

Troubleshooting

Click the icon of the function you want to know more about.



COMMON / COPY →

PRINT / SCAN →

FAX →

INDICATORS AND
DISPLAY MESSAGES →

PAPER JAM →

Preface

ABOUT THIS GUIDE

This guide provides information about how to use the machine and what to do when a problem occurs. If you encounter a problem, check this guide before calling a support centre.

Please note

- This guide assumes that the persons who install and use this product have a working knowledge of their computer and web browser.
- For information on your operating system or web browser, please refer to your operating system guide or web browser guide, or the online Help function.
- In this operating manual, screens and explanations of procedures assume Windows® 10 is being used. The screens may vary depending on the version of the operating system or the software application.
- Wherever model name "xx-xxxxx" appears in this guide, please substitute your model name.
- Considerable care has been taken in preparing this manual. If you have any comments or concerns about the manual, please contact your dealer or nearest authorized service representative.
- This product has undergone strict quality control and inspection procedures. In the unlikely event that a defect or other problem is discovered, please contact your dealer or nearest authorized service representative.
- Aside from instances provided for by law, SHARP is not responsible for failures occurring during the use of the product or its options, or failures due to incorrect operation of the product and its options, or other failures, or for any damage that occurs due to use of the product.

Warning

- Reproduction, adaptation or translation of the contents of the manual without prior written permission is prohibited, except as allowed under copyright laws.
- All information in this manual is subject to change without notice.

Illustrations and the operation panel and display shown in this manual

The peripheral devices are generally optional, however, some models include certain peripheral devices as standard equipment.

The explanations in this manual assume that 500-sheet paper feed tray and Stand/2x500 sheet paper drawer are installed on the BP-20C25.

For some functions and procedures, the explanations assume that devices other than the above are installed.

The display screens, messages, and key names shown in the manual may differ from those on the actual machine due to product improvements and modifications.

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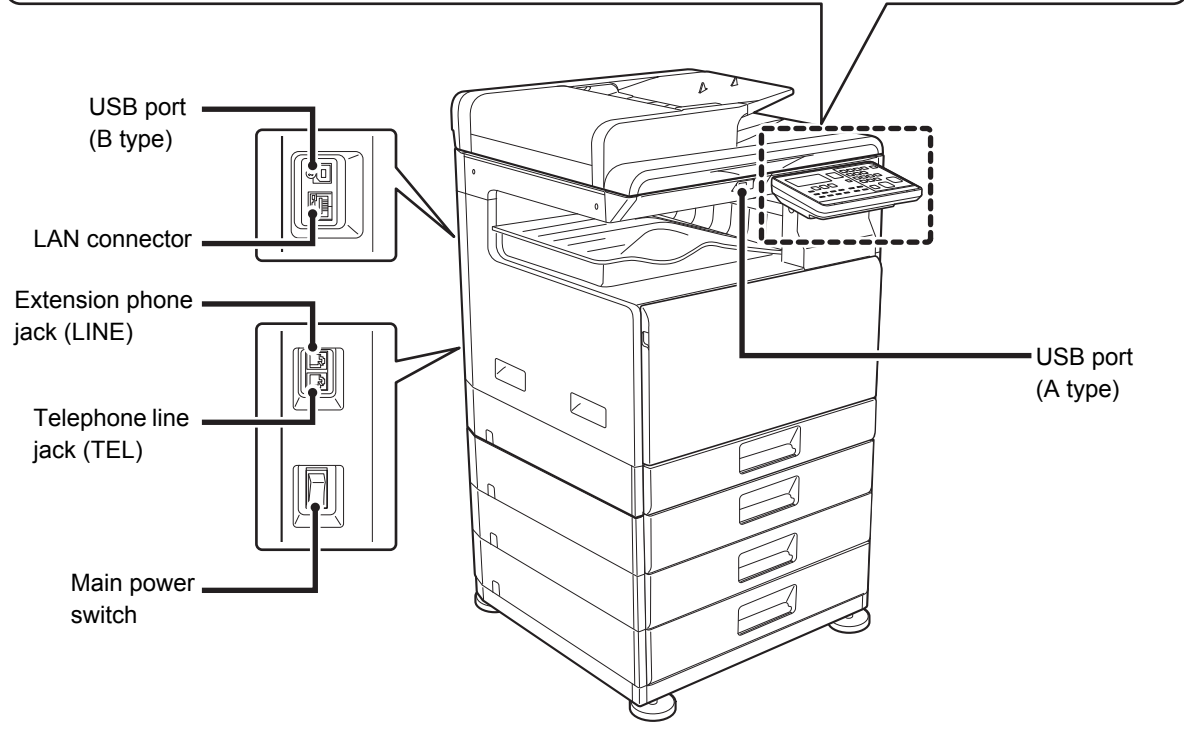
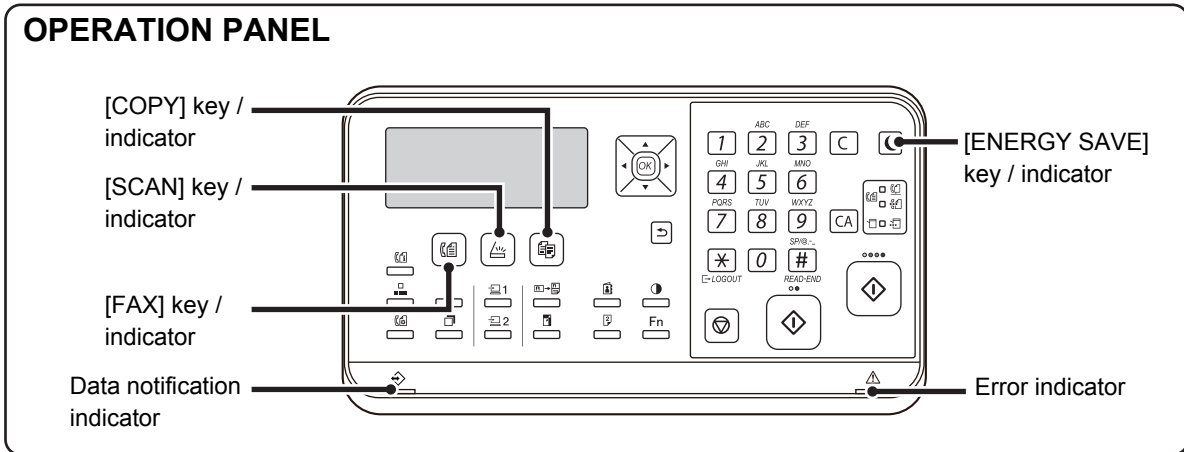
If the problem persists after you follow the instructions in this guide...

If you are unable to solve a problem using the solutions in this manual, turn the main power switch to the "○" position. Wait at least 10 seconds and then turn the main power switch to the " | " position.



Points to Keep in Mind

Power and connector positions



The BP-10C20 does not have fax function key or indicators.



Placing the original

Is the original placed correctly?

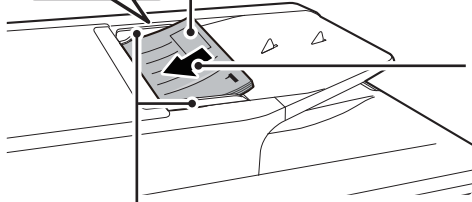
●Automatic Document Feeder

Do not exceed the indicator line



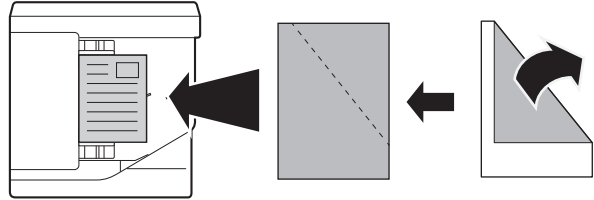
Align the edges and place face up

Insert all the way in



Adjust to the original size

If the original has a fold, straighten the fold before placing. (This prevents original misfeeds and incorrect detection of the original size)



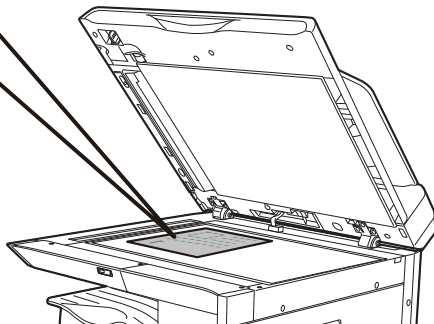
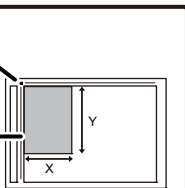
If the original is stapled, be sure to remove the staples and fan the pages well before placing. (This is to prevent misfeeding and tearing of the original, and to prevent torn fragments of the original from remaining in the feeder.)

●Document glass

Place the original in the back left corner. If the original has a fold, straighten the fold before placing.

▲ Mark

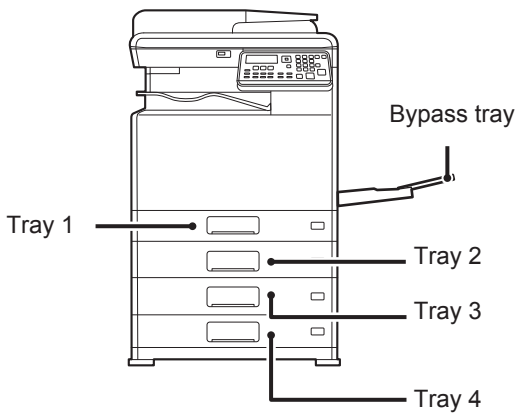
Platen Scale





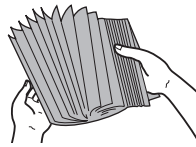
Adding paper

Is the paper loaded correctly?



Fan the paper

Fan the paper well before loading it.



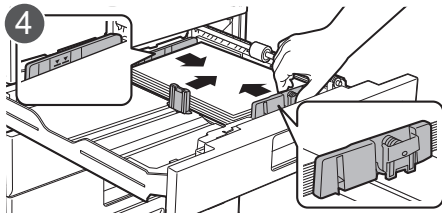
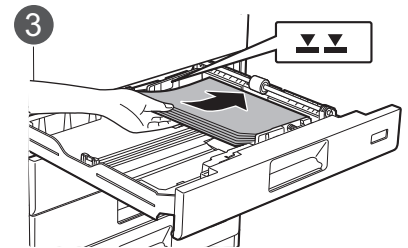
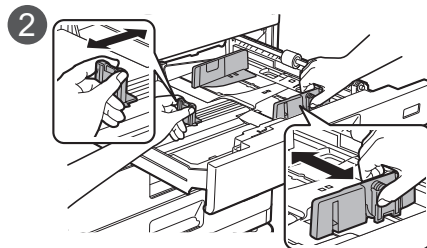
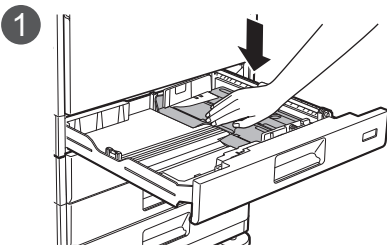
The paper must not exceed the maximum number of sheets and must not be higher than the indicator line.



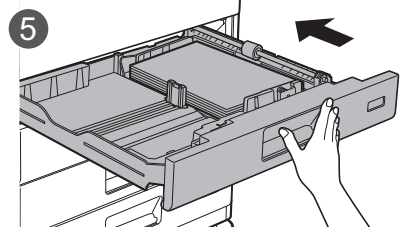
Do not load the paper as shown below.



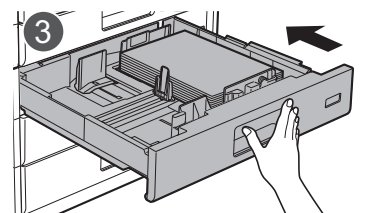
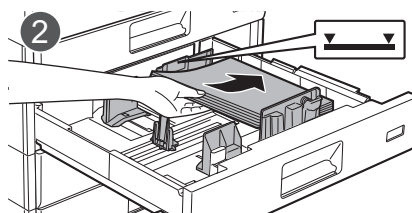
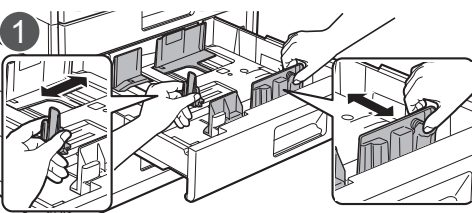
Tray 1



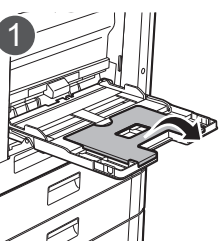
After loading the paper, close the guides to the paper width not to leave the gap from the guides A and B.



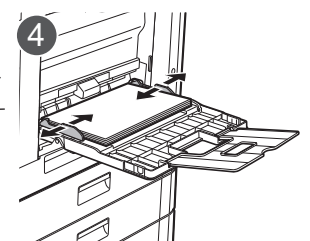
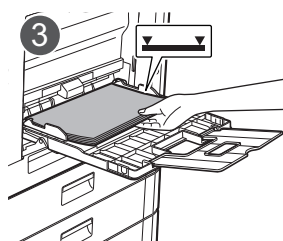
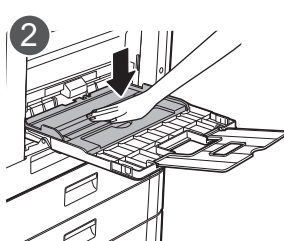
Tray 2 - 4



Bypass tray



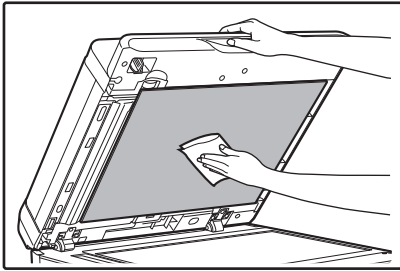
If you are loading paper of length greater than 250 mm (9-27/32"), open the extension tray.



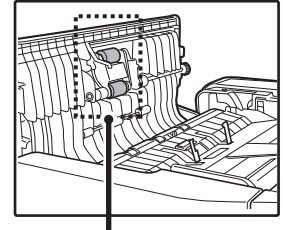
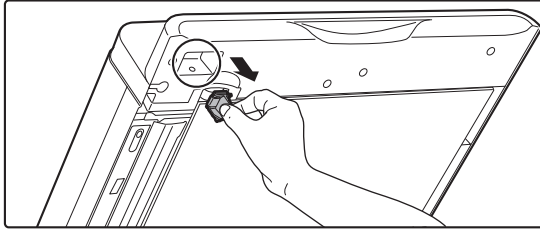


Maintenance

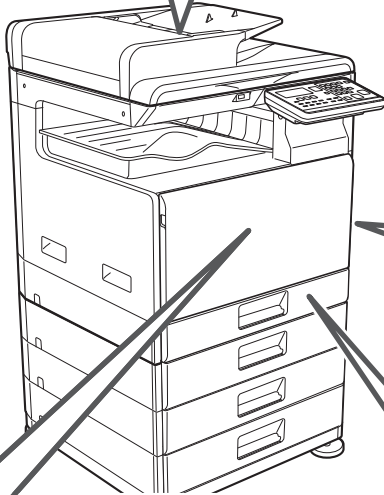
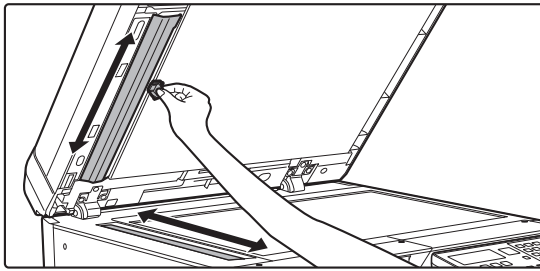
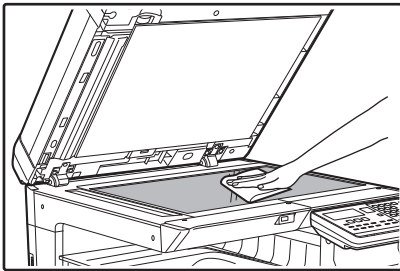
How to clean the automatic document feeder and document glass



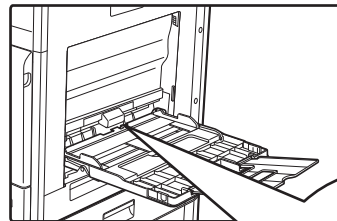
In a reversing single pass feeder (RSPF)



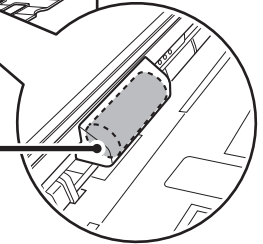
Paper feed roller



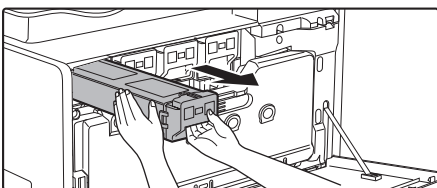
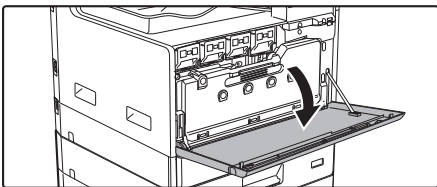
How to clean the bypass feed roller



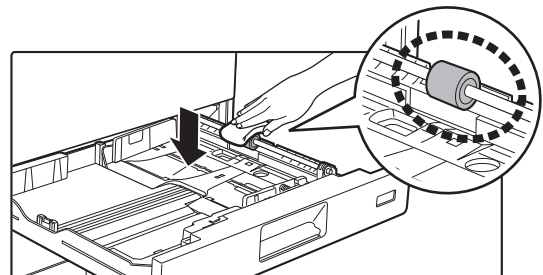
Bypass feed roller



Removing a toner cartridge



How to clean the feed roller





TROUBLESHOOTING

This chapter describes troubleshooting and misfeed removal.

If you encounter a problem when using the machine, check the following troubleshooting guide before calling for service. If you cannot resolve the problem using the troubleshooting guide, turn off the main switch, disconnect the power cord from the power outlet, and contact your dealer.

If you experience difficulty using the machine, check the following troubleshooting guide before calling for service. Many problems can be easily resolved by the user. If you are unable to solve the problem using the troubleshooting guide, turn off the power switch and unplug the machine, and contact your authorised service representative.

"**_**" represents a code consisting of numbers and letters. When contacting your dealer, inform your dealer of the code that is displayed.

NETWORK PROBLEMS

Problem	Cause and solution
The machine does not connect to the network.	The LAN cable is disconnected. → Make sure that the LAN cable is firmly inserted in the connectors on the machine and your computer. Insert the plug firmly until you hear a "click". ▶ Power and connector positions (page 4)
	Is the machine configured for use on the same network as the computer? → The machine cannot be used if it is not connected to the same network as the computer, or if it is not configured for use on the network. For more information, consult your network administrator.



MACHINE/COPYING PROBLEMS




The following problems are related to the general operation of the machine and copying.

Problem	Cause and solution
The machine does not operate.	The machine is not plugged into a power outlet. → Plug the machine into a grounded outlet.
	Power switch OFF. → Turn the power switch ON. ▶ Power and connector positions (page 4)
	The machine is warming up. → The machine requires some time to warm up after the power switch is turned on. While the machine is warming up, copy settings can be selected but copying is not possible. Wait until "Ready to copy." appears.
	The front cover or the side cover is not completely closed. → Close the front cover or the side cover.
	The machine is in auto power shut-off mode. → When auto power shut-off mode has activated, only the [ENERGY SAVE] indicator (☾) blinks; all other indicators and the display are off. The machine returns to normal operation when the [ENERGY SAVE] key (☾) is pressed, when a print job or fax is received, or when scanning from a computer is started. * Except when print hold for the fax function is enabled.
	Misfeed occurs. ▶ MISFEED REMOVAL (page 20)
The power is on, but copying does not take place.	The tray is out of paper. → Load paper. ▶ Adding paper (page 6)
	→ Press the [COPY] key (☐) to select copy mode. ▶ Power and connector positions (page 4)
Copies are too dark or too light.	An appropriate exposure for the original has not been selected. → Select a suitable original type with the [EXPOSURE] key (☉) and set an appropriate exposure level with the [◀] or [▶] key. → If the copy is too light or too dark even though "Auto" was selected with the [EXPOSURE] key (☉), adjust the automatic exposure level.
The text is blurred when I make a copy.	Select a suitable exposure for the original in the copy exposure screen. → Change the exposure to "Text" with the [EXPOSURE] key (☉).
Blank copies.	The original is not placed face up in the document feeder or face down on the document glass. → Place the original face up in the document feeder or face down on the document glass.
Part of the image is cut off or there is too much blank space.	The original was not placed in the correct position. → Place the original correctly. ▶ Placing the original (page 5)
	The size of paper loaded in the tray was changed without changing the tray's paper size setting. → Be sure to change the tray's paper size setting whenever you change the size of paper loaded in the tray.



Problem	Cause and solution
Wrinkles appear in the paper or the image disappears in places.	The paper is outside of the specified size and weight range. → Use copy paper within the specified range.
	Paper curled or damp. → Do not use curled or crimped paper. Replace with dry copy paper. During periods when the machine is not used for a long time, remove the paper from the tray and store it in a dark place in a bag to prevent moisture absorption.
Paper misfeed.	The paper is outside of the specified size and weight range. → Use copy paper within the specified range or try setting the paper type to a type that is slightly heavier or slightly lighter than normal. (For plain paper, switch plain paper 1 to plain paper 2 or plain paper 2 to plain paper 1.) Depending on the paper type, print quality may be improved. For details, contact your dealer or authorised service representative.
	Paper curled or damp. → Do not use curled or crimped paper. Replace with dry copy paper. During periods when the machine is not used for a long time, remove the paper from the tray and store it in a dark place in a bag to prevent moisture absorption. ▶ Power and connector positions (page 4)
	Paper is not loaded properly. → Make sure the paper is properly installed. ▶ Adding paper (page 6)
	Pieces of paper inside machine. → Remove all pieces of misfed paper.
	Several sheets of paper stick together. → Fan the paper well before loading it.
	A paper misfeed has occurred in the tray. → Turn the paper over and/or turn it around, and reload.
	Too much paper is loaded in the tray. → If the stack of paper is higher than the indicator line on the tray, remove some of the paper and reload so that the stack does not exceed the line.
	The guides on the bypass tray do not match the width of the paper. → Adjust the guides to match the width of the paper. If the paper guide presses too hard against the paper, a misfeed may occur. Adjust the guide so that it lightly contacts the paper.
	The bypass tray extension is not pulled out. → If you are loading paper of length greater than 250 mm (9-27/32"), open the extension tray. ▶ Adding paper (page 6)
The bypass paper feed roller is dirty. → Clean the roller. ▶ Maintenance (page 7)	
The Original misfeeds (Automatic Document Feeder)	Is too much paper loaded into the document feeder tray? → Make sure that the stack of paper in the tray is not higher than the indicator line.
	Is the original on thin paper? → Use the document glass to scan the original. If you need to use the automatic document feeder, use [Slow Scan Mode] in [SPECIAL FUNCTION] key (Fn) to scan the original.
	Is the feed roller dirty? (In a reversing single pass feeder (RSPF)) → Clean the surface of the paper feed roller.





Problem	Cause and solution
Copies are smudged or dirty.	<p>The document glass or the underside of the document feeder is dirty. → Clean regularly. ▶ Maintenance (page 7)</p>
	<p>Original smudged or blotchy. → Use a clean original.</p>
	<p>The paper is outside of the specified size and weight range. → Use copy paper within the specified range or try setting the paper type to a type that is slightly heavier or slightly lighter than normal. (For plain paper, switch plain paper 1 to plain paper 2 or plain paper 2 to plain paper 1.) Depending on the paper type, print quality may be improved. For details, contact your dealer or authorised service representative.</p>
White or black lines appear on copies.	<p>The scanner glass for the document feeder is dirty. → Clean the long, narrow scanning glass. ▶ Maintenance (page 7)</p>
Paper size for a paper tray cannot be set.	<p>Press the [COPY] key () to select copy mode.</p>
	<p>Copying or printing is performed. → Set the paper size after copying or printing is complete.</p>
	<p>The machine has stopped temporarily due to running out of paper or a misfeed. → Load paper or remove the misfeed, and then set the paper size.</p>
A copy job stops before it is finished.	<p>The paper output tray is full. → Remove the output in the paper output tray to resume printing.</p>
	<p>The tray is out of paper. → Load paper.</p>
The display is dark.	<p>The backlight is off. → When the backlight is off, the machine is in “Preheat mode”. Touch any key on the operation panel to cancel Preheat mode.</p>
	<p>[ENERGY SAVE] indicator () blinks. → The machine is in auto power shut-off mode. Press the [ENERGY SAVE] key () to resume normal operation.</p>
Lighting fixture flickers.	<p>The same power outlet being used is for the lighting fixture and the machine. → Connect the machine to a power outlet which is not used for other electric appliances.</p>
The Connected USB device cannot be used	<p>Is the USB device compatible with the machine? → Ask your dealer if the device is compatible with the machine. USB devices that are not compatible with the machine cannot be used.</p>
	<p>Is the connected USB device recognized correctly? → When a USB flash drive or other USB device is connected to the machine and correctly recognized, “Memory device is connected” will appear in the display. If it is not recognized, connect it once again.</p>
Please check the customer support information.	<p>Contact your dealer or authorised service representative.</p>



PRINTING AND SCANNING PROBLEMS

The explanations about printing are based on American English and the North American version of the software. In addition to this section, troubleshooting information can also be found in the README files for each of the software programs. To view a README file, see "Software Setup Guide".

Problem	Cause and solution
The machine does not print. (DATA indicator () does not blink.)	The machine is not correctly connected with your computer. → Check both ends of the printer cable and make sure you have a solid connection. Try a known good cable. For information on cables, see "SPECIFICATIONS (Start Guide)".
	Copy job is performed. → Wait until the copy job is complete.
	Your machine is not selected correctly in the current application for the print job. → When choosing "Print" from the "File" menu located in applications, be sure you have selected "SHARP xx-xxxx" (where xxxx is the model name of your machine) printer displayed in the "Print" dialog box.
	The printer driver has not been installed properly. → Follow these steps to check and see if the printer driver is installed. <ol style="list-style-type: none"> 1 Click the "Start" button → "Settings" button → "Devices" → "Printers and Scanner". (In Windows 8.1/Windows Server 2012, right-click the [Start] button, select [Control Panel] → [View devices and printers] or [Devices and Printers]. In Windows 7/Windows Server 2008, click the [Start] button, select [Devices and Printers].) 2 If the "SHARP xx-xxxx" printer driver icon is shown but you still cannot print, the printer driver may not have been installed correctly. In this case, delete the software and then reinstall it.
	The port setting is not correct. → Printing is not possible if the printer driver port setting is not correct. Set the port correctly. For more information, see the Software Setup Guide.
	Printing is disabled. → If "Cancel Jobs Of Invalid Accounts" is enabled in the system settings, printing will not be possible. Consult the administrator.
The machine does not print. (DATA indicator () was blinking.)	The tray size settings are not the same on the machine and in the printer driver. → Make sure that the same tray paper size is set on the machine and in the printer driver. To change the tray's paper size setting on the machine, see User's Manual or see Software Setup Guide to change it in the printer driver.
	The specified size of paper has not been loaded. → Load the specified size of paper in the paper tray.
Printing is slow.	Simultaneous use of two or more application software programs. → Start printing after quitting all unused application software programs.
Color printing does not take place	Select "Auto" or "Color" for the color mode setting. → Windows: The setting is selected in the [Main] tab of the printer driver. macOS: The color mode setting is configured in the [Color] menu of the print window. In Windows, you can also configure the setting on the [Quality] tab of the printer driver.



Problem	Cause and solution
The printed image is light and uneven.	<p>The paper is loaded so that printing takes place on the back side of the paper. → Some paper types have a front and back side. If the paper is loaded so that printing takes place on the back side, toner will not adhere well to the paper and a good image will not be obtained.</p>
The printed image is dirty.	<p>You are using paper that is outside the specified size and weight range. → Use copy paper within the specified range.</p>
	<p>The paper is outside of the specified size and weight range. → Use copy paper within the specified range or try setting the paper type to a type that is slightly heavier or slightly lighter than normal. (For plain paper, switch plain paper 1 to plain paper 2 or plain paper 2 to plain paper 1.) Depending on the paper type, print quality may be improved. For details, contact your dealer or authorised service representative.</p>
	<p>Paper curled or damp. → Do not use curled or crimped paper. Replace with dry copy paper. During periods when the machine is not used for a long time, remove the paper from the tray and store it in a dark place in a bag to prevent moisture absorption. ▶ Power and connector positions (page 4)</p>
	<p>You did not set sufficient margins in the paper settings of your application. → The top and bottom of the paper may be dirty if the margins are set outside of the specified print quality area. → Set the margins in the software application within the specified print quality area.</p>
The printed image is skewed or it runs off the paper.	<p>The paper loaded in the tray is not the same size as that specified in the printer driver. → Check if the "Paper Size" options suit the size of the paper loaded in the tray. If the "Fit To Paper Size" setting is activated, make sure that the paper size selected from the drop-down list is the same as the size of the loaded paper.</p>
	<p>The orientation of document setting is not correct. → Click the "Main" tab in the printer driver setup screen, and verify if the "Image Orientation" option is set to your requirements.</p>
	<p>Paper is not loaded properly. → Make sure the paper is properly loaded.</p>
	<p>You did not correctly specify the margins for the application in use. → Check the layout of the document margins and the paper size settings for the application you are using. Also check if the print settings are specified correctly to suit the paper size.</p>
I don't know how to print on special media (Envelopes, etc.)	For envelopes, use the bypass tray.



Problem	Cause and solution
Poor scanning quality.	<p>The document glass or the underside of the document feeder is dirty. → Clean regularly. ▶ Maintenance (page 7)</p>
	<p>Original smudged or blotchy. → Use a clean original.</p>
	<p>You have not specified a suitable resolution. → Make sure that the resolution setting in the scanner driver is appropriate for the original.</p>
	<p>You have not specified a suitable value for the "B/W Threshold" setting. → If you are scanning with a TWAIN-compliant application, make sure that a suitable value is specified for the "B/W Threshold" setting. A larger threshold value makes your output darker, while a small threshold value makes it lighter. To adjust the threshold automatically, click the "Auto Threshold" button on the "Image" tab of the "Professional" screen.</p>
	<p>The brightness and contrast settings are not suitable. → If you are scanning with a TWAIN-compliant application and the resulting image has unsuitable brightness or contrast (for example it is too bright), click the "Auto Brightness/Contrast Adjustment" button on the "Colour" tab of the "Professional" screen. Click the "Brightness/Contrast" button to adjust the brightness and the contrast while viewing the scanned output image on the screen.</p>
	<p>The original is not placed face up in the document feeder or face down on the document glass. → Place the original face up in the document feeder or face down on the document glass.</p>
	<p>The original was not placed in the correct position. → Place the original correctly.</p>
Unable to scan the image.	<p>Your application is not TWAIN compliant. → If your application is not TWAIN compliant, scanning will not be possible. Make sure your application is TWAIN compliant.</p>
	<p>You have not selected the scanner driver of the machine in your application. → Make sure that the machine's scanner driver is selected in your TWAIN-compliant application.</p>
	<p>You have not specified all scanning preferences appropriately. → Scanning a large area at high resolution results in a large amount of data and extended scanning times. The scanning preferences should be set appropriately for type of original to be scanned, i.e., Text, Text/Graphics, Photograph.</p>
The recipient does not receive a transmitted data.	<p>There is a mistake in the stored destination information or the wrong destination was selected. → Make sure that the correct destination information is stored. If there is a mistake, correct it. * If delivery by e-mail (Scan to E-mail) is unsuccessful, an error message such as "Undelivered Message" may be sent to the designated administrator's e-mail address. This information may help you determine the cause of the problem.</p>




Problem	Cause and solution
The recipient does not receive data sent by e-mail (Scan to E-mail).	Check the Web page to see if a limit has been set for the size of image files sent using Scan to E-mail (the factory default setting is "Unlimited"). A limit can be set from 1 MB to 10 MB. Consult the administrator of the Web page to select a suitable limit.
	The amount of data that can be sent in one e-mail transmission is sometimes limited by the administrator of the mail server. Even if the file size is within the limit explained above, if it exceeds the limit set by the administrator of the mail server, the file will not be delivered to the recipient. Decrease the amount of data sent in the e-mail transmission (reduce the number of pages scanned). (Ask your mail server administrator what the data limit is for one e-mail transmission.)
Transmission takes a long time.	When there is a large amount of image information, the data file is also large and transmission takes a long time.
The [COLOUR START] indicator or [B/W START] indicator is not lit in the USB Memory Scan mode.	The USB flash memory is not recognized or not inserted, or any device other than USB flash memory is inserted in the USB port. → Check the USB port.
"Check the USB memory." appears in the display during USB Memory Scan.	Any device other than USB flash memory is inserted in the USB port, the USB flash memory is write-protected, or it was taken off during USB Memory Scan. → Check your USB flash memory and use it properly.
"Memory is full. Job is cancelled." appears in the display during USB Memory Scan.	The memory of the USB flash memory became full. → Use the USB flash memory with sufficient memory.



FAX PROBLEMS

If you experience a problem with the fax function, first check the following table.

Problem	Cause and solution
The machine does not operate.	Is the machine power switch turned on? → Turn the power switch ON. ► Power and connector positions (page 4)
	Does the display show an error message? → Clear the error as instructed by the message.
Dialling is not possible.	Is the correct dial mode set for your line? → Check your line and set the correct dial mode. ► Power and connector positions (page 4)
	Is the telephone line properly connected? → Check the connections.
	Is the machine in fax mode? → Press the [FAX] key () to set the machine to fax mode.
Cannot send a fax.	Does the receiving fax machine have paper? → Check with the operator of the receiving machine.
	Is the receiving machine ready to receive? → Check with the operator of the receiving machine.
	Are you using a transmittable original size? → Check the transmittable sizes.
	Was the original size detected correctly? → Check size of the original.
	The message "Reading cancelled. Please retry sending operation." appears. → If you attempt transmission while the message "Warming-up." appears, the transmission may not take place correctly. Repeat the transmission.
The transmitted image prints out blank at the receiving side.	Was the original placed so that the correct side is scanned? → Make sure the original is placed so that the correct side is scanned.
	If the receiving machine is using thermal paper, was the thermal paper loaded with the wrong side out? → Check with the operator of the receiving machine.
The transmitted image is distorted.	Were line conditions poor due to thunder or another reason? → Try the transmission again.
	Were the resolution and exposure settings suitable? → Check the resolution and exposure settings.
White or black lines appear in the transmitted image.	Is the document glass or the scanning glass for the document feeder (the long, narrow glass) dirty? → Clean the document glass or the scanning glass for the document feeder. ► Maintenance (page 7)
Transmission does not take place at the specified time.	Is the machine's clock set to the correct time? → Set the clock to the correct time.



Problem	Cause and solution	
Printing does not take place after reception.	Does an error message appear regarding adding paper, replenishing toner, or a misfeed? (This means that printing is not possible.) → Restore printing capability as instructed by the display message. Printing will begin.	
	Is forwarding (Inbound Routing function) selected in the Web page for a received fax? → If you need to print a received fax, ask your administrator. When the Inbound Routing function is enabled in the Web pages, received faxes are automatically forwarded to a specified address. If "Print at Error" is selected when Inbound Routing is enabled, received faxes will only be printed when an error occurs.	
	Is the paper other than the size that can be printed by fax reception loaded? → If the paper other than the following size is loaded in the machine, printing does not take place even if a fax is received. <ul style="list-style-type: none"> • Country or region of AB type: A5R, B5, B5R, 8-1/2"x11", 8-1/2"x11"R, A4, A4R, 8-1/2"x13", 8-1/2"x13-2/5", 8-1/2"x13-1/2", B4, and A3 • Country or region of Inch type: 5-1/2"x8-1/2", 8-1/2"x11", 8-1/2"x11"R, A4, A4R, 8-1/2"x13", 8-1/2"x13-2/5", 8-1/2"x14", and 11"x17" 	
A received fax prints out blank.	Was the wrong side of the original scanned in the transmitting machine? → Check with the operator of the transmitting machine.	
The received image is faint.	Is the original faint? → Ask the other party to re-send the fax using a suitable exposure setting.	
The received image is distorted.	Were line conditions poor due to thunder or another reason? → Ask the other party to send the fax again.	
Telephone	A dial tone is not heard through the speaker.	Is the volume set to "low"? → Set the speaker volume to "middle" or "high".
	The machine does not ring.	Has the ringer volume been turned off? → Set the ringer volume to "low", "middle", or "high".
	Dialling is not possible.	Is the telephone line properly connected? → Check the connections.



INDICATORS AND DISPLAY MESSAGES

If one of the following messages appears in the display, take prompt action as instructed by the message.

Message	Action
Maintenance	It is time for regular maintenance. Contact your authorised service representative.
Maintenance required. Call for service.	Maintenance required soon. Contact your authorised service representative.
△ Call for service. * * - * *	Turn off the power and then turn it back on. If this does not clear the message, write down the 2-digit main code and 2-digit sub-code ("* * - * *"), turn off the power, and promptly contact your authorised service representative.
Toner Low. (Do not replace cartridge until requested.)	The toner cartridge must be replaced soon.
△ Check the toner cartridge.	Check to see if the toner cartridge has been installed properly.
Change the toner cartridge.	Replace the toner cartridge as explained in. For detailed information, see User's Manual.
△ Replace waste toner box.	Replace the waste toner box. For detailed information, see User's Manual.
△ Remove paper from the output tray.	The number of sheets in the output tray has reached the limit. Remove the paper. After removing the paper, press the [COLOUR START] key or [B/W START] key if you are copying, or the OK key if you are printing.
△ Load <* * > paper into tray <* >.	The paper size specified for the tray is different from the actual size.
Check the USB memory.	Check the following: <ul style="list-style-type: none"> • Check if the USB flash memory is not set to write-protect. • Check that the file names in the USB flash memory do not exceed 256 characters per file. • Check that the USB flash memory has no problem.
Memory is full. Job is cancelled.	Check that the USB flash memory has enough free space to accept the data size to be scanned.

<* >: Tray number

<* * >: Size of paper that should be loaded

And if one of the following error codes appears in the display at communication error when sending the scanned image, take corresponding solution as mentioned below.

Error Code	Solution
CE-00	Turn off the power and then turn it back on. Consult with your network administrator to make sure that no problems exist on the network or in the server. If the error is not cleared after turning the power off and on, turn off the power and contact your dealer.
CE-02 CE-04	The scanned image was not sent because a connection to the server could not be established. Make sure that the SMTP server settings* ¹ or Scan to FTP destination settings in the Web page are correct.* ²
CE-03	The scanned image was not sent because the server was busy or there was too much traffic on line. Wait briefly and then try again.
CE-05	The scanned image was not sent because the directory of the destination FTP server was not correct. Make sure that the correct FTP server information is configured in the Web page.* ²
CE-06	Scan data cannot be sent as E-mail address that is stored in the Destination List is not adequate. Check if the stored destination information is correct.* ²
CE-09	The size of the scanned image file exceeds the limit set in "Maximum Size of E-mail attachments" in the Web page. Reduce the number of original pages scanned into the file, or change the limit set in "Maximum Size of E-mail attachments". Or it may exceed the limit of the file size at the mail server. Reduce the volume of the original, otherwise change the resolution or the colour mode to make the scanned file size smaller.* ³



Error Code	Solution
CE-11	The memory became full during scanning. Scan less pages, lower the resolution, or change the colour mode so that the file size is smaller, and try scanning again.*3

*1 For detailed information, see User's Manual (Web Page Settings).

*2 For detailed information, see User's Manual (Address Book Registration).

*3 For detailed information, see User's Manual.

IF YOUR E-MAIL IS RETURNED

If a Scan to E-mail transmission is not successful, an e-mail informing you of this fact is sent to the return address configured in the SMTP server. If this happens, read the e-mail and determine the cause of the error, and then repeat the transmission.



PAPER JAM

MISFEED REMOVAL

When a misfeed occurs during copying, the message " ⚠ Clear paper path." " ⚠ Remove paper." and the location of the misfeed will appear.

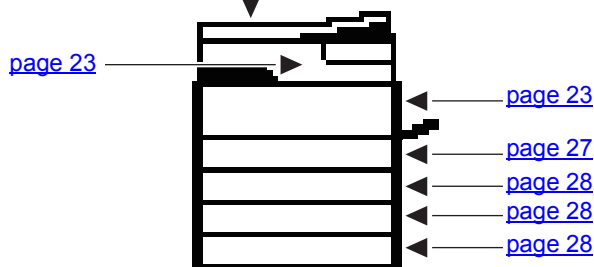
Check the location and remove the misfeed.



The paper may tear when you remove a misfeed. In this event, be sure to remove all torn pieces of paper from the machine.

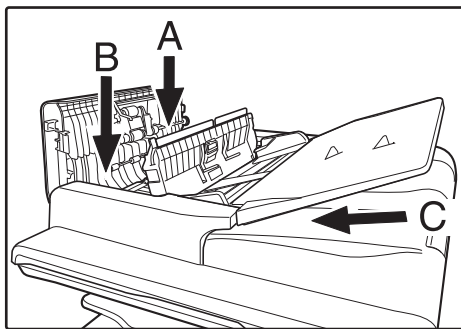
First confirm the location of the paper misfeed.

(See below)



MISFEED IN THE DOCUMENT FEEDER

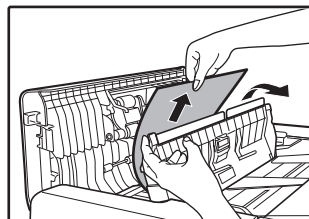
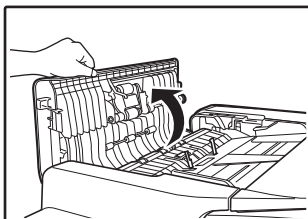
1



Remove the misfed original.

Remove the original from the document feeder. Check sections A, B, and C in the left shows the illustration (see the next page), and remove the misfed original.

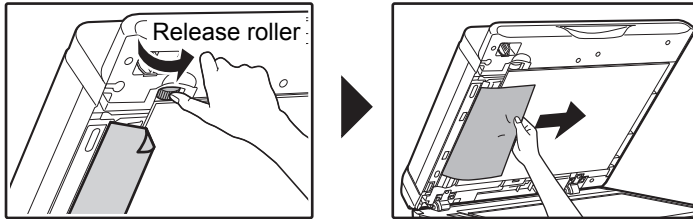
• Section A



Push the release lever up, and remove the misfed original from the document feeder tray. Pull down the release lever.

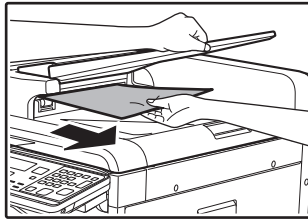


- **Section B**



Open the document feeder and rotate the release roller in the direction of the arrow to feed the original out.
If you are unable to remove the original, remove from part C.

- **Section C**



Remove the misfed original from the exit area.

2

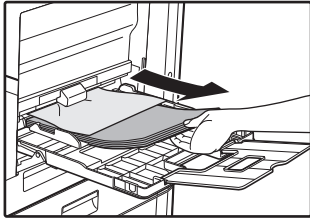
Return the originals indicated by the number in the display to the document feeder tray and press the [COLOUR START] key or [B/W START] key.

Copying will resume from the originals that still remained when the misfeed occurred.



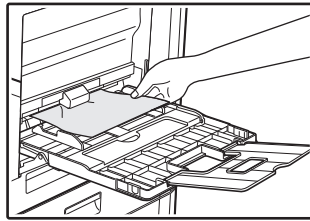
MISFEED IN THE BYPASS TRAY

1



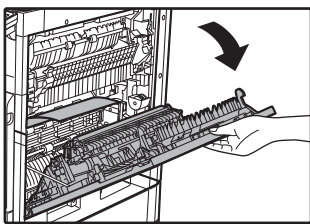
Remove any paper remaining in the bypass tray.

2



Gently remove the misfed paper from the bypass tray.

3



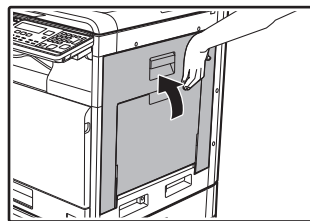
Grasp the side cover open/close handle, and gently open the side cover.

4

Turn the paper feed knob and feed out the paper that is inside.

▶ [Misfeed in the paper feed area A \(page 24\)](#)

5



Close the side cover and open the bypass tray.

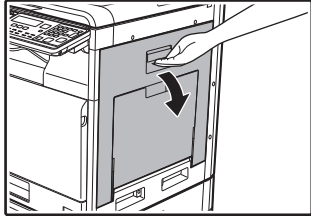
The message will be cleared and copying will be possible.



MISFEED IN THE MACHINE

To remove a misfeed from inside the machine, open the side cover, check whether the misfeed occurred in "A", "B", "C" or "D" below, and follow the misfeed removal procedure.

1



Open the bypass tray and the side cover.



If paper remains in the bypass tray, remove the paper.

▶ [MISFEED IN THE BYPASS TRAY \(page 22\)](#)

2

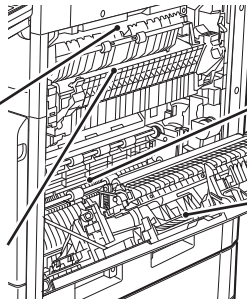
Check the misfeed location. Remove the misfed paper following the instructions for each location in the illustration below.

Area B

If the misfed paper is visible here, go to [Misfeed in the fusing area B \(page 25\)](#).

Area A

If paper is misfed here, go to [Misfeed in the paper feed area A \(page 24\)](#).



Area D

If paper is misfed here, go to [Misfeed in the transport area D \(page 26\)](#).

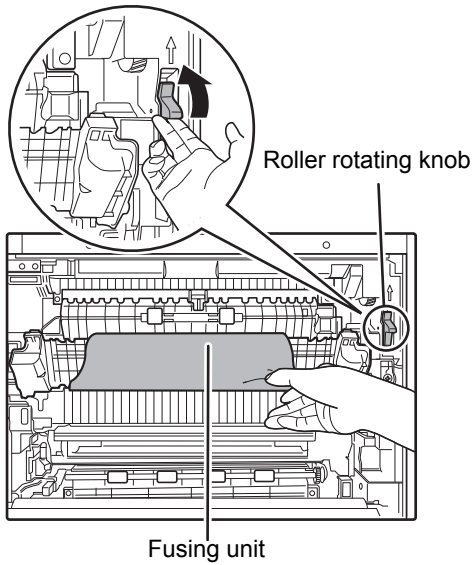
Area C

If paper is misfed here, go to [Misfeed in the transport area C \(page 26\)](#).



Misfeed in the paper feed area A

1



Carefully remove the misfed paper. Turn the roller rotating knob in the direction of the arrow to assist in removing it.

Be careful not to tear the misfed paper during removal.



The fusing unit is hot. Do not touch the fusing unit when removing misfed paper. Doing so may cause a burn or injury.



When removing misfed paper, do not touch or damage the transfer belt and the transfer roller.

2

Close the side cover.

The message will be cleared and copying will be possible.

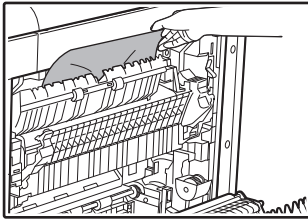


- When closing the side cover, press on around the handle.
- If the message does not clear, check again to make sure that no pieces of paper remain.



Misfeed in the fusing area B

1



Remove the misfed paper.

Be careful not to tear the misfed paper during removal.

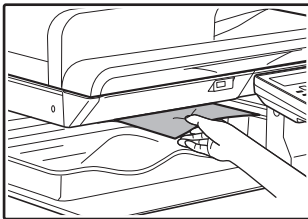


The fusing unit is hot. Do not touch the fusing unit when removing misfed paper. Doing so may cause a burn or injury.



- When removing misfed paper, do not touch or damage the transfer belt and the transfer roller.
- Be careful about unfixed toner on the misfed paper not to soil your hands or clothes.

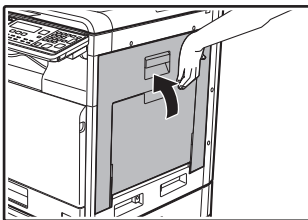
2



If the misfed paper cannot be removed, remove the paper by pulling it into the paper output area.

Be careful not to tear the misfed paper during removal.

3



Close the side cover.

The message will be cleared and copying will be possible.

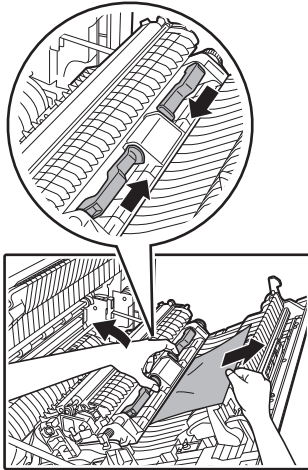


- When closing the side cover, press on the handle.
- If the paper was torn, make sure that no torn pieces remain in the machine.
- If the message does not clear, check again to make sure that no pieces of paper remain.



Misfeed in the transport area C

1



Remove the misfed paper.

Grasp and lift the conveyor lever, and remove the misfed paper slowly so that it does not tear.

2

Return the duplex conveyor lever to its original position and close the side cover.

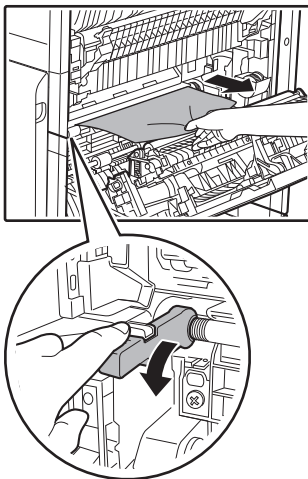
The message will be cleared and copying will be possible.



- When closing the side cover, press on around the handle.
- If the paper was torn, make sure that no torn pieces remain in the machine.
- If the message does not clear, check again to make sure that no pieces of paper remain.

Misfeed in the transport area D

1



Remove the misfed paper.

Press the paper feed lever several times to feed out the paper.
Remove the paper slowly so that it does not tear.

2

Close the side cover.

The message will be cleared and copying will be possible.



- When closing the side cover, press on around the handle.
- If the paper was torn, make sure that no torn pieces remain in the machine.
- If the message does not clear, check again to make sure that no pieces of paper remain.
- When removing misfed paper, do not touch or damage the transfer belt and the transfer roller.
- Be careful about unfixed toner on the misfed paper not to soil your hands or clothes.



MISFEED IN THE PAPER TRAY 1



Make sure that there is no misfed paper in the tray before pulling it out.

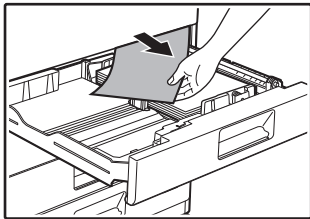
▶ [MISFEED IN THE MACHINE \(page 23\)](#)

1

Open the side cover and remove the misfed paper.

▶ [MISFEED IN THE MACHINE \(page 23\)](#)

2



Lift and pull out the paper tray 1 and remove the misfed paper.

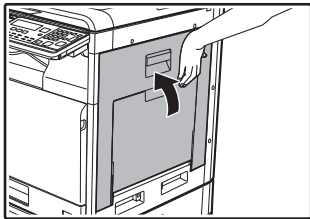
Be careful not to tear the misfed paper during removal.

3

Push the paper tray 1 in completely.

Push the tray in completely.

4



Close the side cover.

The message will be cleared and copying will be possible.

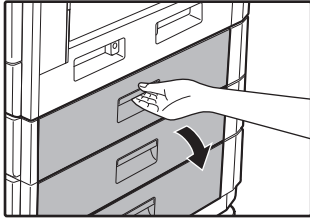


- When closing the side cover, press on the handle.
- If the message does not clear, check again to make sure that no pieces of paper remain.



MISFEED IN THE PAPER TRAY 2 - 4 (When 500-sheet paper feed tray, and Stand/2x500 sheet paper drawer are installed)

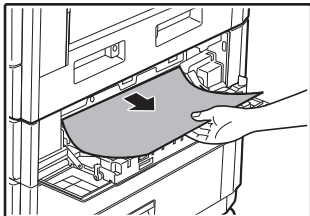
1



Open the lower side cover.

Grasp the handle to open the lower side cover.

2



Remove the misfed paper.

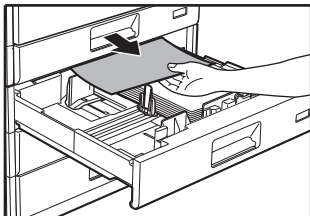
Be careful not to tear the misfed paper during removal.

3

Close the lower side cover.

The message will be cleared and copying will be possible.

4



If the misfed paper is not seen in step 2, lift and pull out the paper tray and remove the misfed paper.

Be careful not to tear the misfed paper during removal.

5

Close the paper tray.

Push the tray in completely.



If the message does not clear, check again to make sure that no pieces of paper remain.

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