



Toshiba e-studio 2555c Troubleshooting Manual

Multifunctional digital color systems

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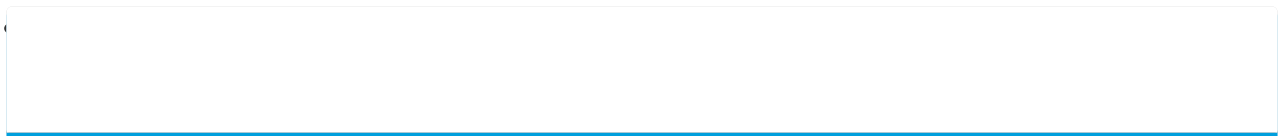
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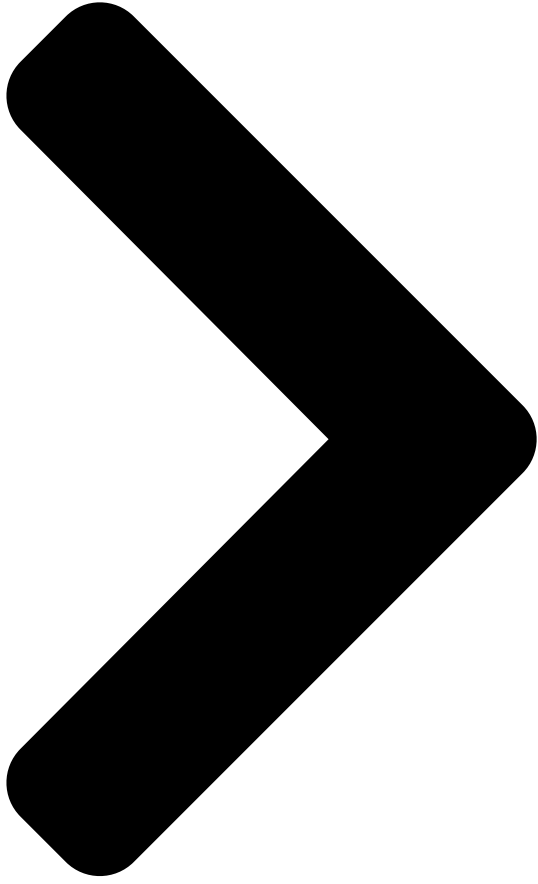
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TOSHIBA MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS
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Troubleshooting

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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](#)

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.52 "Replacing a Toner Cartridge" The waste toner box is full. Replace it following the guidance on the touch panel. P.59 "Replacing the Waste Toner Box"...

[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 Cannot print this paper type Printing was attempted but Delete the failed print job, select the Set the other paper type failed. appropriate tray for the paper, and perform The paper could not be output printing again.

[Page 14](#) 1 TROUBLESHOOTING FOR THE HARDWARE Message Problem Description Corrective Action Call for service The equipment requires Contact your service representative with adjusting by a service the error code displayed on the right side of technician. the touch panel. Never attempt to repair, disassemble or modify the equipment by yourself.

[Page 15](#) 1 TROUBLESHOOTING FOR THE HARDWARE Message Problem Description Corrective Action Check the direction or size of The direction or the size of the Check the direction and the size of the the paper on the bypass tray paper placed on the bypass paper and then replace it on the bypass and press START tray is incorrect.

[Page 16](#) 1 TROUBLESHOOTING FOR THE HARDWARE Message Problem Description Corrective Action USER Quota exceeded. The copying, printing or For details of setting the quota, ask your Contact the Administrator. scanning quota to the user administrator. has reached "0". USER and DEPARTMENT The copying, printing or For details of setting the quota, ask your Quota exceeded.

[Page 17: 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 The paper misfeed symbol helps you locate the paper misfeed.

[Page 18: Clearing A Paper Misfeed](#)

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. Follow the guidance on the touch panel. Tips on removing the misfed paper Note the following points in removing the misfed paper.

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

1 TROUBLESHOOTING FOR THE HARDWARE 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. Unavailable paper with the equipment is used.

[Page 20: Paper Misfeed In The Reversing Automatic Document Feeder \(Upper\)](#)

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. Raise the green lever under the transport guide, and remove the original under the guide plate.

[Page 21: Paper Misfeed In The Drawer Feeding Portion](#)

1 TROUBLESHOOTING FOR THE HARDWARE 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.

[Page 22: Paper Misfeed In The Large Capacity Feeder](#)

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 23: Paper Misfeed In The Drawer](#)

1 TROUBLESHOOTING FOR THE HARDWARE 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 24: Paper Misfeed In The Bypass Tray](#)

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 25: Paper Misfeed In The Automatic Duplexing Unit](#)

1 TROUBLESHOOTING FOR THE HARDWARE 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.

[Page 26: Paper Misfeed On The Paper Transport Path](#)

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. Remove the misfed paper.

[Page 27](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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 28: Paper Misfeed In The Bridge Kit](#)

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. If the misfed paper cannot be removed because the right side is caught by the fuser unit, follow the steps on P.24...

[Page 29](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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 30](#) 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. Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.

[Page 31](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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.

[Page 32: Paper Misfeed In The Saddle Stitch Finisher And The Hole Punch Unit](#)

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. Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.

[Page 33](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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 34](#) 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 35: Paper Misfeed In The Saddle Stitch Unit Of The Saddle Stitch Finisher](#)

1 TROUBLESHOOTING FOR THE HARDWARE 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 36](#) 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 37](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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.

[Page 38](#) 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. Clearing a Paper Misfeed...

[Page 39](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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 40: Paper Misfeed In The Inner Finisher And The Hole Punch Unit](#)

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 41](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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 42](#) 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. Do not put your hand or fingers on the top of the finisher when closing it.

[Page 43: Clearing Paper Misfeeds Caused By A Wrong Paper Size Setting](#)

1 TROUBLESHOOTING FOR THE HARDWARE 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 44](#) 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 45](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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 46: Misfeed When Printing From The Fax](#)

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. If you do not want to cancel the print job To restart the job without canceling it, replace the paper on the bypass tray with that corresponding to the size set in the equipment after the paper misfeed is cleared.

[Page 47](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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.

[Page 48: 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.46 "Staple jam in the finisher" P.50 "Staple jam in the Saddle Stitch unit" Staple jam in the finisher Finisher / Saddle Stitch Finisher Open the front cover of the finisher.

[Page 49](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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.

[Page 50](#) 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 51](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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.

[Page 52: Staple Jam In The Saddle Stitch Unit](#)

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. Raise the guide while holding the knob.

[Page 53](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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.

[Page 54: 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 55](#) 1 TROUBLESHOOTING FOR THE HARDWARE 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 56](#) 1 TROUBLESHOOTING FOR THE HARDWARE Open the front cover of the equipment. 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 57: Replacing A "Near Empty" Toner Cartridge](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Pull out the cleaner until the mark appears and return it. Repeat this 3 times for each of the 4 colors. The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

[Page 58](#) 1 TROUBLESHOOTING FOR THE HARDWARE Press [JOB STATUS]. Press the [TONER] tab. Press [REPLACE TONER CARTRIDGE]. Replacing a Toner Cartridge...

[Page 59](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE 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. Press the button for the color you intend to replace. To replace the toner cartridge, press [YES].

[Page 60](#) 1 TROUBLESHOOTING FOR THE HARDWARE Press [FINISH]. Replacing a Toner Cartridge...

[Page 61: 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 62](#) 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.67 "Cleaning the Main Chargers and LED Print Heads". Push the new waste toner box securely until the upper latches click.

[Page 63: 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.61 "Refilling finisher staples" P.64 "Refilling Saddle Stitch unit staples" Refilling finisher staples Finisher / Saddle Stitch Finisher Open the front cover of the finisher.

[Page 64](#) 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.

[Page 65](#) 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 66: 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. Refilling Saddle Stitch unit staples Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops.

[Page 67](#) 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 68](#) 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 69: 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 70](#) 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 71](#) 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 72: 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.
Finisher / Saddle Stitch Finisher Hole Punch Unit Open the Hole Punch Unit cover. Pull out the hole punch dust bin.

[Page 73](#) 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 74: 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.

[Page 75: Troubleshooting For Copying](#)

TROUBLESHOOTING FOR COPYING This chapter describes how to troubleshoot the problems on copying and copy output. Copying Problems.....74...

[Page 76: 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 Some functions cannot be combined. unavailable for the For details, refer to Chapter 8 of the Copying combination has already been...

[Page 77](#) 2 TROUBLESHOOTING FOR COPYING Problem Description Cause Corrective Action Copy image is skewed. The original is sent from the Replace the original while aligning the side Reversing Automatic guides of the Reversing Automatic Document Document Feeder at a skew. Feeder to its width so that it will be placed straight.

[Page 78](#) 2 TROUBLESHOOTING FOR COPYING Problem Description Cause Corrective Action Copied image has black The scanning area or guides Clean them. streaks in the horizontal are stained. P.129 "Regular Maintenance" direction. Copied image has white The LED print head is stained. Clean the LED print head. streaks or color streaks in P.67 "Cleaning the Main Chargers and LED the horizontal direction.

[Page 79: Troubleshooting For Printing](#)

TROUBLESHOOTING FOR PRINTING This chapter describes how to troubleshoot the problems on printing. Print Job Problems 78 Clearing print job errors78 Cannot remember the document password for a Private Print job.....79 Printing a document including many graphics takes time.....79 Printer Driver Problems

[Page 80: 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 81: 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 82: 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 83: 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. No Check...

[Page 84: 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.100 "Printing Problems (Network Related)" Cannot print with the equipment (network connection problems) Problem Description I cannot perform printing with the equipment.

[Page 85: 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.

[Page 86: 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. Checking the client status The printing problems are caused by the printer driver settings, network settings, errors in the network connections, and so forth.

[Page 87: 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. The following are common factors involved in the hardware problems: System board, cables, and connectors The equipment, and its components such as the duplexing unit or the Finisher...

[Page 89: Troubleshooting For Scanning](#)

TROUBLESHOOTING FOR SCANNING This chapter describes how to troubleshoot the problems of scanning. Scanning Problems..... 88 Cannot E-mail my scans88 Cannot find the data saved in the shared folder.....88 Cannot perform scanning from a PC with Office 201388...

[Page 90: 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 91: Troubleshooting For E-Filing](#)

TROUBLESHOOTING FOR e-Filing This chapter describes how to troubleshoot the problems on e-Filing. e-Filing Web Utility Problems.....90 e-Filing Web Utility terminates the session.....90 Numerous sub windows repeatedly appear90 Displaying the items in the Contents Frame takes a long time.....90 Error messages91...

[Page 92: 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 93: 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 94](#) 5 TROUBLESHOOTING FOR e-Filing Message Corrective Action Paste failed. Maximum number of page range is Delete unnecessary pages and paste pages in the reached. document. A document can contain up to 200 pages. Cut failed. The items have been deleted or modified. Refresh the page and make sure that the item was deleted or is currently being modified.

[Page 95](#) TROUBLESHOOTING FOR NETWORK CONNECTIONS This chapter describes how to troubleshoot the problems on network connections. Locating the Equipment in the Network.....94 Cannot locate the equipment in the network94 Cannot locate the equipment with Local Discovery.....96 Equipment does not respond to ping command.....98 LDAP Search and Authentication Problems.....

[Page 96: Locating The Equipment In The Network](#)

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 97](#) 6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Check... Corrective Action Make sure that the device name for the Set up the NetBIOS name of the device equipment is unique and verify that the correctly. WINS and/or DNS server database are not causing potential naming conflicts Next with the network settings on the Step...

[Page 98: Cannot Locate The Equipment With Local Discovery](#)

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 99](#) 6 TROUBLESHOOTING FOR NETWORK CONNECTIONS 6.TROUBLESHOOTING FOR NETWORK CONNECTIONS Check... Corrective Action Check the NIC Configuration page. Is Contact your service representative. Next the Unit Serial Number part of the Step device name? 10 Check link activities on the port being used by the equipment and the integrity of the network cable, hub, or switch that connects the equipment to the network.

[Page 100: 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. Check... Corrective Action Confirm that the TCP/IP protocol suite Next Refer to the networking section of your Step...

[Page 101: 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. If the problem remains unsolved, contact your service representative. Check...

[Page 102: 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 103: Raw Tcp Or Lpr Print In A Windows Operating System Environment](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS 6.TROUBLESHOOTING FOR NETWORK CONNECTIONS Raw TCP or LPR print in a Windows operating system environment
No Check... Corrective Action Are the IP Address properties correctly Next Set up the IP address correctly. Step set? Is Raw TCP print correctly set? Next Set up the Raw TCP print service Step...

[Page 104: Novell Print In A Netware Environment](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Novell print in a NetWare environment
Check... Corrective Action Are the IPX/SPX protocols enabled? Is Next Set up the IPX/SPX correctly. Step the correct frame type selected? If applicable, did you successfully set up Next Set up the NetWare server properly.

[Page 105: Macintosh Environment](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS 6.TROUBLESHOOTING FOR NETWORK CONNECTIONS Macintosh environment
Check... Corrective Action Is AppleTalk enabled on the Next Enable AppleTalk. Step equipment? Are the IP address properties correctly Next Set up the IP address correctly. Step set? Is the equipment available in the Make sure that the AppleTalk zone is Next Chooser when you click the LaserWriter...

[Page 106: 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. Setup needs to copy Windows NT files
Problem description The wrong port type was selected from the Printer Ports dialog.

[Page 107: N/W-Fax Driver General Errors](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS 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.

[Page 108: 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 109](#) 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] Tab108 Error Messages110 Error Codes..... 112 Error codes on print jobs 112 Error codes on transmission and reception

[Page 110: 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 111](#) 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. P.15 “Clearing a Paper Misfeed” ...

[Page 112: 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 113](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess TopAccess Message Corrective Action Paper Misfeed in Automatic Duplexing Unit - Please Refer to the guidance on the touch panel to remove Clear Paper Path. misfed paper. Paper Insertion Misfeed - Please Clear Paper Path. Refer to the guidance on the touch panel to remove misfed paper.

[Page 114: 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 115: Error Codes On Transmission And Reception](#)

7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Problem Description Corrective Action Code Not authorized to store a file The user has not been authorized to perform this 4312 operation. Ask your administrator. Not authorized to store in e-Filing The user has not been authorized to perform this 4313 operation.

[Page 116](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Problem Description Corrective Action Code HDD error Reattempt the communications. If the error still persists, 00E8 contact your service representative. Software failure Reattempt the communications. If the error still persists, 00F0 contact your service representative. Hardware noise Reattempt the communications.

[Page 117](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Problem Description Corrective Action Code Destination mail address error Check if there is an unpermitted character in the Destination Email address. Delete the unpermitted 1C6C character and reset the appropriate Destination Email address, then try again.

[Page 118: Error Codes On Scan Jobs](#)

7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Problem Description Corrective Action Code Offramp security error Confirm that the specified fax numbers are registered in the address book of the equipment. If not, register the fax 3C60 numbers in the address book and ask the sender to resend the Email with the correct fax numbers.

[Page 119](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Mail size

exceeded limit or maximum size You are sending too many documents at a 2C15 time. Send them separately. Disk access error Complete any running jobs first before reperforming the job in error.

[Page 120](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Invalid address specified in To: field Make sure that there is no unpermitted character in the Destination mail address. 2C6C Delete any unpermitted character and reset the appropriate Destination mail address, then try again.

[Page 121](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Failure to convert image file format This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format.

[Page 122](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Power failure occurred Make sure that the power cable is 2DC1 connected properly and is inserted securely. Resend the job. Store to USB Wrong Job status Turn the power OFF and then back ON. Try 2E10, 2E12, the problem job again.

[Page 123](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Failure in making meta data Make sure that the template setting is correct, and do the scanning again. If the 2E45 error still persists, turn the power OFF and then back ON, and then try again.

[Page 124](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Failure to access Electronic Filing Turn the power OFF and then back ON. Retry the job in error. A folder with the same name as an already existing document in the box cannot be created.

[Page 125](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Network Settings Syntax error, command unrecognized Check whether the Terminal mail address and Destination mail address are correct. 2500 Check whether the mail server is operating properly.

[Page 127](#) 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.....126 General operations126 Originals and paper128 Regular Maintenance

[Page 128: 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 129](#) 8 WHEN SOMETHING IS WRONG WITH THE EQUIPMENT 8.WHEN SOMETHING IS WRONG WITH THE EQUIPMENT Problem Description Cause Corrective Action A message is displayed on Some trouble occurred in the See the meaning of the message referring to the touch panel. equipment (or the message is the listing below.

[Page 130: Originals And Paper](#)

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. For details, refer to Chapter 2 of the Copying Guide.

[Page 131: 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. When cleaning the surface of the equipment, do not use such organic solvents as thinner or benzene.

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