



Troubleshooting and Maintenance Guide

C9850hdn
C9850hdtn
C9850 MFP



PREFACE

Every effort has been made to ensure that the information in this document is complete, accurate, and up-to-date. Oki assumes no responsibility for the results of errors beyond its control. Oki also cannot guarantee that changes in software and equipment made by other manufacturers and referred to in this guide will not affect the applicability of the information in it. Mention of software products manufactured by other companies does not necessarily constitute endorsement by Oki.

While all reasonable efforts have been made to make this document as accurate and helpful as possible, we make no warranty of any kind, expressed or implied, as to the accuracy or completeness of the information contained herein.

The most up-to-date drivers and manuals are available from the Oki web site:
<http://www.okiprintingsolutions.com>

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As an ENERGY STAR Program Participant, the manufacturer has determined that this product meets the ENERGY STAR guidelines for energy efficiency.



This product complies with the requirements of the Council Directives 2004/108/EC (EMC), 2006/95/EC (LVD) and 1999/5/EC (R&TTE), as amended where applicable, on the approximation of the laws of the member states relating to electromagnetic compatibility, low voltage and radio & telecommunications terminal equipment.

CAUTION!

This product complies with EN55022 Class B. However, when fitted with the optional scanner and/or finisher, compliance to EN55022 is Class A. In a domestic environment this configuration may cause radio interference, in which case the user may be required to take adequate measures.

EMERGENCY FIRST AID

Take care with toner powder:

If swallowed, give small amounts of cold water and seek medical attention. DO NOT attempt to induce vomiting.



If inhaled, move the person to an open area for fresh air. Seek medical attention.

If it gets into the eyes, flush with large amounts of water for at least 15 minutes keeping eyelids open. Seek medical attention.

Spillages should be treated with cold water and soap to help reduce risk of staining skin or clothing.

MANUFACTURER

Oki Data Corporation,
4-11-22 Shibaura, Minato-ku,
Tokyo 108-8551,
Japan

IMPORTER TO THE EU/AUTHORISED REPRESENTATIVE

Oki Europe Limited (trading as Oki Printing Solutions)

Central House
Balfour Road
Hounslow
TW3 1HY
United Kingdom

For all sales, support and general enquiries contact your local distributor.

ENVIRONMENTAL INFORMATION



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NOTES, CAUTIONS AND WARNINGS

NOTE

A note provides additional information to supplement the main text.

CAUTION!

A caution provides additional information which, if ignored, may result in equipment malfunction or damage.

WARNING!

A warning provides additional information which, if ignored, may result in a risk of personal injury.

For the protection of your product, and in order to ensure that you benefit from its full functionality, this model has been designed to operate only with genuine Oki Printing Solutions toner cartridges. These can be identified by the Oki Printing Solutions trademark. Any other toner cartridge may not operate at all, even if it is described as "compatible", and if it does work, your product's performance and print quality may be degraded.

Specifications subject to change without notice. All trademarks acknowledged.

ABOUT THIS GUIDE

DOCUMENTATION SUITE

This guide is part of a suite of online and printed documentation provided to help you to become familiar with your product and to make the best use of its many powerful features. The documentation is summarised below for reference and is found on the Manuals CD / DVD unless indicated otherwise:

- > Installation Safety Booklet (printed)
- > Quick Configuration Guide
- > Quick User's Guide
- > Advanced User's Guide
- > Troubleshooting, Maintenance Guide (this document)
- > SendMe™ Guide
- > Fiery Manuals Suite
- > Installation Guides – for consumables and optional accessories (printed)
- > Online Help – accessible from control panels, printer drivers and utility software

PURPOSE OF THIS GUIDE

NOTE

This guide is written to cover the complete C9850 series of products and as such may contain information about features that your product does not have installed.

The purpose of this guide is to provide you with sufficient information to enable you to carry out basic troubleshooting and maintenance on your product. For example, you will be guided through:

- > clearing paper jams, which, although occurring infrequently, must nevertheless be detected and cleared as quickly as possible
- > replacing consumables such as toner cartridges and image drums when required
- > calibrating the system for continued high quality results

INTRODUCTION

TROUBLESHOOTING

Although your system has been carefully designed with reliable, problem-free operation in mind, problems nevertheless do happen. For example, a paper jam can occur during a large printing job and clearing the jam as quickly as possible is of utmost importance. This guide, in conjunction with the messages and images on the printer control panel and easy access to the different areas of the paper path in the printer unit will help you to locate and clear a paper jam quickly and efficiently. Likewise, this guide provides guidance on clearing paper jams in the scanner unit. Also, advice is provided on how to avoid paper jams and how to troubleshoot other possible problems to help to minimise system downtime.

MAINTENANCE

With continued print quality in mind, you will find in this guide information on routine maintenance of printer unit and scanner unit components, replacing consumables such as toner cartridges and image drums and general advice on how to deal with unsatisfactory printing or copying.

CALIBRATION

Continuing the theme of print quality, advice is provided on how and when to calibrate the system for optimal print performance.

TROUBLESHOOTING - PRINTER UNIT

GENERAL

If the printer unit display panel does not display anything or is still in standby mode 10 minutes after switching on, follow the printer unit shutdown sequence to switch it off. Check all cable connections before restarting the printer unit. If the problem persists, contact your dealer.

PRINTER

For specific printer information messages and error codes, refer to ["Appendix A – Printer information and error messages"](#) on page 49.

NETWORK

The majority of networking troubleshooting is dealt with in the Fiery Configuration Guide. For specific troubleshooting on e-mail and LDAP server problems, refer to ["Appendix B – Troubleshooting \(network\)"](#) on page 60.

PAPER JAMS

This section provides information to help you deal with problems that may arise when using the MFP. The following paragraphs describe actions to take in the event of a paper jam and how to deal with unsatisfactory print results. Display panel messages about paper jams and relevant actions are given in this section while a list of other typical messages and suggested responses is given in the ["Appendix A – Printer information and error messages"](#) on page 49.

For paper jams within the ADF, refer to ["Troubleshooting - scanner unit"](#) on page 34.

PAPER JAMS – PRINTER UNIT

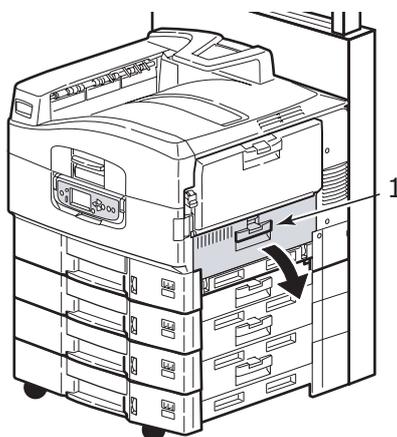
If a paper jam occurs, a message appears on the display panel in the printer unit Control Panel. You can press the **Help** button to display guidance on how to clear the jam.

For full details of clearing jams, refer to the following paragraphs, which correspond to the paper jam messages.

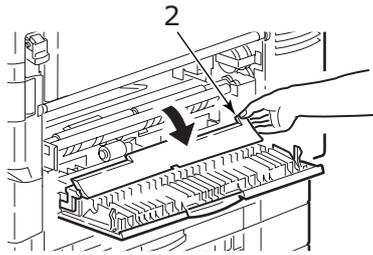
Open cover, paper jam, ttttt side cover

Tray 1, or any one of Tray 2 to Tray 4, can appear in place of the ttttt characters in the display panel message. In this example Tray 1 is used, the procedure being similar for all other trays.

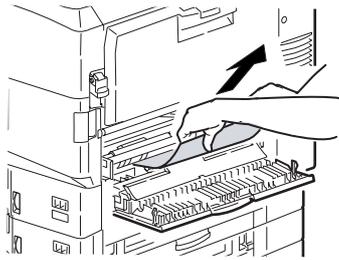
1. Squeeze the catch (1) on Tray 1 side cover and open the cover.



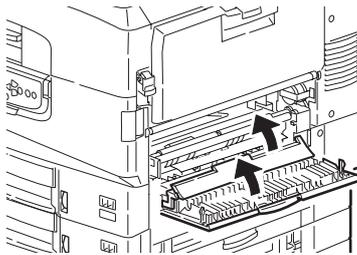
2. Holding it by the tab (2), turn the paper guide outward.



3. Carefully remove the jammed paper.

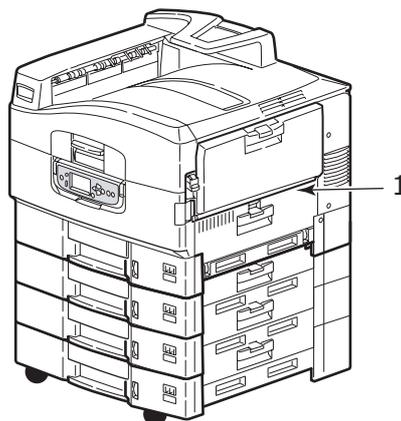


4. Put the paper guide back into position and close Tray 1 side cover.

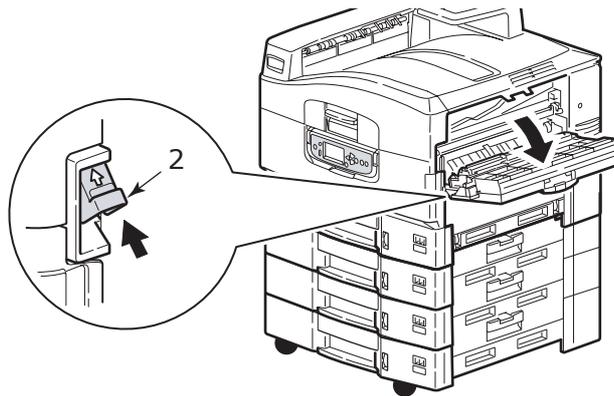


Open cover, paper jam, side cover

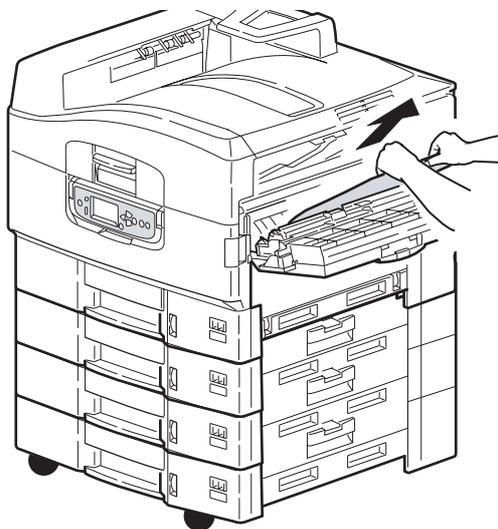
1. If the MP Tray is open, close it so that the side cover (1) is visible.



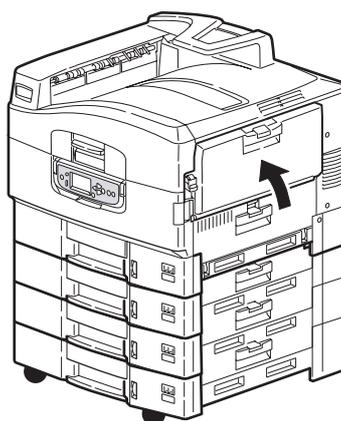
2. Pull the release lever (2) and pull open the side cover.



3. Carefully remove the jammed paper.

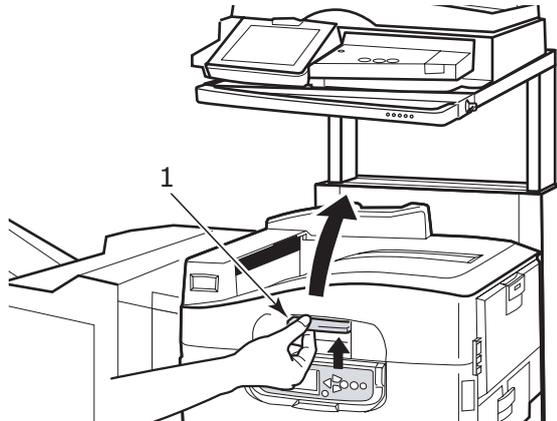


4. Close the side cover.



Open cover, paper jam, top cover

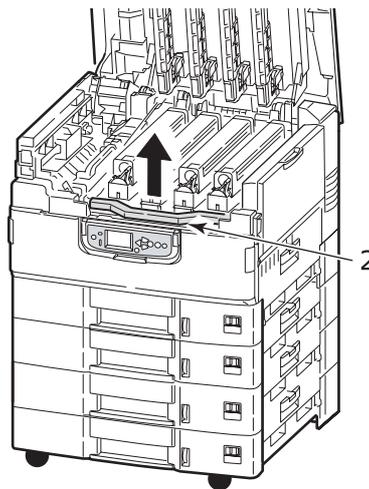
1. Raise the scanner unit, squeeze the printer unit top cover handle (1) and open the top cover.



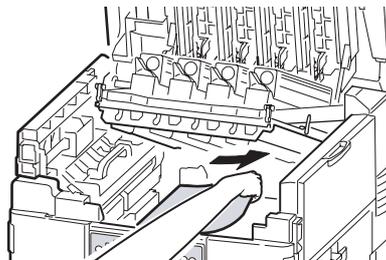
WARNING!

Be careful not to touch the fuser unit which is hot after printing.

2. Squeeze the basket handle (2) and raise the drum basket.



3. Carefully remove any paper on the belt.

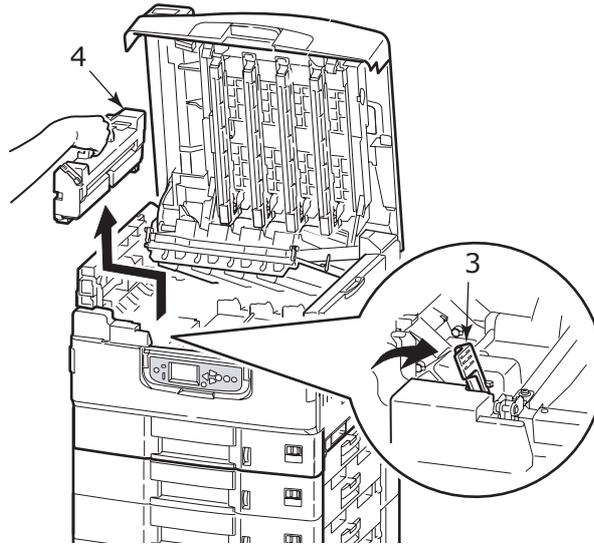


4. If paper is jammed in the fuser unit, push the lock lever (3) in the direction shown to release the unit.

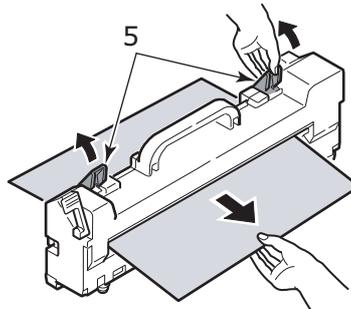
WARNING!

Be careful not to touch the fuser unit which may be hot after printing. If the fuser unit is hot, wait until it cools before attempting to remove any jammed paper.

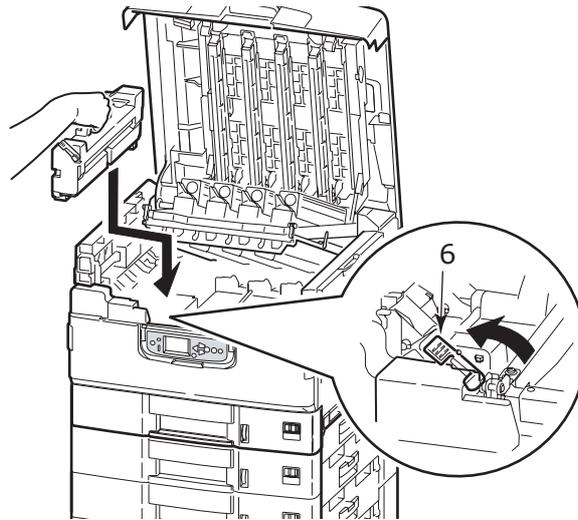
Holding the fuser unit (4) by the handle, lift it out of the printer unit and place it on a flat surface.



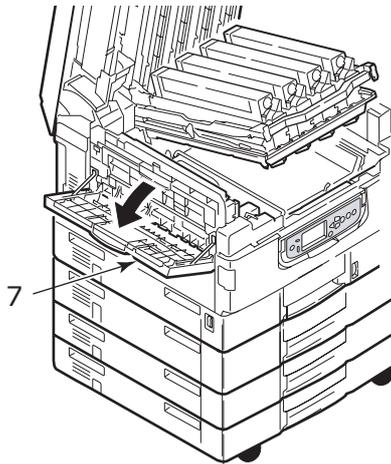
5. Pull up the jam release levers (5) and remove the jammed paper.



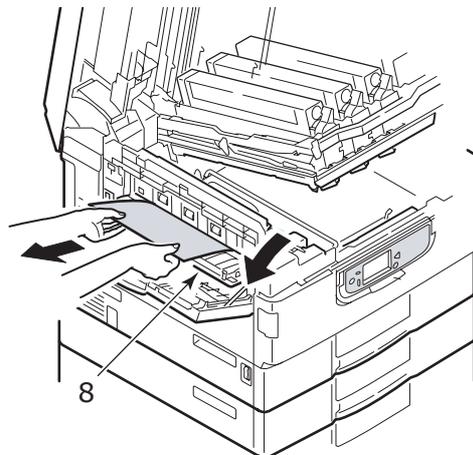
- Carefully replace the fuser unit into the printer unit and turn the lock lever (6) in the direction shown to lock the fuser unit.



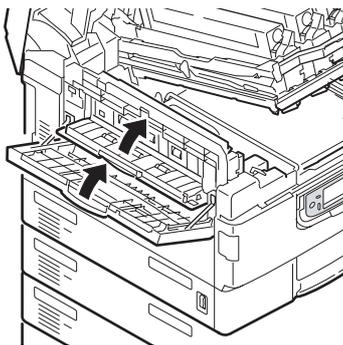
- If paper is jammed near the paper exit, open the face-up stacker (7).



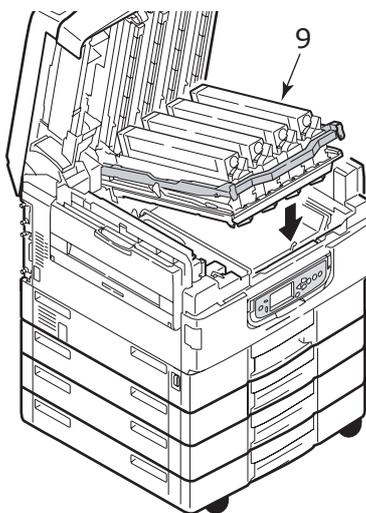
- Open the side cover (paper exit) (8) and remove the jammed paper.



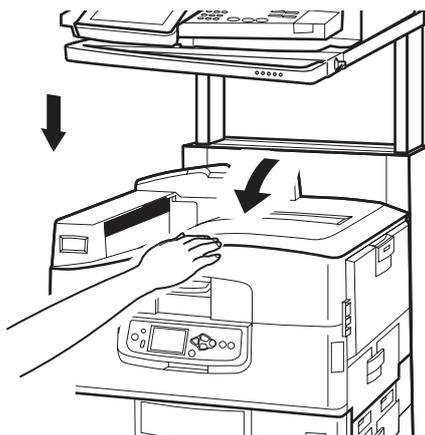
9. Close the side cover (paper exit) and then the face-up stacker.



10. Return the image drum basket (9) into position and check it is locked.



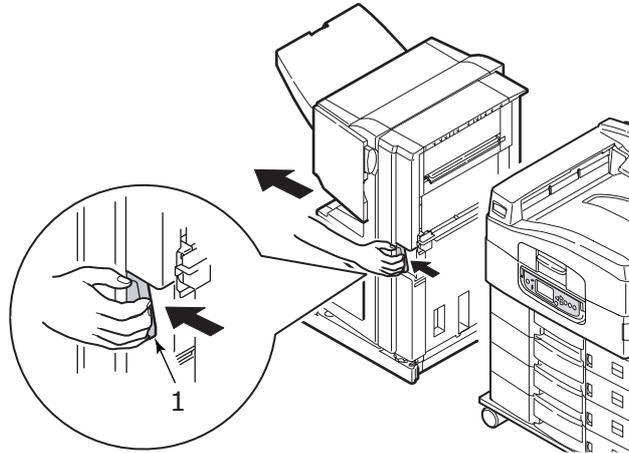
11. Close the printer unit top cover and ensure it is latched, then lower the scanner unit.



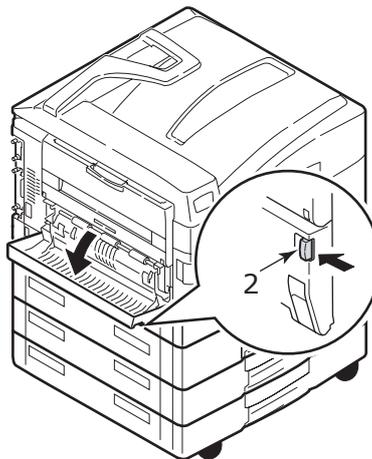
PAPER JAMS – DUPLEX UNIT

Check duplex unit, paper jam

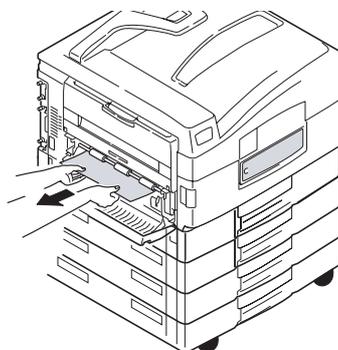
1. If a Finisher unit is attached to your printer unit, operate the lever (1) of the Inverter unit to separate the Inverter from the printer.



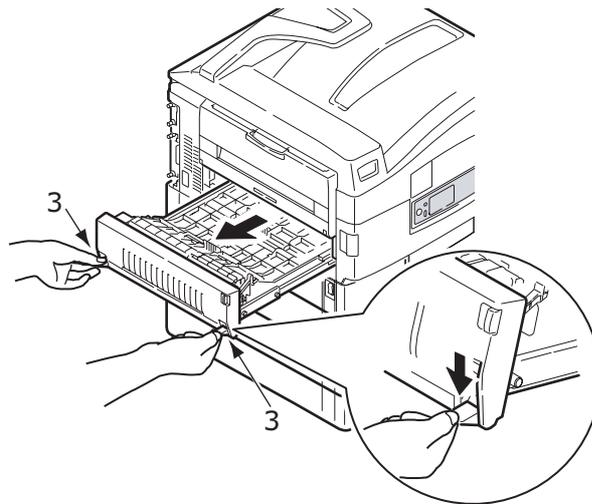
2. Operate the duplex cover release button (2) and open the cover.



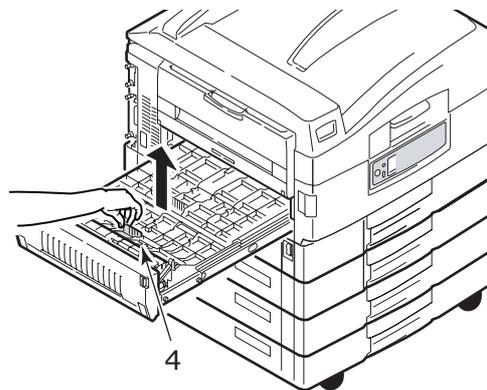
3. Carefully remove any jammed paper then close the cover.



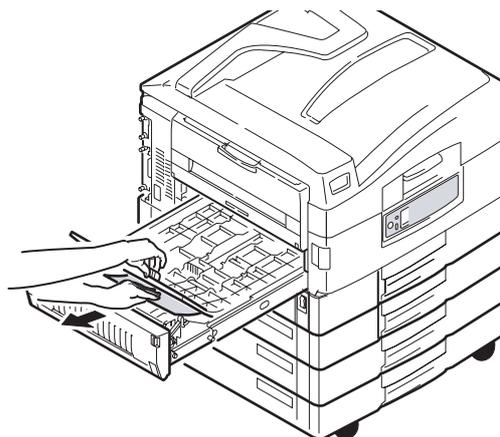
4. Operate the levers (3) and pull out the duplex unit.



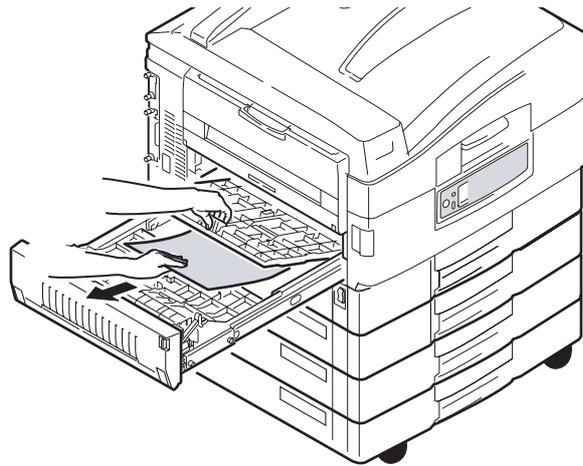
5. Holding the front top cover by the grip (4), push it gently inwards and raise it.



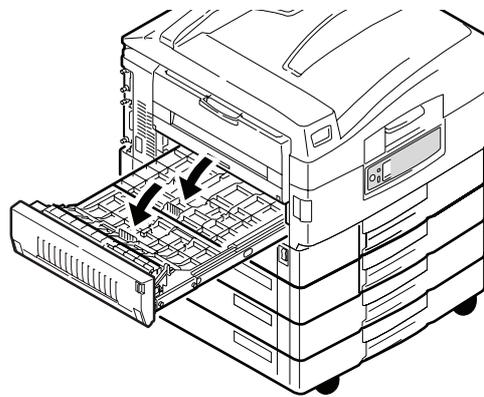
6. Remove any jammed paper.



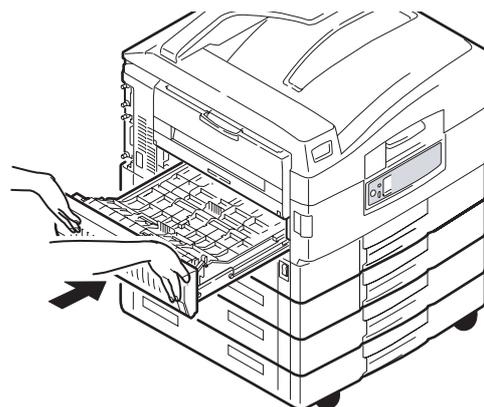
7. In similar manner, check for and clear any paper jammed under the rear top cover.



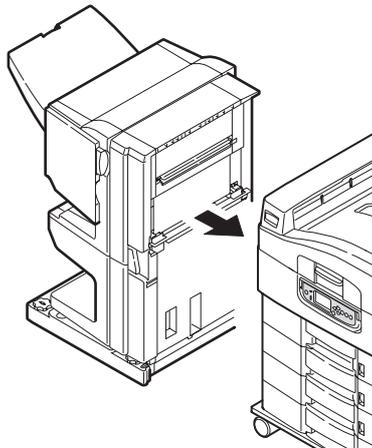
8. Replace the two top covers.



9. Push the duplex unit back into position.



10. If you detached a Finisher unit to gain access to the duplex unit, replace the Finisher unit.



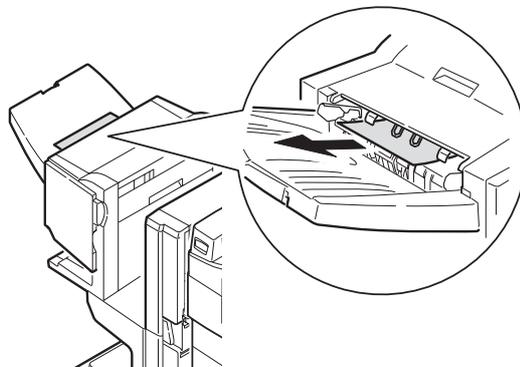
PAPER JAMS – FINISHER (OPTIONAL ACCESSORY)

Check Finisher, paper jam/paper remains

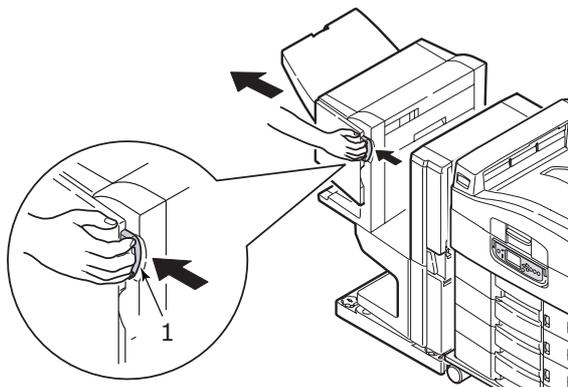
Use the **Help** button on the printer unit control panel to check the number displayed. You will need this to be able to clear the paper jam. The following paragraphs explain what to do for each of the indicated numeric codes.

591, 592, 593, 599/ 643, 645 (paper jam around Finisher)

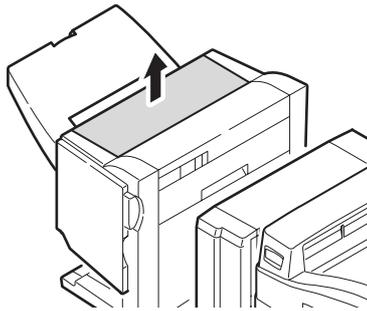
1. Remove any paper at the Finisher paper exit.



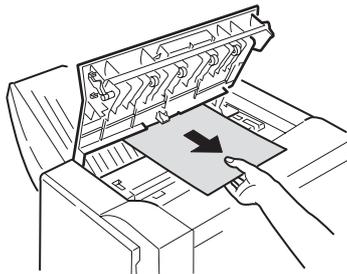
2. Operate the Finisher lever (1) and move the Finisher away from the Inverter.



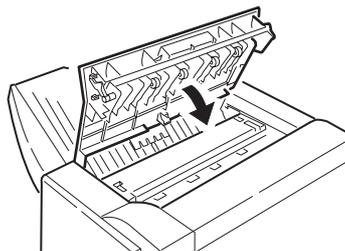
3. Open the Finisher top cover.



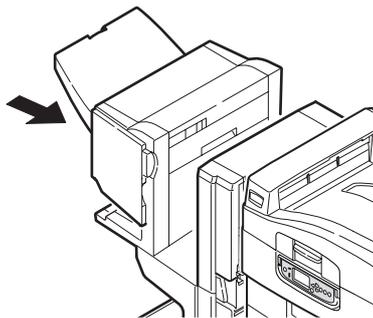
4. Carefully remove any jammed paper.



5. Close the Finisher top cover.

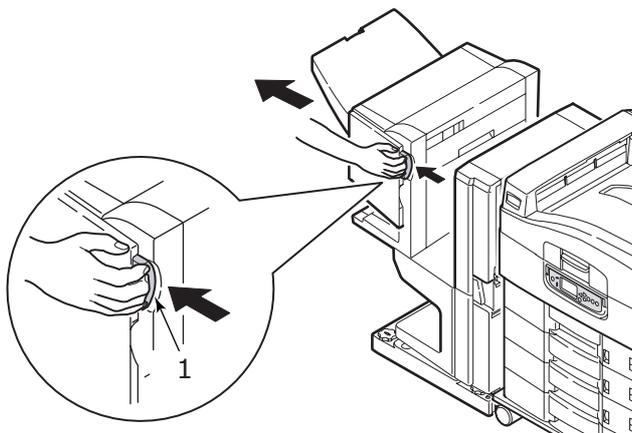


6. Move the Finisher back into position and connect it to the Inverter.

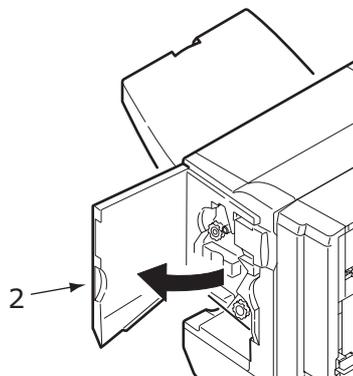


594, 597, 598/ 644, 646 (paper jam in Finisher)

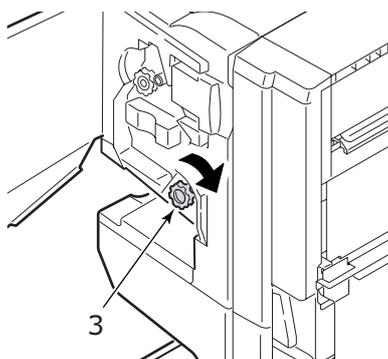
1. Operate the Finisher lever (1) and move the Finisher away from the Inverter.



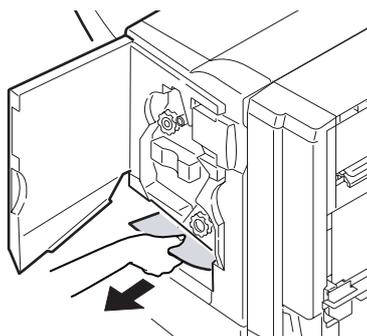
2. Open the Finisher front cover (2).



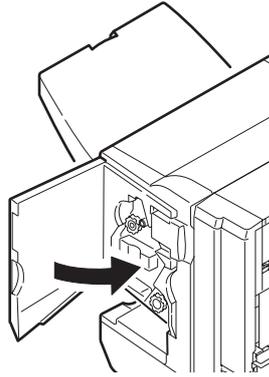
3. Continue to turn the lower knob (3) clockwise until any jammed paper is completely ejected.



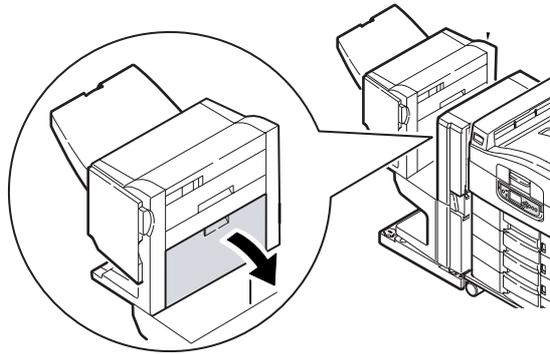
4. Remove the ejected paper.



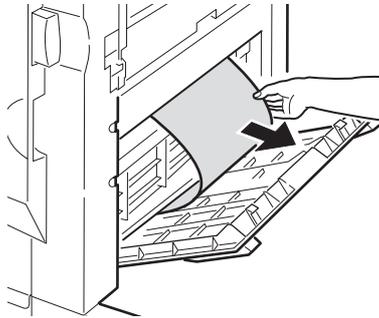
- 5.** Close the Finisher front cover.



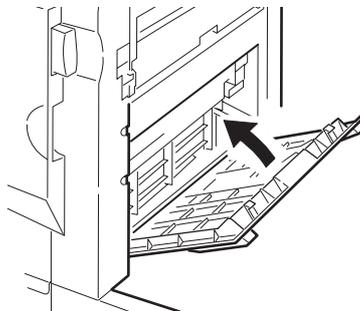
- 6.** Open the Finisher right side cover.



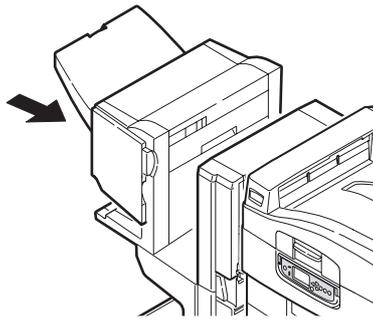
- 7.** Carefully remove any jammed paper.



- 8.** Close the Finisher right side cover.

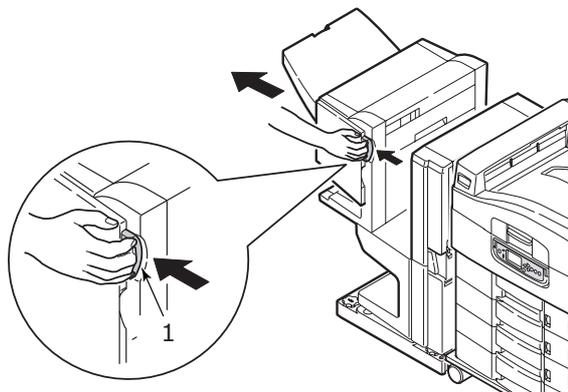


9. Move the Finisher back into position and connect it to the Inverter.

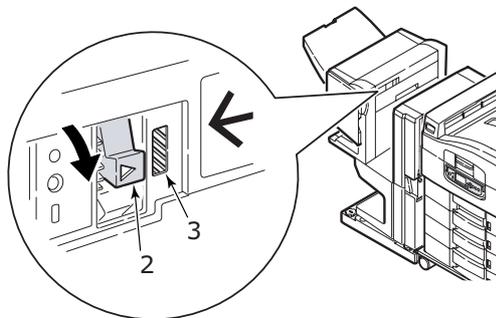


590 (paper jam in Finisher/Punch unit)

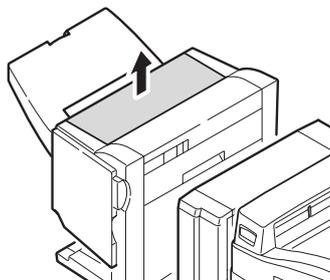
1. Operate the Finisher lever (1) and move the Finisher away from the Inverter.



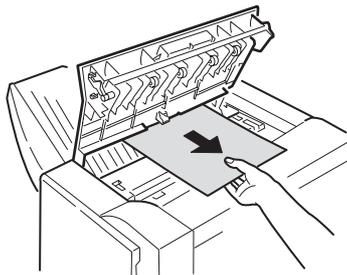
2. Move the tab (2) on the right side of the Finisher to align it with the mark (3).



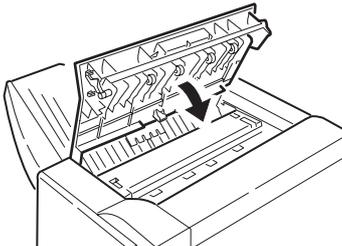
3. Open the Finisher top cover.



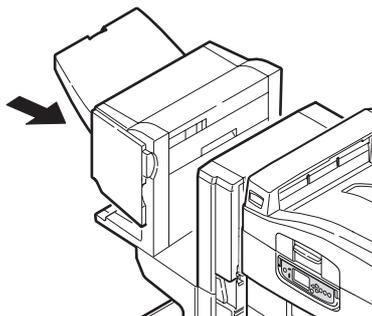
4. Carefully remove any jammed paper.



5. Close the Finisher top cover.

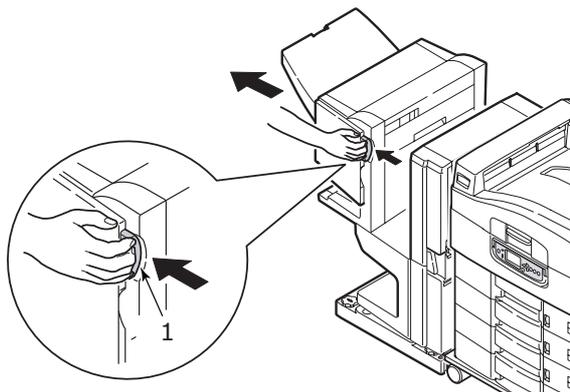


6. Move the Finisher back into position and connect it to the Inverter.

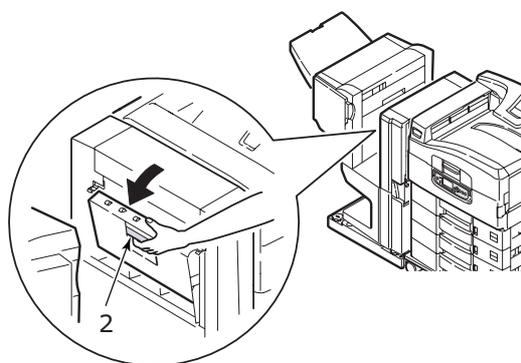


Check Inverter, paper jam

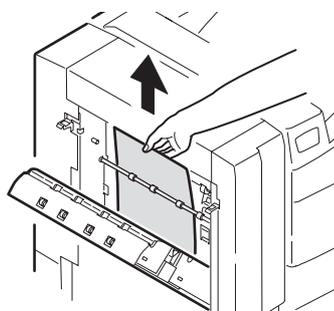
1. Operate the Finisher lever (1) and move the Finisher away from the Inverter.



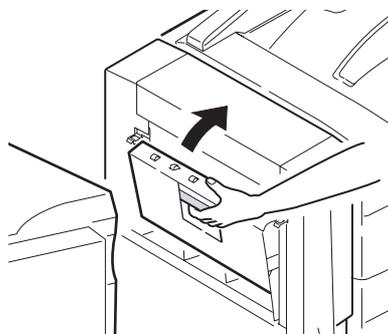
2. Squeeze the recessed handle (2) and open the left side cover of the Inverter.



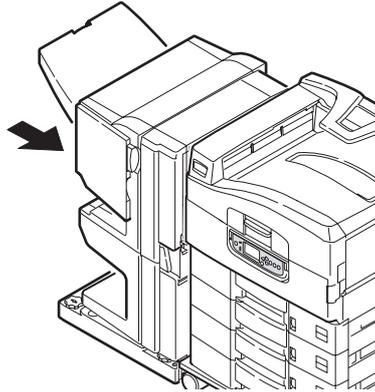
3. Carefully remove any jammed paper.



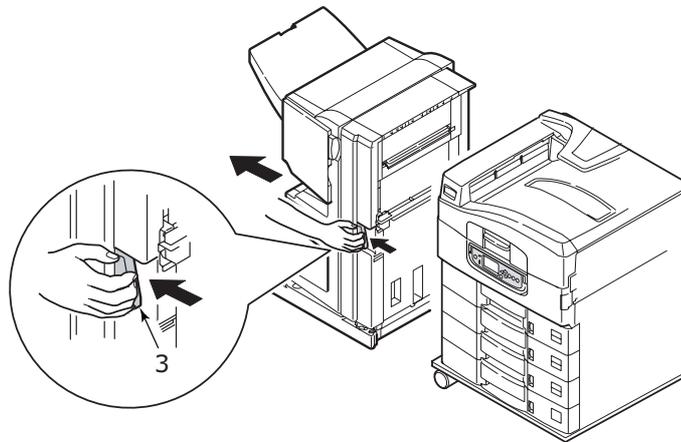
4. Close the Inverter left side cover.



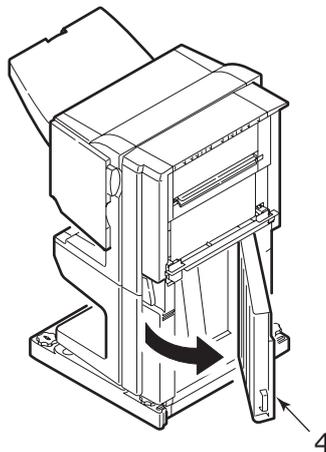
5. Move the Finisher back into position and connect it to the Inverter.



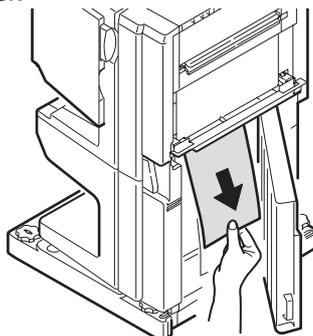
6. Operate the Inverter lever (3) and separate the Inverter from the printer.



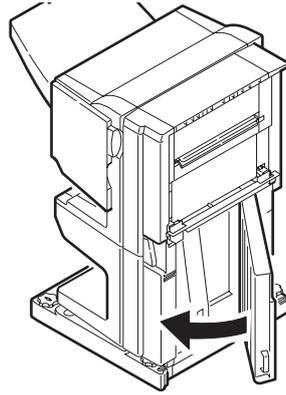
7. Open the right side door (4) of the Inverter.



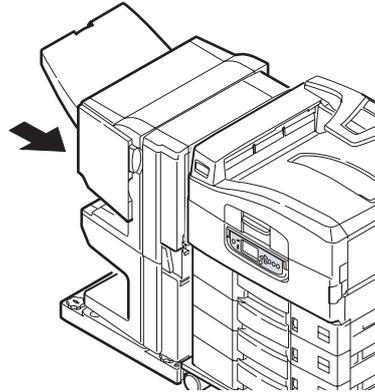
8. Remove any jammed paper.



9. Close the right side door.



10. Move the Finisher and Inverter back into position and connect to the printer unit.



AVOIDING PRINTER UNIT PAPER JAMS

There are a number of factors which may cause paper jams, the following highlights these and suggests ways of avoiding them. Ensure:

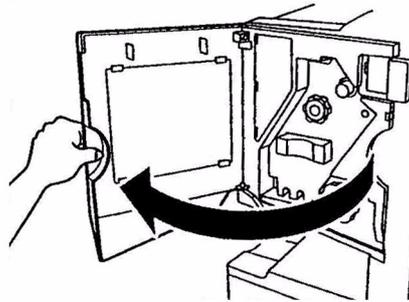
- > your printer is level.
- > you use appropriate print media, refer to the Quick User's Guide for a list of recommended media.
- > your print media is stored in the appropriate temperature and humidity conditions. Details will be given on the print media packaging.
- > your print media is free from creases, tears and curls.
- > your print media is aligned correctly;
 - > remove from printer, jog into alignment and reload them if necessary
 - > adjust the paper stop and paper guides if necessary
 - > set the correct media weight and type in the printer menu settings if necessary
- > your printer unit feed rollers are free from dirt. Wipe the roller with a cloth moistened with water if necessary, refer to ["Cleaning the paper feed rollers" on page 38](#).
- > your printer unit feed rollers are free from wear. Replace the feed rollers if necessary.

STAPLE JAMS – FINISHER (OPTIONAL ACCESSORY)

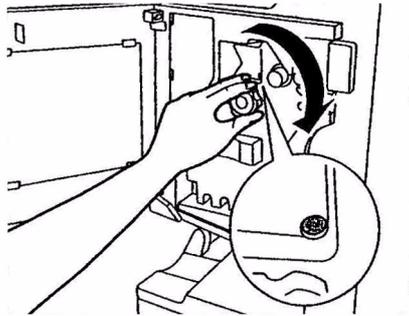
Check Finisher, Staple Jam

When the printer unit display indicates a staple jam has occurred, clear the jam as follows:

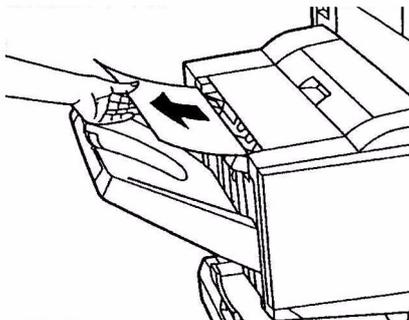
1. Open the Finisher front cover.



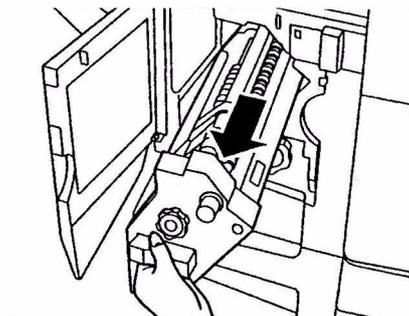
2. Turn the knob in the direction indicated until the coloured indicator appears.



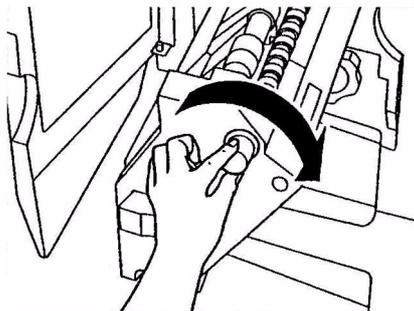
3. Remove any paper that awaits stapling in the paper ejection area.



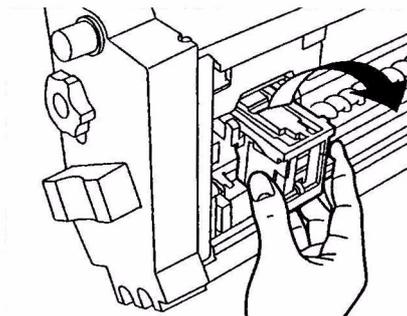
4. Pull out the staple unit.



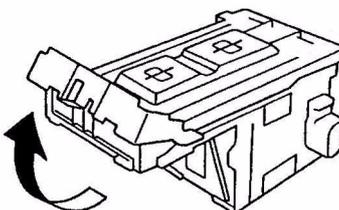
5. Turn the knob in the direction indicated to move the stapler to the front.



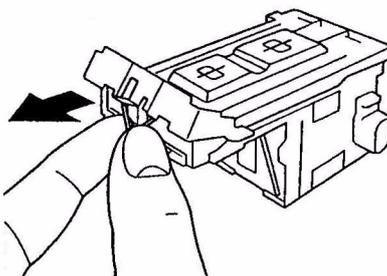
6. Grip both sides of the staple cartridge, pull it up and remove it.



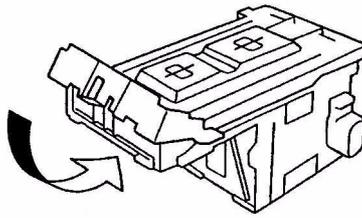
7. Raise the staple cartridge gate.



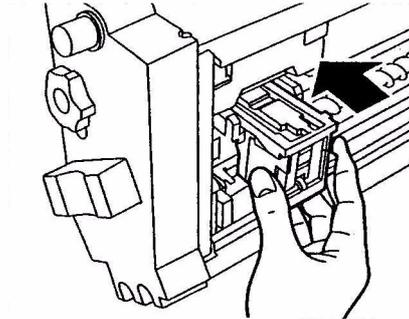
8. Remove all staples that are emerging from the staple case.



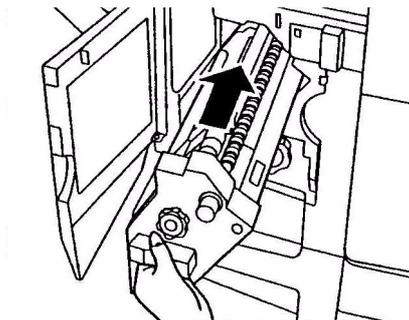
- 9.** Return the staple cartridge gate to its original position.



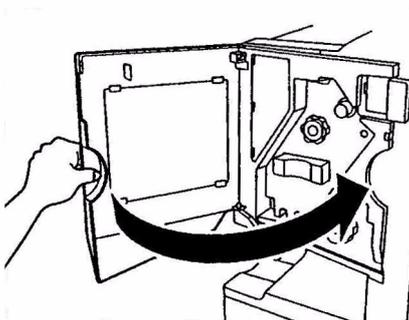
- 10.** Replace the staple cartridge.



- 11.** Ensure that the staple cartridge is securely installed back into the staple unit then push the staple unit fully home.



- 12.** Close the Finisher front cover, being careful not to trap your fingers.



DEALING WITH UNSATISFACTORY PRINTING

SYMPTOMS	POSSIBLE CAUSES	STEPS TO TAKE
Vertical white lines can be seen on the printed page.	The LED head is dirty.	Wipe the LED head with a LED lens cleaner or with a soft cloth.
	The toner is low.	Open the top cover and tap the cartridge a few times to evenly distribute any remaining toner. If symptoms persist, replace the toner cartridge.
	Foreign materials may be present in the image drum.	Replace the image drum cartridge.
	Light-shielding film of the image drum cartridge is dirty.	Wipe the film with a LED lens cleaner or with a soft cloth.
Printed images are fading vertically.	The LED head is dirty.	Wipe the LED head with a LED lens cleaner or with a soft cloth.
	The toner is low.	Open the top cover and tap the cartridge a few times to evenly distribute any remaining toner. If symptoms persist, replace the toner cartridge.
	The paper is not suitable for the printer unit.	Use recommended paper.
Printing is light.	The toner cartridge is not properly seated.	Reinstall the toner cartridge.
	The toner is low.	Open the top cover and tap the cartridge a few times to evenly distribute any remaining toner. If symptoms persist, replace the toner cartridge.
	The paper is moist.	Use paper stored in proper temperature and humidity conditions.
	The paper is not suitable for the printer unit.	Use recommended paper.
	Thickness and type of paper are inappropriate.	Set a proper value for Media Weight and Media Type in the menu setup, or set one value thicker for Media Weight .
	Recycled paper is being used.	Set one value thicker for Media Weight in the menu setup.
Partially faded images. White spots and lines appear in solid printing.	Paper is moist or dry.	Use paper stored in proper temperature and humidity conditions.

SYMPTOMS	POSSIBLE CAUSES	STEPS TO TAKE
Vertical lines appear.	The image drum cartridge is damaged.	Replace the image drum cartridge.
	The toner is low.	Open the top cover and tap the cartridge a few times to evenly distribute any remaining toner. If symptoms persist, replace the toner cartridge.
Horizontal Lines and spots appear periodically.	When the interval is about 94mm (4in), the image drum (the green tube) is damaged or dirty.	Wipe it lightly with a soft cloth. Replace the image drum cartridge when it is damaged.
	When the interval is about 42mm (1.5in), there may be foreign particles in the image drum cartridge.	Open/close the top cover, and print again.
	When the interval is about 87mm (3.5in), the fuser unit is damaged.	Replace the fuser unit.
	The image drum cartridge has been exposed to light.	Replace the image drum cartridge if the problem is not resolved.
White area of paper is lightly stained.	Paper contains static.	Use paper stored in proper temperature and humidity conditions.
	Too thick paper is used.	Use thinner paper.
	The toner is low.	Open the top cover and tap the cartridge a few times to evenly distribute any remaining toner. If symptoms persist, replace the toner cartridge.
Periphery of the letters is smudged.	The LED head is dirty.	Wipe the head with LED lens cleaner or with a soft cloth.
Toner comes off when it is rubbed.	The thickness and type of the paper are incorrectly set.	Set the correct value of Media Type and Media Weight in the menu setup or set one value thicker for Media Weight .
	Recycled paper is used.	Set one value thicker for Media Weight in the menu setup.
Glossiness is not uniform.	The thickness and type of the paper are incorrectly set.	Set the correct value of Media Type and Media Weight in the menu setup or set one value lighter for Media Weight .

TROUBLESHOOTING - SCANNER UNIT

GENERAL

This section provides information to help you deal with problems that may arise when using the MFP. The following paragraphs describe actions to take in the event of a paper jam in the ADF and how to deal with unsatisfactory copy results.

FAX

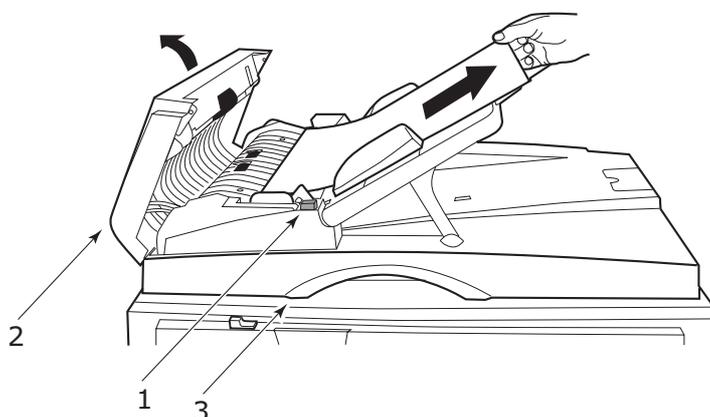
For specific troubleshooting on fax problems, refer to ["Appendix C – Fax problem checklist" on page 61.](#)

SENDME

For specific troubleshooting on SendMe problems, refer to ["Appendix D – SendMe information and error messages" on page 63.](#)

PAPER JAMS – ADF

To clear a paper jam in the ADF:



1. Press down the ADF Release button (1).
2. Gently open the ADF front cover (2).
3. Carefully pull the paper out of the ADF.
4. If there is paper jammed at the ADF exit area, open the ADF document cover, operate the coloured release lever situated on the underside of the cover at (3) and carefully pull out the jammed paper. Close the document cover.
5. Close the ADF front cover.
6. Ensure that all jammed paper has been totally removed before proceeding.

NOTE

In the event of an ADF paper jam, as with an ADF cover open error, flatbed cover open error or hard disk full error, the current scan/copy job will be cancelled.

DEALING WITH UNSATISFACTORY COPYING RESULTS

As well as the suggestions provided in ["Dealing with unsatisfactory printing" on page 32,](#) ensure that the scanner unit glass is clean at all times. Refer to ["Cleaning the document glass" on page 45.](#)

CONSUMABLES AND MAINTENANCE – PRINTER UNIT

This section explains how to replace consumable and maintenance items when due. As a guide, the life expectancy of these items is:

- > Toner — 15,000 A4 pages at 5% coverage.
The printer unit is shipped with sufficient toner for 7,500 A4 pages in the print cartridges of which 1 – 2,000 A4 pages of toner are used to charge the image drum.
- > Image drum — 30,000 A4 pages average life
- > Transfer belt — Approximately 100,000 A4 pages
- > Fuser — Approximately 100,000 A4 pages
- > Waste toner container — 30,000 A4 pages average life

CHECKING CONSUMABLE/MAINTENANCE ITEM USAGE

At any time, you can check how much of each consumable/maintenance item is left by using the appropriate menus. For example, enter the menu system and follow the path:

Configuration > Supplies Life > Cyan Toner

The percentage of Cyan Toner remaining is displayed on the display panel and the printer unit then returns to the ready to print status.

REPLACEMENT INDICATIONS

The display panel provides messages to the effect that consumables/maintenance items are running low or nearing end of life followed some time later by a message that replacement is required. You should replace the item as soon as possible after this message is displayed to avoid the possibility of print quality being compromised.

The paper feed rollers and the multi-purpose (MP) tray feed rollers do not have any replacement warning messages. Recommended replacement: after approximately 120,000 sheets.

CONSUMABLE ITEM ORDER INFORMATION

ITEM	LIFE	ORDER NUMBER
Toner, Black	15,000 A4 pages @ 5%	42918916
Toner, Cyan	15,000 A4 pages @ 5%	42918915
Toner, Magenta	15,000 A4 pages @ 5%	42918914
Toner, Yellow	15,000 A4 pages @ 5%	42918913
Image drum, Black	30,000 A4 pages avg	42918108
Image drum, Cyan	30,000 A4 pages avg	42918107
Image drum, Magenta	30,000 A4 pages avg	42918106
Image drum, Yellow	30,000 A4 pages avg	42918105
Staples	3 x 3000 staples	42937603

MAINTENANCE ITEM ORDER DETAILS

ITEM	LIFE	ORDER NUMBER
Fuser unit	100,000 A4 pages	42931703
Belt unit	100,000 A4 pages	42931603
Waste toner container	30,000 A4 pages avg	42869403
Hopping roller set (Tray)	120,000 A4 pages	42931803
Hopping roller set (MPT)	120,000 A4 pages	42939703

REPLACING CONSUMABLES/MAINTENANCE ITEMS

Each consumable or maintenance item comes complete with its own installation details which give full instructions on replacement. You are advised to follow these instructions carefully.

CAUTION!

Only use genuine Oki Printing Solutions original consumables to ensure the best quality and performance from your hardware. Non-Oki Original products may damage your printer unit's performance and invalidate your warranty. Specifications subject to change without notice. All trademarks acknowledged.

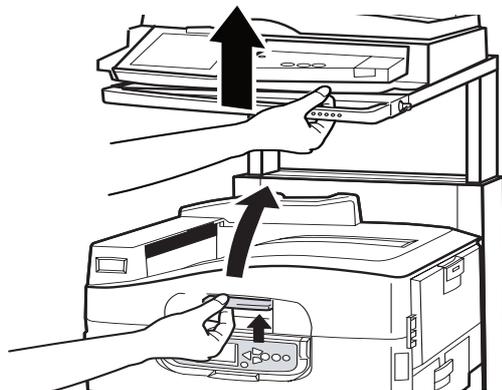
CLEANING THE LED HEADS

You are advised to clean the LED heads:

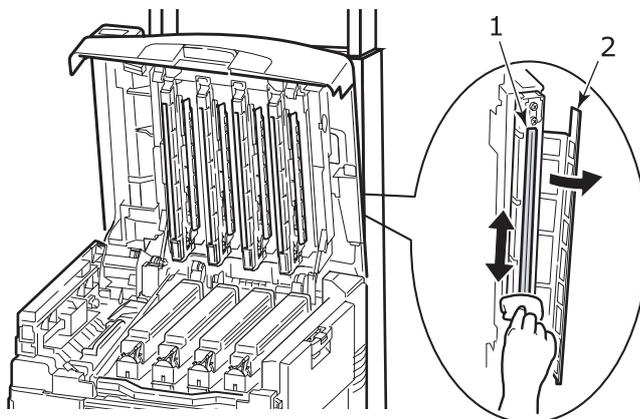
- > any time you replace a toner cartridge
- > if printing is showing signs of faded images, white stripes or blurred letters

You can use a LED lens cleaner or dry, soft cloth for cleaning the LED heads.

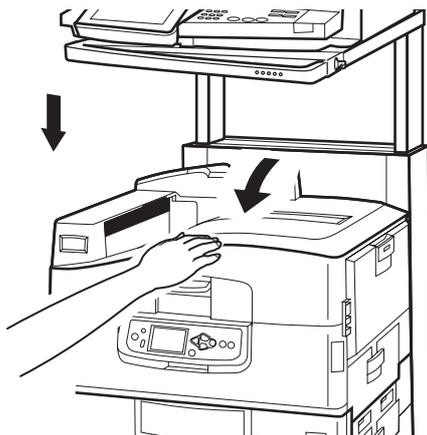
1. Raise the scanner unit then open the top cover of the printer unit.



2. With a LED lens cleaner or soft cloth, gently wipe each of the four heads (1). Move the cleaner as shown, using a clean section of the cleaner with each pass. Be careful not to damage the guards (2).



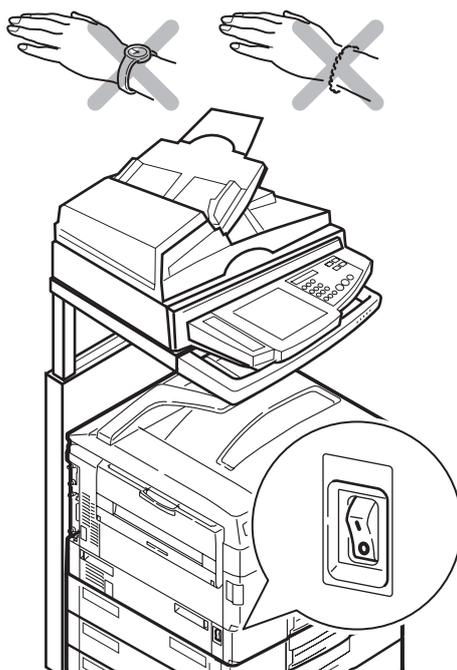
3. Close the printer unit top cover then lower the scanner unit.



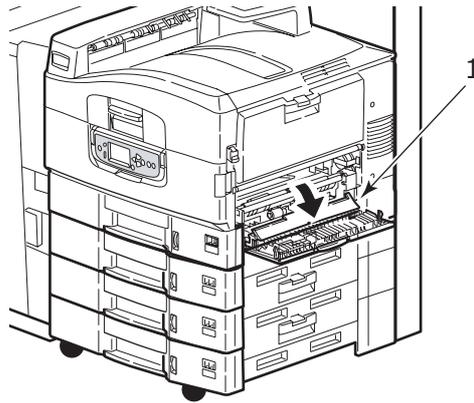
CLEANING THE PAPER FEED ROLLERS

Clean the paper feed rollers if paper jams frequently occur.

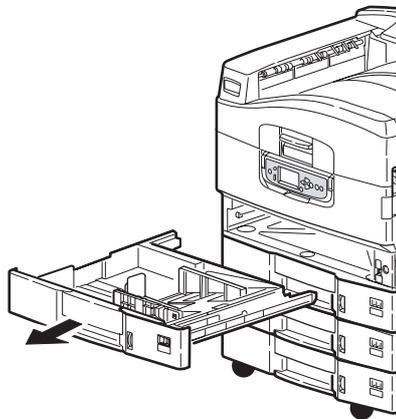
1. Remove items like a wrist watch or bracelet then use the **Shutdown/Restart** button followed by the **On/Off** switch to turn the printer unit off.



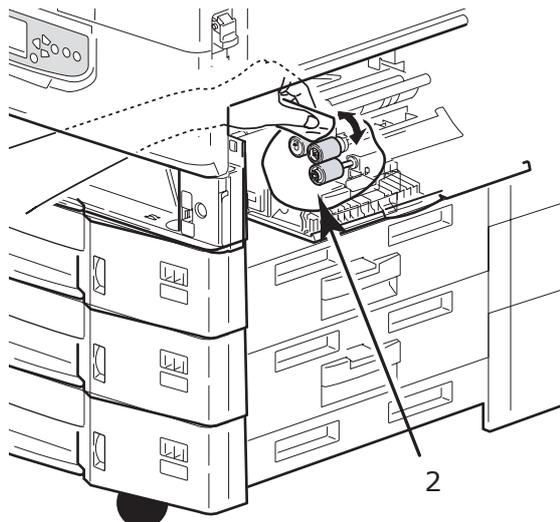
2. Open Tray 1 side cover and pull out the paper guide plate (1).



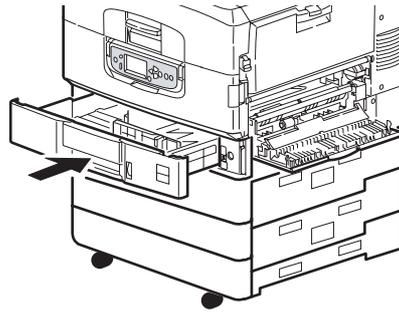
3. Remove Tray 1 completely from the printer unit.



4. Gaining access through the gap left by Tray 1, wipe the 3 paper feed rollers (2) with a soft cloth lightly moistened with water.



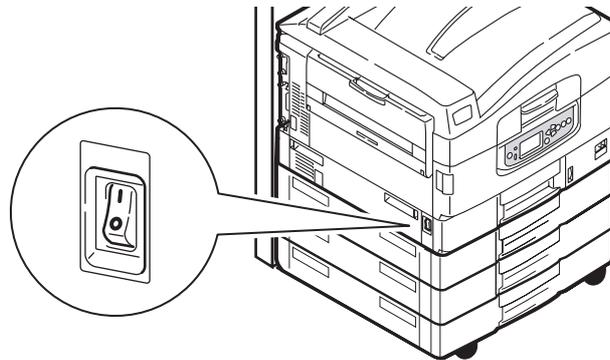
5. Replace Tray 1.



6. Return the paper guide plate to its original position and close Tray 1 side cover.

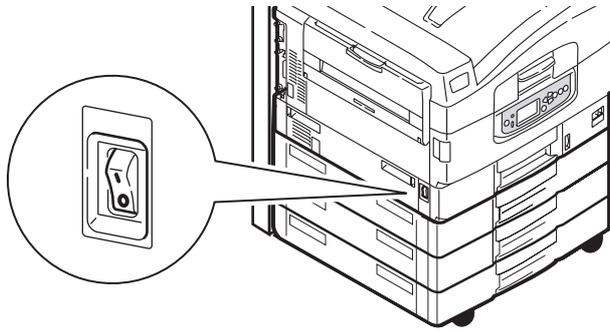


7. Turn on the printer unit.

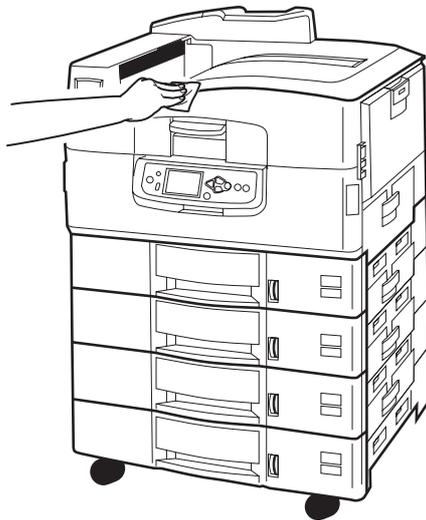


CLEANING THE PRINTER UNIT CASING

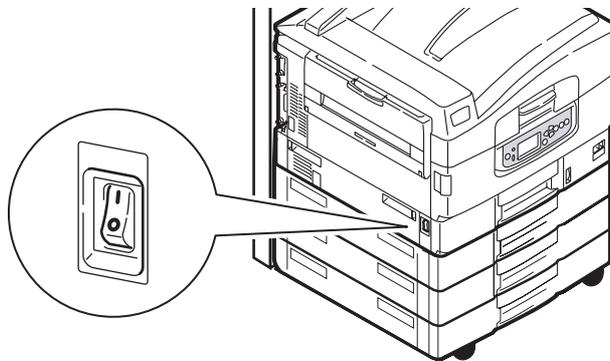
1. Turn the printer unit off by using the **Shutdown/Restart** button followed by the **On/Off** switch.



2. Wipe the printer unit surface with a soft cloth moistened sparingly with water or neutral detergent.



3. Use a soft dry cloth to dry the printer unit surface.
4. Turn on the printer unit.

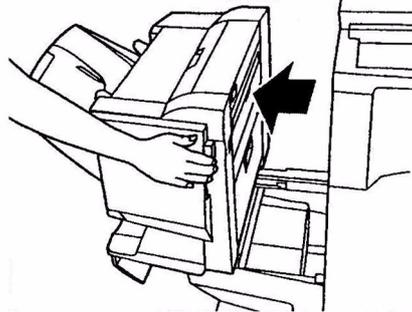


EMPTYING THE PUNCH CHIP BOX

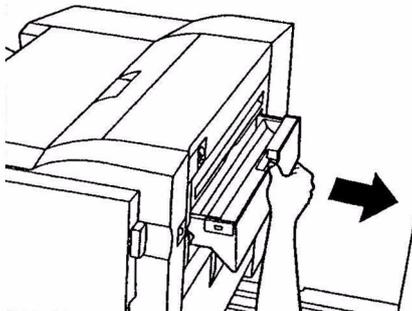
(Punch unit optional accessory)

When the display panel indicates that the punch chip box is full, empty the box as follows:

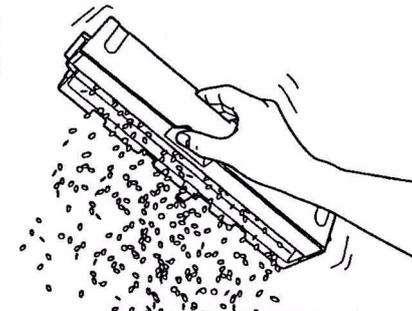
1. Operate the Finisher lever and move the Finisher away from the printer unit.



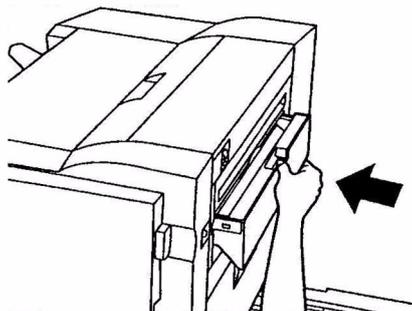
2. Pull out the punch chip box, being careful to keep it level so as not to spill any chips.



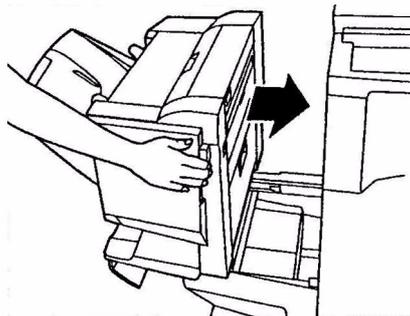
3. Discard the chips in an appropriate place.



4. Replace the punch chip box carefully into the Finisher.



5. Check that the punch chip box has been replaced correctly then move the Finisher back into position, being careful not to trap your fingers.

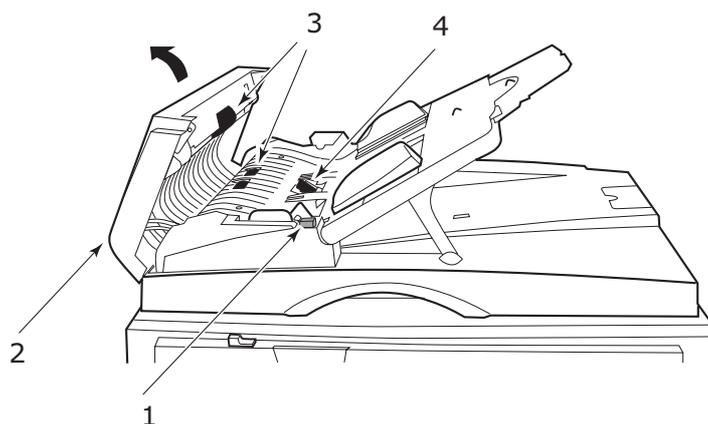


MAINTENANCE – SCANNER UNIT

CLEANING THE ADF

From time to time the pad assembly and feed rollers may become contaminated with ink, toner particles or paper dust. In this case the scan module may not feed documents smoothly. If this occurs, follow the cleaning procedure below.

1. Moisten a cotton swab with isopropyl alcohol (95%).
2. Press down the ADF release button (1) and open the ADF front cover (2).



3. Wipe the feed rollers (3) by moving the swab from side to side.
4. Rotate the rollers forward with your finger and repeat Step 3 until the rollers are clean. Be careful not to snag or damage the springs near the pad (4).
5. Wipe the pad (4) from top to bottom, being careful not to hook the springs.
6. Close the ADF front cover (2).

Your machine is now ready to use.

CLEANING THE TOUCH SCREEN DISPLAY

CAUTION!

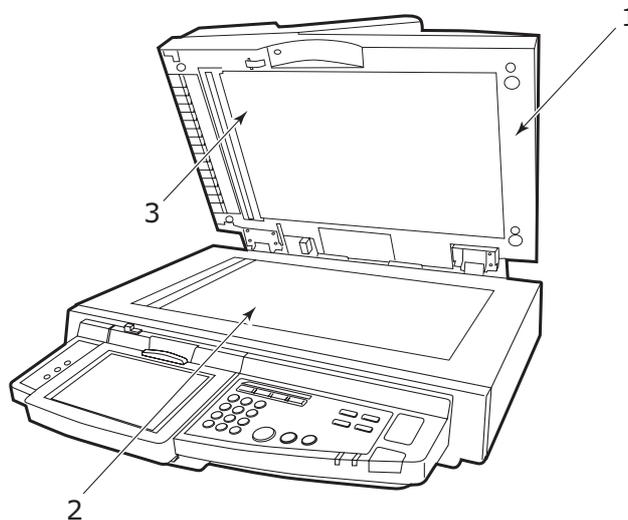
Be careful not to stress or damage the touch screen display.

To clean the display surface, use a soft cloth, either dry or moistened with neutral detergent or ethanol. Do not use any organic solvents, acid or alkali solutions.

CLEANING THE DOCUMENT GLASS

The document glass needs to be cleaned occasionally to ensure optimum image quality and performance. Clean the glass as follows.

1. Open the document cover (1).



2. Moisten a soft, clean cloth with isopropyl alcohol (95%).
3. Gently wipe the document glass (2) and the white sheet (3) on the lower side of the document cover to remove dust or any toner particles.
4. Close the document cover (1).

Your machine is now ready for use.

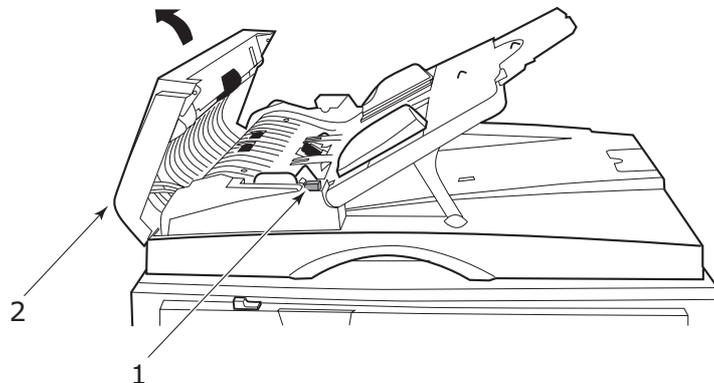
REPLACING THE SNAP-IN PAD MODULE

After scanning approximately 100,000 pages through the ADF, the pad may become worn and you may experience problems with document feeding. In this case, you are recommended to replace the pad module.

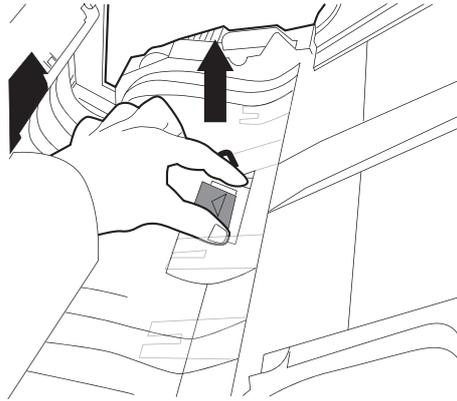
Replace the pad module as follows.

REMOVING THE SNAP-IN PAD MODULE

1. Press down the ADF release button (1) and open the ADF front cover (2).

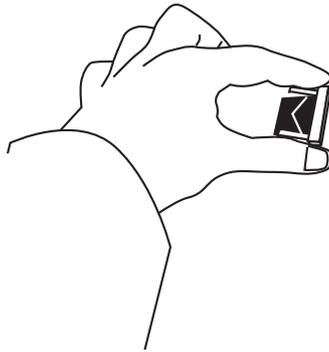


2. Press both arms of the ADF snap-in pad module inward with your fingers and pull out the ADF snap-in pad module.



INSERTING A NEW SNAP-IN PAD MODULE

1. Remove the new snap-in pad module from its box.
2. Press both arms of the snap-in pad module (2) inward using two fingers.



3. Push the snap-in pad module into the hole until it snaps into place.



CALIBRATING THE MFP

Calibrating the MFP using the KODAK Grey Scale Strip optimises performance. It is advisable to calibrate your MFP:

- > after changing a toner cartridge or image drum
- > before embarking on any job where print quality is very important
- > after a spot check comparison between original material and the printed copy indicates that a better match is required

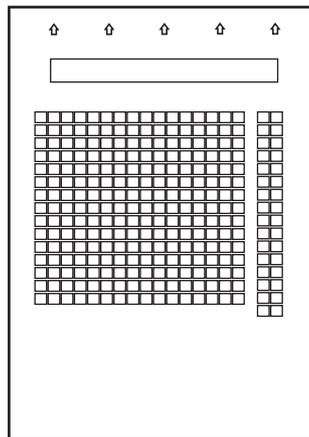
To calibrate the MFP:

Use the ▲ and ▼ **MENU** buttons on the control panel to scroll through the menus.

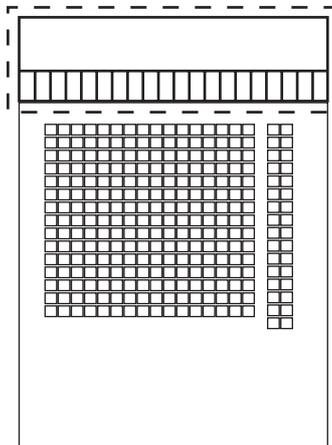
1. Select the **CALIBRATION** menu and press **ENTER**.
2. Select **CALIBRATE** and press **ENTER**.
3. Select **COPIER SCREEN** and press **ENTER**.

Alternatively you can choose to calibrate the printer via this menu. For example, selecting **6 X 6 DOT SCREEN** calibrates the MFP for use as a printer on this setting.

4. Select **YES** and press **ENTER** to print the ColorCal Measurement Page.



5. Select **YES** on the **MEASURE PAGE** menu and press **ENTER**.
6. Position the KODAK Grey Scale Strip over the arrows at the top of the ColorCal Measurement Page.



7. Place the ColorCal Measurement Page and KODAK Grey Scale Strip face down on the scanner glass.
8. Select **YES** and press **ENTER** to begin scanning. Once the scan is complete, the **APPLY CALIBRATION** menu is displayed on the control panel.
9. Select **YES** and press **ENTER**.
10. Select **YES** and press **ENTER** to store the new settings.
11. Store the KODAK Grey Scale Strip in a safe place so that it can be used for future calibrations.

APPENDIX A – PRINTER INFORMATION AND ERROR MESSAGES

Printer information and error messages with suggested checks are provided below.

NOTE

<%colour%> = Y, M, C or K.

MESSAGE	MEANING	ACTION
126:Condensing Error	Condensation occurs in the printer.	Turn off the power and wait for a while.
Download Error		Restart the printer.
Communication Error		Contact your dealer.
EEPROM Reset	EEPROM is resetting.	Wait for a while.
Initializing	The printer is initializing.	Wait for a while.
NON OEM %COLOUR% TONER DETECTED	A genuine %colour% toner cartridge is not installed.	Install a genuine %colour% toner cartridge.
PS Memory Overflow	Lack of a memory space while printing with a PS driver.	Simplify the print data or increase memory space.
PU Flash Error	Communication error.	Restart the printer. If the code still appears, contact your dealer.
RAM Checknnn	%RAM checking is in process.	Wait for a while.
Restarting	The printer is restarting.	Wait for a while.
USB I/F Error	USB Interface error.	Press the ONLINE button to clear the error.
Check Image Drum %colour%	%colour% image drum cartridge is not installed correctly.	Re-install %colour% image drum cartridge.
%colour% Toner Not Installed	%colour% toner cartridge is not installed or an unrecognized %colour% toner cartridge is installed.	Install a genuine %colour% toner cartridge.
Non Genuine %colour% Toner	An unrecognized %colour% toner cartridge is installed.	Install a genuine %colour% toner cartridge.
%colour% Toner Empty	%colour% toner cartridge empty or a genuine %colour% toner cartridge is not installed.	Install a genuine %colour% toner cartridge.
%colour% Toner Low	The printer will run out of %colour% toner soon.	Prepare a new %colour% toner cartridge but unnecessary to change.
%colour% Toner Sensor Error		Remove the %colour% toner cartridge and re-install it.
%colour% Image Drum Near Life	The life of the image drum is about to end.	Prepare a new %colour% image drum cartridge but unnecessary to change.
%colour% Image Drum Life	It is time to change the %colour% image drum.	Change to a new %colour% image drum cartridge.

MESSAGE	MEANING	ACTION
Install New Image Drum Image Drum Life %colour%	It is time to change the %colour% image drum.	Change to a new %colour% image drum cartridge.
Image Drum Life %color%	It is time to change the %colour% image drum.	Change to a new %colour% image drum cartridge.
Ready To Print	The printer is ready to operate.	
Inverter is Removed	Inverter is not connected.	Connect the inverter.
Install Inverter	Investor is not connected.	Connect the inverter.
Check Inverter Paper Jam	A paper jam occurs around the inverter.	Move the inverter away from the printer and remove paper jam.
Check Inverter Paper Remain	Paper remains around the inverter.	Move the inverter away from the printer and remove remaining paper.
Print Error Log	An error log is printing.	Wait for a while.
Offline	The printer is off-line. Data reception is not available.	Press the ONLINE button for data reception to show "READY TO PRINT" on the panel.
Open Cover Paper Jam COVER	Paper remains around the displayed cover.	Open the cover and remove remaining paper.
Open Cover Paper Remain COVER	Paper jam occurs around the displayed cover.	Open the cover and remove paper jam.
Open Cover Paper Jam Top Cover	Paper jam occurs in the printer.	Open the top cover and remove paper jam.
Close Cover COVER		Close the displayed cover.
Paper Jam		Press the HELP button and follow the instructions to remove paper jam.
Color Adjusting	Colour adjustment is in process.	Wait for a while.
Invalid ID. Job Rejected	Data from unauthorised users is deleted.	Contact your system administrator to obtain a print control ID.
Copy kkk/lll	"k" copies of "l" copies are being printed.	Wait for a while.
Rebooting <n>	The printer is restarting.	Wait for a while.
Service Call nnn:Fatal Error PC:nnnnnnnn LR:nnnnnnnn FR:nnnnnnnn		Contact your dealer and let them know the error number (nnn).
Wait a Moment		Wait for a while.

MESSAGE	MEANING	ACTION
Turn off power or press RESTART button		Restart the printer by either turning off the power or pressing the SHUTDOWN /RESTART button.
Shutting down	The printer is in the shutdown process.	Wait for a while.
Statistics Log Buffer is Full	Not enough memory space available on the internal hard disk for saving the statistic logs.	Increase memory space on the hard disk by deleting unnecessary files. Press the ONLINE button to clear the error. If the problem remains, contact your dealer.
Statistics Log Buffer is Not Available		Contact your dealer.
Paper Multi Feed TRAY	Overlapped paper fed.	Press the HELP button and follow the instructions.
Job Offset Home Error	The offset function is unavailable but printing is available.	If the problem remains, contact your dealer.
Power Save	The printer is in ENERGY SAVING MODE.	The ENERGY SAVING MODE will be cancelled if printing starts.
Processing	The printer is in data processing.	Wait for a while.
Open Stacker Face Up Stacker	Paper cannot be fed due to the closed face-up stacker.	Open the face-up stacker.
Checking Sectors	A hard disk check is being performed.	Wait for a while.
Download Error		Restart the printer.
Incompatible Toner %colour%	Either a toner cartridge from another company is installed or a non-genuine toner cartridge has been installed.	Install a genuine %colour% toner cartridge.
Collate Copy iii/jjj	A collated print job is in process. "I" copies of "j" are being printed.	-
Collate Fail:Too Many Pages	Not enough memory space available on the internal hard disk for collated printing job.	Increase memory space on the hard disk by deleting unnecessary files or reduce the number of specified pages.
Adjusting Temp	The fuser temperature is adjusting.	Wait for a while.
Fuser Unit Near Life	Life of the fuser unit is about to end.	Prepare a new fuser unit but unnecessary to change.
Check Fuser Unit	The fuser unit is installed incorrectly.	Reinstall the fuser correctly.
Change Fuser Unit		Install a new fuser unit.
Fuser Unit Life		Install a new fuser unit.

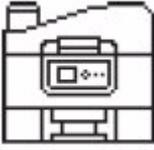
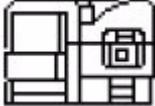
MESSAGE	MEANING	ACTION
Data Present	The printer has received data and is processing.	Wait for a while.
Check Data	An error occurred during reception of program data.	Check data.
Check Data Program Data Write Error	An error occurred when writing data.	Check data.
Check Data Program Data Receive Error <nnn>”	An error occurred during data reception.	Check data.
Cancelling Job	Data is deleting.	Wait for a while.
Data Arrive	Data is receiving.	Wait for a while.
Print Demo Page	A DEMO page is in printing.	Wait for a while.
Power Off and Wait for a while 126:Condensing Error	Condensation occurs in the printer.	Turn off the power and wait for a while.
Check Toner Cartridge Improper Lock Lever Position %colour%	%colour% toner cartridge is unlocked.	Locate the toner cartridge lock lever correctly.
Install Toner %colour%	Either the %colour% toner cartridge has run out or a genuine %colour% toner cartridge is not installed.	Install a genuine %colour% toner cartridge.
Reset Drum Basket		Open the top cover and reinstall the drum basket.
Reset Drum Basket Waste Toner Transfer Error		Open the top cover and reinstall the drum basket.
TRAY n Overfilled	Too much paper in tray n.	Remove some paper from tray n.
Change Paper in TRAY n MEDIA_SIZE MEDIA_TYPE Please see HELP for details	Paper loaded into tray is different from the specified one.	Load the correct paper into the specified tray. Press the ONLINE button.
TRAY n Lift Up Error	Paper cannot be fed from tray n.	Place paper into tray n correctly.
Printing (TRAY n)	Paper printing from tray n in process.	-
TRAY n Empty		Place paper into tray n.
TRAY n Near End		Refill the specified paper in tray n.
Reset Tray TRAY	Feeding paper from displayed tray is not available.	Reinstall tray.
Install Tray TRAY	Displayed tray is installed incorrectly.	Reinstall tray.
Network Error		Restart the printer.
Print Network Config		Wait for a while.
Network Initializing		Wait for a while.
Network Configuration Writing		Wait for a while.

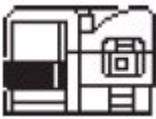
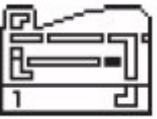
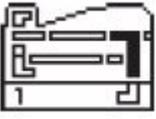
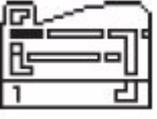
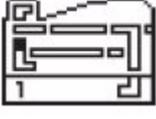
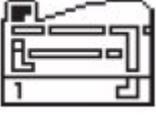
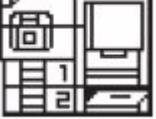
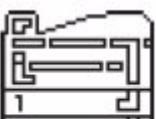
MESSAGE	MEANING	ACTION
Density Adjusting	Correction of density in process.	Wait for a while.
Waste Toner Transfer Error		Open the top cover and reinstall the drum basket.
Waste Toner Near Full	The life of the waste toner box is about to end.	Prepare new waste toner box but unnecessary to change.
Check Waste Toner Box	The waste toner box is installed incorrectly.	Reinstall the waste toner box.
Waste Toner Full		Install new waste toner box.
Centro I/F Error	A parallel I/F error occurs.	Press the ONLINE button.
Staple Jam	Staple(s) jammed in a stapler unit of the finisher.	Remove the staple(s).
Check Punch Chip Box	Either the punch chip box is full or not installed.	Clear out box or reinstall it.
File Accessing	The printer is accessing a file on the hard disk.	Wait for a while.
File System Operation failed <nnn>	An error occurs while the printer is accessing a file on the internal hard disk.	Normal printing is available. Contact your dealer if the error remains.
File System is Full	Space on the hard disk runs out.	Normal printing is available.
File System is Write Protected	Invalid attempt to write to the hard disk.	Normal printing is available.
Checking File System		Wait for a while.
Print File List		Wait for a while.
Install Finisher	The finisher is apart from the inverter.	Connect the finisher to the inverter.
Check Finisher Staple Jam	Staple(s) jammed in the stapler unit of the finisher.	Remove the staple(s).
Check Finisher Paper Jam	Paper jam occurs around the finisher.	Move the finisher away from the inverter and remove the paper jam.
Check Finisher Paper Remain	A sheet of paper remains around the finisher.	Move the finisher away from the inverter and remove the remaining papers.
Print Font	Printing the font list is in process.	Wait for a while.
Press ONLINE Button for Restoration	Press the ONLINE button for recovery.	Press the ONLINE button.
Condensing Error	Condensation occurs in the printer.	Turn off the power and wait for a while.
Power Off/On		Restart the printer.
Power Off/On nnn:Error		Restart a printer to clear the error.

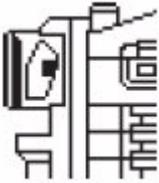
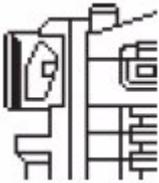
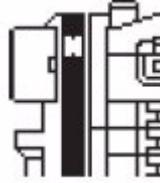
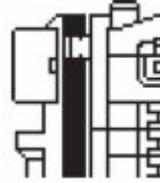
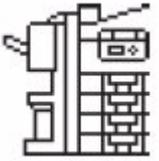
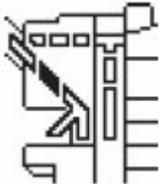
MESSAGE	MEANING	ACTION
Program Data Received OK	Completion of program data reception.	Wait for a while.
Program Data Written OK	Completion of program data writing.	Restart printer.
Program Data Receive Error <nnn>	An error occurred during reception of program data.	Check data.
Program Data Receiving	The printer is receiving the program data.	Wait for a while.
Program Data Write Error <nnn>	An error occurred during writing program data.	Check data.
Program Data Writing	Writing program data is in process.	Wait for a while.
Belt Unit Near Life	Life of the belt unit is about to end.	Prepare new belt unit but unnecessary to change.
Check Belt Unit	Belt unit is installed incorrectly.	Re-install the belt unit.
Change Belt Unit		Install a new belt unit.
Install New Belt Unit Belt Unit Life		Install a new belt unit.
Belt Unit Life		Install a new belt unit.
Error Postscript	An error occurred while printing using a PS driver.	Try re-sending the job. If the problem remains, contact your dealer.
No Staple	Finisher unit is out of staples.	Install staples.
Could Not Staple. No Staple		Install staples. Press the ONLINE button to clear the error.
MPTray Lift Up Error	Paper cannot be fed from the multi-purpose tray.	Place paper into the multi-purpose tray correctly.
Printing (MPTray)	Paper is fed from the multi-purpose tray and being printed.	-
MPTray Empty		Place paper into the multi-purpose tray.
MPTray Overfilled	Too much paper in the multi-purpose tray.	Reduce the amount of paper.
MPTray Near End	Paper on a multi-purpose tray is about to run out.	Prepare specified paper.
Change Paper in MPTray MEDIA_SIZE MEDIA_TYPE Press ONLINE Button Please see HELP for details	Paper loaded onto a multi-purpose tray is different from the specified one.	Press the HELP button and follow the instructions.
Memory Overflow	Lack of memory space.	Press the ONLINE button. Simplify the print data or increase memory space (delete unnecessary files).
Print Configuration	The printer is printing set-up value.	Wait for a while.

MESSAGE	MEANING	ACTION
Please see HELP for details		Press the HELP button and follow the instructions.
Invalid Data		Press the ONLINE button.
Remove Excess Paper TRAY		Reduce the amount of paper loaded in the displayed tray.
Remove Excess Paper MPTray		Reduce the amount of paper loaded in the multi-purpose tray.
Could Not Staple/Punch. Paper Too Thick		Press the ONLINE button to clear the error.
Could Not Duplex. Paper Too Thick	Paper is too thick to print duplex.	Press the ONLINE button to clear the error.
Could Not Staple. Too Much Paper	Unable to staple due to too many sheets of paper.	Press the ONLINE button to clear the error.
Paper Remain TRAY	Paper remains around the displayed cover.	Open the displayed cover and remove the remaining paper.
Paper Size Error TRAY	Different size paper fed from the displayed tray.	Open and close the top cover to clear the error. Press the HELP button and follow the instructions.
Reset Paper MPTray	Paper is not fed from the multi-purpose tray properly.	Reload paper.
Check Paper	Different paper is loaded.	Press the HELP button and follow the instructions.
Remove Paper STACKER		Remove printed paper left on the displayed stacker.
Remove Paper STACKER		Remove printed paper left on the displayed stacker (finisher).
Install Paper TRAY MEDIA_SIZE		Load paper into the displayed tray.
Install Paper MPTray MEDIA_SIZE		Load paper into the multi-purpose tray.
Install Paper MPTray MEDIA_SIZE Press ONLINE Button	Manual feed printing from the multi-purpose tray is in process.	Load paper into the multi-purpose tray and press the ONLINE button to start printing.
Paper Thick Error TRAY	Different thickness of paper is detected in the displayed tray.	Press the HELP button and follow the instructions.
Non Paper Sense Error	A paper-thickness sensor error occurred.	If the error remains after printing, change the MEDIA WEIGHT in the MENU settings to a selection other than AUTOMATIC. If the problem remains, contact your dealer.

MESSAGE	MEANING	ACTION
Paper Sense Error	Paper other than a specified thickness is detected.	If the error remains after printing, change the MEDIA WEIGHT in the MENU settings to a selection other than AUTOMATIC. If the problem remains, contact your dealer.
Media Weight Detecting	The printer is checking for thickness.	Wait for a while.
Press RESTART button		Press the RESTART button to start the printer.
Improper Lock Lever Position %color%	The %color% toner cartridge is unlocked.	Locate the toner cartridge lock lever correctly.
Improper Lock Lever Position	A toner cartridge is unlocked.	Locate the toner cartridge lock lever correctly.
CheckDuplex Unit Paper Jam	A paper jam occurs around the duplex unit.	Open the duplex cover and remove the paper jam.
Check Duplex Unit Paper Remain	Paper remains around the duplex unit.	Open the duplex cover and remove the paper jam.
Install Duplex Unit	The duplex unit is not installed.	Install the duplex unit correctly.

			
Front view of printer	Opening the top cover	Side view (left) of printer	Side view (right) of printer
			
Indicates a cyan toner cartridge	Indicates a magenta toner cartridge	Indicates a yellow toner cartridge	Indicates a black toner cartridge
			
Indicates a cyan image drum	Indicates a magenta image drum	Indicates a yellow image drum	Indicates a black image drum
			
Indicates the fuser unit	Indicates the fuser unit	Indicates a belt unit	Indicates a paper route inside the printer
			
Indicates the waste toner box	Indicates the waste toner box		

			
Indicates the duplex unit	Paper remaining around the duplex unit	Paper remaining around the duplex unit	Paper remaining around the duplex unit
			
Open the side cover	Paper remaining around the side cover	Paper remaining around the top cover	Paper remaining around the top cover
			
Paper remaining around the top cover	Open the side cover of ejection part	Paper remaining around the side cover of ejection part	
			
Open tray 1 side cover	Paper remaining around tray 1 side cover	Open tray 2 side cover	Paper remaining around tray 2 side cover
			
Open tray 3 side cover	Paper remaining around tray 3 side cover	Open tray 4 side cover	Paper remaining around tray 4 side cover
			
Open tray 5 side cover	Paper remaining around tray 5 side cover		

			
Indicates the staple cartridge	Indicates the staple cartridge	Indicates the punch unit	Indicates the punch unit
			
Indicates the finisher unit	Indicates the inverter	Indicates the finisher unit	Indicates the magnified image of the finisher
			
A paper jam has occurred or paper remaining in the inverter area	A paper jam has occurred or paper remaining in the inverter area	A paper jam has occurred in the inverter area	A paper jam has occurred in the inverter area
			
A paper jam has occurred in the finisher area	A paper jam has occurred in the finisher area	A paper jam has occurred or paper remaining in the finisher area	A paper jam has occurred or paper remaining in the finisher area
			
A paper jam has occurred or paper remaining in the finisher area	A paper jam has occurred or paper remaining in the finisher area	Paper remaining in the booklet stacker area	

APPENDIX B – TROUBLESHOOTING (NETWORK)

Possible network problems with suggested checks are provided below. Further network troubleshooting information is provided in the Fiery Configuration Guide.

CANNOT SEND E-MAIL

If you are unable to send e-mail, check that the following are configured correctly.

	CATEGORY	ITEM	COMMENT
Printer unit	Admin Setup> Network Setup> Service Setup> E-mail Setup	Enable E-mail Services	Must be Yes.
		Outgoing server	Must be specified.
		Fiery E-mail Address	Must be specified.
		Admin. E-mail Address	Must be specified.
Scanner unit	Administrator Setup	Scan to E-Mail	Must be Enable.

CANNOT SEARCH ON LDAP SERVER

If you cannot connect to or search on LDAP server, check that the following are configured correctly.

	CATEGORY	ITEM	COMMENT
Scanner unit	Administrator Setup> LDAP Settings	Server Name	These are site-specific settings and must be specified correctly. Contact the LDAP server administrator if you need help.
		Port Number	
		Search Root	
		Authentication	

In addition, if you select Secure Protocol as the Authentication Method to access the MS Active Directory, check that the following are configured correctly.

	CATEGORY	ITEM	COMMENT
Printer unit	Admin Setup> Network Setup> TCP/IP Setup	DNS Setup	Must be specified correctly, to access DNS server.
	Admin Setup> Server Setup	System Date	Must be adjusted to LDAP server's date.
		System Time	Must be adjusted to LDAP server's time.
		Time Zone	Must be adjusted to LDAP server's time zone.
Scanner unit	Administrator Setup> LDAP Settings> Authentication	Domain	Domain must be registered in DNS server.

APPENDIX C – FAX PROBLEM CHECKLIST

NOTE

The information codes are not displayed on-screen. Print a fax log to view the delivery status or message codes associated with your document.

If a problem occurs, read through the list of problems and solutions before calling for service.

The MFP will not dial a telephone number. Check the power cable and wall outlet. Make sure that the telephone line is connected to the LINE socket on the back of the machine. Check for a dial tone; disconnect telephone line from the MFP and connect to an external handset. If there is no dial tone, there may be a problem with the telephone line. If there is a dial tone, the MFP may be using the wrong dialling method (pulse or tone) for the region. If alternating tones are heard instead of dialling pulses and the region uses pulse dialling, change the call parameters (Refer to the Advanced User's Guide). Reconnect the telephone line to the LINE socket on the back of the machine.

The fax log shows a communications error. This indicates any of a number of problems:

- > The MFP may be incompatible with the remote machine, or the remote machine may not be able to perform the function requested of it such as confidential faxing.
- > The remote machine may also be out of paper or experiencing a paper jam.
- > Bad telephone line conditions can also cause communication errors. Try sending the fax again and check to make sure that the correct telephone number is being dialled.
- > If a prefix number must be dialled to get an outside line, or if the call is to an international destination, a pause may need to be entered after the dial prefix or international dialling code to tell the machine to wait for a dial tone. If there are frequent problems communicating with a particular remote machine, try programming the telephone number into a short cut button, and then change the parameters for that key (Refer to the Advanced User's Guide).
- > Lastly, either the local or remote machine may require servicing. Try sending a fax to another location to check the local MFP.

Faxing is possible but the image of the document printed by the remote machine is very poor. If the faxed document has small type, complex illustrations, photos, or is very light or very dark, try changing the fax quality and density settings (Refer to the Advanced User's Guide). Copy the document on the machine to determine how it will transmit. The problem may be caused by telephone line interference. Try sending the document again later.

Fax sent but received message was completely blank. Make sure that the document is loaded correctly before faxing; with text face UP in the ADF or face DOWN on the glass.

Image of received fax is very poor. Try making a copy of a document on the local machine to make sure it is working properly. If there is still a problem, contact the person sending the fax and ask them to change their fax quality and density settings. Ask the person to make a copy of the document on their machine to ensure that it is working properly. Then ask them to send the fax again.

Dialling was tried with a short cut button but nothing happened. Make sure that the short cut button being used is programmed correctly.

Documents received are light or have vertical streaks on them, and MFP is not out of toner. Gently wipe the lens surface of the MFP's LED array, and then check to see if the machine is working properly (See "[Cleaning the LED heads](#)" on page 37). If the MFP still does not work properly, remove the image drum (See "[Replacing consumables/maintenance items](#)" on page 36), tap the toner cartridge, and slowly swing it 20 to 30 degrees vertically several times. Be careful not to let the toner leak from the cartridge. If

this does not work, the image drum unit may need to be replaced. Contact your supplier to get a replacement.

MFP is set for delayed transmission but it did not send. Make sure that the MFP is set to the correct time and date (Refer to the Advanced User's Guide).

MFP is connected to a PBX but it is not possible to dial out. Be certain that the dial prefix is entered before the telephone number for each number dialled or programmed into the MFP (Refer to the Advanced User's Guide).

Faxes received sometimes look distorted. If the document received is wider or longer than the paper loaded in the paper tray, the machine automatically reduces the width or length of the document so that it will fit on the paper. This type of problem could also be communication related.

APPENDIX D – SENDME INFORMATION AND ERROR MESSAGES

The following messages and suggested actions refer to SendMe.

EMAIL

EMAIL SERVER RETURNS AN ERROR MESSAGE TO THE SENDME SOFTWARE

MESSAGE	COMMENT
Email Could Not Be Sent The attachment file exceeds the maximum size limit. Please select another delivery method, such as FTP, desktop share, or flash drive.	Reduce file size then resend.
Email Could Not Be Sent There was an error while sending email.	Contact your administrator.
Email Could Not Be Sent There was an error while sending email. Details: %details%	

GENERAL

MESSAGE	COMMENT
Invalid Email Address Please type in a valid email address, such as name@email.com. You can also type in multiple recipients, separated by a semicolon, such as name1@email1.com; name2@email2.com. Note that the following format is also accepted: Persons Full Name <name@email.com>.	Self explanatory.
Invalid Email Address Please type in a valid email address in "CC", such as name@email.com, or remove the email address(es) from "CC".	
Invalid File Name "File" must be a valid Windows file name, not containing any of the following characters: / * : " ? \ < >	
Invalid Page Range Please type in a valid page range, such as 1-5.	
Invalid Number Of Copies Please type in a valid number of copies.	
Bates Stamp Integrity Error This operation is not allowed, because you have already burned the Bates stamp onto your existing images. You can not scan, delete, insert, or edit anymore, until you clear all your images using the Start Over button.	
Authentication Failed Invalid user name or password!	Enter a valid user name and password.
Exit Failed Invalid password.	Context: when trying to exit SendMe application
Password Mismatch There is a mismatch between the two owner passwords.	Context: when entering encryption settings
Password Mismatch There is a mismatch between the two user passwords.	Context: when entering encryption settings
Invalid Owner Password The owner password can not be empty.	Context: when entering encryption settings
No Settings There are no file format options for printing. The best file format is chosen automatically for your printer.	Context: when trying to set the File Format after selecting Print workflow
Print Document could not be printed.	Ensure print options selected are valid.

ADMIN MENU

LDAP AUTHENTICATION SETUP

MESSAGE	COMMENT
Invalid password	Re-enter details using a valid password.
Error Unit name can not be empty. Please enter a unit name.	Enter a valid unit name.
Logon Error Host name is not provided. If you are unsure, please use the Configuration Wizard to set up your connection.	Self explanatory.
Invalid host name.	Enter a valid host name.
Invalid domain name.	Enter a valid domain name.
Invalid User DN.	Enter a valid user DN.

LDAP AUTHENTICATION TEST TAB

MESSAGE	COMMENT
Logon Error Please provide a user name and password for authentication	Enter a valid user name and password.
Logon Success, No Information Available Authentication was successful, but user's private information could not be retrieved.	Self explanatory.

CHANGING ADMIN PASSWORD

MESSAGE	COMMENT
Password Mismatch The two passwords you typed are not the same. Please type the same password twice.	Re-enter passwords correctly.

CREATING / EDITING / DELETING LOCAL USERS

MESSAGE	COMMENT
User %username% could not be created	Contact your administrator.
User %username% could not be deleted	
The password for user %username% could not be changed	
Duplicate Login Names Login name already exists! Original login name will be kept.	Self explanatory.
Password strings do not match	Contact your administrator.

SYNCHRONIZATION TAB

MESSAGE	COMMENT
Error connecting to Central Database	Contact your administrator.
User is not selected	
Application settings file can not be found	
Error importing application settings	
Users file can not be found	
Error importing users	
Nothing was selected for importing	

LEGAL STAMPING TAB

MESSAGE	COMMENT
Number of digits is invalid. Please type in a valid number between 1 and 100.	Self explanatory.

CENTRALIZED SETTINGS TAB

MESSAGE	COMMENT
If the file format is PDF and the color mode is not black and white, the resolution must be at least 300 DPI.	Self explanatory.

NETCONNECT

MESSAGE	COMMENT
There was an error reading the configuration. Please contact the administrator of this unit.	Contact your administrator.
No configured destinations found. Please contact the administrator of this unit.	
This destination has not been configured. Please contact the administrator of this unit.	
There was a error connecting to %s (%d).	
There was an error in connecting to the FTP server. (%s)	
You do not have write permissions for the document destination %s.	
You do not have write permissions for the metadata destination %s.	
The document destination does not exist. Please contact the administrator of this unit.	
The metadata destination does not exist. Please contact the administrator of this unit.	
The remote path for metadata does not exist on the FTP server.	
There was an error in creating the folder.	

MESSAGE	COMMENT
Document name can not be empty.	Enter a valid document name.
The document name can not contain any of the following characters : '\\', '/', ':', '*', '?', '\', '<', '>', ' '.Please change the document name and try again.	
Please change the document name and try again.	
Invalid value for %s. The maximum length for this field is %d. This index field is on page %d.	Contact your administrator.
There was an error in uploading the metadata file.	
There was an error connecting to the server. (%s)	
Invalid username or password reported by the server.	
The remote path is invalid.	
There was an error in uploading the document to the server. (%s)	
There was an error uploading the document to the server.	

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OKI CONTACT DETAILS

OkI Systems (UK) Limited

550 Dundee Road
Slough Trading Estate
Slough, SL1 4LE

Tel: 44 (0) 1753 819819
Fax: 44 (0) 1753 819899
<http://www.oki.co.uk>

OkI Systems Ireland Limited

The Square Industrial Complex
Tallaght, Dublin 24, Ireland

Tel: +353 1 4049590
Fax: +353 1 4049591
<http://www.oki.ie>

Technical Support:

Tel: +353 1 4049570
Fax: +353 1 4049555
E-mail: tech.support@oki.ie

OKI Systems (Ireland) Ltd.

(Northern Ireland)
40 Sydenham Park
Belfast, BT4 1PW

Tel: +44 (0)28 90 20 1110
<http://www.oki.ie>

Technical Support:

Tel: +44 (0)28 90 221919
E-mail: tech.support@oki.ie

OkI Data Corporation

4-11-22 Shibaura, Minato-ku, Tokyo
108-8551, Japan

Tel: (81) 3 5445 6158
Fax: (81) 3 5445 6189
<http://www.okidata.co.jp>

OkI Data (Singapore) Pte. Ltd.

78 Shenton Way, #09-01,
Singapore 079120

Tel: (65) 221 3722
Fax: (65) 421 1688
<http://www.oki.com.sg>

OkI Systems (Thailand) Ltd.

1168/81-82 Lumpini Tower,
27th Floor, Rama IV Road,
Bangkok 10120, Thailand

Tel: (66) 2679 9235
Fax: (66) 2679 9243
<http://www.okisysthai.com>

OkI Data(S) P Ltd. Malaysia Rep Office

Suite 21.03, 21st Floor Menara IGB,
Mid Valley City
Lingkaran Syed Pura 59200,
Kuala Lumpur, Malaysia

Tel: (60) 3 2287 1177
Fax: (60) 3 2287 1166

OkI Systems (Hong Kong) Ltd.

Unit 607, 6/F, Island Place Tower,
510 Kings Road, North Point,
Hong Kong

Tel: (852) 3543 9200
Fax: (852) 3549 6040

The IPL Group

146 O'Riordan Street, Mascot,
NSW 2020, Australia

Tel: (61) 2 9667 7000
Fax: (61) 2 9667 7094
<http://www.oki.com.au>

Comworth Systems Ltd.

10 Constellation Drive Mairangi Bay,
PO Box 100-120, NSMC,
Auckland, New Zealand

Tel: (64) 9 477 0500
Fax: (64) 9 477 0549
<http://www.comworth.co.nz>

OKI EUROPE LIMITED

Central House

Balfour Road

Hounslow TW3 1HY

United Kingdom

Tel: +44 (0) 208 219 2190

Fax: +44 (0) 208 219 2199

WWW.OKIPRINTINGSOLUTIONS.COM

