



Toshiba e-studio206l Troubleshooting Manual

Multifunctional digital systems

1

2

3

4

Table Of Contents

5

6

7

8

9

10

11

12

13

14

15

16

17

18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67

68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117

118
119
120
121
122
123
124
125
126
127
128
129
130
131
132

--

-

[Table of Contents](#)

-

Troubleshooting

•

Bookmarks

--

Quick Links

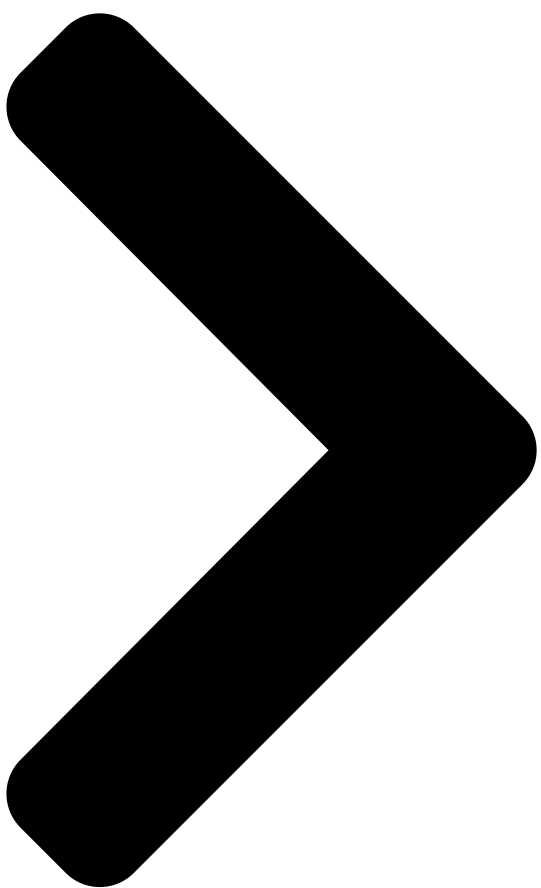
[1 Error Codes](#)

[2 Clearing a Paper Jam](#)

[3 Error Codes](#)

[Download this manual](#)

See also: [Service Manual](#) , [User Manual](#)



TOSHIBA MULTIFUNCTIONAL DIGITAL SYSTEMS
Leading Innovation >>>

Troubleshooting

[Table of Contents](#)

[Next Page](#)

- 1
- 2
- 3
- 4
- 5

Troubleshooting

[troubleshooting guide](#) 1

[troubleshooting for the hardware](#) 9

[TROUBLESHOOTING FOR COPYING](#) 81

[troubleshooting for printing 85](#)

[TROUBLESHOOTING FOR SCANNING 93](#)

[troubleshooting for e-filing 95](#)

Related Manuals for Toshiba e-studio206l

[All in One Printer Toshiba e-STUDIO206L Service Manual](#)

Multifunctional digital systems (1524 pages)

[All in One Printer TOSHIBA e-STUDIO5540C Management Manual](#)

Multifunctional digital color systems / multifunctional digital systems (282 pages)

[Speakers Toshiba e-STUDIO5540C Software Installation Manual](#)

Multifunctional digital systems (238 pages)

[All in One Printer Toshiba e-STUDIO6540C Management Manual](#)

Multifunctional digital color systems / multifunctional digital systems (192 pages)

[All in One Printer Toshiba e-STUDIO5540C Scanning Manual](#)

Multifunctional digital color systems / multifunctional digital systems (134 pages)

[All in One Printer Toshiba e-STUDIO5540C Manual](#)

Multifunctional digital color systems / multifunctional digital systems e-filing guide (124 pages)

[All in One Printer Toshiba e-studio206L Quick Start Manual](#)

Multifunctional digital systems (90 pages)

[All in One Printer Toshiba e-STUDIO6550C Series Manual](#)

Multifunctional digital color systems/multifunctional digital systems (50 pages)

[Copier Toshiba e-STUDIO206L User Manual](#)

E-studio206l; e-studio256; e-studio306; e-studio356; e-studio456 (42 pages)

[All in One Printer Toshiba E-studio5540c Safety Information Manual](#)

Multifunctional digital color systems (36 pages)

[All in One Printer Toshiba e-STUDIO206L Information](#)

E-studio 306 series (8 pages)

[All in One Printer Toshiba e-STUDIO206 Operator's Manual](#)

Toshiba multifunctional digital system operator's manual (116 pages)

[All in One Printer Toshiba e-studio166 Service Handbook](#)

Multifunctional digital systems (237 pages)

[All in One Printer Toshiba e-STUDIO163 Service Handbook](#)

(235 pages)

[All in One Printer Toshiba e-STUDIO200L Service Manual](#)

Multifunctional digital systems (354 pages)

[All in One Printer Toshiba e-Studio2000AC Software Troubleshooting Manual](#)

Multifunctional digital color system / multifunctional digital systems. e-studio5005ac series; e-studio5008a series; e-studio7506ac series; e-studio8508ac series (82 pages)

Summary of Contents for Toshiba e-studio206l

[Page 1: Troubleshooting Guide](#)

MULTIFUNCTIONAL DIGITAL SYSTEMS Troubleshooting Guide...

[Page 2](#) ©2011 TOSHIBA TEC CORPORATION All rights reserved Under the copyright laws, this manual cannot be reproduced in any form without prior written permission of TTEC.

[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.

[Page 5: Table Of Contents](#)

CONTENTS Preface.....1 Chapter 1 TROUBLESHOOTING FOR THE HARDWARE
When This Screen Is Displayed9 Messages Displayed on the Touch Panel
.....11 Clearing a Paper Jam14 Locating a paper jam14
Clearing a paper jam15 Paper jam in the Reversing Automatic Document Feeder
(optional) (Lower)

[Page 6](#) Chapter 3 TROUBLESHOOTING FOR PRINTING Print Job Problems..... 84
Clearing print job errors 84 Cannot remember the document password for a
Private Print job.....85 Printing a document including many graphics takes time..... 85
Printer Driver Problems86 Cannot print (port setting problems)

[Page 7](#) Network Fax (N/W-Fax) Driver Problems.....105 N/W-Fax Driver Installation Error
Messages105 N/W-Fax Driver General Errors106 Client Software
Authentication Problems.....108 Cannot log in using client software.....108
Chapter 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Hardware Status Icons on
TopAccess [Device] Tab.....110 Error Messages

[Page 8](#) CONTENTS...

[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 Displayed9 Messages Displayed on the Touch Panel11 Clearing a Paper Jam.....

[Page 10](#) Removal and Installation of the Exit Support Tray 77...

[Page 11: 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 12](#) 1 TROUBLESHOOTING FOR THE HARDWARE Screen Description / Remedy Toner has run out. Replace the new toner cartridge. P.59 "Replacing a Toner Cartridge" The equipment requires adjusting by a service technician. Contact your service representative with the error code displayed on the right side of the touch panel.

[Page 13: Messages Displayed On The Touch Panel](#)

RECOGNIZED) it is not installed correctly. P.59 "Replacing a Toner Cartridge" A toner cartridge not recommended Use a TOSHIBA-recommended toner cartridge. by TOSHIBA is being used.

P.59 "Replacing a Toner Cartridge" READY (HOLE PUNCH DUST BIN IS Hole punch dust bin is full of paper Remove the paper punchings.

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

[Page 15: Error Codes](#)

Install the toner cartridge correctly. it is not installed correctly. P.59 "Replacing a Toner Cartridge" A toner cartridge not recommended Use a TOSHIBA-recommended toner cartridge. by TOSHIBA is being used. P.59 "Replacing a Toner Cartridge" Install new toner cartridge No toner is left.

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

1 TROUBLESHOOTING FOR THE HARDWARE Clearing a Paper Jam Locating a paper jam The equipment stops copying when the original or copy paper is jammed. Paper jams are notified on the touch panel as follows: Error code Error message Guidance for clearing paper jams Paper jam symbols The paper jam symbol helps you locate the paper jam.

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

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

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

1 TROUBLESHOOTING FOR THE HARDWARE If paper jams occur frequently The following are the common causes of paper jams. 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. Paper sizes are not consistent between the size in a drawer or the bypass tray and the size registered in the equipment.

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

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

[Page 20: Paper Jam 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 jam in the drawer feeding portion Open the feeder cover on the right side. Remove the jammed paper from the drawer and close the feeder cover.

[Page 21: Paper Jam In The Large Capacity Feeder \(Optional\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE If the paper is jammed on the cover side, remove it as shown in the figure on the right. Paper jam in the Large Capacity Feeder (optional) Open the feeder cover of the Large Capacity Feeder on the right.

[Page 22: Paper Jam In The Drawers](#)

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

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

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE 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 Jam On The Paper Transport Path](#)

1 TROUBLESHOOTING FOR THE HARDWARE Open the automatic duplexing unit on the right. Remove paper jammed on the paper transport path above the fuser unit. (Only for e-STUDIO356/456) While holding the green lever to lift up the transfer unit, remove the jammed paper. Lower the transfer unit carefully and then close the automatic duplexing unit.

[Page 25](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Open the transport guide toward you and remove the jammed paper. Be sure not to touch the photoconductive drum when removing the jammed paper. This could stain copy images. Close the automatic duplexing unit. Clearing a Paper Jam...

[Page 26: Paper Jam In The Fuser Unit](#)

1 TROUBLESHOOTING FOR THE HARDWARE Paper jam in the fuser unit Be careful not to let your fingers be caught between the equipment and the duplexing unit or automatic duplexing unit. This could injure you. Do not touch the fuser unit or the metal portion around it. Since they are very hot, you could be burned or the shock could cause you to get your hand injured in the machine.

[Page 27](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Remove the paper from the exit section. When the finisher (optional) is installed, open the Bridge Kit cover while holding the handle. Remove the jammed paper. When the finisher is installed, close the Bridge Kit cover.

[Page 28: Paper Jam In The Job Separator And The Offset Tray \(Both Optional\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE Paper jam in the Job Separator and the Offset Tray (both optional) The procedure below is only for e-STUDIO206L/256/306 with the Job Separator or the Offset Tray installed and not valid for e-STUDIO356/456 with the Job Separator installed.

[Page 29: Paper Jam In The Bridge Kit \(Optional\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Paper jam in the Bridge Kit (optional) Open the cover holding the handle of the Bridge Kit. Remove the jammed paper inside the Bridge Unit. If the jammed paper cannot be removed because the right side is caught by the fuser unit, follow the steps on P.24 "Paper jam in the fuser unit".

[Page 30](#) 1 TROUBLESHOOTING FOR THE HARDWARE Open the cover holding the handle of the Bridge Unit. When the Hole Punch Unit MJ-6103 is installed, proceed to step 5. Remove the jammed paper. Proceed to step 8. When the Hole Punch Unit MJ-6103 is installed Open the Hole Punch Unit cover.

[Page 31](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE 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 32](#) 1 TROUBLESHOOTING FOR THE HARDWARE Open the cover holding the handle of the Bridge Unit. When the Hole Punch Unit MJ-6103 is installed, proceed to step 6. Remove the jammed paper. Proceed to step 9. When the Hole Punch Unit MJ-6103 is installed Open the Hole Punch Unit cover.

[Page 33: Paper Jam In The Saddle Stitch Finisher Mj-1106 And The Hole Punch Unit Mj-6103 \(Both Optional\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE 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 34](#) 1 TROUBLESHOOTING FOR THE HARDWARE Open the front cover of the finisher. Remove the jammed paper from the right or left. Open the cover holding the handle of the Bridge Unit. Remove the jammed paper inside the Bridge Unit. Clearing a Paper Jam...

[Page 35](#) 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 jammed 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 36](#) 1 TROUBLESHOOTING FOR THE HARDWARE Close the cover of the Hole Punch Unit when it is installed. Close the front cover of the finisher. Clearing a Paper Jam...

[Page 37: Paper Jam In The Saddle Stitch Unit Of The Saddle Stitch Finisher Mj-1106 \(Optional\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Paper jam in the Saddle Stitch unit of the Saddle Stitch Finisher MJ-1106 (optional) Remove the jammed paper from the exit side of the Saddle Stitch unit. Open the front cover of the finisher. Holding the green knob, move the guide to the right.

[Page 38](#) 1 TROUBLESHOOTING FOR THE HARDWARE Turn the knob shown in the following figures to send the paper, and then remove the jammed 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 39](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Holding the green knob, return the guide to the left. Pull out the Saddle Stitch unit until it stops. Open the transport guide on the right side. Remove the jammed paper. Remove the paper from the inside of the Saddle Stitch unit.

[Page 40](#) 1 TROUBLESHOOTING FOR THE HARDWARE Close the transport guide. Holding both green knobs with your fingers, open the transport guide on the left. Lower the two green levers. Remove the paper. Raise the two green levers. Clearing a Paper Jam...

[Page 41: Paper Jam In The Inner Finisher Mj-1032 And The Hole Punch Unit Mj-6007 \(Both Optional\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE 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 42](#) 1 TROUBLESHOOTING FOR THE HARDWARE While holding the green lever, move the finisher to the left until it stops. Pull down the green lever on the right-hand unit of the finisher. The paper exit of the equipment opens. Turn the green dial clockwise to send the paper and remove it.

[Page 43](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Turn the upper green dial counterclockwise to remove the jammed paper. Turn the upper green dial clockwise to remove the jammed paper. Holding the green knob, open the upper cover. Remove the jammed paper and then close the upper cover.

[Page 44: Paper Jam In The Saddle Stitch Finisher Mj-1033 And The Hole Punch Unit Mj-6008 \(Both Optional\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE 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. They could be caught and this could injure you. Close the front cover of the finisher.

[Page 45](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Turn the green dial until the triangle mark falls within the designated area of the label. Move the upper green lever to the right and remove the jammed paper. Return the lever to its original position. Open the upper cover of the finisher and remove the jammed paper.

[Page 46: Paper Jam In The Saddle Stitch Unit Of The Saddle Stitch Finisher Mj-1033 \(Optional\)](#)

1 TROUBLESHOOTING FOR THE HARDWARE Close the front cover of the finisher. Paper jam in the Saddle Stitch unit of the Saddle Stitch Finisher MJ-1033 (optional) Remove the paper jammed on the saddle stitch tray in the lower left part of the finisher. Open the front cover of the finisher.

[Page 47: Clearing Paper Jams Caused By A Wrong Paper Size Setting](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Close the front cover of the finisher. Clearing paper jams caused by a wrong paper size setting Paper jams 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 48](#) 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 jam is cleared.

[Page 49](#) 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 and try copying or printing again.

[Page 50](#) 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 on the bypass tray with that corresponding to the size set in the equipment after the paper jam is cleared.

[Page 51](#) 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 52: 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.50 “Staple jam in the finisher” P.56 “Staple jam in the Saddle Stitch unit” Staple jam in the finisher Finisher MJ-1101 / MJ-1106 Open the front cover of the finisher.

[Page 53](#) 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 54](#) 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 55](#) 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 56](#) 1 TROUBLESHOOTING FOR THE HARDWARE Close the front cover of the finisher. Saddle Stitch Finisher MJ-1033 Open the front cover of the finisher. Remove the staple cartridge. Lower the guide while holding the knob. Do not touch the stapling area. The actual needle point could cause you personal injury.

[Page 57](#) 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 58: Staple Jam In The Saddle Stitch Unit](#)

1 TROUBLESHOOTING FOR THE HARDWARE Staple jam in the Saddle Stitch unit Saddle Stitch finisher MJ-1106 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. Do not touch the stapling area.

[Page 59](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE 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. Saddle Stitch Finisher MJ-1033 Open the left cover of the finisher.

[Page 60](#) 1 TROUBLESHOOTING FOR THE HARDWARE Lift the shutter knob while pulling the green lever downward. Remove the stale sheet left. Do not touch the stapling area. The actual needle point could cause you personal injury. Push the shutter knob down and return it to its original position.

[Page 61: Replacing A Toner Cartridge](#)

When the toner cartridge runs out, the message "Install New toner cartridge" appears. Replace the toner cartridge following the procedure below when you see this message. To assure optimal printing performance, we recommend that you use only genuine TOSHIBA toner cartridges. Replacing a Toner Cartridge...

[Page 62](#) 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 63](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Hold down the green lever. The toner cartridge is slightly pushed out. Pull out the toner cartridge. Never attempt to incinerate toner cartridges. Dispose of used toner cartridges in accordance with local regulations.

[Page 64](#) 1 TROUBLESHOOTING FOR THE HARDWARE Carefully pull the cleaner out until it comes to a stop, and then carefully reinsert it straight into its original position. Repeat this step a couple of times. Check that the cleaning knob is fully inserted after cleaning. Close the front cover.

[Page 65: Replacing A "Near Empty" Toner Cartridge](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE 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" is displayed. You do not have to replace the toner cartridge yet, but if you choose to do so, follow the procedure below.

[Page 66](#) 1 TROUBLESHOOTING FOR THE HARDWARE Press [REPLACE TONER CARTRIDGE]. To replace a toner cartridge, press [YES]. To cancel, press [NO]. Replace the toner cartridge. P.59 "Replacing a Toner Cartridge" for the correct procedure. Press [FINISH]. Replacing a Toner Cartridge...

[Page 67: 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.65 "Refilling finisher staples" P.69 "Refilling Saddle Stitch unit staples" Refilling finisher staples Finisher MJ-1101 / MJ-1106 Open the front cover of the finisher.

[Page 68](#) 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 69](#) 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 70](#) 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. Saddle Stitch Finisher MJ-1033 Open the front cover of the finisher.

[Page 71: Refilling Saddle Stitch Unit Staples](#)

1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Fit the new staple case into the staple cartridge. Push the staple case hook into the staple cartridge socket until you hear a click. Fit the staple cartridge into the stapler. Insert the staple cartridge until it is caught by the latch and fixed with a click.

[Page 72](#) 1 TROUBLESHOOTING FOR THE HARDWARE Remove the staple cartridges. Replace both cartridges at a time. Press the buttons on both sides of the cartridge. The transparent cover of the cartridge is lifted. After the transparent cover is lifted, take the empty staple case out of the cartridge.

[Page 73](#) 1 TROUBLESHOOTING FOR THE HARDWARE 1.TROUBLESHOOTING FOR THE HARDWARE Pull out straight the seal bundling the staples. Fit the staple cartridge. Insert the cartridge until it is caught by the latch of the staple cartridge and is fixed with a click. Return the Saddle Stitch unit to its original position.

[Page 74](#) 1 TROUBLESHOOTING FOR THE HARDWARE Pull out straight the stopper holding the staples of the new staple cartridge. Fit the staple cartridge. Insert the cartridge until it is caught by the latch of the staple cartridge and is fixed with a click. Close the left cover of the finisher.

[Page 75: Cleaning The Charger](#)

1 TROUBLESHOOTING FOR THE HARDWARE Cleaning the Charger If the inside of the charger is dirty, staining may appear on the copied image. Clean the charger following the procedure below. Open the front cover of the equipment. Carefully pull the cleaner out until it comes to a stop, and then carefully reinsert it straight into its original position.

[Page 76: 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. Hole Punch Unit MJ-6103 Open the Hole Punch Unit cover. Pull out the hole punch dust bin. Dispose of the paper punchings.

[Page 77](#) 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 78: Hole Punch Unit Mj-6008](#)

1 TROUBLESHOOTING FOR THE HARDWARE Hole Punch Unit MJ-6008 Open the front cover of the finisher. Pull out the hole punch dust bin. Dispose of the paper punchings. Push back in the hole punch dust bin. Close the front cover of the finisher. Cleaning the Hole Punch Dust Bin...

[Page 79: Removal And Installation Of The Exit Support Tray](#)

When an optional finisher or Job Separator is installed in the equipment, do not remove the exit support tray. (e-STUDIO206L/256/306, in which the Offset Tray or Job Separator is installed, has no exit support tray.) Removing the exit support tray...

[Page 81: Troubleshooting For Copying](#)

TROUBLESHOOTING FOR COPYING This chapter describes how to troubleshoot the problems on copying and copy output. Copying Problems.....80...

[Page 82: 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 83](#) 2 TROUBLESHOOTING FOR COPYING 2.TROUBLESHOOTING FOR COPYING Problem Description Cause Corrective Action Copied image has unevenness in The charger is stained. Clean the charger. the horizontal direction. P.73 “Cleaning the Charger” Copied image has black streaks The scanning area or guides are Clean them.

[Page 85: Troubleshooting For Printing](#)

TROUBLESHOOTING FOR PRINTING This chapter describes how to troubleshoot the problems on printing. Print Job Problems 84 Clearing print job errors84 Cannot remember the document password for a Private Print job.....85 Printing a document including many graphics takes time.....85 Printer Driver Problems

[Page 86: 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 87: 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 88: 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 89: 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 90: 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.102 “Printing Problems (Network Related)” Cannot print with the equipment (network connection problems) Problem Description I cannot perform printing with the equipment.

[Page 91: 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 Problem Description The printing problems are caused by the printer driver settings, network settings, errors in the network connections, and...

[Page 92: 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 93: Troubleshooting For Scanning](#)

TROUBLESHOOTING FOR SCANNING This chapter describes how to troubleshoot the problems of scanning. Scanning Problems..... 92 Cannot E-mail my scans92
Cannot find the data saved in the shared folder.....92...

[Page 94: 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 95: Troubleshooting For E-Filing](#)

TROUBLESHOOTING FOR e-Filing This chapter describes how to troubleshoot the problems on e-Filing. e-Filing Web Utility Problems.....94 e-Filing Web Utility terminates the session.....94 Numerous sub windows repeatedly appear94 Displaying the items in the Contents Frame takes a long time.....94 Error messages95...

[Page 96: 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 97: 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 98](#) 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 99](#) TROUBLESHOOTING FOR NETWORK CONNECTIONS This chapter describes how to troubleshoot the problems on network connections. Locating the Equipment in the Network.....98 Cannot locate the equipment in the network98 Cannot locate the equipment with Local Discovery.....99 Equipment does not respond to ping command100 LDAP Search and Authentication Problems.....

[Page 100: 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 101: 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 102: 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 Next Step on the client computer.

[Page 103: 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. No.

[Page 104: 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 105: 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 Service.

[Page 106: 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. Is the equipment available in the Chooser when Make sure that the AppleTalk zone is supported Next Step you click the LaserWriter 8 printer icon?

[Page 107: 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 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 108: N/W-Fax Driver General Errors](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS Location does not contain information about your hardware Problem description The path to the *.inf file selected during driver installation is too far away. In other words, there are too many characters in the directory path. Corrective action Copy the directory containing the *.inf file to the local drive and resume installation.

[Page 109: Fax Transmission Cannot Be Performed With A Cover Sheet](#)

6 TROUBLESHOOTING FOR NETWORK CONNECTIONS 6.TROUBLESHOOTING FOR NETWORK CONNECTIONS Fax transmission cannot be performed with a cover sheet Problem description In a N/W-Fax driver which is set to the IPP port, no cover sheet is output and an XL error occurs in the fax transmission when a printer driver whose file name consists of 54 letters or more is specified for the default printer and a Fax is sent with a cover sheet added from Microsoft Excel.

[Page 110: 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 111	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] Tab	110	Error Messages	112	Error Codes.....	114
	Error codes on print jobs		114	Error codes on transmission and reception			

[Page 112: 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 113](#) 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 Jam This icon indicates a paper jam occurred. It also indicates the location of the paper jam. P.14 “Clearing a Paper Jam”...

[Page 114: 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. Messages concerning color printing are displayed only on MFPs and copiers that support color printing. TopAccess Message Corrective Action Cover Open - Please Close Cover.

[Page 115](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess TopAccess Message Corrective Action Staple Empty - Please Set Staple Cartridge Refill the Finisher staples. P.65 “Refilling finisher staples”. Open the front cover, and clean the slit glass and main charger. Clean the slit glass and the main chargers. Toner Not Recognized - Please Check Toner.

[Page 116: 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 117: 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 Not authorized to store in e-Filing The user has not been authorized to perform this operation. Ask your 4313 administrator. Not authorized to send a Fax/iFax The user has not been authorized to perform this operation.

[Page 118](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action HDD full failure during processing Reduce the number of pages of the job in error and perform it again. 1C60 Check whether the server or local disk has sufficient space in its disk capacity.

[Page 119: 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 Offramp security error Confirm that the specified fax numbers are registered in the address book of the equipment. If not, register the fax numbers in the address 3C60 book and ask the sender to resend the Email with the correct fax numbers.

[Page 120](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Creating a file was not allowed Creating an unencrypted file was not allowed. 2C44 Configure the encryption settings and try again. To create an unencrypted file, consult the administrator. Failure in making meta data Make sure that the template setting is correct, and do 2C45...

[Page 121](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE

EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Failure to create file 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 122](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Not enough memory Wait for a while and try again. If the error still persists, 2E11 turn the power OFF and then back ON, and make another effort. Invalid parameter specified If you are using a template, create it again.

[Page 123](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess 7.CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Authentication for WS Scan failed When Fax & Scan of Windows is used with the WIA driver, check if the user name for the login is registered. 2A60 When the control panel or EWB of the equipment is used, check if the user name for the login is registered.

[Page 124](#) 7 CHECKING THE EQUIPMENT STATUS WITH TopAccess Error Code Problem Description Corrective Action Syntax error, command unrecognized Check whether the Terminal mail address and Destination mail address are correct. Check whether 2500 the mail server is operating properly. Turn the power OFF and then back ON.

[Page 125](#) 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.....124 General operations124 Originals and paper125 Regular Maintenance

[Page 126: 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 (the Copying Guide and the Printing Guide respectively).

[Page 127: 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 jammed. The original is unavailable on the Check whether the original is available on the equipment. equipment.

[Page 128: 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 benzine.

[Page 129: Index](#)

INDEX88105 AppleTalk print N/W-Fax driver 63 "Near Empty" toner cartridge - replacing105 Network Fax driver 103 Cleaning Novell print73 charger74 hole punch dust bin12614 regular maintenance Paper jam89

[Page 130](#) Staple jam - clearing50 Finisher MJ-1101 / MJ-110651 Inner Finisher MJ-103254 Saddle Stitch Finisher MJ-103356 Saddle Stitch finisher MJ-110656 Saddle Stitch unit65 Staples - refilling65 Finisher MJ-1101 / MJ-110666 Inner Finisher MJ-1032

[Page 131](#) DP-2095/2530/3020/3590/4590 OME110056A0...

[Page 132](#) MULTIFUNCTIONAL DIGITAL SYSTEMS Troubleshooting Guide 2-17-2, HIGASHIGOTANDA, SHINAGAWA-KU, TOKYO, 141-8664, JAPAN R110620K0301-TTEC (SYS V1.0) Ver01 2011-11 ©2011 TOSHIBA TEC CORPORATION All rights reserved...

This manual is also suitable for:

[E-studio256](#)[E-studio256se](#)[E-studio306se](#)[E-studio306](#)[E-studio356se](#)[E-studio456se](#) ... [Show all](#)