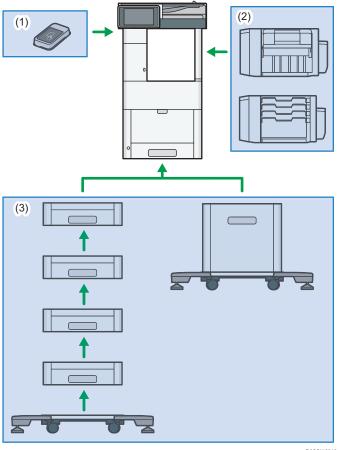
### (2) Options Mounted on the Machine's Bottom



For details about how many trays can be attached to the machine, see the instructions supplied with the options.

No.	Option	Description
1	Paper Feed Unit	Paper is loaded here. You can load up to 550 sheets of paper.
2	Caster Table for Paper Feed Unit	To use the paper tray unit, attach the caster table. Allows you to move the machine easily.
3	Large Capacity Tray (LCT)	Paper tray for A4D and $8^1/_2 \times 11D$ size paper. You can load up to 2,000 sheets of paper.

### IM C530F



D0CSIA2818

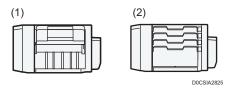
### (1) Options Mounted Inside of the Left Front Cover in the Bottom of the Control Panel



D0C9IA3605

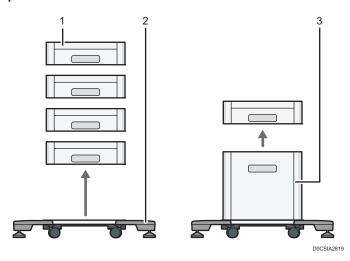
No.	Option	Description
1	Card	Pass an IC card over the card reader to log in to the machine.
	reader	page 42 "Logging In from the Control Panel"

### (2) Options Mounted to the Machine's Paper Output Section



No.	Option	Description
1	Finisher	Sorts, stacks, and staples multiple sheets of paper.
2	Mailbox	Sorts printed paper. Consists of mailbox output trays 1-4.

### (3) Options Mounted on the Machine's Bottom



For details about how many trays can be attached to the machine, see the instructions supplied with the options.

No.	Option	Description
1	Paper Feed Unit	Paper is loaded here. You can load up to 550 sheets of paper.
2	Caster Table for Paper Feed Unit	To use the paper tray unit, attach the caster table. Allows you to move the machine easily.

No.	Option	Description
3	Large Capacity Tray (LCT)	Paper tray for A4D and $8^{1}/_{2} \times 11D$ size paper. You can load up to 2,000 sheets of paper.

## Guide to Functions of the Machine's Internal Options

• 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.

The options that can be installed differ depending on the models.
 page 265 "Machine Options"

## Сору

Function/Reference	Option
Stack page 69 "Copying in Page Order or for Each Page Number"	Internal Finisher SR1020
Staple See "Stapling Copied Pages (IM C530F Only)", User Guide (Full Version).	

### Printer

Function/Reference	Option
Shift Collate  See "Sorting Printed Sheets by Individual Copies", User Guide (Full Version).	Internal Finisher SR1020
Staple See "Stapling Printed Pages (IM C530F Only)", User Guide (Full Version).	

### Others

Function/Reference	Option
Wireless LAN communication  See "Connecting to a Wireless LAN", User Guide (Full Version).	Wireless LAN board

Function/Reference	Option
Quick Card Authentication	NFC card reader

## **Function Compatibility**

#### **Function Compatibility**

Mode after you select			Сору			Fax			Prir	nter	Scanner	TWAIN
		Т	ransmissio	n	Rece							
Mode before you sele	ct		Copying	LAN-FAX Data Receiving	Scanning an Original for Memory Transmission	Memory Transmission	Memory Reception	Printing Received Data	LS Store	Printing	Scanning	Scanning
Сору	Cop	pying	×	0	×*2	0	0	×	×	×	×	×
		LAN-FAX Data Receiving	0	×	0	0	0	0	<b>▲</b> *3	<b>▲</b> *3	0	0
	Transmission	Scanning an Original for Memory Transmission	×*2	0	×	0	0	© *1	0	0	×*2	×*2
Fax	Tra	Memory Transmission	0	0	0	×	×	0	0	0	0	0
	Memory Reception		0	0	0	×	×	0	0	0	0	0
	Memory Reception  Printing Received Data			0	O *1	0	0	×	×	×	O *1	O *1
LS Store Printer		0	0	0	0	0	×	×	×	0	0	
Printing				0	0	0	0	×	×	×	0	0
Scanner	Scanning		×	0	×*2	0	0	O *1	0	0	×	×*4
TWAIN	/AIN Scanning		×	0	×	0	0	O *1	0	0	×*4	×

<sup>1</sup> Printing and reading speeds may be reduced because only shared resources are being used for operations.
2 Operations are allowed while waiting for the next original.
3 Operations are allowed when using different protocols or when using a protocol that allows multiple transmissions.
4 The machine cannot do TWAIN scanning and printing simultaneously only if TWAIN scanning is set to read and not compress the data.



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• The scanning speed may become slower when scanning an original with another function while executing printing.

#### **Copy Function Compatibility**

Blank: These modes can be used together.

- These modes cannot be used together. The second mode selected will be the mode you are working in.
   These modes cannot be used together. The first mode selected will be the mode you are working in.

			Function selected second																							
		Mixed Sizes	Regular Size Originals	Custom Size Originals	Original Orientation	Auto Density	Image Density (Manual)	Full Color	Two-color	Two-color (Red & Black)	Single Color	Black & White	Auto Color Select	Auto Paper Select	Paper Select	Bypass Tray	Auto Reduce / Enlarge	Reduce / Enlarge	2 Sided Original	2 Sided	Combine	ID Card Copy	Stamp*1	Sort	Stack	Staple
	Mixed Sizes		×	×																						
	Regular Size Originals	×		•										İ												
	Custom Size Originals	×	•											×												
	Original Orientation																									
	Auto Density																									
	Image Density (Manual)																									
	Full Color								•		•		•													
	Two-color									•	•	•	•													
	Two-color (Red & Black)							•			•		•													
	Single Color							•	•			•	•													
Function selected first	Black & White							•	•		•		•													
cted	Auto Color Select							•	•	•	•	•														
sele	Auto Paper Select																									
tion	Paper Select													•		•										
-unc	Bypass Tray													•									×			×
	Auto Reduce / Enlarge													•								•				
	Reduce / Enlarge																									
	2 Sided Original																				•	×				
	2 Sided																				•	×				
	Combine																		•	•		×				
	ID Card Copy													×			×		×	×	×					
	Stamp*1															×										
	Sort																								•	
	Stack																							•		•
	Staple															×									•	

<sup>\*1</sup> Stamps include Date Stamp, Page Numbering, and Stamp Text.

## 10. 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  ${\sf ENERGY\ STAR}^{\it \&}$  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**

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 one minute.
- The machine can print jobs from computers and receive faxes while in Sleep mode.
- The time it takes to recover from the energy saving functions and low power consumption in Sleep Mode may differ depending on the machine.

Region A (mainly Europe)

Model Name	Power Consumption	Time to Recover from Sleep Mode	Duplex Function*1
IM C530FB	0.75 W	19.9 seconds	Standard
IM C530F	0.75 W	19.9 seconds	Standard

### Region B (mainly North America)

Model Name	Power Consumption	Time to Recover from Sleep Mode	Duplex Function*1				
IM C530FB	0.74 W	19.9 seconds	Standard				
IM C530F	0.74 W	19.9 seconds	Standard				

\*1 Achieves ENERGY STAR energy savings; product fully qualifies when packaged with (or used with) a duplex tray and the duplex function is enabled as an option.



- 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).
- 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 (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.



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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.

### 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 (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.

Contact your sales or service representative to change the battery.

### 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  $64 \text{ g/m}^2$  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.

#### IU

# 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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Microsoft® Windows® 7 Professional

Microsoft® Windows® 7 Ultimate

Microsoft® Windows® 7 Enterprise

• The product names of Windows 8.1 are as follows:

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Microsoft® Windows® 8.1

Microsoft® Windows® 8.1 Pro

Microsoft® Windows® 8.1 Enterprise

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Microsoft® Windows® 10 Enterprise

Microsoft® Windows® 10 Education

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Microsoft® Windows Server® 2008 Standard

Microsoft® Windows Server® 2008 Enterprise

• The product names of Windows Server 2008 R2 are as follows:

Microsoft® Windows Server® 2008 R2 Standard

Microsoft® Windows Server® 2008 R2 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 Datacenter

Microsoft® Windows Server® 2016 Essentials

Microsoft® Windows Server® 2016 Standard

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

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