

TOSHIBA

Toshiba E-studio2555c Troubleshooting Manual

Multifunctional digital color systems

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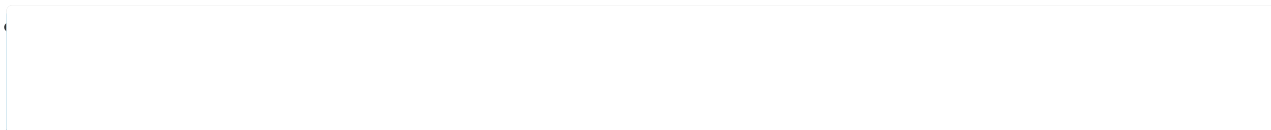
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TOSHIBA MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS

Leading Innovation >>>

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[Page 1: Troubleshooting Guide](#)

MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS Troubleshooting Guide...

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[Page 3: Preface](#)

Preface Thank you for purchasing TOSHIBA Multifunctional Digital Systems. This manual describes how to troubleshoot the problems that could occur while you are using the equipment. Keep this manual within easy reach, and use it to configure an environment that makes the best use of the e-STUDIO's functions.

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[Page 9](#) TROUBLESHOOTING FOR THE HARDWARE This chapter describes how to troubleshoot
problems with paper, toner and other finishing processes. This chapter also describes how to
supply the paper, toner and staples. When This Screen Is Displayed8 Messages
Displayed on the Touch Panel10 Clearing a Paper Misfeed.....

[Page 10: When This Screen Is Displayed](#)

1 TROUBLESHOOTING FOR THE HARDWARE When This Screen Is Displayed Various screens are
displayed on the touch panel depending on the state of the equipment. This section describes
how to solve problems with some of the screen examples. Screen Description / Remedy A
message appears on the upper part of the screen to notify users of a problem, etc.

[Page 11](#) 1 TROUBLESHOOTING FOR THE HARDWARE Screen Description / Remedy Toner has
run out. Replace the new toner cartridge. □ P.51 "Replacing a Toner Cartridge" The waste toner
box is full. Replace it following the guidance on the touch panel. □ P.57 "Replacing the Waste
Toner Box" The equipment requires adjusting by a service technician.

[Page 12: Messages Displayed On The Touch Panel](#)

1 TROUBLESHOOTING FOR THE HARDWARE Messages Displayed on the Touch Panel A message
appears on the upper part of the screen to notify users of a problem, etc. The major examples
of problems and how to solve them are described in the table below. Message Problem
Description Corrective Action...

[Page 13](#) 1 TROUBLESHOOTING FOR THE HARDWARE Message Problem Description Corrective
Action READY (CHECK SADDLE STITCH Staple jam has occurred in the stapler Remove the
jammed staples. □ P.49 "Staple jam in the Saddle Stitch unit" STAPLER) of the saddle stitch unit.

READY (CHECK SADDLE STITCH No staples are left in the stapler of the Refill the staples.

[Page 14](#) 1 TROUBLESHOOTING FOR THE HARDWARE Message Problem Description Corrective Action Check paper size setting on control Paper misfeed has occurred because Register the paper size correctly. Just removing the panel for Bypass. Check the direction of a mismatch between the paper size misfed paper does not prevent another paper from or size of the paper.

[Page 15](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Message Problem Description Corrective Action The number of originals exceeds the The number of originals to be To print out the data for the originals stored (scanned) limits. scanned has exceeded the limit of until the message appeared, press [YES] on the touch Will you copy stored originals? 1000 sheets during scanning.

[Page 16: Clearing A Paper Misfeed](#)

1 TROUBLESHOOTING FOR THE HARDWARE Clearing a Paper Misfeed □ Locating a paper misfeed The equipment stops copying when the original or copy paper is misfed. Paper misfeeds are notified on the touch panel as follows: Error code Error message Guidance for clearing paper misfeeds Paper misfeed symbols...

[Page 17: Clearing A Paper Misfeed](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE □ Clearing a paper misfeed Clear the paper misfeed. Clear the paper misfeed following the guidance shown on the touch panel. Press to scroll the pages. After clearing the misfeed, close all the opened covers. The equipment starts the warm-up.

[Page 18: Paper Misfeed In The Reversing Automatic Document Feeder \(Lower\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE □ If paper misfeeds occur frequently The following are the common causes of paper misfeeds. If the problem persists, check for the following situations. □ An unsuitable original is placed on the Reversing Automatic Document Feeder. □...

[Page 19: Paper Misfeed In The Reversing Automatic Document Feeder \(Upper\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE □ Paper misfeed in the Reversing Automatic Document Feeder (Upper) Raise the lever and open the upper cover. Remove the original. Turn the inner green dial and remove the misfed original. Raise the green lever and open the transport guide.

[Page 20: Paper Misfeed In The Drawer Feeding Portion](#)

1 TROUBLESHOOTING FOR THE HARDWARE Close the transport guide. Raise the original feeder tray, and remove the original under the tray. Lower the original feeder tray. Close the upper cover. □ Paper misfeed in the drawer feeding portion Open the feeder cover on the right side. Remove the misfed paper from the drawer and close the feeder cover.

[Page 21: Paper Misfeed In The Large Capacity Feeder](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE If the paper is misfed on the cover side, remove it as shown in the figure on the right. □ Paper misfeed in the Large Capacity Feeder Open the feeder cover of the Large Capacity Feeder on the right.

[Page 22: Paper Misfeed In The Drawer](#)

1 TROUBLESHOOTING FOR THE HARDWARE Remove the misfed paper and close the feeder cover. □ Paper misfeed in the drawer Open the paper source drawer, and remove the misfed paper. Check that the guide width is correct, there is no folded/curled paper or overloading, and then close the drawer.

[Page 23: Paper Misfeed In The Bypass Tray](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Pull out the right-hand tray and remove the misfed paper. Check that there is no folded/curled paper or overloading, and then close the drawer of the Large Capacity Feeder. Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

[Page 24: Paper Misfeed In The Automatic Duplexing Unit](#)

1 TROUBLESHOOTING FOR THE HARDWARE □ Paper misfeed in the automatic duplexing unit Be careful not to let your fingers be caught between the equipment and the duplexing unit cover or automatic duplexing unit cover. This could injure you. Open the automatic duplexing unit cover on the right. Remove the misfed paper.

[Page 25: Paper Misfeed On The Paper Transport Path](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE □ Paper misfeed on the paper transport path Be careful not to let your fingers be caught between the equipment and the duplexing unit cover or automatic duplexing unit cover. This could injure you. Open the automatic duplexing unit cover on the right.

[Page 26](#) 1 TROUBLESHOOTING FOR THE HARDWARE Open the transport guide holding the green knob and then release the misfed paper. Pull the misfed paper up or down as shown in the illustrations depending on the position of the paper. Pulling it up Pulling it down Remove the paper from the exit section.

[Page 27: Paper Misfeed In The Bridge Kit](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE When the finisher is installed, close the Bridge Kit cover. Close the automatic duplexing unit cover. □ Paper misfeed in the Bridge Kit Open the cover holding the handle of the Bridge Kit. Remove the misfed paper inside the Bridge Unit.

[Page 28](#) 1 TROUBLESHOOTING FOR THE HARDWARE Remove the misfed paper. Open the cover holding the handle of the Bridge Unit. When the Hole Punch Unit is installed, proceed to step 5. Remove the misfed paper. Proceed to step 8. When the Hole Punch Unit is installed Open the Hole Punch Unit cover.

[Page 29](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Close the Hole Punch Unit cover. Close the Bridge Kit cover. Close the upper receiving tray of the finisher. Place your hands on the near and far side of the lever and push to close the tray until it clicks.

[Page 30](#) 1 TROUBLESHOOTING FOR THE HARDWARE Lower the shutter of the paper exit portion and remove the paper. Open the cover holding the handle of the Bridge Unit. When the Hole Punch Unit is installed, proceed to step 6. Remove the misfed paper. Proceed to step 9.

[Page 31: Paper Misfeed In The Saddle Stitch Finisher And The Hole Punch Unit](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Close the Hole Punch Unit cover. Close the Bridge Kit cover. Close the upper receiving tray of the finisher. Place your hands on the near and far side of the lever and push to close the tray until it clicks.

[Page 32](#) 1 TROUBLESHOOTING FOR THE HARDWARE Open the cover of the Hole Punch Unit when it is installed. Open the front cover of the finisher. Remove the misfed paper from the right or left. Open the cover holding the handle of the Bridge Unit. Remove the misfed paper inside the Bridge Unit.

[Page 33](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE If the paper size is small, turn the knob shown in the following figures to send the paper, and then remove the misfed paper. When the Hole Punch Unit is installed, open the front cover of the finisher and turn the 2 knobs at the same time.

[Page 34: Paper Misfeed In The Saddle Stitch Unit Of The Saddle Stitch Finisher](#)

1 TROUBLESHOOTING FOR THE HARDWARE Close the cover of the Hole Punch Unit when it is installed. Close the front cover of the finisher. □ Paper misfeed in the Saddle Stitch unit of the Saddle Stitch Finisher Remove the misfed paper from the exit side of the Saddle Stitch unit.

[Page 35](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Raise the lever and open the upper receiving tray of the finisher. Open the cover of

the Hole Punch Unit when it is installed. Turn the knob shown in the following figures to send the paper, and then remove the misfed paper.

[Page 36](#) 1 TROUBLESHOOTING FOR THE HARDWARE The upper receiving tray of the finisher can also be closed by pressing the right side of the lever. Turn the green knob to lower the paper until it is hidden. Holding the green knob, return the guide to the left. Pull out the Saddle Stitch unit until it stops.

[Page 37](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Remove the misfed paper. Remove the paper from the inside of the Saddle Stitch unit. Close the transport guide. Holding both green knobs with your fingers, open the transport guide on the left. Lower the two green levers.

[Page 38](#) 1 TROUBLESHOOTING FOR THE HARDWARE Remove the paper. Raise the two green levers. Holding both green knobs with your fingers, close the transport guide on the left. Return the Saddle Stitch unit to its original position. Close the cover of the Hole Punch Unit when it is installed.

[Page 39: Paper Misfeed In The Inner Finisher And The Hole Punch Unit](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Close the front cover of the finisher. □ Paper misfeed in the Inner Finisher and the Hole Punch Unit Lift up the control panel and then open the front cover of the finisher. While holding the green lever, move the finisher to the left until it stops.

[Page 40](#) 1 TROUBLESHOOTING FOR THE HARDWARE Return the green lever to its original position. When the Hole Punch Unit is installed and used for punching holes, while pulling the green dial toward you, turn it to align the yellow marks on the parts. Turn the upper green dial counterclockwise to remove the misfed paper.

[Page 41](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Remove the misfed paper and then close the upper cover. While holding the green lever, open the Hole Punch Unit to remove the misfed paper. Return the Hole Punch Unit to its original position. Carefully return the finisher to its original position.

[Page 42: Clearing Paper Misfeeds Caused By A Wrong Paper Size Setting](#)

1 TROUBLESHOOTING FOR THE HARDWARE □ Clearing paper misfeeds caused by a wrong paper size setting Paper misfeeds occur when there is a mismatch between the size of the paper in a drawer or the bypass tray and the size registered for the corresponding drawer or the bypass tray in the equipment.

[Page 43](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Press [YES] when “Cancel print job?” appears. The print job is canceled. If you do not want to cancel the print job To restart the job without canceling it, replace the paper in the drawer with that corresponding to the size set in the equipment after the paper misfeed is cleared.

[Page 44](#) 1 TROUBLESHOOTING FOR THE HARDWARE Press the drawer button indicated in the message. Press the paper size button corresponding to the paper placed in the drawer, and [OK]. Press the [USER FUNCTIONS] button to return to the basic menu. Confirm that the paper size is correctly detected if you selected [AUTO (mm)] or [AUTO (inch)] in step 8.

[Page 45: Misfeed When Printing From The Fax](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE □ Misfeed when making copies or prints (using the bypass tray) Clear the paper misfeed following the guidance shown on the touch panel. Then close all the covers. Press [YES] when “Cancel print job?” appears. The print job is canceled.

[Page 46](#) 1 TROUBLESHOOTING FOR THE HARDWARE Check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer. Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides. Clear the paper misfeed following the guidance shown on the touch panel.

[Page 47: Clearing A Staple Jam](#)

1 TROUBLESHOOTING FOR THE HARDWARE Clearing a Staple Jam When a staple jam has occurred in the stapler of the finisher or saddle stitch unit, clear the jam following the procedure below. □ P.45 "Staple jam in the finisher" □ P.49 "Staple jam in the Saddle Stitch unit" □...

[Page 48](#) 1 TROUBLESHOOTING FOR THE HARDWARE Holding the knob, raise the guide, and return it to its original position. Remove the staples fallen between the staple cartridge and the staple case or the ones in the staple receiver. Fit the staple cartridge into the stapler. When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move.

[Page 49](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE While holding the green lever, move the finisher to the left until it stops. Open the Hole Punch Unit while pushing the green lever. Remove the staple cartridge. Lower the guide while holding the knob. Do not touch the stapling area.

[Page 50](#) 1 TROUBLESHOOTING FOR THE HARDWARE Holding the knob, raise the guide, and return it to its original position. Remove the staples fallen between the staple cartridge and the staple case or the ones in the staple receiver. Fit the staple cartridge into the stapler. Insert the cartridge until it is caught by the latch and fixed with a click.

[Page 51: Staple Jam In The Saddle Stitch Unit](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Close the front cover of the finisher. □ Staple jam in the Saddle Stitch unit Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops. Remove the staple cartridge.

[Page 52](#) 1 TROUBLESHOOTING FOR THE HARDWARE Holding the knob, lower the guide, and return it to its original position. Fit the staple cartridge. Insert the cartridge until it is caught by the latch and secured with a click. Return the Saddle Stitch unit to its original position. Close the front cover of the finisher.

[Page 53: Replacing A Toner Cartridge](#)

When the toner cartridge runs out, the message "Install New *** (color name) toner cartridge" appears. Replace the toner cartridge following the procedure below when you see this message. To assure an optimal performance, we recommend that you use TOSHIBA toner cartridges. Replacing a Toner Cartridge...

[Page 54](#) 1 TROUBLESHOOTING FOR THE HARDWARE Recommended toner cartridges To assure optimal printing performance, we recommend that you use only genuine TOSHIBA toner cartridges. If you use a TOSHIBA-recommended toner cartridge, you can utilize the following three functions of this equipment: Cartridge detecting function: This function checks if the toner cartridge is correctly installed and notifies you if it is not.

[Page 55](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Put your fingers on the right side of the toner cartridge and pull it out supported with your left hand. Never attempt to incinerate toner cartridges. Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

[Page 56: Replacing A "Near Empty" Toner Cartridge](#)

1 TROUBLESHOOTING FOR THE HARDWARE Close the front cover pressing both edges. □ Replacing a "Near Empty" toner cartridge The message "Toner near Empty" appears on the touch panel when there is not much toner left in a toner cartridge. Some toner is still left in the toner cartridge while the message "Toner near Empty"...

[Page 57](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Press the [TONER] tab. Press [REPLACE TONER CARTRIDGE]. To replace a toner cartridge, press [YES]. To cancel, press [NO]. If you press [YES], go to the next step. If you press [NO], the previous screen appears. Replacing a Toner Cartridge...

[Page 58](#) 1 TROUBLESHOOTING FOR THE HARDWARE Press the button for the color you intend to replace. To replace the toner cartridge, press [YES]. To cancel, press [NO]. If you press [YES], go to the next step. If you press [NO], the previous screen appears. Replace the toner cartridge.

[Page 59: Replacing The Waste Toner Box](#)

1 TROUBLESHOOTING FOR THE HARDWARE Replacing the Waste Toner Box When the waste toner box becomes full, the symbol for replacement of the waste toner box blinks and the message "Dispose of used toner" appears. Replace the waste toner box following the procedure below. Never attempt to incinerate waste toner boxes.

[Page 60](#) 1 TROUBLESHOOTING FOR THE HARDWARE Put the used waste toner box in the plastic bag and seal it with adhesive tape. Clean the LED print head. Perform steps 5 to 11 on [P.65](#) "Cleaning the Main Chargers and LED Print Heads". Push the new waste toner box securely until the upper latches click.

[Page 61: Refilling With Staples](#)

1 TROUBLESHOOTING FOR THE HARDWARE Refilling With Staples Refill with staples according to the following procedures when the staples in the stapler of the finisher and saddle stitch unit run out. [P.59](#) "Refilling finisher staples" [P.62](#) "Refilling Saddle Stitch unit staples" [P.63](#) "Refilling Saddle Stitch unit staples" [P.64](#) "Refilling Saddle Stitch Unit Staples"

[Page 62](#) 1 TROUBLESHOOTING FOR THE HARDWARE Fit the staple cartridge into the stapler. When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move. Insert the cartridge until it is caught by the latch and fixed with a click. Close the front cover of the finisher.

[Page 63](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Remove the staple cartridge. Take the empty staple case out of the staple cartridge. Pull up the empty staple case while pushing both sides as shown in the figure. Fit a new staple case on the staple cartridge. Push the staple case hook into the staple cartridge socket until you hear a click.

[Page 64: Refilling Saddle Stitch Unit Staples](#)

1 TROUBLESHOOTING FOR THE HARDWARE Carefully return the finisher to its original position. Do not put your hand or fingers on the top of the finisher when closing it. They could be caught and this could injure you. Close the front cover of the finisher. [P.65](#) "Refilling Saddle Stitch Unit Staples"

[Page 65](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE After the transparent cover is lifted, take the empty staple case out of the cartridge. Fit the new staple case into the staple cartridge. Insert it to the rear until it clicks. In this step, do not remove the seal bundling the staples.

[Page 66](#) 1 TROUBLESHOOTING FOR THE HARDWARE Return the Saddle Stitch unit to its original position. Close the front cover of the finisher. Refilling With Staples...

[Page 67: Cleaning The Main Chargers And Led Print Heads](#)

1 TROUBLESHOOTING FOR THE HARDWARE Cleaning the Main Chargers and LED Print Heads When it is time for cleaning the inside of the equipment, the message "Time for cleaning. Open the front cover and follow the guidance." is displayed. In this case, clean the main chargers (or, the main chargers and LED print heads) following the guidance displayed on the touch panel.

[Page 68](#) 1 TROUBLESHOOTING FOR THE HARDWARE Pull down the 4 green levers located under the toner cartridges until they are positioned as shown in (2). Take out the LED print head cleaner inside the cover. Hold the cleaner with the arrow mark side up. Do not touch the pad at the top of the cleaner, because the toner on the pad may stick to your hands and the cleaner pad may be stained.

[Page 69](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Attach the cleaner with its top on the right and its holding side on the left. Check that the cleaner is fixed to the cover. Return the 4 green levers located under the toner cartridges.

[Page 70: Cleaning The Hole Punch Dust Bin](#)

1 TROUBLESHOOTING FOR THE HARDWARE Cleaning the Hole Punch Dust Bin When the hole punch dust bin becomes full, dispose of the paper punchings following the procedure below. [P.70](#) Finisher / Saddle Stitch Finisher Hole Punch Unit Open the Hole Punch Unit cover. Pull out the

hole punch dust bin.

[Page 71](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Open the Hole Punch Unit while pushing the green lever. After moving the hole punch dust bin to the left, pull it toward you. Dispose of the paper punchings. Push back in the hole punch dust bin. Return the Hole Punch Unit to its original position.

[Page 72: When Printed Sheets Overflow From The Exit Tray](#)

1 TROUBLESHOOTING FOR THE HARDWARE When Printed Sheets Overflow from the Exit Tray When thin, small size paper (A4-R/LT-R or smaller) is used, the end of the sheets may get stuck in the exit tray walls. If 300 or more sheets are printed under such condition, some printed sheets may be pushed out of the exit tray. In the case above, installing the paper exit stopper at the designated location of the exit tray will increase the amount of recommended plain paper that can be loaded on to the exit tray to about 500 sheets.

[Page 73: Troubleshooting For Copying](#)

TROUBLESHOOTING FOR COPYING This chapter describes how to troubleshoot the problems on copying and copy output. Copying Problems.....72...

[Page 74: Copying Problems](#)

2 TROUBLESHOOTING FOR COPYING Copying Problems See the table below when you have a problem in operating copy function or have an unexpected copy output. Problem Description Cause Corrective Action Functions cannot be set. Another function that is unavailable Some functions cannot be combined. for the combination has already been For details, refer to Chapter 8 of the Copying Guide.

[Page 75](#) 2 TROUBLESHOOTING FOR COPYING 2.TROUBLESHOOTING FOR COPYING Problem Description Cause Corrective Action Copied image is blurred. There is a gap between the original Lower the Original Cover or the Reversing Automatic glass and the original. Document Feeder fully so that the original fully contacts the platen glass.

[Page 77](#) TROUBLESHOOTING FOR PRINTING This chapter describes how to troubleshoot the problems on printing. Print Job Problems 76 Clearing print job errors.....76 Cannot remember the document password for a Private Print job.....77 Printing a document including many graphics takes time.....77 Printer Driver Problems

[Page 78: Print Job Problems](#)

3 TROUBLESHOOTING FOR PRINTING Print Job Problems This section describes how to clear the print jobs errors. □ Clearing print job errors Problem Description A print job error occurs and [JOB STATUS] blinks when the paper specified by the computer is not set in the drawers of the equipment.

[Page 79: Cannot Remember The Document Password For A Private Print Job](#)

3 TROUBLESHOOTING FOR PRINTING 3.TROUBLESHOOTING FOR PRINTING □ Cannot remember the document password for a Private Print job Problem Description I cannot remember the document password for my Private Print job. Corrective Action The document password for a Private Print job is never shown, once the job has been sent to the equipment. To print the failed Private Print job, submit the document again as a new Private Print job.

[Page 80: Printer Driver Problems](#)

3 TROUBLESHOOTING FOR PRINTING Printer Driver Problems This section describes the troubleshooting for the printer drivers. For the error messages that appear during the installation of the printer drivers, refer to the Software Installation Guide. □ Cannot print (port setting problems) Problem Description I cannot perform printing with the equipment.

[Page 81: Retrieval Of Printer Configuration Failed](#)

3 TROUBLESHOOTING FOR PRINTING 3.TROUBLESHOOTING FOR PRINTING □ Retrieval of printer configuration failed Problem Description When accessing the printer properties, the message "Retrieval of printer configuration failed" is displayed. Corrective Action The printer driver

cannot communicate with the equipment. Try the steps in the checklist below. Check...

[Page 82: Network Connection Problems](#)

3 TROUBLESHOOTING FOR PRINTING Network Connection Problems This section describes the troubleshooting for printing in the network connection environment. See also the checklists by types of printing and operating systems on [P.96](#) "Printing Problems (Network Related)" [Cannot print with the equipment \(network connection problems\)](#) Problem Description I cannot perform printing with the equipment.

[Page 83: Cannot Print Properly With Appletalk Print](#)

3 TROUBLESHOOTING FOR PRINTING 3.TROUBLESHOOTING FOR PRINTING [Cannot print properly with AppleTalk print](#) Problem Description [Text will be printed as striped lines for an email message.](#) [Some text is not printed in a document.](#) [When a web browser is used, the web page is not printed in spite of the print job being sent to the equipment.](#) Corrective Action If the errors above occur with AppleTalk print, use LPR print instead.

[Page 84: Client Problems](#)

3 TROUBLESHOOTING FOR PRINTING Client Problems This section describes how to identify and correct the problems caused by the clients* connected to the equipment. One of the common examples of clients is a computer that sends a print job to the equipment and makes it perform printing. [...](#)

[Page 85: Hardware Problems](#)

3 TROUBLESHOOTING FOR PRINTING Hardware Problems This section describes troubles caused by the hardware device (the equipment). If an icon or a message indicating an error is not displayed, or the problems in the printer drivers or the network connection cannot be specified, a hardware problem is a possible cause of the trouble.

[Page 87: Troubleshooting For Scanning](#)

TROUBLESHOOTING FOR SCANNING This chapter describes how to troubleshoot the problems of scanning. Scanning Problems..... 86 [Cannot E-mail my scans](#)86 [Cannot find the data saved in the shared folder](#).....86 [Cannot perform scanning from a PC with Office 2013](#)86...

[Page 88: Scanning Problems](#)

4 TROUBLESHOOTING FOR SCANNING Scanning Problems This section describes troubleshooting for using scan data. [Cannot E-mail my scans](#) Problem Description I have scanned a document and sent the copy as an e-mail attachment, but the e-mail does not reach the specified e-mail address.

[Page 89](#) TROUBLESHOOTING FOR e-Filing This chapter describes how to troubleshoot the problems on e-Filing. e-Filing Web Utility Problems.....88 e-Filing Web Utility terminates the session.....88 Numerous sub windows repeatedly appear88 Displaying the items in the Contents Frame takes a long time.....88 Error messages89...

[Page 90: E-Filing Web Utility Problems](#)

5 TROUBLESHOOTING FOR e-Filing e-Filing Web Utility Problems This section describes troubleshooting for the web browser-based e-Filing web utility. You will also find the error messages and the corrective actions for each message. [e-Filing Web Utility terminates the session](#) Problem Description The message "This operation will end your e-Filing session." ...

[Page 91: Error Messages](#)

5 TROUBLESHOOTING FOR e-Filing 5.TROUBLESHOOTING FOR e-Filing [Error messages](#) See the table below to troubleshoot the problem if a message appears. Message Corrective Action Internal error occurred. Please restart e-Filing. Turn the power of the equipment OFF and then ON and then try again.

[Page 92](#) 5 TROUBLESHOOTING FOR e-Filing Message Corrective Action The document is being used. Please try again later. The selected document is being used by another user. Try again after the other user has finished. File format doesn't correspond. Please contact Administrator.

Contact your administrator to convert the archive file and try again.

[Page 93](#) TROUBLESHOOTING FOR NETWORK CONNECTIONS This chapter describes how to troubleshoot the problems on network connections. Locating the Equipment in the Network.....92 Cannot locate the equipment in the network92 Cannot locate the equipment with Local Discovery.....93 Equipment does not respond to ping command.....94 LDAP Search and Authentication Problems.....

[Page 94: Chapter 6 Troubleshooting For Network Connections](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Locating the Equipment in the Network Cannot locate the equipment in the network Problem Description I cannot locate the equipment in the network. Corrective Action Improper settings may cause problems in locating the equipment in the network. Try the checklist below to detect the cause of the problem.

[Page 95: Cannot Locate The Equipment With Local Discovery](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS 6.TROUBLESHOOTING FOR NETWORK CONNECTIONS Cannot locate the equipment with Local Discovery Problem Description Local Discovery cannot detect the equipment. Corrective Action The equipment is normally located automatically by SNMP. When the TWAIN driver, File Downloader, Address Book Viewer, Backup/Restore Utility, Remote Scan driver, N/W-Fax driver or printer driver cannot automatically discover the equipment over the network, the most likely cause is limitations of the protocols supported by the computer.

[Page 96: Equipment Does Not Respond To Ping Command](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Equipment does not respond to ping command Problem Description The equipment does not respond to a ping command. Corrective Action Check the network settings following the checklist below. No. Check... Corrective Action Confirm that the TCP/IP protocol suite is installed Refer to the networking section of your operating system Next Step ...

[Page 97: Ldap Search And Authentication Problems](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS LDAP Search and Authentication Problems Network shutdown occurs or touch panel disabled after LDAP search Problem Description After performing the LDAP search, the network shutdown occurs or the touch panel is disabled. Corrective Action Try the checklist below.

[Page 98: Printing Problems \(Network Related\)](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Printing Problems (Network Related) Among the several ways to use the equipment in the network, the simplest one is to set the equipment in the TCP/IP environment using a DHCP server to assign IP addresses dynamically to devices. Using the default settings also assures an easier network implementation, although you may be required to customize the settings to accommodate them in your particular environment.

[Page 99: Ipp Print In A Windows Operating System Environment](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS 6.TROUBLESHOOTING FOR NETWORK CONNECTIONS IPP print in a Windows operating system environment No. Check... Corrective Action Are the IP address properties correctly set? Next Step Set up the IP address correctly. Is the HTTP server on the equipment enabled? Enable the HTTP server in the HTTP Network Next Step ...

[Page 100: Macintosh Environment](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Macintosh environment No. Check... Corrective Action Is AppleTalk enabled on the equipment? Next Step Enable AppleTalk. Are the IP address properties correctly set? Next Step Set up the IP address correctly. ...

[Page 101: Network Fax \(N/W-Fax\) Driver Problems](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Network Fax (N/W-Fax) Driver Problems This section describes the troubleshooting for the Network Fax (N/W-Fax) driver. N/W-Fax Driver Installation Error Messages Replace "Printer" with "N/W-Fax" as required in the troubleshooting description. For information on the installation of the N/W-Fax driver, refer to

the Software Installation Guide. □...

[Page 102: N/W-Fax Driver General Errors](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS □ This port is currently in use Problem description The driver was either opened, printing a job, or in use by another printer or application, when you attempted to delete it. Corrective action Make sure all print jobs have been completed before deleting a port. If there are still problems, exit all applications and try again.

[Page 103: Client Software Authentication Problems](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Client Software Authentication Problems □ Cannot log in using client software Problem Description I cannot log into the equipment using client software. Corrective Action If you cannot log into the equipment using client software, contact the administrator of the equipment. Since the user name and password registered in the client software are used for authentication in the case of automatic login, the log-in screen may not be displayed.

[Page 105](#) CHECKING THE EQUIPMENT STATUS WITH TopAccess This chapter describes how to check the status of the equipment with TopAccess. Hardware Status Icons on TopAccess [Device] Tab104 Error Messages106 Error Codes..... 108 Error codes on print jobs108 Error codes on transmission and reception109 Error codes on scan jobs.....

[Page 106: Hardware Status Icons On Topaccess \[Device\] Tab](#)

7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Hardware Status Icons on TopAccess [Device] Tab When the equipment requires maintenance or when an error occurs with the equipment, the icons indicating the status information appear near the graphic image of the equipment on the TopAccess [Device] tab. The following are the icons displayed and their descriptions.

[Page 107](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Paper Empty This icon indicates no paper is left in a drawer. Refer to the Copying Guide. Paper Misfeed This icon indicates a paper misfeed occurred. It also indicates the location of the paper misfeed. □...

[Page 108: Error Messages](#)

7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Messages When a message appears on the [Device] Tab of TopAccess, see the table below for the corrective action. TopAccess Message Corrective Action Cover Open - Please Close Cover. Close the front cover. Paper Feeding Cover Open - Please Close Cover.

[Page 109](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess TopAccess Message Corrective Action Cyan Toner Empty - Please Install New Toner Cartridge. Replace the cyan toner. See □ P.51 "Replacing a Toner Cartridge". Magenta Toner Empty - Please Install New Toner Cartridge. Replace the magenta toner.

[Page 110: Error Codes](#)

7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Codes TopAccess has the pages for the job lists; print, transmission, reception, and scan jobs. The following error codes are shown on these pages in the [Logs] tab (successful jobs have no codes). These codes help you specify the cause of an error you might encounter.

[Page 111: Error Codes On Transmission And Reception](#)

7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Font download failure Since there is no space in HDD, the font cannot be registered. Delete at 4612 least one font. Font download failure Since an error has occurred, the font cannot be registered.

[Page 112](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action SMTP server connection error Ask your administrator to set the login name or password of the SMTP 1C69 server and try again. Check whether the SMTP server is operating properly.

[Page 113: Error Codes On Scan Jobs](#)

7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Exceeding maximum offramp destinations Ask the sender to specify up to 40 destinations for one offramp gateway 3D20 job. The equipment cannot perform offramp gateway transmission for more than 40 destinations.

[Page 114](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Failure to read Address Book Turn the power OFF and then back ON. Try the problem job again. Reset the data in the Address Book 2C61 and reattempt it. If the error still persists, contact your service representative.

[Page 115](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Failure to delete file Make sure that the access privilege to the storage directory is writable and then try the job again. If the 2D32 error still persists, turn the power OFF and then back ON, and then make another effort.

[Page 116](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Document size exceeded limit or maximum size Divide the file into several files, or reattempt in a single- 2E15 page format. Failure to create directory Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again.

[Page 117](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Insufficient permission to access e-Filing box using Check if the user is authorized to perform this job. 2A72 scan utility Store to e-Filing Job status failed Turn the power OFF and then back ON.

[Page 118](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Syntax error in parameters or arguments Check whether the Terminal mail address and Destination mail address are correct. Check whether 2501 the mail server is operating properly. Turn the power OFF and then back ON.

[Page 119](#) WHEN SOMETHING IS WRONG WITH THE EQUIPMENT Try the troubleshooting tips in this chapter when you think there is something wrong with the equipment. This chapter also describes the daily care for the equipment. When You Think Something Is Wrong With the Equipment.....118 General operations

[Page 120: Chapter 8 When Something Is Wrong With The Equipment](#)

8 WHEN SOMETHING IS WRONG WITH THE EQUIPMENT When You Think Something Is Wrong With the Equipment If you think there is something wrong with the equipment, check the following items. □ To see the functions of the equipment such as copy or print, refer to their operator's manuals (Copying Guide and Printing Guide respectively).

[Page 121: Originals And Paper](#)

8 WHEN SOMETHING IS WRONG WITH THE EQUIPMENT 8.WHEN SOMETHING IS WRONG WITH THE EQUIPMENT □ Originals and paper Problem Description Cause Corrective Action The original is misfed. The original is unsuited for the Check whether the original is suitable for the equipment. equipment.

[Page 122: Regular Maintenance](#)

8 WHEN SOMETHING IS WRONG WITH THE EQUIPMENT Regular Maintenance We recommend that you clean the following portions weekly so that the originals can always be scanned in unsoiled conditions. □ Be careful not to scratch the portions when cleaning them. □...

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