IM C320F

User Guide



For safe and correct use, be sure to read Safety Information separately provided before using the machine.

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1. Introduction and Basic Operations

About This Manual

Abbreviated Names of Options

In the manuals, the abbreviated names of options are used. The abbreviated names and corresponding product names are as follows:

Options that can be attached to the machine differ depending on the machine type.

page 391 "Machine Options"

Abbreviated names of externally attached options

Abbreviated name	Product name
Lower paper tray	Paper Feed Unit PB1210
Region A (mainly Asia) Region B (Taiwan) Caster table	Caster Table Type M57
NFC card reader	NFC Card Reader Type M57

Abbreviated names of internal options

Abbreviated name	Product name
Wireless LAN board	IEEE 802.11a/b/g/n/ac Interface Unit Type M57
PostScript 3 unit	PostScript3 Unit Type M57
Fax memory unit	Fax Memory Unit Type M57 64MB
SSD Option	SSD Option Type M57 256GB
OCR unit	OCR Unit Type M54

Basic Operation of the Machine

1

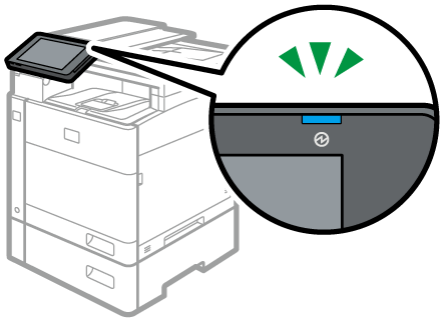
Turning On and Off the Power

To turn the machine on and off, press the main power switch on the front left side of the machine.

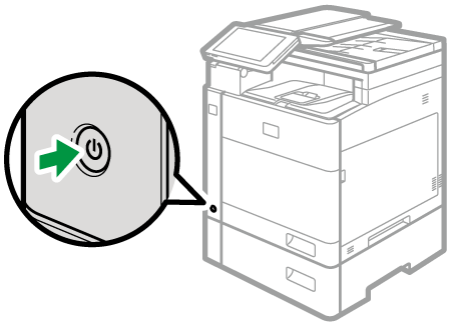
Turning On the Main Power

Important

- **Do not press the main power switch repeatedly. When you turn the power on or off, wait at least 10 seconds after confirming that the main power indicator on the right side of the control panel has turned on or off.**



1. **Make sure the power cord is firmly plugged into the wall outlet.**
2. **Push the main power switch on the front left side.**



The main power indicator on the right side of the control panel turns on.

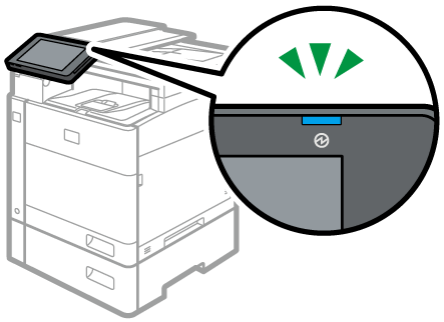
Note

- When the power is turned on, the screen may show that the machine is performing an auto restart. Do not turn off the main power while the machine is processing. It takes about 5 minutes until the machine restarts.

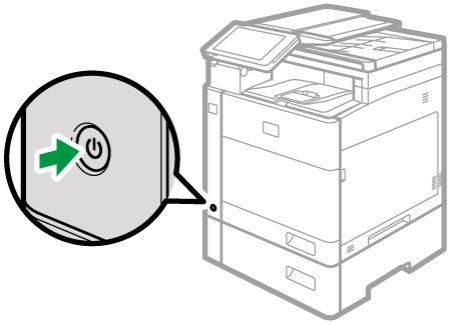
Turning Off the Main Power

Important

- **Do not turn off the power while the machine is in operation. To turn the power off, confirm that the operation is finished.**
- **Do not hold down the main power switch while turning off the main power. Doing so forcibly turns off the machine's power and may damage the internal storage or memory and cause malfunctions.**
- **Do not press the main power switch repeatedly. When you turn the power on or off, wait at least 10 seconds after confirming that the main power indicator on the right side of the control panel has turned on or off.**



1. **Push the main power switch on the front left side.**



The main power indicator on the right side of the control panel turns off. The main power turns off automatically after the machine has shut down properly.

Energy Saving Mode

When the machine is not operated for a specified period of time, the machine enters the "Energy Saving mode" automatically. "Energy Saving mode" has two modes, "Fusing Unit Off mode" and "Sleep mode", and the machine enters the Fusing Unit Off mode first. In the factory default, the machine is configured to use both modes.

Fusing Unit Off Mode

In this mode, the main power indicator is lit. Because the heater of the fusing unit is turned off but the screen of the control panel is still displayed, the power consumption decreases, but you can start operation promptly. If you do not operate

the machine for a specified period of time, the machine emits a clicking sound and enters Fusing Unit Off mode.

- You can specify whether to enable the Fusing Unit Off mode and the time to wait before the machine enters Fusing Unit Off mode under [Fusing Unit Off Mode (Energy Saving) On/Off].

  See "Date/Time/Timer", User Guide in English.
- In this mode, you can scan documents, send faxes, receive faxes into memory, change the machine settings on the control panel, and perform other operations that do not require printing.

Sleep Mode

In this mode, the display of the control panel turns off and the main power indicator blinks slowly. Power consumption is minimized. When you do not operate the machine for a specified period of time or press [Energy Save] (), the machine enters Sleep mode.

- You can specify the amount of time that the machine waits before entering Sleep mode under [Sleep Mode Timer].

  See "Date/Time/Timer", User Guide in English.
- The machine recovers from Sleep mode when you perform one of the following:
  - Place an original in the ADF.
  - Touch the display of the control panel.

Note

- The energy saving functions are disabled when an error occurs or while an operation is in progress.
- The energy saving functions will not operate in the following cases:
  - When fixed warm-up is in progress
  - When operations are suspended during printing
  - When a warning message appears (The machine enters Fusing Unit Off mode unless the cover is open.)
  - When paper is jammed (The machine enters Fusing Unit Off mode except when the cover is open.)
  - When the Data In indicator is lit or flashing (The machine enters Fusing Unit Off mode except when the Data In indicator is lit or flashing due to receiving faxes or storing documents.)
- The machine does not enter Sleep mode in the following cases:
  - During communication with external equipment
  - When the internal storage is active
  - When the service call message appears
  - When the machine's cover is opened

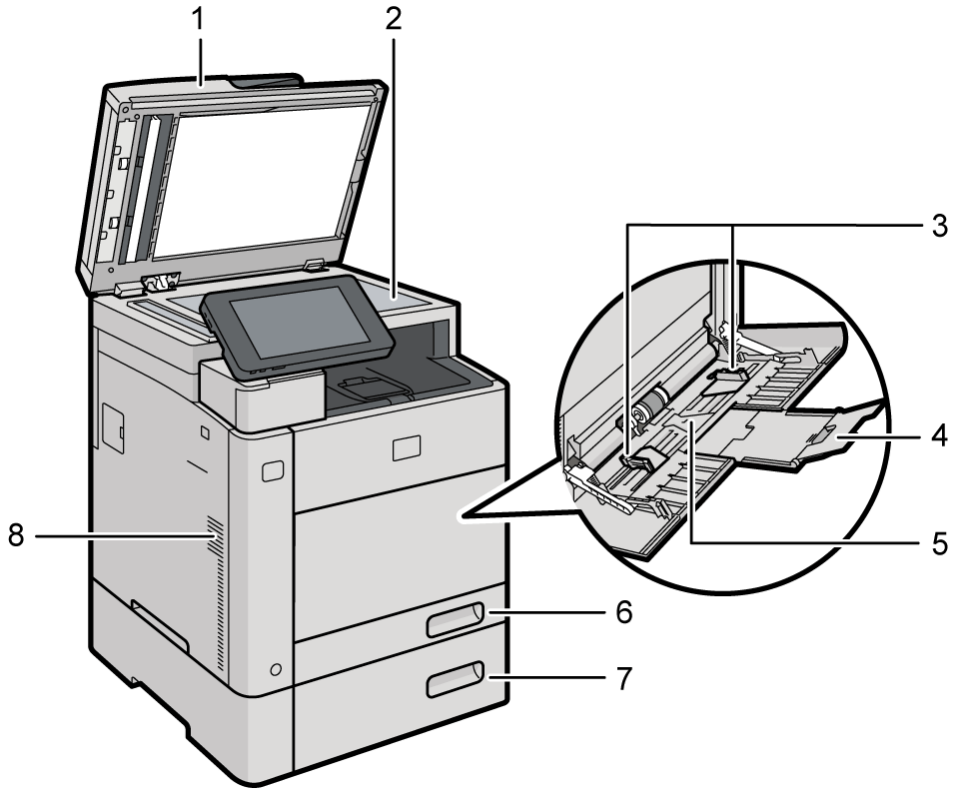
    - When the "Add Toner" message appears
    - When toner is being replenished
    - When one of the following screens is displayed:
        - System Settings
        - Counter
        - Address Book
        - Tray/Paper Settings
- When data is being processed
- If a file is waiting to be transmitted within the next minute using the "Send Later" facsimile function
- When a recipient is being registered in the address list or group dial list
- When the sample print, locked print, hold print, or stored print screen is displayed
- When the screen of a document that was stored under the printer function appears
- When the internal cooling fan is active
- When accessing the machine using Web Image Monitor

Guide to Names and Functions of Components

⚠CAUTION

- Do not obstruct the machine's vents. Doing so can result in fire as the internal components are overheated.

Front and Left View



1. **Auto Document Feeder (ADF)**

   If you load a stack of originals in the ADF, the ADF will automatically feed the originals one by one.

   The one-pass duplex scanning ADF is the ADF that can scan both sides of an original simultaneously.

   page 52 "Placing an Original in the Auto Document Feeder (ADF)"

2. **Exposure glass**

   Place originals face down here.

   page 51 "Placing an Original on the Exposure Glass"

3. **Paper guides**

   When loading paper in the bypass tray, align the paper guides flush against the paper.

4. **Extender**

   Pull this extender out when loading paper in the bypass tray.

5. **Bypass tray**

   Use to copy or print on adhesive labels or paper that cannot be loaded in the paper trays.

   page 63 "Loading Paper into the Bypass Tray"

6. **Paper tray (Tray 1)**

   Standard paper tray. Load paper here.

   page 56 "Loading Paper into the Paper Tray"

7. **Lower paper tray (Tray 2)**

   Optional paper trays. Load paper here.

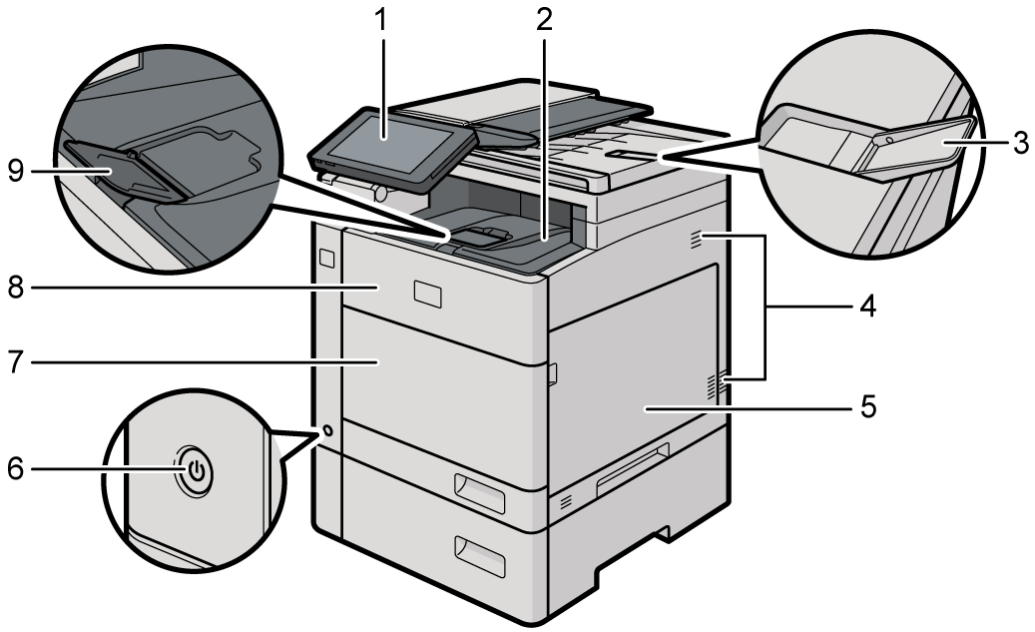
   page 56 "Loading Paper into the Paper Tray"

8. **Vents**

   Prevent overheating.

   After large-volume printing, the ventilation fan may continue to work to lower the temperature inside the machine.

Front and Right View



1. **Control panel**

   page 15 "Names and Functions of the Control Panel"

2. **Standard tray**

   Printed paper is delivered here.

3. **ADF tray extender**

   Raise this extender to prevent originals larger than A4 from falling.

4. **Vents**

   Prevent overheating.

   After large-volume printing, the ventilation fan may continue to work to lower the temperature inside the machine.

5. **Right cover**

   Open to replace the waste toner bottle.

6. **Main power switch**

   To turn the power on and off, press the main power switch.

   page 8 "Turning On and Off the Power"

7. **Bypass tray cover**

   Open to use the bypass tray.

8. **Front cover**

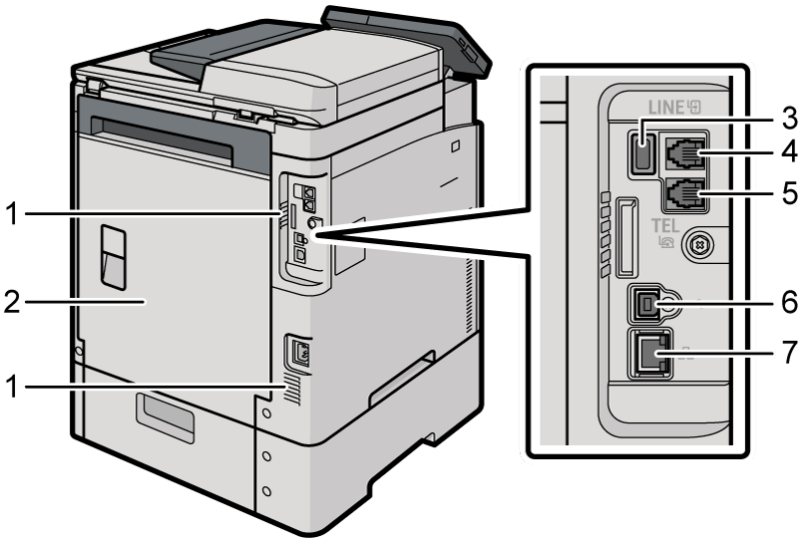
   Open to replace the toner cartridge.

   page 171 "Replacing the Toner"

9. **Standard tray guide**

   Open the guide to prevent the printed paper from falling off.

Rear and Left View



1. **Vents**

   Prevent overheating.

   After large-volume printing, the ventilation fan may continue to work to lower the temperature inside the machine.

2. **Rear cover**

   Open this cover to remove jammed paper.

3. **USB2.0 Interface Type A**

   Use the port to connect a USB flash memory device to backup/restore the user data.

4. **LINE: G3 interface unit connector**

   Connect the line for fax use.

5. **TEL: External telephone connector**

   Connect an external telephone set.

6. **USB2.0 Interface Type B**

   Use the port to connect the machine and the computer with the USB cable.

7. **Ethernet interface**

   Used the port to connect the machine to the network or to use the remote management service (@Remote) over the Internet.

Note

- Region A (mainly Europe)

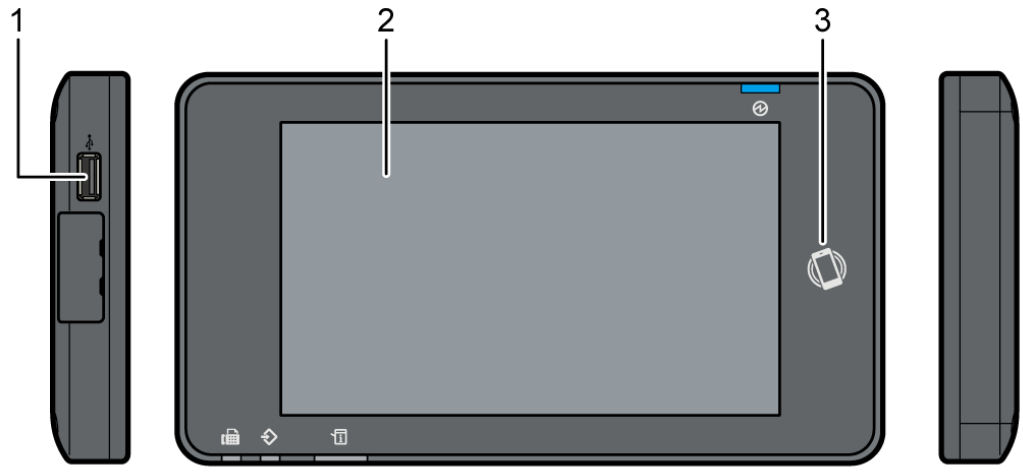
  When touching the machine, you may experience a static shock which is harmless to humans. For details, refer to the following : https://www.ricoh-europe.com/support/environmental-health-safety-product-information/ricoh-static-shock

Names and Functions of the Control Panel

The touch panel (Smart Operation Panel) that displays the operation screen of the machine is referred to as the "Control Panel".

- On both sides of the control panel, interfaces for connecting external devices and slots to insert an USB flash memory device are provided.
- Even when the screen is turned off, the LED indicators on the frame of the control panel show the status of the machine.

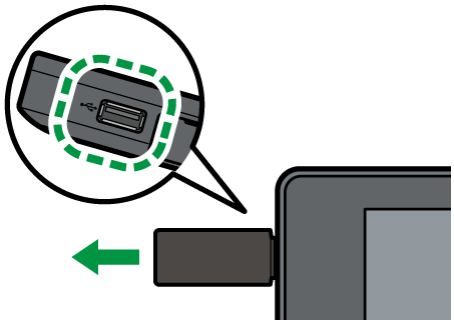
Touch Panel/Interface



1. **Media slots**

   Insert an USB flash memory device. You can store the scanned data or print the file stored on the media.

- Use the media formatted in FAT16 or FAT32.
- Certain types of USB flash memory devices cannot be used in the machine.
- USB extension cables, hubs, card readers, and USB flash memories with encryption functions cannot be used.
- If the power of the machine is turned off or the media is removed from the machine while the machine is reading the data in the media, check the data in the media.
- Before removing the media from the slot, press the icon displayed on the screen ( ) to cancel the connection.



- Do not change the write protection switch of the USB flash memory device while the USB flash memory device is inserted.

2. **Touch Panel**

   Displays the Home screen, operation screen of applications, and messages. Operate with the fingertips.

   page 17 "How to Use the Home Screen"

   page 20 "Intuitive Screen Operation Using Fingertips"

3. **Touch mark**

   Used to connect the machine and a smart device with the RICOH Smart Device Connector.

   See "Using the Machine Functions from a Mobile Device", User Guide in English.

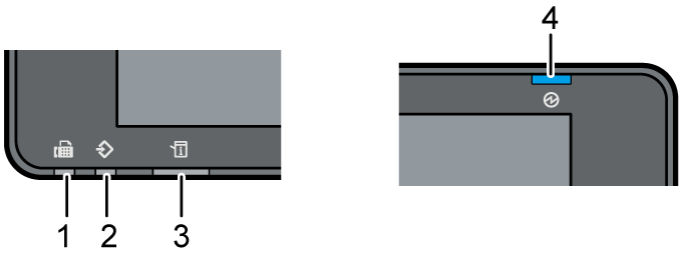
   page 40 "Logging In Using a Mobile Device"

Note

- You can adjust the angle of the control panel to improve visibility. When adjusting the angle of the control panel, be careful not to pinch your fingers.



LED Indicators



1. **Fax indicator**

   Indicates the status of the fax function.

   - Flashing: transmitting and receiving data
   - Lit: receiving data (Substitute RX File/Memory Lock Reception/Personal Box)

2. **Data In indicator**

   Flashes when the machine is receiving data sent from the printer driver or LAN-Fax driver.

3. **Status indicator**

   Indicates the status of the system. Stays lit when an error occurs or toner runs out.

   page 180 "Checking the Indicators, Icons, and Messages on the Control Panel"

4. **Main power indicator**

   The main power indicator lights up when you turn on the main power switch. In Sleep mode, it flickers slowly.

How to Use the Home Screen

Press [Home] ( ) at the bottom center of the screen to display the Home screen on which icons for each function are shown. On the Home screen, you can register frequently used shortcuts and widgets.

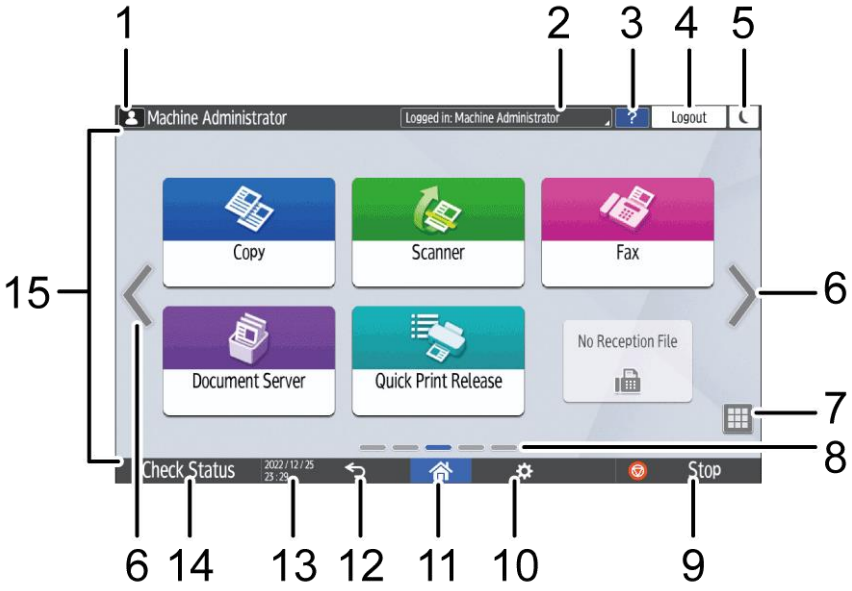
Important

- **Do not apply strong impact or force to the screen, or it may be damaged. Maximum force allowable is approx. 30N (approx. 3 kgf). (N = Newton, kgf = Kilogram force. 1 kgf = 9.8N.)**
- Touch the Home screen to operate it.

  page 20 "Intuitive Screen Operation Using Fingertips"

- You can add or delete icons and widgets, and change their order.

  page 44 "Adding a Frequently Used Application or Widget to the Home Screen"



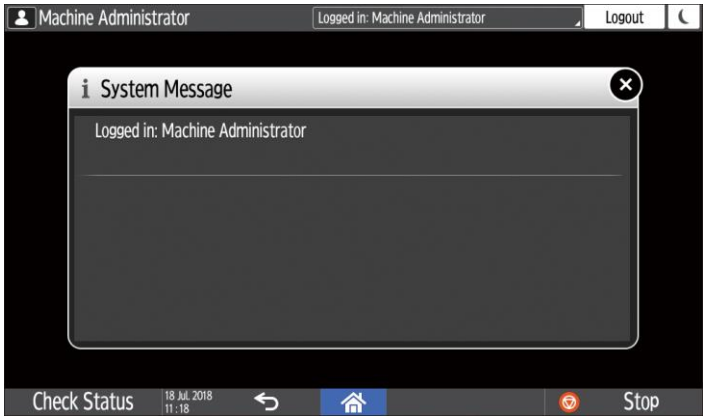
1. **Login icon**

   This icon is displayed when users are logged in. When you press the icon, the names of the users who are currently logged in are displayed.

2. **System Message**

   Displays system and application messages. If there are two or more messages, they will be displayed alternately.

   If a message indicating that the toner has run out or an error has occurred is displayed, press the message to display the system message list to check the contents.



3. **Help** ?

   When the machine is connected to the Internet and Help is available for the screen that is displayed or the error that has occurred, press this icon to display a Help screen.

   Select the [Accept cookies] check box in the control panel browser to display Help properly.

   See "Browser Settings", User Guide in English.

4. **[Login]/[Logout]**

   These keys are displayed when user authentication or administrator authentication is enabled. Press the keys to log in to or log out from the machine.

   page 37 "Logging In from the Control Panel"

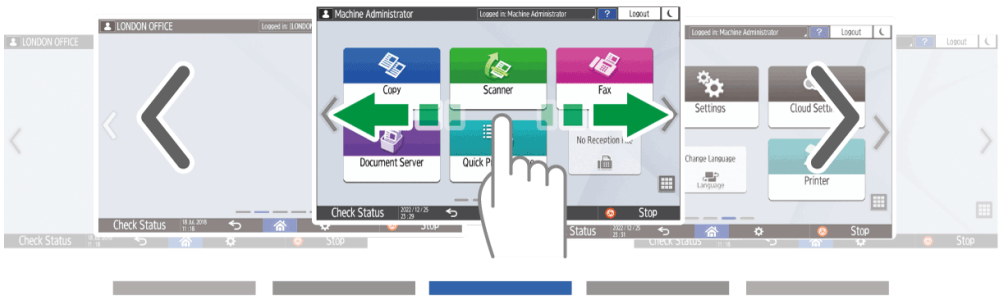
5. **[Energy Save]**

   Press to enter or exit Sleep mode.

   page 9 "Energy Saving Mode"

6. **Switch Screens**

   Press to scroll the screens right and left. The Home screen has 5 screens.



   You can switch between the screens by flicking.

   page 20 "Intuitive Screen Operation Using Fingertips"

   You can hide the screen with no icons by setting [Home Screen Blank Pages] to [Do not Display Blank Pages].

   See "Display/Input", User Guide in English.

7. **Application list**

   Press to display applications that are not displayed on the Home screen.

   page 44 "Adding a Frequently Used Application or Widget to the Home Screen"

8. **Current display position**

   Shows which of the five screens is currently displayed.

9. **[Stop]**

   Press to stop scanning or printing.

   You can change the setting to stop only a job in progress with [Stop Key to Suspend Print Job].

   See "Others (System Settings)", User Guide in English.

10. **[Menu]**

    Displayed if a menu is available in the currently selected application.

    On the Home screen, press to restore the icons to their factory default positions.

11. **[Home]**

    Press to display the Home screen.

12. **[Back]**

    Press to return to the previous screen.

13. **Date/Time and Toner remaining**

    The current date and time is displayed.

    To display the information about Toner remaining, specify [Display Time/Remaining Toner] of [System Bar Settings] to [Remaining Toner].

    See "Display/Input", User Guide in English.

14. **[Check Status]**

    Press to check the following system statuses of the machine. This lights up in red when an error occurs.

    - Machine's status

      Indicates the error status and network status.

    - Operational status of each function

      Status of functions such as Copy or Scanner

    - Current jobs
    - Job history
    - Machine's maintenance information

    See "Checking the Machine Status from the Control Panel", User Guide in English.

15. **Icon display area**

    Displays the icons and widgets.

Note

- You can change the screen displayed when the power is turned on under [Function Priority (Default Displayed Application)].

  See "Displaying Frequently Used Functions on the First Screen", User Guide in English.

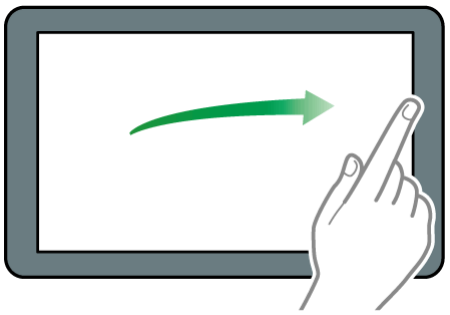
- When you press [Menu] ( ) ▶ [Reset Home Screen] with the Embedded Software Architecture application being installed in the machine, the application icons are not deleted.

Intuitive Screen Operation Using Fingertips

On the Home screen or application screen, you can perform the following operations by touching the screen with your fingertips.

Flick (for switching between screens)

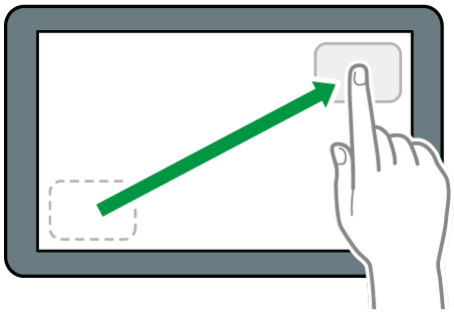
Touch and slide your finger on the screen quickly left or right to switch between the screens.



DZB181

Drag (for moving an icon)

Press and hold an icon, and then slide your finger while pressing on the screen to move the icon.

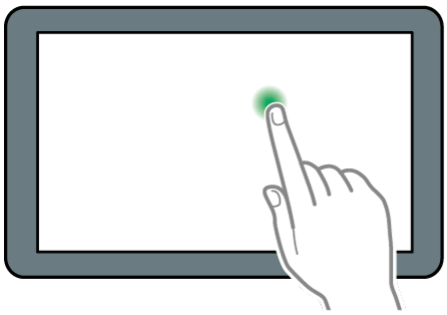


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Long tap (for displaying the available menu screen)

Press and hold on a blank area on the screen to display the menu screen.

On the Home screen you can add a folder or change the wallpaper from the menu.

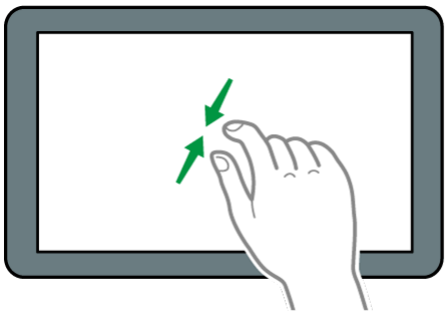


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In some applications, you can also use the following actions to operate the screen:

Pinch-in (for zooming out the screen)

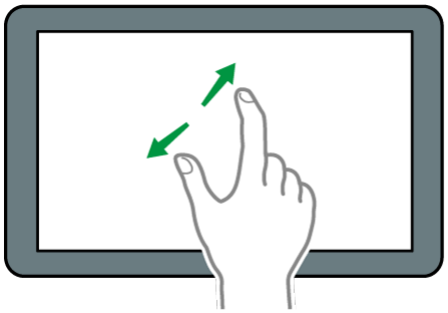
Touch the screen with your thumb and forefinger, and pinch them together. This feature is useful when previewing files and images.



DZB185

Pinch-out (for zooming in the screen)

Touch the screen with your thumb and forefinger, and spread them apart. You can also zoom in the screen by tapping the screen twice quickly. When you quickly tap the screen twice again, the screen returns to full display. This feature is useful when previewing files and images.

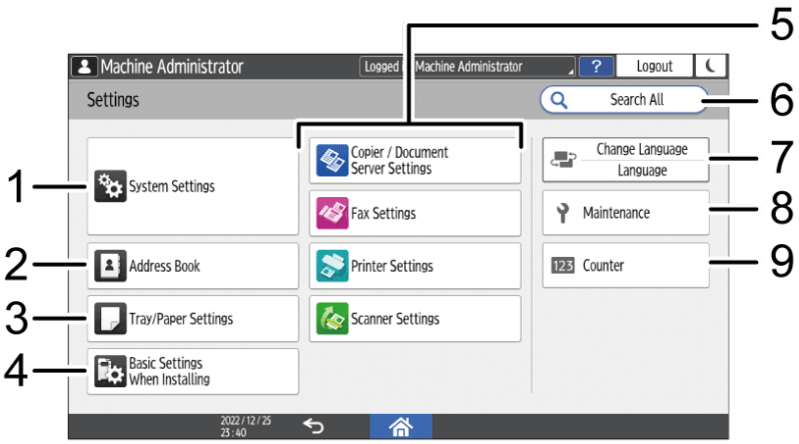


DZB184

How to Use the "Settings"

Press [Settings] on the Home screen to change the settings of the machine, edit the address book, or confirm various information.

The "Settings" screen consists of the menus shown below.

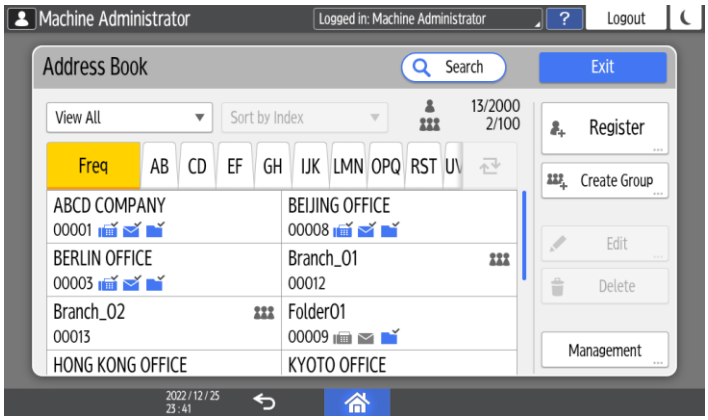


1. **System Settings**

   Specify the operation panel display, machine operation settings, operation sounds, timer, network settings and other settings.

   For the list of setting items, see "System Settings Items", User Guide in English.

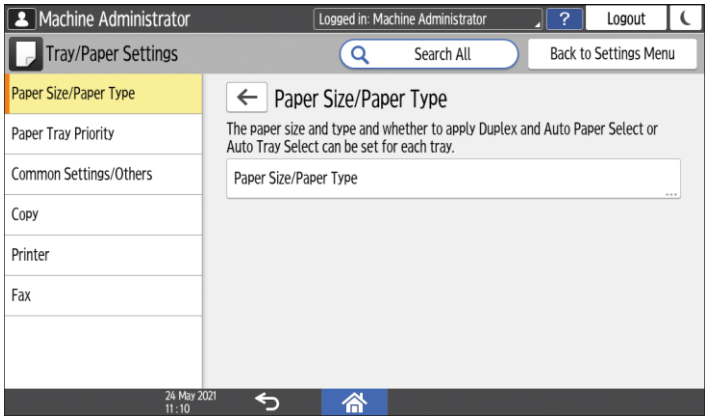
2. **Address Book**



   Manage the destination for sending data from the fax or scanner or the authentication information for logging in to the machine.

   See "How to Use the Address Book", User Guide in English.

3. **Tray/Paper Settings**



   Specify the size and type of paper set in the paper tray.

   See "Tray/Paper Settings", User Guide in English.

4. **Basic Settings When Installing**



You can configure the settings easily when installing the machine.

- On the "Installation Settings" screen, you can specify the settings for the items shown below in Wizard format when the machine is moved to a different location or the environment in which the machine is used changes. In [Cloud Settings], you can register or unregister the machine with RICOH Smart Integration. Also, you can change settings related to Cloud Services by using the Cloud Settings.
  - Basic Settings
  - Network Settings
  - Cloud Settings
  - Fax Settings
- On the [Firmware Update] screen, you can update the firmware of the machine.

5. **Application Settings**

   Change the settings for the Copier, Document Server, Fax, Printer, and Scanner functions.

   For the list of setting items, see "Copier/Document Server Settings Items", "Fax Settings Items", "Printer Settings Items", and "Scanner Settings Items", User Guide in English.

6. **Search All**

   You can search for a setting item by entering a keyword. Enter more than one keyword to narrow down the search results.

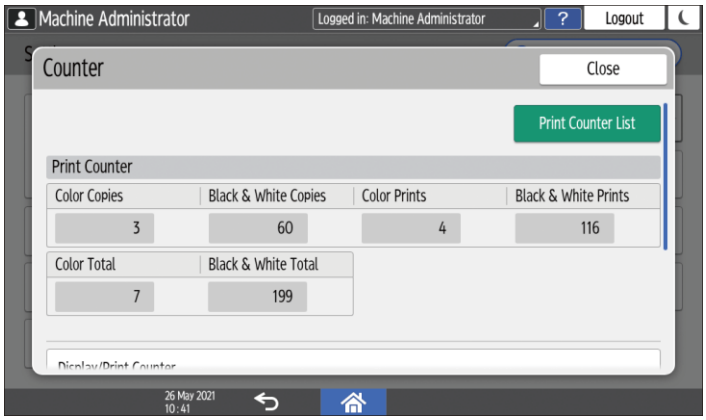
7. **Change Language**

   You can change the language displayed on the control panel.

8. **Maintenance**

   You can make adjustments to the resulting print.

9. **Counter**



Display and print the total number of sheets printed for each function.

See "Checking the Counter of the Machine for Each Color Category", User Guide in English.

Note

- If administrator authentication has been set, contact the administrator to change the settings.
- When you are finished performing an operation, press [Home] ( ) to return to the normal screen.

Changing the Display Language

You can change the language used on the display. Default language is set as follows.

Region A (mainly Europe and Asia): English

Region A (China): Simplified Chinese

Region B (mainly North America): English

Region B (Taiwan): Traditional Chinese

1. **On the Home screen, press the change language widget.**



2. **Select the language you want to display.**



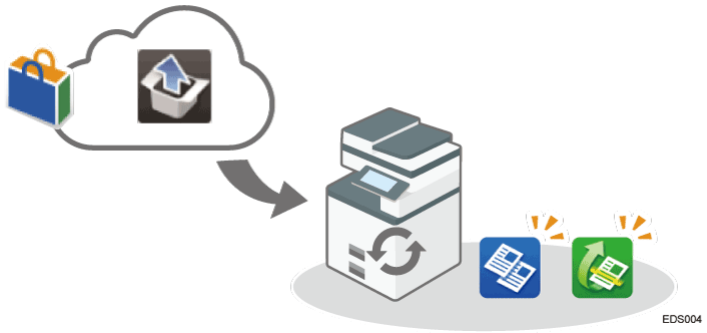
3. **Press [OK].**

Basic Operation of Applications

Confirming the Functions that Are Added in RICOH Always Current Technology

You can install the upgrade package for the machine's functions by RICOH Always Current Technology. You can apply the latest functions developed after purchase and security updates.

To install the latest version of RICOH Always Current Technology, access the Application Site from the control panel of the machine.



Note

- For details about installing RICOH Always Current Technology, see the Operating Instructions for Application Site.

Confirming the Version of RICOH Always Current Technology Implemented on the Machine

1. **Press [Settings] on the Home screen.**
2. **Press [System Settings]▶[Machine/Control Panel Information]▶[Firmware Version].**
3. **Check the version of the machine under the [RicohACT].**

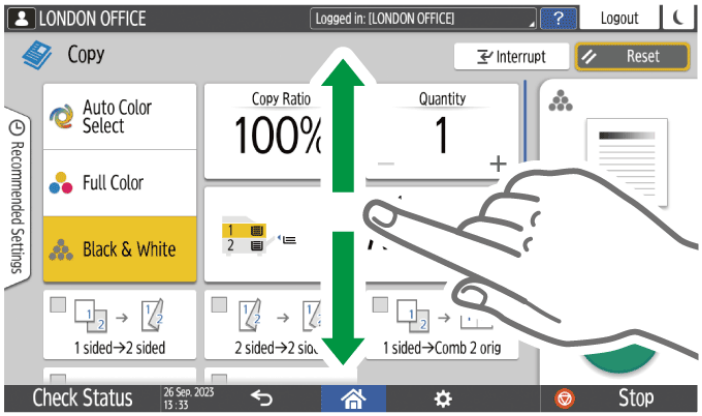
How to Use the Copy Screen

You can select from one of two types for the Copy screen:

See page 29 "How to Use the Copy Screen (Standard)" or page 30 "How to Use the Copy Screen (No Scrolling Screen)" for how to use functions, such as Recommended Settings.

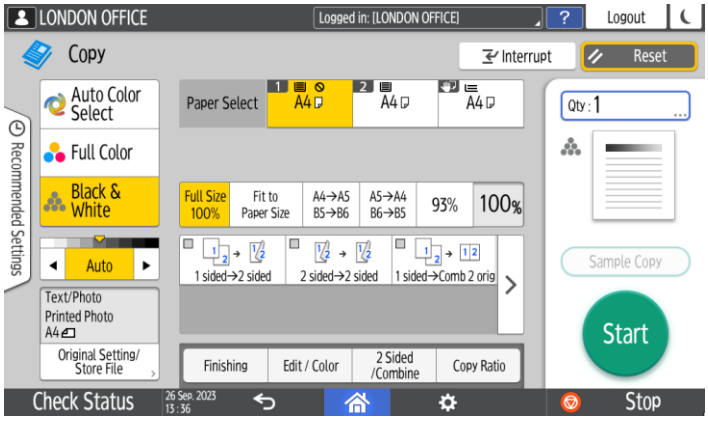
Standard View

The basic functions that are used frequently are displayed with big keys. Scroll down the screen to see the keys used to configure the functions for finishing or editing.



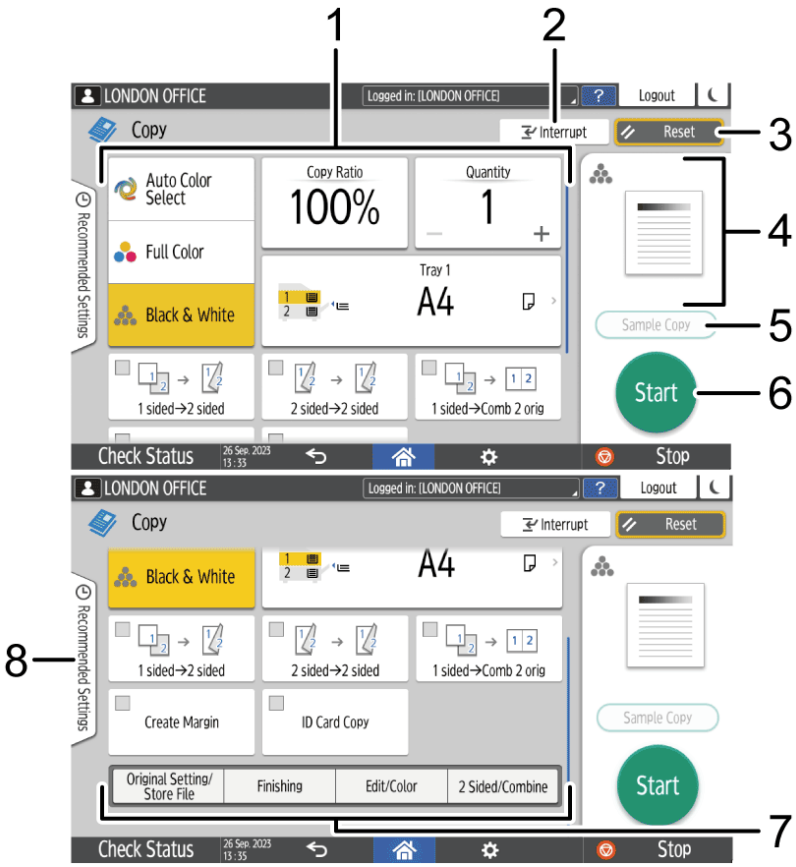
Full View

You can see all the function keys on a single screen. You do not need to scroll through the screens to select a function.



- To switch the screen type, press [Menu] ( ) ▶ [Screen Settings] ▶ [Switch Screen Type] on the Copy screen.
- You can use the same functions on either screen.
- When the administrator has configured user authentication and User's Own Customization is enabled, each login user can change the screen type.

How to Use the Copy Screen (Standard)



1. **Copy function keys**

   Press a key to select the function to assign to the key. Flick up and down on the screen to display the keys out of the visible area. The keys with assigned functions are displayed in yellow or with in the upper left corner. Depending on the assigned function, the display of the key changes according to the specified setting.

2. **[Interrupt]**

   Interrupt a copy job in progress to copy a different original.

3. **[Reset]**

   Reset the settings configured on the Copy screen.

4. **Preview of the current setting status**

   Displays an image representing the settings configured on the Copy screen. Press the image to display the list of the settings.



5. **[Sample Copy]**

   Press to make a partial copy as a test before proceeding to copy the rest of the original.

   See "Making a Partial Copy as a Test and Copying the Rest of the Original", User Guide in English.

6. **[Start]**

   Press to perform copying.

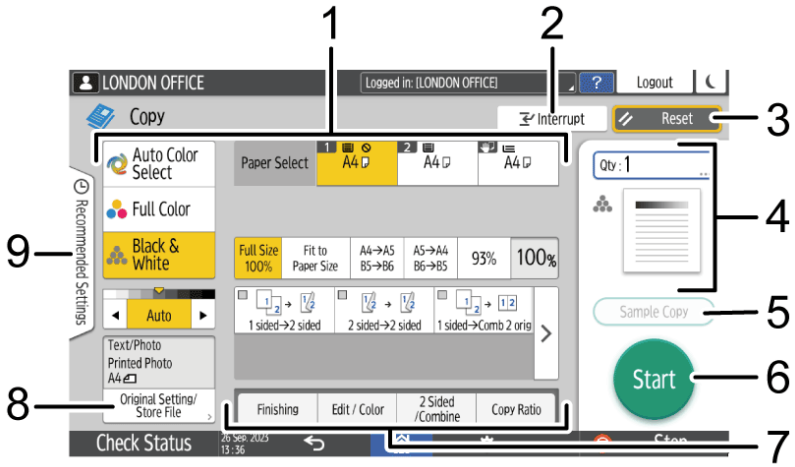
7. **Other keys for Copy function**

   Press to select the functions whose keys are out of the visible area of the screen. The key of the function that is currently configured is displayed with in the upper left corner. By pressing [Original Setting/Store File] ▶ [Store File], you can store the data scanned using the copy function.

8. **[Recommended Settings]**

   You can see the preset settings in the machine.

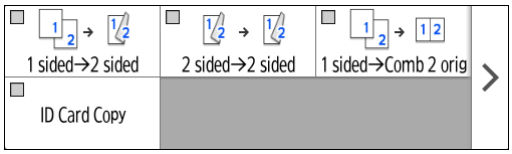
How to Use the Copy Screen (No Scrolling Screen)



1. **Copy function keys**

   Press a key to select the function to assign to the key. The keys with assigned functions are displayed in yellow.

   To see the display area in the illustration below, press › or flick to the left or right.



2. **[Interrupt]**

   Interrupt a copy job in progress to copy a different original.

3. **[Reset]**

   Reset the settings configured on the Copy screen.

4. **Preview of the current setting status**

   Displays an image representing the quantity and the settings configured on the Copy screen. Press [Qty] to display the number keys. Press the image to display the list of the settings.

5. **[Sample Copy]**

   Press to make a partial copy as a test before proceeding to copy the rest of the original.

   See "Making a Partial Copy as a Test and Copying the Rest of the Original", User Guide in English.

6. **[Start]**

   Press to perform copying.

7. **Other keys for Copy function**

   Press to select the functions whose keys are out of the visible area of the screen. The key of the function that is currently configured is displayed with in the upper left corner.

8. **[Original Setting/Store File]**

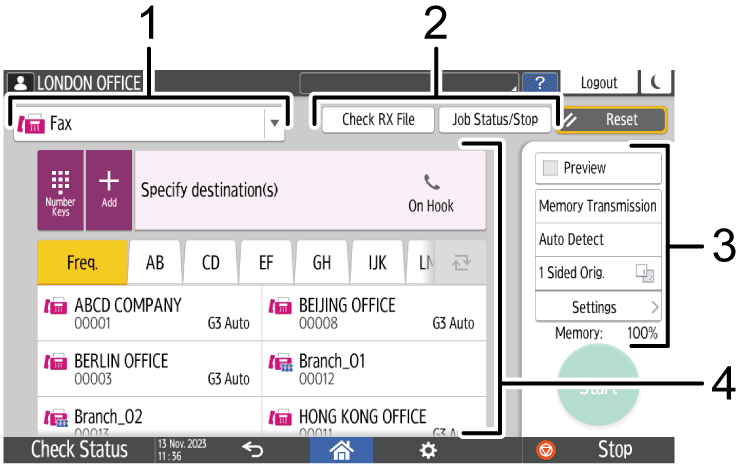
   Press to configure the settings, such as the original type and original orientation. Also, from [Store File], you can store the data scanned using the copy function.

9. **[Recommended Settings]**

   You can see the preset settings in the machine.

How to Use the Fax Screen

There are four kinds of functions and settings on the Fax screen.



1. **Destination type selection**

   Switch the destination type between [Fax] (including IP-Fax) , [Internet Fax], [Email] and [Folder]. The items displayed in the address book and destination entry screen for manual entry change also when you switch the destination type.

2. **Transmission/reception information confirmation**

   Browse and print the received documents that are stored in the memory or on the internal storage of the machine. You can also browse and print the transmission and reception history.

3. **Transmission settings**

   You can specify the additional features to use when sending a fax, configure the scan settings appropriately for the original to scan, and display a preview before sending the fax. You can specify three commonly used settings, such as switching transmission modes, that you can set from the shortcut keys without opening the [Send Settings] screen. You can also check the settings that are currently specified and the remaining amount of memory. You can send a document stored on the machine as a fax by [Select Stored File].

4. **Destination specification**

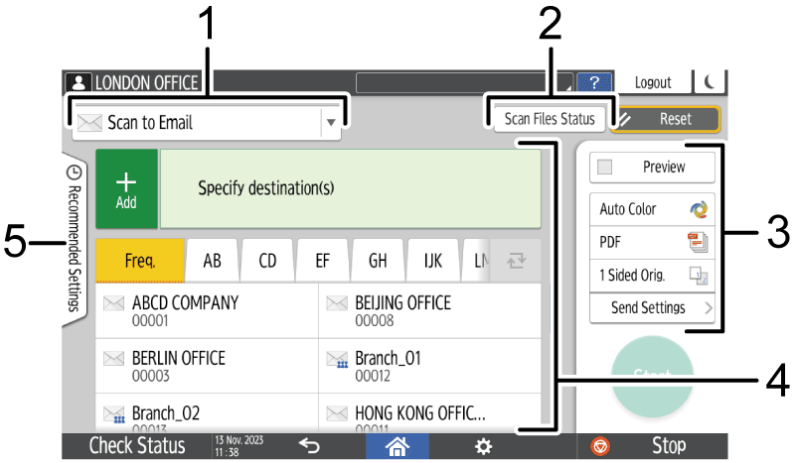
   You can select an address registered in the address book through one-touch operation.

   Press  to perform the following operations:

   - Specifying a destination by using various other methods such as by entering manually or selecting from the history.
   - Registering a destination in the address book.
   - Editing the registered destination in the address book.
   - Storing the fax transmission file on the machine

How to Use the Scanner Screen

There are five kinds of functions and settings on the Scanner screen.



1. **Destination type selection**

   You can switch between [Scan to Email] and [Scan to Folder]. The items displayed in the address book and destination entry screen for manual entry also change when you switch the destination type.

2. **Scan Files Status**

   You can browse the transmission history of the sent documents and cancel sending of a document waiting in the queue. The transmission file status may not be displayed depending on the security settings.

3. **Transmission settings**

   You can specify the scan settings according to the type of document to scan and the purpose of the scanned data, and display a preview before sending the data. You can specify three commonly used settings, such as selecting the type of the original, that you can set from the shortcut keys without opening the [Send Settings] screen. You can send a document stored on the machine by using the scanner function by [Select Stored File].

4. **Destination specification**

   You can select a destination registered in the address book through one-touch operation.

   Press  to perform the following operations:

   - Specifying a destination by using various other methods such as by entering manually or selecting from the history.
   - Registering a destination in the address book.
   - Editing the registered destination in the address book.
   - Using the scanner function to store scanned documents on the machine.

5. **Recommended Settings**

   You can see the preset settings in the machine.

How to Use the Document Server Screen

In the [Document Server] screen, you can store the documents in the machine by scanning them.

Scanned documents are stored in a folder on the document server. You can print and confirm the details of stored documents.

See "How to Use Document Server", User Guide in English.

Important

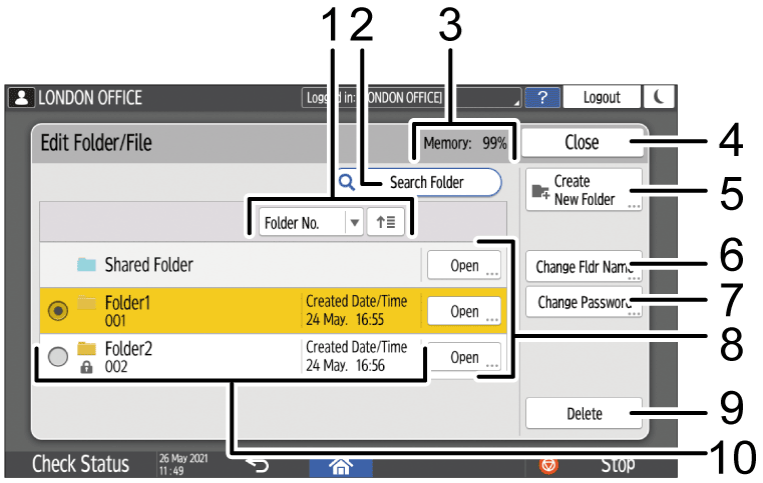
- **Documents stored in the document server are deleted after three days (72 hours) in the factory-default configuration. Change the settings in [Auto Delete File in Document Server] to change the period until documents are deleted or to specify not to delete documents automatically.**

  See "Changing the Storage Period of Document Server or Specifying an Indefinite Period", User Guide in English.

Folder List Screen of Document Server

The scanned documents are stored in the document server, and they are organized in folders.

To display a list of folders on screen, press [Edit Folder/File] on the [Document Server] screen.



1. **Sort keys**

   Press to sort the folders by [Folder No.], [Folder Name], or [Date/Time].

   Press the same sort key again to switch between ascending and descending order.

2. **Search key**

   Press to search for the folder.

3. **Status of the document server**

   Shows the amount of memory available on the document server.

4. **[Close]**

   Press to close the [Edit Folder/File] screen.

5. **[Create New Folder]**

   Press to create a new folder.

6. **[Change Fldr Name]**

   Press to rename a folder.

7. **[Change Password]**

   Press to set or change the password for the folder.

8. **[Open]**

   Press to display the documents stored in the folder.

9. **[Delete]**

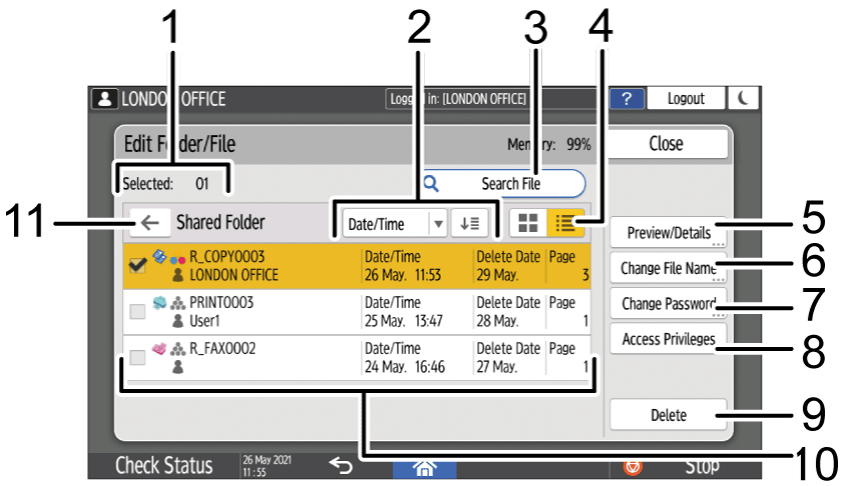
   Press to delete a folder. The documents stored in the folder are deleted.

10. **Folders in the document server**

    Shows a list of folders registered in the document server.

    indicates folders that are protected by a password.

File List Screen of Document Server



1. **[Selected:]**

   Shows the number of selected documents.

2. **Sort keys**

   Press to sort the documents by [Date/Time], [User Name], or [File Name].

Press the same sort key again to switch between ascending and descending order.

3. **Search key**

   Press to search for the document.

4. **Display selector**

   Press to switch between the list and thumbnail displays.

5. **[Preview/Details]**

   Press to preview the document or confirm details, such as file size.

6. **[Change File Name]**

   Press to rename the document.

7. **[Change Password]**

   Press to set or change the password for the document.

8. **[Access Privileges]**

   Press to set or change the access privilege for the document. Depending on the user authentication settings, [Change User Name] is displayed here. In this case, you can set or change the user name for the document by pressing [Change User Name].

9. **[Delete]**

   Press to delete the document.

10. **Documents in the folder**

    Shows a list of files that are stored in the folder.

    indicates folders that are protected by a password.

    The icons have the meanings below.

Icon	Meaning
	Document scanned on the copier screen or document server screen
	Document sent by the printer
	Document sent by the fax
	Document scanned by specifying the color mode to [Full Color]
	Document scanned by specifying the color mode to [Black & White]
	Document protected by a password

11. **[Back] key**

    Press to go back to the folder list screen.

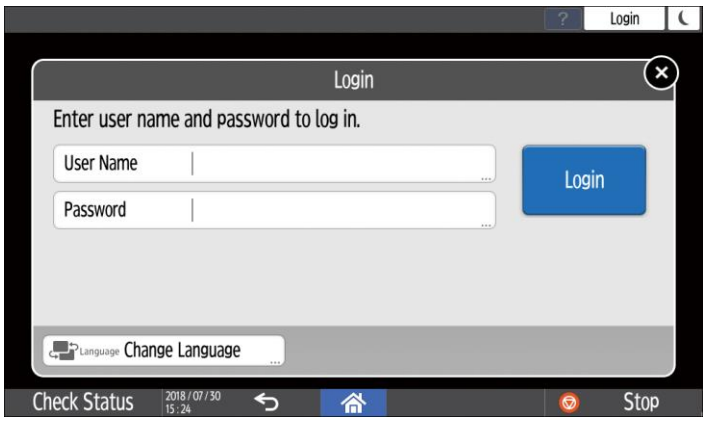
User Authentication

Logging In from the Control Panel

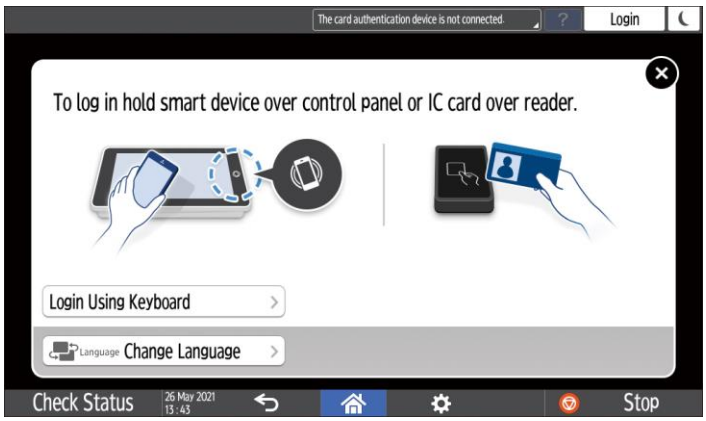
When the machine is configured by the administrator to restrict use by unauthorized users, you must authenticate your login information before starting the operation.

The authentication methods are described below.

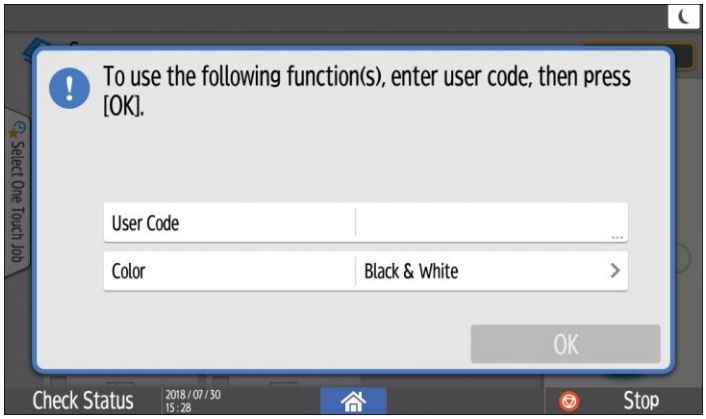
- When Basic Authentication, Windows Authentication, or LDAP Authentication is configured on the machine, enter the user name and password for authentication to log in to the machine before starting operation.



- Depending on the machine settings, you can use an IC card or mobile device for authentication.



- If user code authentication is specified, you may need to enter the user code to operate the restricted application.



To prevent use of the machine by an unauthorized person, always log out when you have finished using the machine. While a user is logged in, the name of the user is displayed in the system message.

Note

- If the machine is not used for a specified period, the user is automatically logged out (Auto Logout). The default setting for Auto Logout is 3 minutes. The period of Auto Logout can be changed by [Auto Logout Timer] of [System Settings] or the Auto Logout setting can be disabled.

  See "Date/Time/Timer", User Guide in English.

- When the machine availability time specified in [Time Settings Allowing Operating Machine by Logging in] has passed, the user is automatically logged out even if the period of Auto Logout specified in [Auto Logout Timer] has not passed yet.
- Ask the administrator, or the custom-privileges administrator that has equal privileges, for a login user name, login password, and user code.

  page 281 "Verifying Users to Operate the Machine (User Authentication)"

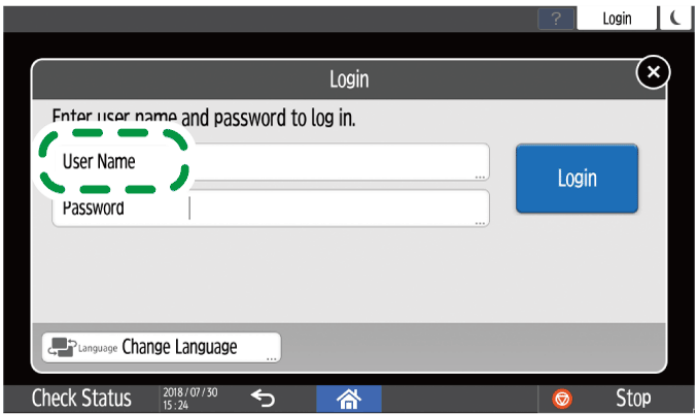
Logging In by Entering the User Name and Password

Enter the authentication information using the keyboard displayed on the control panel.

1. **Press [Login] at the top right on the screen.**



2. **Press [User Name].**



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3. **Enter the login user name, and then press [Done].**
4. **Press [Password].**
5. **Enter the login password, and then press [Done].**
6. **Press [Login].**

Note

- If an incorrect password is entered a specified number of times, login with the same name is disabled (Lockout Function). The default setting for unsuccessful attempts before a user is locked out is five. If the user is locked out, the administrator must release the lockout.

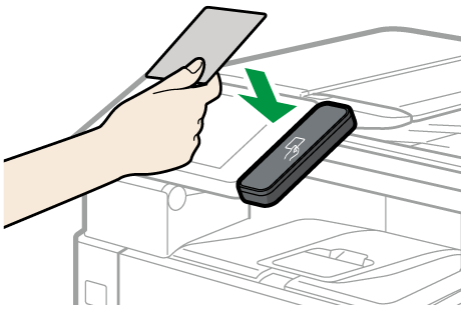
  page 304 "Specifying the Policy on Login/Logout"

- To log out from the machine, press [Logout] at the top right on the screen, and then press [OK].

Logging In Using an IC Card

Hold an IC card over the IC card reader to the right of the control panel. If the card is not registered on the machine, enter the authentication information and register the card.

1. **Hold an IC card over the IC card reader.**



- When the card is registered on the machine, login operation finishes.
- When the card is not registered, the registration screen is displayed. Proceed to the next step to register the card.

2. **Enter the Login User Name and Login Password, and then press [Register].**
3. **Hold the IC card over the IC card reader again.**

Note

- To log out, hold the IC card over the IC card reader or press [Logout] at the top right on the screen.
- If another user holds the IC card over the IC card reader while you are still logged in, you are automatically logged out and the new user logs in.

Logging In Using a Mobile Device

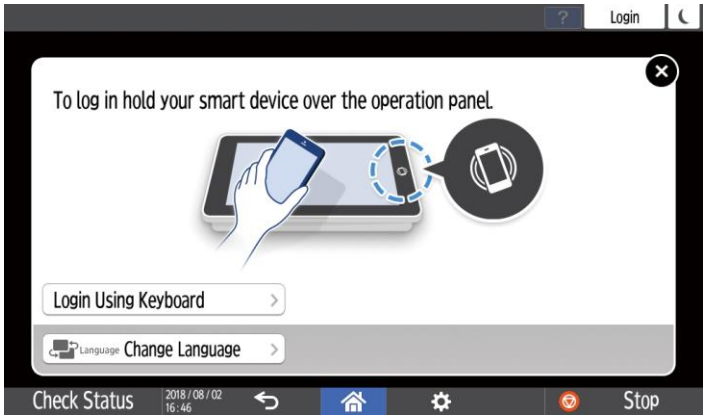
Log in to the machine using the RICOH Smart Device Connector app on your mobile device. You need a mobile device that supports Bluetooth Low Energy (BLE).

1. **Enable the Bluetooth function on your mobile device.**
2. **Start the RICOH Smart Device Connector application on the mobile device, and then flick left or right to display the login screen.**



If the login screen is not displayed, press [Settings] ▶ [Navigation Display Item], and then enable the display of [Login to MFP] on RICOH Smart Device Connector.

3. **Press [NEXT].**
4. **Display the login screen on the control panel of the machine, and hold the mobile device over the touch mark.**



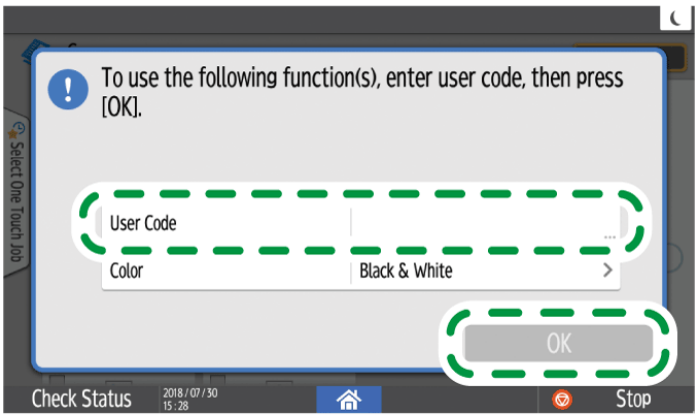
Note

- To log out from the machine, hold the mobile device over the touch mark on the control panel or press [Logout] at the top right on the screen.
- If another user holds a mobile device over the touch mark while you are still logged in, you are automatically logged out and the new user logs in.

Authenticating Using the User Code

When User Code Authentication is specified as the authentication method on the machine, enter the user code before operating an application.

1. **Enter the user code, and then press [OK].**



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Note

- When you finish the operation of the application, press [Energy Save] ( ) or press and hold [Reset] to release the authentication status.

Changing the Login Password by Using the Control Panel

When Basic Authentication, Windows Authentication, or LDAP Authentication is configured on the machine, change the password periodically to prevent use of the machine by an unauthorized person.

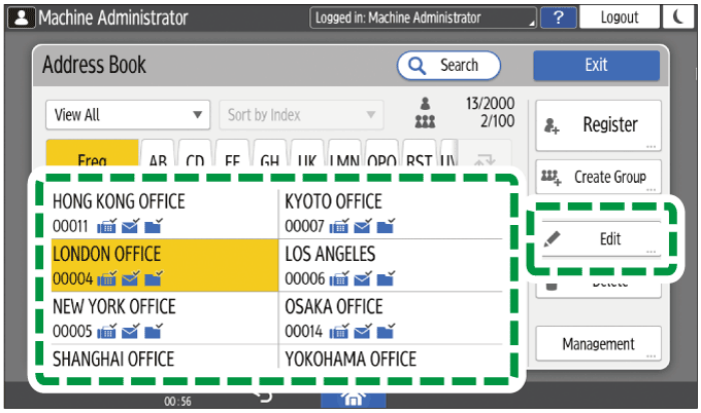
Passwords can contain the following characters. Make the password difficult to guess.

- Uppercase letters: A to Z (26 characters)
- Lowercase letters: a to z (26 characters)
- Numbers: 0 to 9 (10 characters)
- Symbols: (space) ! " # $ % & ' ( ) * + , – . / : ; < = > ? @ [\ ] ^ _ ` { | } ~ (33 characters)

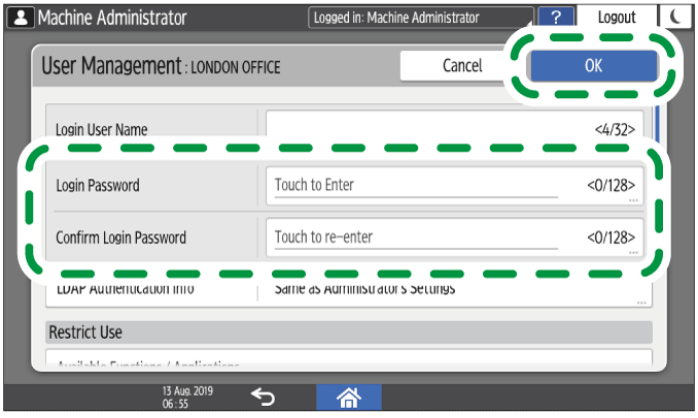
1. **Log in to the machine.**
2. **Press [Address Book] on the Home screen.**



3. **Select the login user from the address book, and then press [Edit].**



4. **Press the [User Management / Other] tab ▶ [User Management].**
5. **Enter the new password in [Login Password], and then re-enter the password in [Confirm Login Password] for confirmation.**



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You can enter up to 128 characters.

6. **Press [OK] twice.**
7. **After completing the procedure, press [Home] ( ).**
   - If a message prompting you to contact the administrator to back up the address book appears on the screen, ask the administrator to back up the address book.
   - If you select [Close], you can close the address book without backing up and go back to the Home screen.When a message prompting you to back up the address book appears on the screen, press [Go to Backup] to back up the address book.

     See "Making a Backup or Restoring the Address Book", User Guide in English.

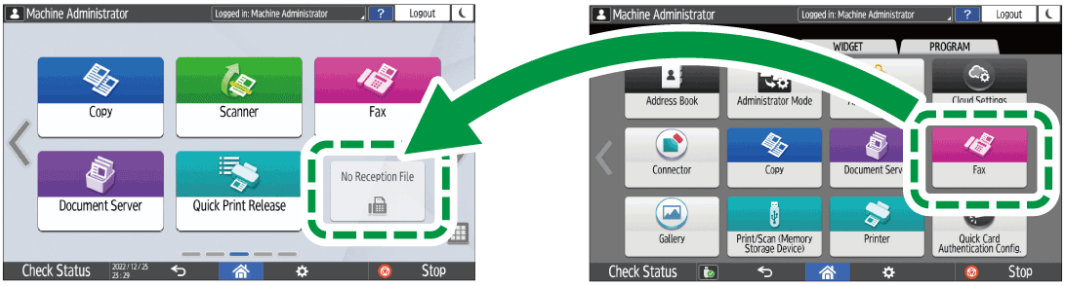
Customization of the Machine Settings

1

Adding a Frequently Used Application or Widget to the Home Screen

You can use a frequently used icon or widget easily by adding it to the Home screen. You can organize the icons on the Home screen as you like by changing their order or using folders.

- Add an icon or widget from the application list screen.
- Each page of the Home screen can display up to 6 icons, widgets or folders, for a total of 60 items. A folder can hold up to 30 icons.
- You can add the following items to the Home screen: shortcuts of bookmarks in the browser on the screen and programs registered in the Copy, Fax or Scanner.

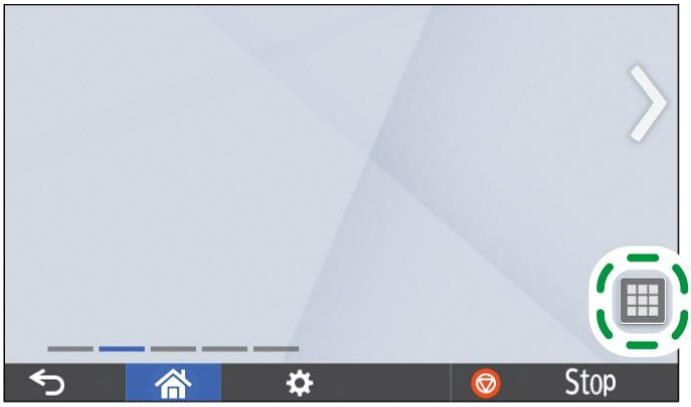


Note

- You cannot add a shortcut of a program registered by the document server function to the Home screen.
- When you have set user authentication, log in and customize it. Each user can register their own Home screen.
- A shortcut, folder, or widget cannot be created or moved if there is no space on the Home screen. In this case, delete one of the registered items, and then perform the same operation.
- The names of icons and widgets are displayed up to 20 double-byte or 30 single-byte characters. Names composed of 21 or more double-byte characters are displayed with "...", indicating the 20th and later characters.

Adding an Icon/Widget to the Home Screen

1. **Press the application list icon on the Home screen.**



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2. **Press and hold the icon or widget to be added to the application list screen.**



- Select the [WIDGET] tab to add a widget, or select the [PROGRAM] tab to add a program.

3. **After the screen changes to the Home screen, move the icon or widget to the desired position and release it.**

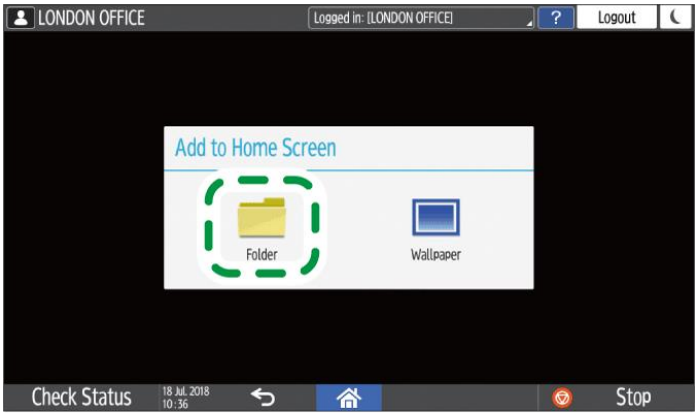
Moving or Deleting Icons and Widgets

- To move an icon or widget, press and hold the icon and move it to the desired position, and then release it.
- To delete an icon or widget, press and hold the icon and move it to the trash icon, and then release it.
- When you delete a shortcut icon of a function or program from the Home screen, the function or program is not deleted.
- To reset the Home screen, perform the following procedure.

1. Press [Menu] ( ) on the bottom center of the Home screen.
2. Press [Reset Home Screen], and then press [OK].

Creating a Folder to Organize Icons

1. **Press and hold a spot on the Home screen where you want to create a folder.**
2. **When the "Add to Home Screen" screen is displayed, press [Folder].**



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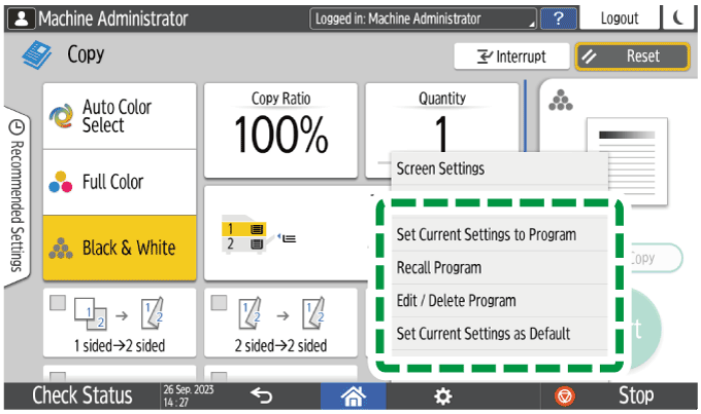
3. **Open the created folder, press and hold its title, and then change the folder name.**

   You can enter up to 30 characters for a folder name.
4. **Drag the icon and release it over the folder.**

Registering/Changing/Deleting a Program that is Component of Frequently Used Settings

You can register a "program" made of a combination of the functions used in the Copy, Fax, Scanner, or Document Server, such as the scan setting, output setting, and address.

- You can load the registered program easily from the application screen.



- When you press the icon of a program on the Home screen, the machine applies the settings and performs the function registered in the program automatically.

- You can register the following number of items as programs.
  - Copy: 25 items
  - Fax: 100 items
  - Scanner: 100 items
  - Document Server: 25 items

You can prohibit users other than the machine administrator, or a custom-privileges administrator that has equal privileges, from registering a program.

See "Specifying Menu Protect", User Guide in English.

Note

- You cannot register the following settings as a program:
  - Copy

    Orientation of [2 Sided/Combine]
  - Fax

    [Subject], [Sender]
  - Scanner

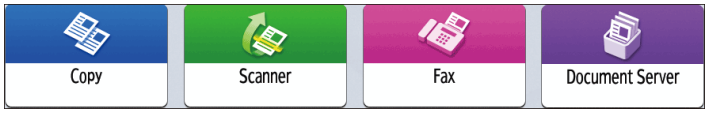
    [Sender], [PDF Security Settings], Start Number
  - Document Server

    [Print Specified Page] settings

Registering Settings as a Program

First, configure the settings to be registered on the Copy, Fax, Scanner, or Document Server screen, and then register them.

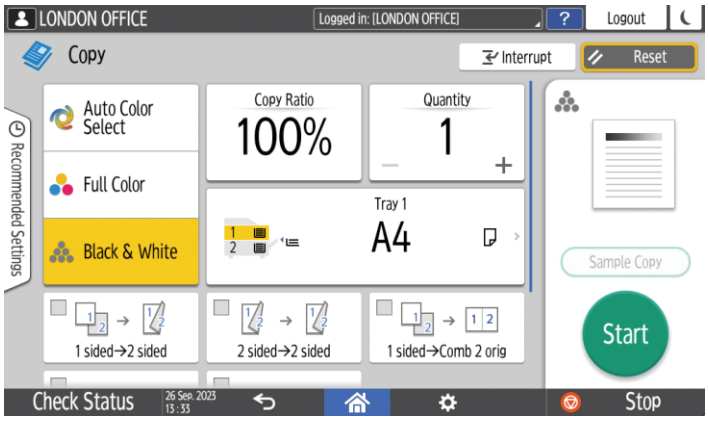
1. **On the Home screen, press [Copy], [Fax], [Scanner] or [Document Server].**



If the icon is not displayed on the Home screen, add the icon from the application list screen.

page 44 "Adding a Frequently Used Application or Widget to the Home Screen"

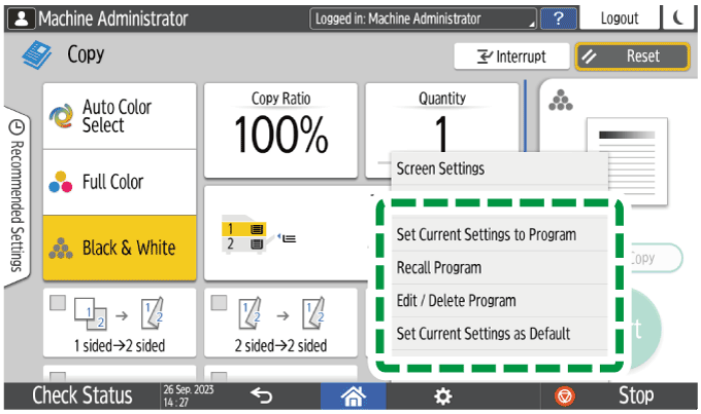
2. **Specify scan and output settings to be registered as a program.**



When using the Document Server, specify the settings on the [Print Settings] screen. To display the [Print Settings] screen, select the document to print on the [Print File] screen, and then press [Print Settings].

3. **Press [Menu] ( ).**

4. **Press [Set Current Settings to Program].**



5. **Press a program number to register the settings.**

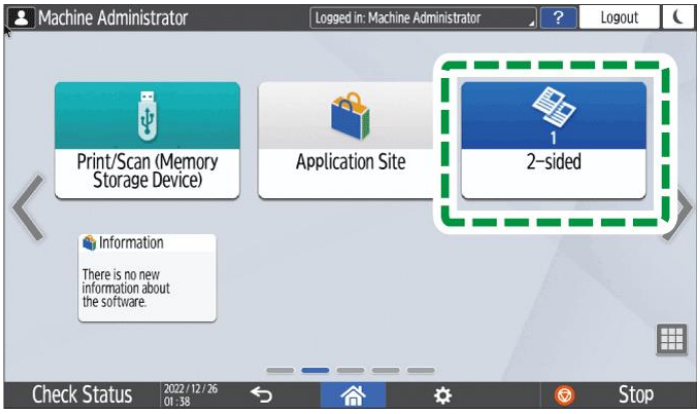
6. **Enter a program name and select an icon.**

7. **Press [OK].**

   If you selected [Document Server] in Step 1, proceed to Step 9 after pressing [OK].

8. **Press [OK].**

   The selected icon is displayed on the Home screen.



Even if you select [Cancel], you can add shortcuts to the program to the Home screen after the program registration is complete.

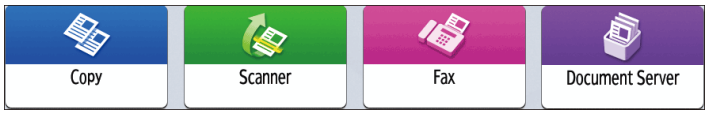
Shortcuts to programs stored in Document Server mode cannot be registered to the [Home] screen.

9. **Press [Exit].**

Changing the Contents of the Program

You can change a part of the program and overwrite it or change the contents and register them as a new program.

1. **On the Home screen, press [Copy], [Fax], [Scanner], or [Document Server].**

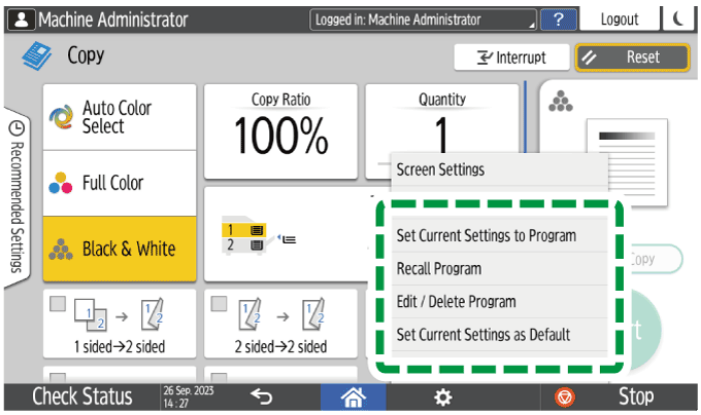


If the icon is not displayed on the Home screen, add the icon from the application list screen.

page 44 "Adding a Frequently Used Application or Widget to the Home Screen"

When using the Document Server, select the document to print on the [Print File] screen, and then press [Print Settings] to display the [Print Settings] screen.

2. **Press [Menu] ( ), and then press [Recall Program].**



3. **Press the program number to be changed.**
4. **Change the scan and output settings.**
5. **Press [Menu] ( ), and then press [Set Current Settings to Program].**
6. **Select a program number to register the changed settings.**
   - To overwrite the program, select the number of the loaded program, and then press [Program] on the message appears.
   - To register the contents as a new program, select a number that is not programmed.
7. **Enter a program name and select an icon.**
8. **Press [OK].**

   If you selected [Document Server] in Step 1, proceed to Step 10 after pressing [OK].
9. **Press [OK].**

   Even if you select [Cancel], you can add shortcuts to the program to the Home screen after changing the settings of the program is complete.

   Shortcuts to programs stored in Document Server mode cannot be registered to the [Home] screen.
10. **Press [Exit].**

Note

- To change the icon or program name or to delete the program, press [Menu] ( ) and operate from [Edit / Delete Program].

Placing an Original and Loading Paper

Placing an Original on the Exposure Glass

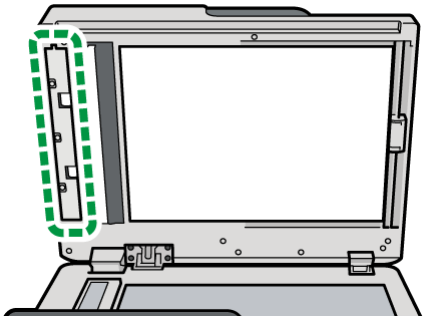
Use the exposure glass to scan originals that cannot be placed in the auto document feeder (ADF), such as books and license cards.

⚠CAUTION

- When lowering the ADF, do not place your hands on the hinges and exposure glass. Your hands or fingers are caught, which can result in injury.

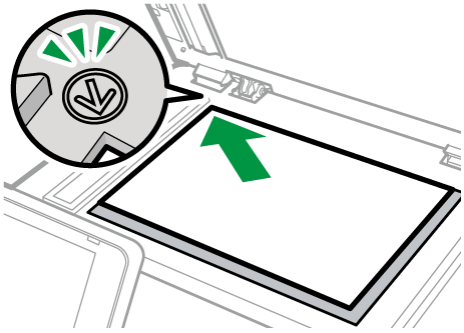
Important

- **When you scan originals from the exposure glass, do not touch the parts shown below. Doing so causes the static electricity and a line may appear on the scanned result.**



- **Do not lift the ADF forcefully. The cover of the ADF might open and cause injury. The ADF, or its hinges may also become damaged.**

1. **Lift the ADF.**
2. **Place the original face down and aligned to the mark on the upper left corner of the scan area.**

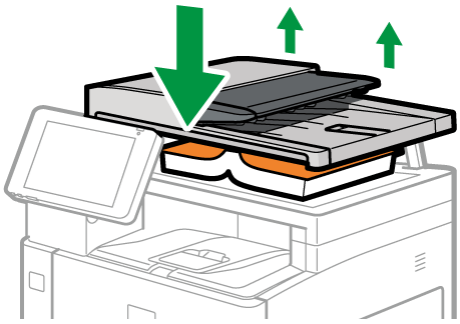


page 367 "Recommended Original Size and Weight"

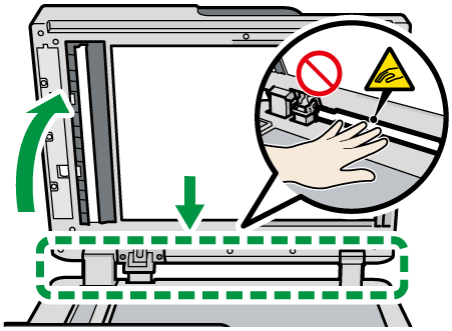
3. **Lower the ADF.**

Note

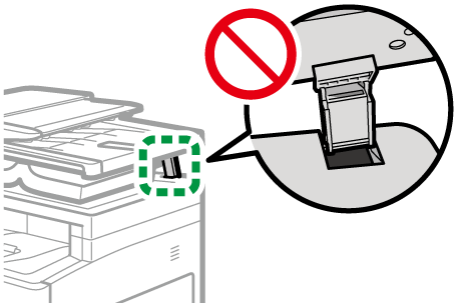
- When you place a thick book or three-dimensional original on the exposure glass and lower the ADF, the back side of the ADF rises up to accommodate the original.



- Do not open or close the ADF with your hands placed in the space between the ADF and exposure glass.



- If you place a thick original on the exposure glass and lower the ADF, the right hinge of the ADF may come loose. If the hinge comes loose, return it to its original position. Pressing down on a thick original forcefully while the hinge is loose may damage the hinge. Also, scanning an original while the hinge is loose may damage the original or prevent it from being scanned correctly.

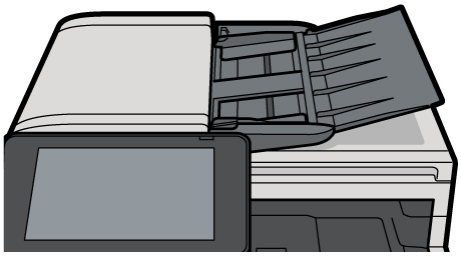


Placing an Original in the Auto Document Feeder (ADF)

The ADF automatically scans multiple sheets of originals or two-sided originals at one time.

One-pass duplex scanning ADF

When scanning a two-sided original, the machine scans the front and back sides of the two-sided original at one time.

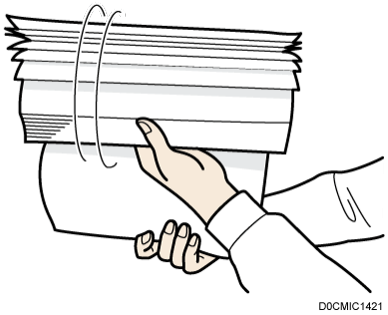


- For details about the sizes of originals that you can place in the ADF, see the following:

  page 367 "Recommended Original Size and Weight"
- If the originals described below are placed in the ADF, it may cause misfeeds, white lines, or black lines, or result in damage to the originals. Place these originals on the exposure glass.
  - Stapled or clipped originals
  - Perforated (including the holes for binding, such as loose leaf paper) or torn originals
  - Pasted originals
  - Originals with adhesive tape, glue or paste stuck to them
  - Originals with any kind of coating, such as thermal paper, art paper, aluminum foil, carbon paper, coated paper, ledger (non-carbon paper, special paper, etc.), or conductive paper
  - Originals with perforated lines
  - Originals with indexes, tags, or other projecting parts
  - Sticky originals such as translucent paper
  - Thin or highly flexible originals
  - Bound originals such as books
  - Transparent originals such as transparencies or translucent paper

    page 51 "Placing an Original on the Exposure Glass"
  - Originals that are not made of paper such as driver’s licenses
  - Double sided originals that have been written on with pencil, etc.
  - Originals whose size and thickness do not meet specifications
  - Wet originals
  - Originals on which there is correcting fluid or ink that has not dried completely
  - Wavy originals
- When loading an original written by pencil on the ADF, the original may be dirty from by being scraped.
- Correct an original that tends to curl before setting on the machine.

- Fan sheets before loading so that multiple originals do not stick to each other and are not fed at the same time. If the edge of the paper is not cut well, the edges of the paper curl back, forming what are called burrs. Before you set originals with burrs, fan the originals carefully.

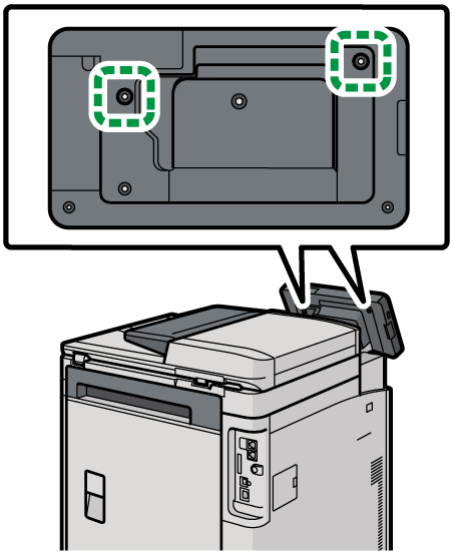


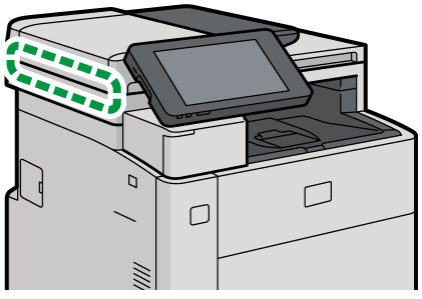
- Do not set an original that is wet with correcting fluid or ink. The scanning glass will be stained and the stain will be scanned with the original.

Placing Originals in the One-pass Duplex Scanning ADF

Important

- **When you scan originals from the ADF, do not touch the parts shown below. Doing so causes the static electricity and a line may appear on the scanned result.**



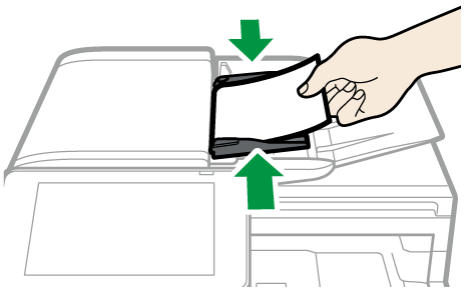


- **Do not add originals while other originals are being fed.**
- **If you want to add the originals to the bottom of the original stack on the ADF, remove the originals temporarily to add the new originals, and then reload the combined stack of originals.**

1. **Open the original tray of the ADF.**



2. **Adjust the paper guides to the size of the originals.**

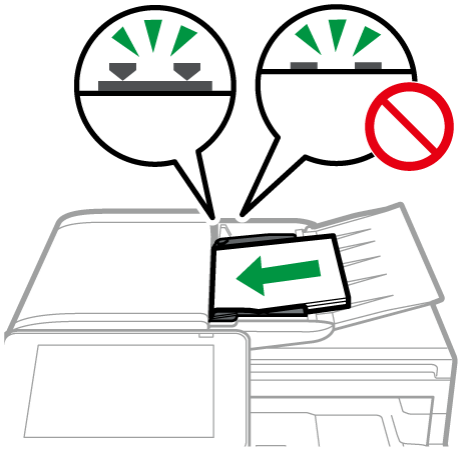


3. **Place the aligned originals squarely face up and place them all the way straight into the one-pass duplex scanning ADF.**

   Place the originals with the first page facing up.

   Fan sheets before loading so that multiple originals do not stick to each other and are not fed at once. If the edge of the paper is not cut well, the edges of the paper curl back, forming what are called burrs. Before you set originals with burrs, fan the originals carefully.

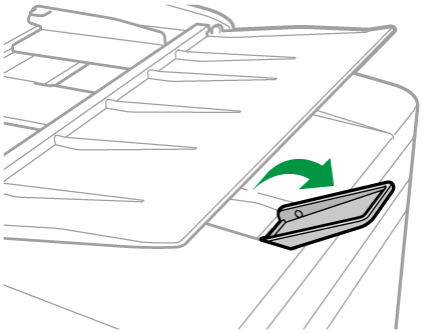
   Do not stack the originals beyond the limit mark.



Adjust the paper guides so there are no spaces between the paper guides and the originals. If there are any gaps, the originals may be fed skewed and be damaged.

Note

- To scan originals larger than A4 or $8^1/_2 \times 11$ ▭ size, raise the ADF tray extender on the original output tray.



Loading Paper into the Paper Tray

The method of loading paper varies for each tray type.

⚠CAUTION

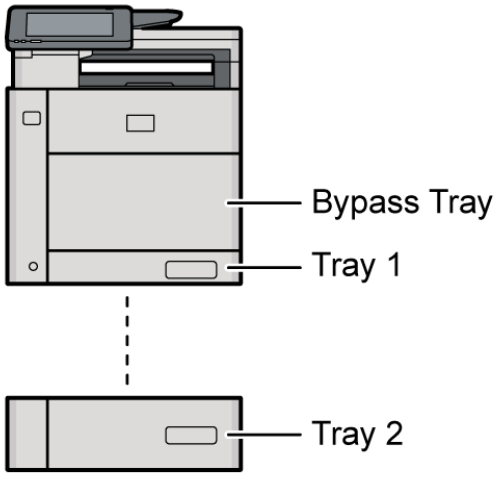
- When replacing paper or removing jammed paper, make sure not to trap or injure your fingers.

- If the lower paper tray is installed, do not pull out more than one tray at a time. Pressing down forcefully on the machine's upper surface might cause the machine topple over, possibly resulting in injury.

Important

- **Some of the internal components of the machine are fragile. When you pull out the paper tray, do not touch the internal components, such as the sensors. Doing so may cause malfunctions.**

  Precautions When Removing Jammed Paper



- Before loading paper into a tray, check the paper size and type that can be loaded in the tray.

  page 355 "Recommended Paper Sizes and Types"
- To load thin paper, thick paper, or other special paper, specify the paper type or thickness in [Tray/Paper Settings] of [Settings].

  See "Tray/Paper Settings", User Guide in English.

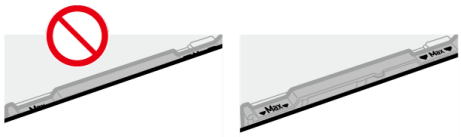
  page 68 "Specifying Paper Type and Thickness Settings"
- Check the paper setting before printing. If the paper differs from the paper setting, a mismatch error will occur when you print.
- Straighten curled or warped paper before loading.
- When you add paper to the tray on which there are already sheets of paper, multiple sheets of paper may be fed at the same time or a paper jam may occur. When you load paper, be sure to wait until all the loaded paper is used before loading a new paper stack.
- When you fan or load paper, hold it by the edges. If you touch the center of the paper stack and it gets dirty, it may cause multiple sheets of paper to be fed at one time.
- If a paper tray is pushed vigorously when putting it back into place, the position of the tray's side fences may slip out of place.
- When loading a low number of sheets, be sure not to squeeze the side fences in too tightly. If the side fences are squeezed too tightly against the paper, the edges may crease, thin paper may wrinkle, or the paper may misfeed.
- You may hear the sound of rubbing paper. This is not a malfunction.
- Do not stack paper over the limit mark.

Loading Paper into Tray 1

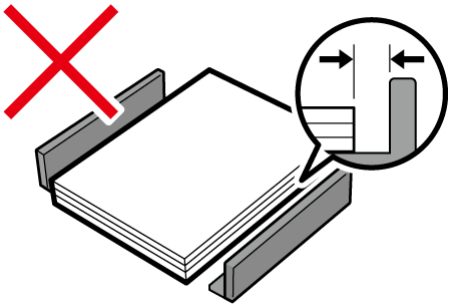
Adjust the side and end fences according to the paper size.

Important

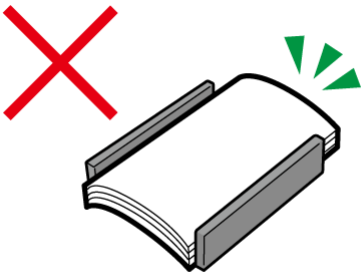
- **Do not stack paper over the limit mark on the side fence. If you load paper over the limit mark, the printed images may become slanted or a paper jam may occur.**



- **If the side fences and the end fence are too loose or too tight when regular size paper is loaded, the paper may not feed properly or may cause a paper jam, so set the side fences and the end fence to fit to the size of the paper.**
  - **Example of a gap between the fences and the paper**



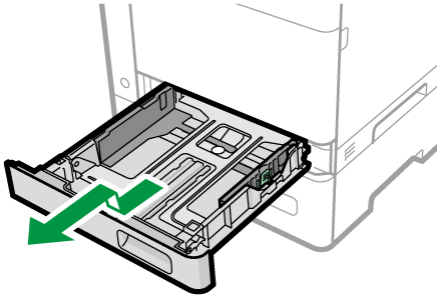
  - **Example when the fences are too tight and the paper is pushed up**



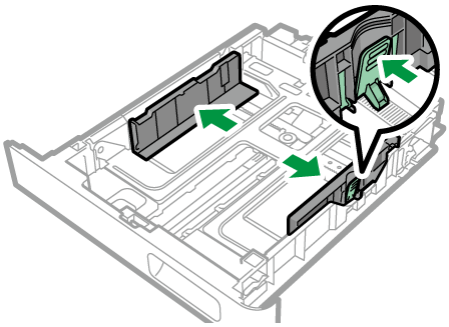
- **When loading regular size paper, do not move the loaded paper stack in the paper tray too much; otherwise the edge of the paper get into the gap at the bottom of the paper tray and cause a paper jam or crease the paper.**

1. **Check that paper in the paper tray is not being used, and then pull the tray out carefully.**

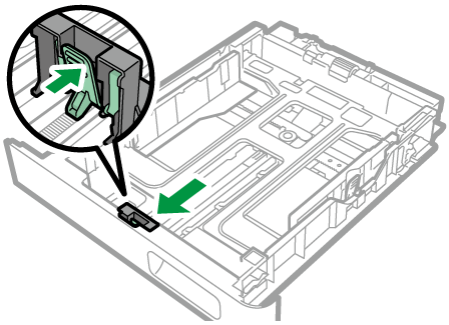
   Pull the paper tray slowly until it stops, and then lift up the front side to pull the tray out.



2. **Remove paper if loaded.**
3. **While pressing the release lever on the right end fence, slide the side fences outward.**



4. **While pressing the release lever of the end fence, slide the end fence outward.**

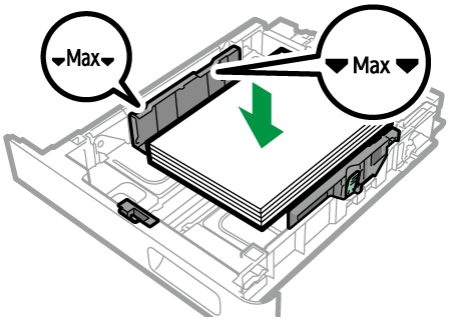


5. **Square the paper and load it with the print side facing up.**

   Fan sheets before loading so that multiple sheets of paper do not stick to each other and are not fed at once.

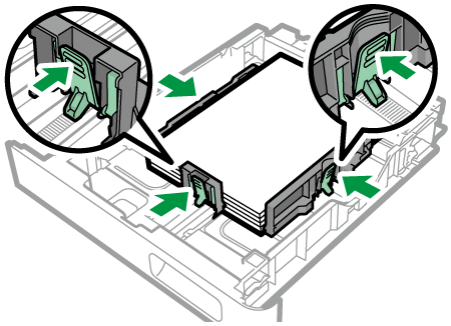
   Check that the leading edge of the paper is aligned on the inner side.

   Do not stack paper over the limit mark.



6. **While pressing the release lever, adjust the side and end fences to the paper size.**

   Do not leave spaces between the paper and fences.



7. **Put the paper tray back as it was.**

   Lift up the front side of the paper tray and insert the paper tray, and then slowly push it completely in. If the paper tray is damaged, it may cause a paper jam. Also, if you push the tray forcibly, the end fence of the tray may be moved.

Note

- If the paper tray cannot be inserted completely, such as after you have removed some jammed paper, check that the bypass guide inside the machine is pushed up completely.

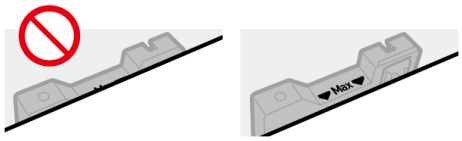
  When Paper Is Jammed

Loading Paper into Tray 2

Adjust the side and end fences according to the paper size.

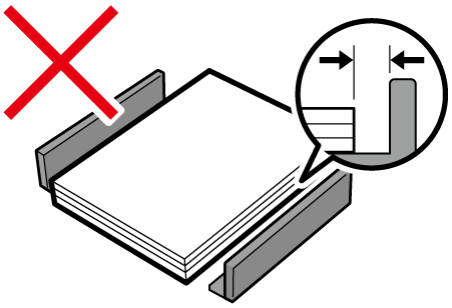
Important

- **Do not stack paper over the limit mark on the side fence. If you load paper over the limit mark, the printed images may become slanted or a paper jam may occur.**

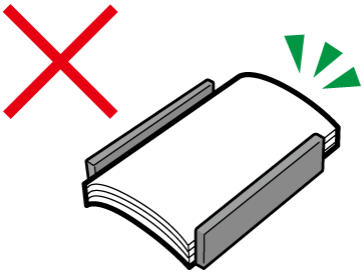


- **If the side fences and the end fence are too loose or too tight when regular size paper is loaded, the paper may not feed properly or may cause a paper jam, so set the side fences and the end fence to fit to the size of the paper.**

- **Example of a gap between the fences and the paper**



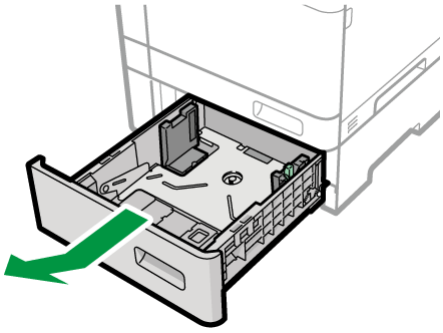
- **Example when the fences are too tight and the paper is pushed up**



- **When loading regular size paper, do not move the loaded paper stack in the paper tray too much; otherwise the edge of the paper get into the gap at the bottom of the paper tray and cause a paper jam or crease the paper.**

1. **Check that paper in the paper tray is not being used, and then pull the tray out carefully.**

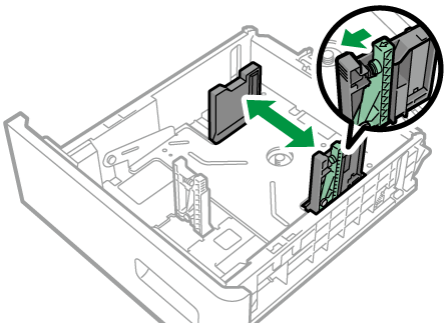
   Pull the paper tray slowly until it stops, and then lift up the front side to pull the tray out.



2. **Remove paper if loaded.**
3. **Press the release lever on the right side fence to adjust the position of both side fences.**

   When loading regular size paper (A4, B5, etc.), press the release lever as you adjust the position of the side fences to the size of the paper you want to load.

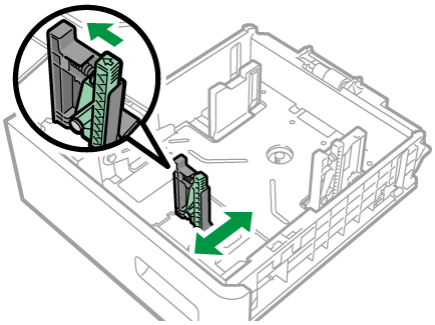
   When loading custom size paper, move the side fences and position them wider than the paper size.



4. **Press the release lever on the end fence to adjust the position of the end fence.**

   When loading regular size paper (A4, B5, etc.), press the release lever as you adjust the position of the end fence to the size of the paper you want to load.

   When loading custom size paper, move the end fence and position it wider than the paper size.

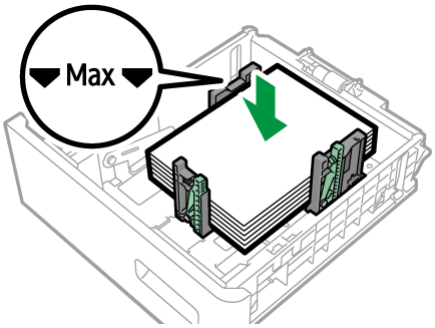


5. **Square the paper and load it with the print side facing up.**

   Fan sheets before loading so that multiple sheets of paper do not stick to each other and are not fed at once.

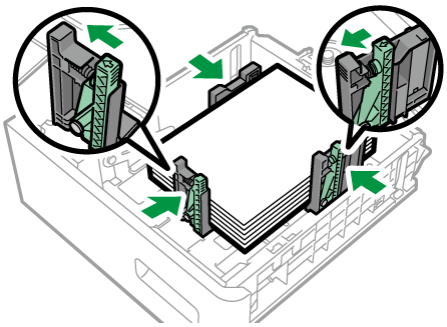
   Check that the leading edge of the paper is aligned on the inner side.

   Do not stack paper over the limit mark.



6. **When loading custom size paper, press the release lever as you adjust the side and end fences to the size of the loaded paper.**

   Do not leave spaces between the paper and fences.

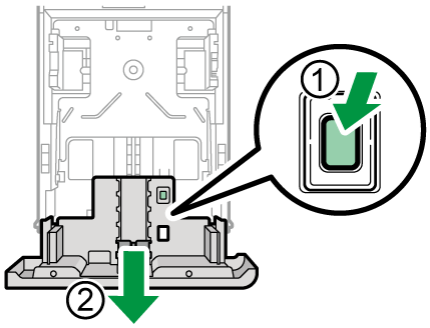


7. **Put the paper tray back as it was.**

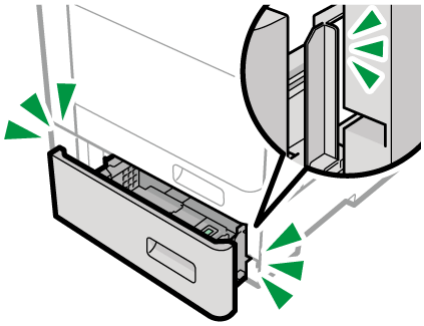
   Lift up the front side of the paper tray and insert the paper tray, and then slowly push it completely in. If the paper tray is damaged, it may cause a paper jam. Also, if you push the tray forcibly, the end fence of the tray may be moved.

Note

- To load paper larger than A4 size, extend the paper tray by pressing the switch.



- As you push the extended paper tray back into the machine, the front edge of the tray protrudes from the front of the machine. Push the tray into the machine until the positions shown in the illustration align straight with the machine.



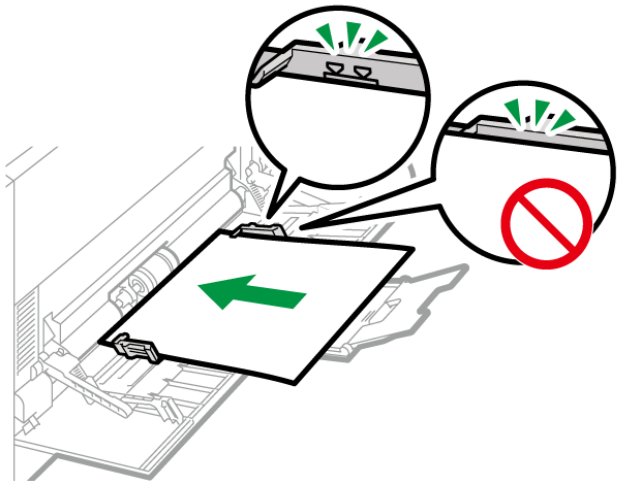
Loading Paper into the Bypass Tray

Use the bypass tray to load paper of a size or type that cannot be loaded into Tray 1 to 2. The maximum number of sheets you can load at the same time depends on paper type.

page 355 "Recommended Paper Sizes and Types"

Important

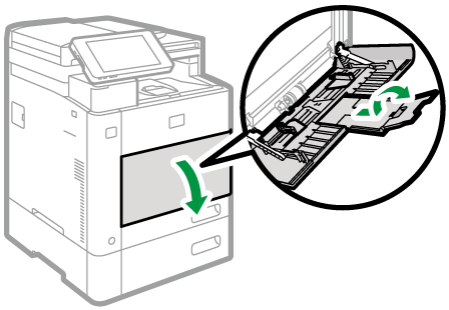
- **Do not stack paper over the limit mark. If you load paper over the limit mark, the print image may be slanted or the paper may be jammed.**



- **5 sheets of the paper designated as [Thick Paper 2] can be loaded at one time.**

page 360 "Paper Thickness for Each Paper Weight"

1. **Open the bypass tray and the extender.**



Make sure that the bypass tray is fully opened.

2. **Load the paper with the print side up, and push it in lightly until you hear a beep.**

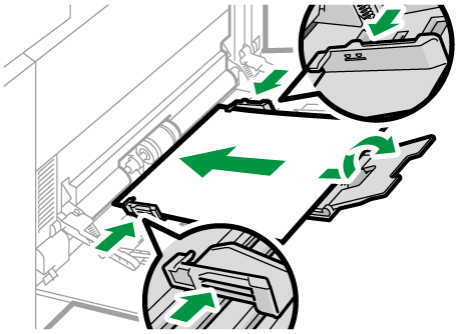
Fan sheets before loading so that multiple sheets of paper do not stick to each other and are not fed at once.

When loading envelopes or letterhead paper, confirm the orientation, face and back, or location of flaps.

page 362 "Envelope Orientation and Recommended Status"

page 364 "Loading Orientation-fixed Paper or Two-sided Paper"

3. **Align the paper guides to the paper size.**

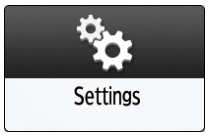


Note

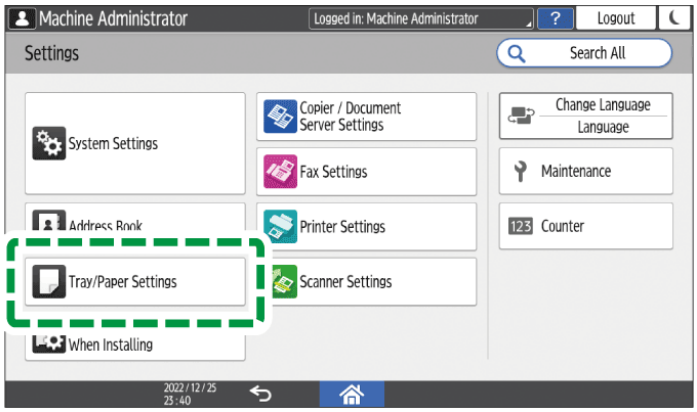
- To load paper on the bypass tray, it is better to orient it in the direction of .

Specifying Regular Sizes Using the Control Panel

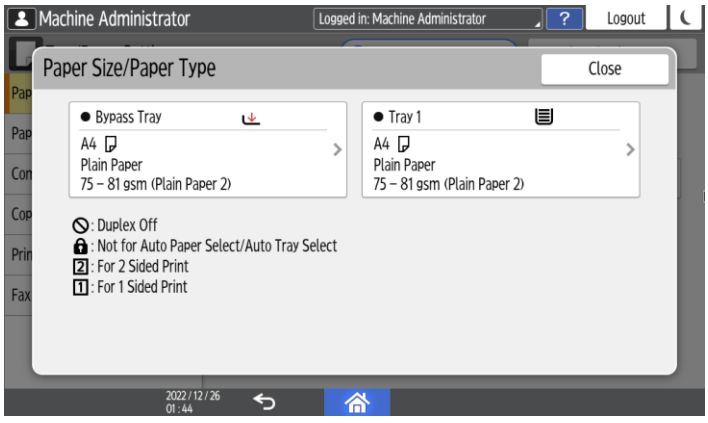
1. **Press [Settings] on the Home screen.**



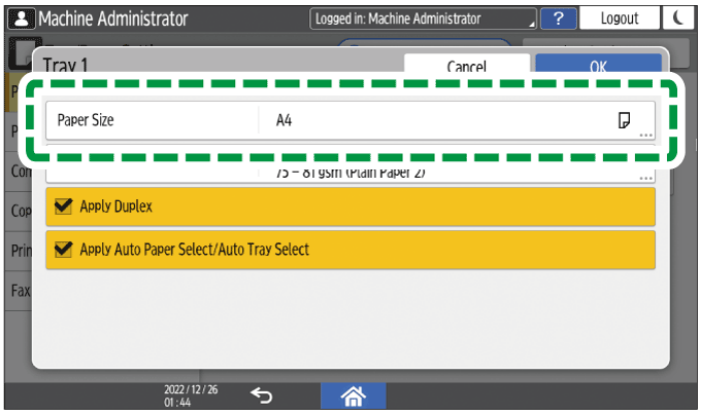
2. **Press [Tray/Paper Settings].**



3. **Press [Paper Size/Paper Type].**
4. **Press one tray to set.**



5. **Press [Paper Size].**



To specify for the bypass tray, press [Paper Size: Printer].

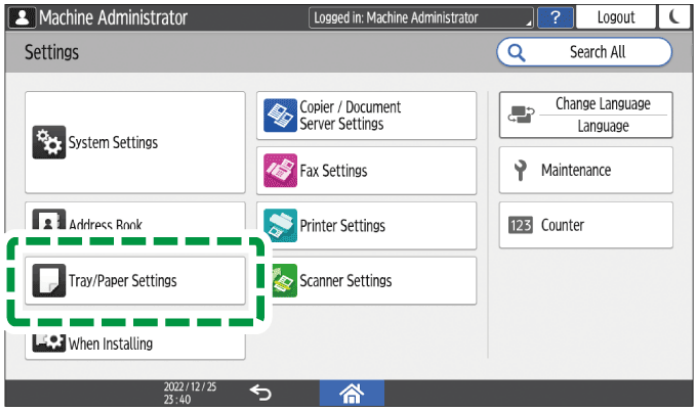
6. **Choose one paper size from the list shown, and then press [OK].**
7. **Press [OK].**
8. **After completing the configuration, press [Home] ( ).**

Specifying a Custom Size Paper Using the Control Panel

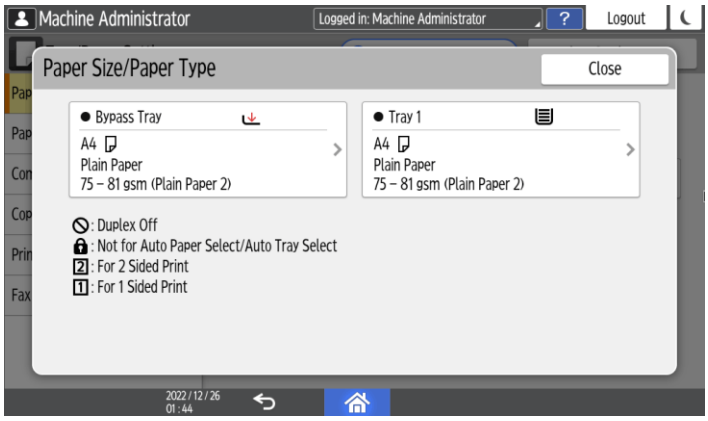
1. **Press [Settings] on the Home screen.**



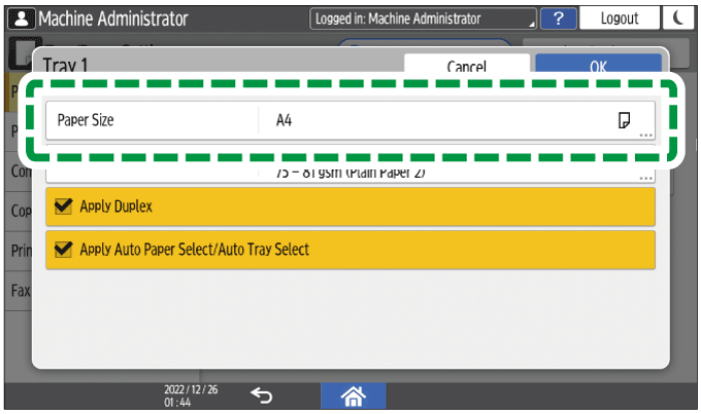
2. **Press [Tray/Paper Settings].**



3. **Press [Paper Size/Paper Type].**
4. **Press one tray to set.**

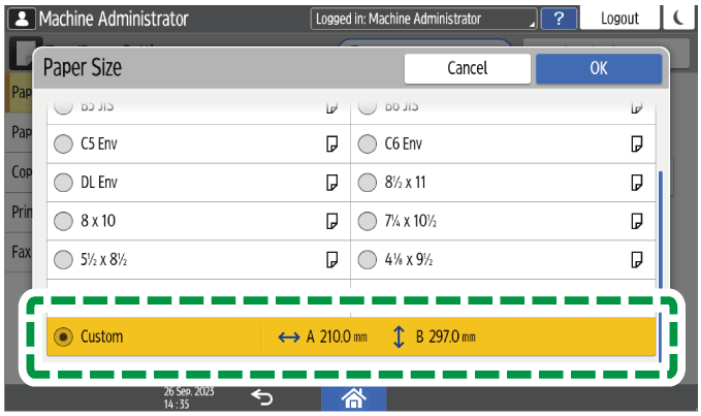


5. **Press [Paper Size].**



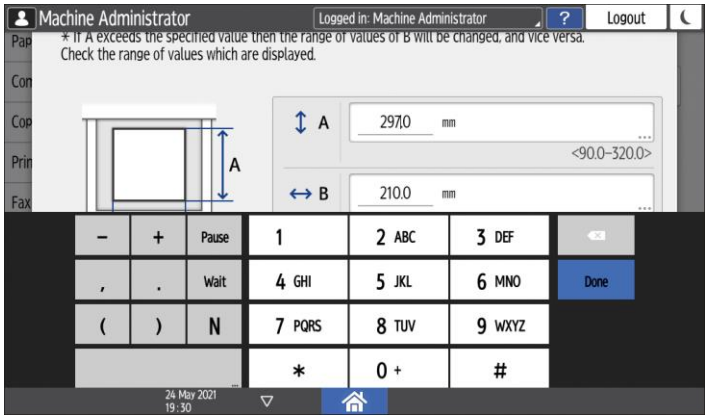
To specify for the bypass tray, press [Paper Size: Printer].

6. **Press [Custom] from the list shown.**



7. **Press the value in the "A" or "B" field, and then enter the new value.**

Specify the values within the numbers of "< >", and then press [Done].



8. **Press [OK] three times.**
9. **After completing the configuration, press [Home] ( ).**

Specifying Paper Type and Thickness Settings

If the print settings and the loaded paper that are used for a print job do not match, a mismatch error occurs.

Check and specify the paper settings before you start printing.

Important

- **Before you change the settings, confirm the priority of the paper settings for printing (priority to the printer driver or to the control panel).**

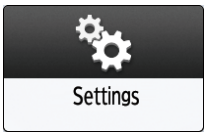
  [Settings] ▶ [Printer Settings] ▶ [System] ▶ [Paper In/Out] ▶ [Tray Setting Priority]

On the printer driver

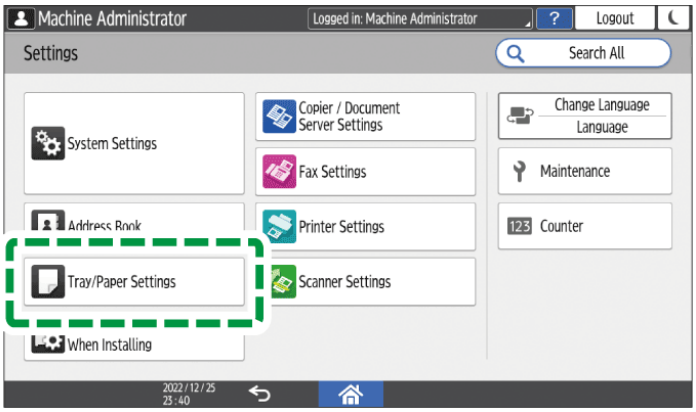
Check the settings of paper tray and paper type on the printer driver and make sure the settings match the loaded paper.

On the control panel

1. **Press [Settings] on the Home screen.**

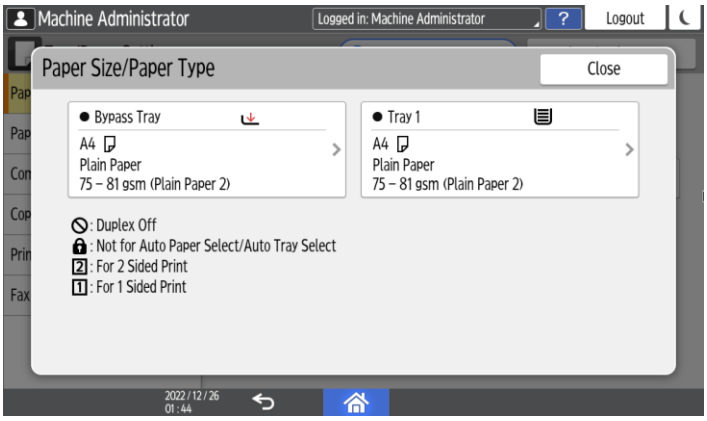


2. **Press [Tray/Paper Settings].**

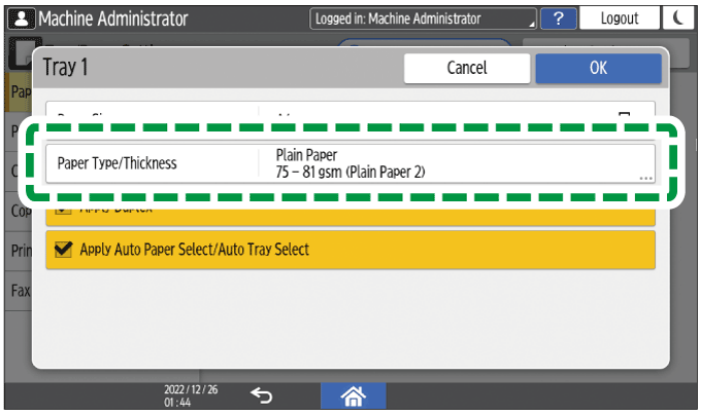


3. **Press [Paper Size/Paper Type].**

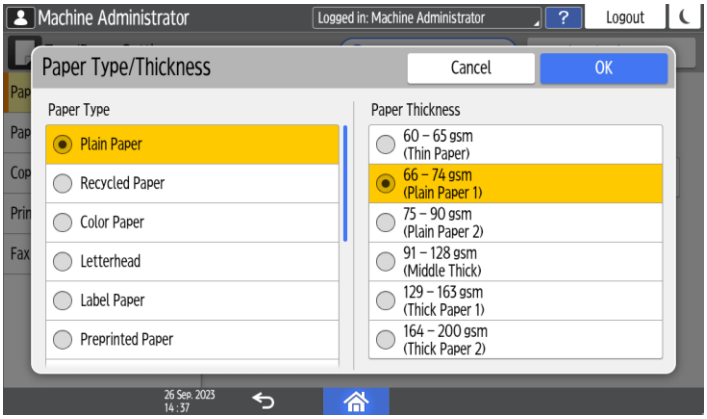
4. **Press one tray to set.**



5. **Press [Paper Type/Thickness].**



6. **Choose one paper type and paper thickness from the list shown, and then press [OK].**



7. **Press [OK].**
8. **After completing the configuration, press [Home] ( ).**

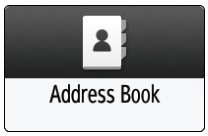
Address Book

Registering/Changing/Deleting Fax Numbers in the Address Book

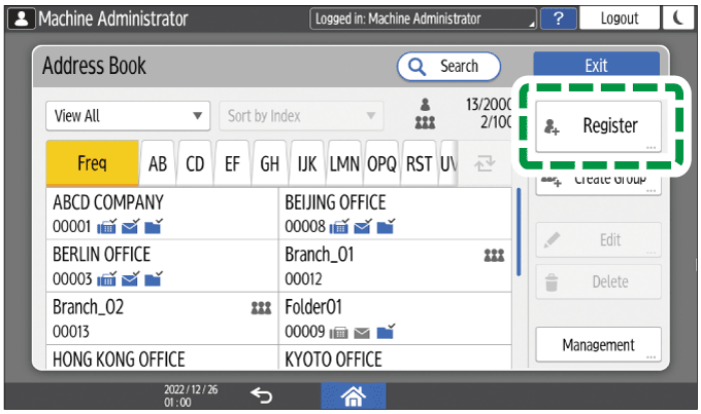
By registering the destinations to which you frequently send faxes together with the send conditions in the address book, you can easily send faxes.

Registering a Fax Number and Send Conditions

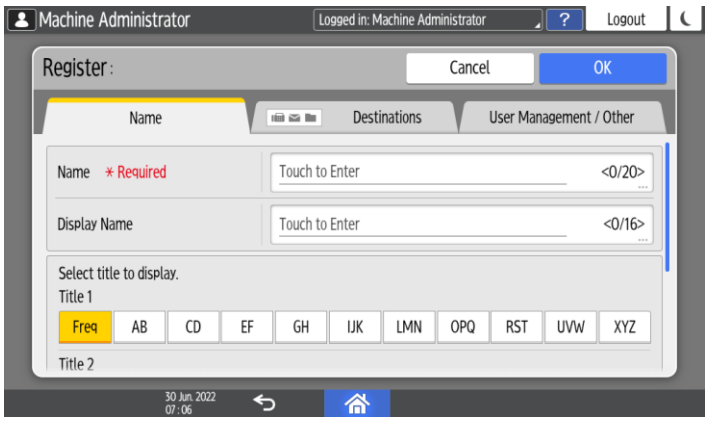
1. **Press [Address Book] on the Home screen.**



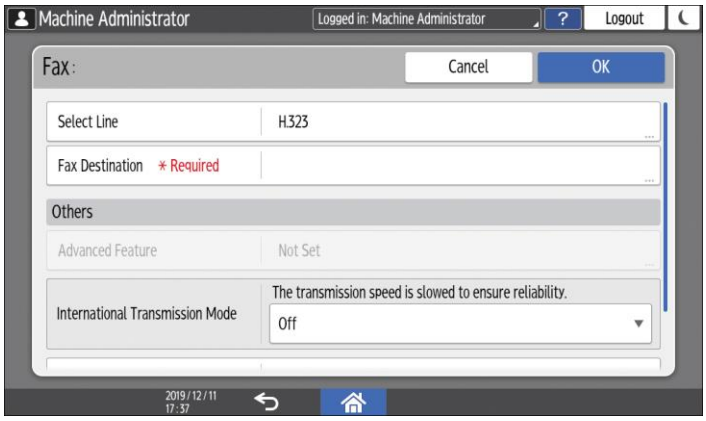
2. **Press [Register] on the Address Book screen.**



3. **Enter the information of the destination on the [Name] tab, and then select a title to classify it.**



4. **Press [Destinations] tab ▶ [Fax].**
5. **Specify the Fax Destinations and send conditions.**



- Select Line: Select the line to use.
- Fax Destination: Register the fax destination.
- International Transmission Mode: Specify whether to reduce errors occurring when sending abroad.
- Fax Header: Select the name of the sender printed on the reception sheet of the destination. Register the fax header in advance.

  See "Printing the Destination Name, Fax Header, and Standard Message on the Fax Received at the Destination", User Guide in English.
- Label Insertion: Specify the name (title + name) and fixed phrase printed on the reception sheet of the destination.

  See "Printing the Destination Name, Fax Header, and Standard Message on the Fax Received at the Destination", User Guide in English.
- Advanced Feature: Register SUB code or SEP code.

6. **Press the [User Management / Other] tab as necessary, and specify the settings.**
   - User Management: Enter the authentication information to login and use the machine.
   - Add to Group: Select a group to which this destination belongs as necessary. Register the group in advance.

     See "Registering/Changing/Deleting Groups in the Address Book", User Guide in English.
   - Display Priority: When the destinations are sorted in the order of priority, a destination with higher priority is displayed prior to that with lower priority. The destinations with the same priority are displayed in the order of registration.
   - Destination Protection: Select this check box to require entering of the protection code to select the destination.

     See "Using the Protection Function to Prevent the Misuse of Addresses", User Guide in English.

7. **Press [OK].**
8. **After completing the procedure, press [Home] ( ).**
9. **When a message prompting you to back up the address book appears on the screen, press [Go to Backup] to back up the address book.**
   - If a message prompting you to contact the administrator to back up the address book appears on the screen, ask the administrator to back up the address book.
   - If you select [Close], you can close the address book without backing up and go back to the Home screen.

   See "Making a Backup or Restoring the Address Book", User Guide in English.

Changing/Deleting the Registered Data Such as Fax Number

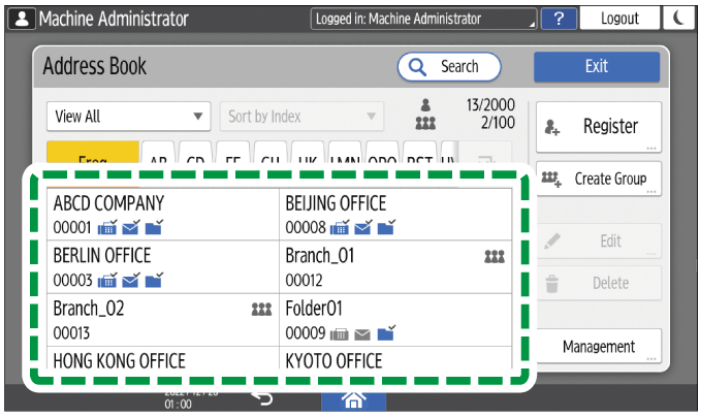
If you delete the destination used for the personal box, file transmission will fail. Exclude the destination from the personal box before deleting it.

See "Receiving Faxes to Personal Boxes", User Guide in English.

1. **Press [Address Book] on the Home screen.**



2. **Select the destination to change or delete on the Address Book screen.**



   You can delete multiple destinations at one time.

3. **Press [Edit] or [Delete] to change or delete the destination information.**
4. **When changing or deleting is complete, press [Home] ( ).**
5. **When a message prompting you to back up the address book appears on the screen, press [Go to Backup] to back up the address book.**
   - If a message prompting you to contact the administrator to back up the address book appears on the screen, ask the administrator to back up the address book.
   - If you select [Close], you can close the address book without backing up and go back to the Home screen.

See "Making a Backup or Restoring the Address Book", User Guide in English.

Operating or Configuring the Machine from Computer (Web Image Monitor)

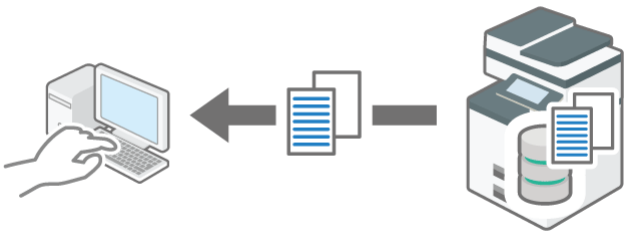
Web Image Monitor is a tool that can check the machine status and configure machine settings from your computer.

If the machine and your computer are ready to connect to the network, you can access Web Image Monitor just by entering the IP address or host name of the machine in the address bar of your web browser.

The settings that can be set by using the control panel can also be set by using the Web Image Monitor, except for some functions.

For example, you can also view documents on the document server by using your computer. As mentioned above, it is recommended that you use Web Image Monitor if you want to operate the machine from your own desk.

Also, downloading of documents on the document server can be performed only by using Web Image Monitor.



Useful functions available by using Web Image Monitor

To check the help of Web Image Monitor, see to the procedure below.

page 81 "Specifying Web Image Monitor Help"

Recommended functions for administrators

Function summary	Procedure and reference
Registration of the address book You can add login users or destinations to the address book. You can enter characters by using the keyboard of your computer, which is useful for registering a large amount of information. You can also import and export the information in a CSV format.	See "Registering User Information from Web Image Monitor", User Guide in English.

Function summary	Procedure and reference
Displaying list/history of print jobs, and canceling print jobs You can check the printing status and print history of the machine from your computer. Also, you can cancel stored print jobs in batches from your computer.	• Job list Displayed by going to [Status/Information] in Web Image Monitor ▶ [Job] ▶ [Job List] ▶ [Current/Waiting Jobs]. • Job history Displayed by going to [Status/Information] in Web Image Monitor ▶ [Job] ▶ [Job List] ▶ [Job History]. • Canceling job Cancel a job by going to [Status/Information] in Web Image Monitor ▶ [Job] ▶ [Job List] ▶ [Current/Waiting Jobs].
Managing output quantity You can check and reset the total counter and counters per user from your computer.	See [Status/Information] in Web Image Monitor help ▶ [Counter per User] for details.
Settings for sending/receiving email You can configure the settings needed for sending emails and sending to folders from your computer.	See [Device Management] in Web Image Monitor help ▶ [Configuration] ▶ [Device Settings] ▶ [Email] for details.
Settings for receiving faxes You can configure the settings for receiving and rejecting faxes from your computer.	See [Device Management] in Web Image Monitor help ▶ [Configuration] ▶ [Fax] ▶ [Program Special Sender] for details.
Synchronize with time server You can synchronize with a time server when you want to adjust the clock in the machine.	See [Device Management] in Web Image Monitor help ▶ [Configuration] ▶ [Device Settings] ▶ [Date/Time] ▶ [SNTP Server Name] for details.
Setting the time to enter sleep mode You can configure the time settings for the "Sleep mode" function that automatically turns the display of the control panel off if there is no operation within a specified period of time.	See [Device Management] in Web Image Monitor help ▶ [Configuration] ▶ [Device Settings] ▶ [Timer] ▶ [Sleep Mode Timer] for details.

Function summary	Procedure and reference
Setting auto email notification You can configure the machine to send emails to notify you about the machine's status, such as when paper has run out or a paper jam has occurred. This is useful when managing multiple printers.	See "Machine Status Notification by E-mail", User Guide in English.
Monitoring, viewing/operating the control panel screen You can monitor the control panel of the machine from your computer. An administrator can check errors, operate the machine as a user, and change settings, to smoothly perform support operations and manage the machine.	• Monitoring control panel screen See [Device Management] in Web Image Monitor help ▶ [Screen Monitoring] for details. • Viewing/Operating the control panel See [Device Management] in Web Image Monitor help ▶ [Remote Panel Operation] for details.
Configuring/changing security/network settings You can configure/change the IP address that can access the machine and configure the settings of the DNS server, and so on.	• Security settings page 310 "Access Control" • Network settings See "Configuring Network Settings from a Computer Using Web Image Monitor", User Guide in English.

Recommended functions for user

To use the functions below, users must be registered to the machine and logged in to Web Image Monitor.

Function summary	Procedure and reference
Document operations on the document server You can view, edit, and download documents on the document server.	See "Accessing Documents in Document Server from a Web Browser", User Guide in English.
Operation of received and stored faxes You can view or download received and stored faxes. The user must be given the privilege to manage stored documents by the administrator beforehand. See the procedure below.	See "Viewing/Operating the Stored Documents from Web Image Monitor", User Guide in English.

Function summary	Procedure and reference
See "Restricting the Users Who Can Access the Stored Reception Files", User Guide in English.	
Registration of the address book You can add login users or destinations to the address book. You can enter characters by using the keyboard of your computer, which is useful when you register a large amount of information.	See "Registering User Information from Web Image Monitor", User Guide in English.

Recommended Web Browser

Windows	macOS
Firefox 52 or later	Safari 3.0 or later
Google Chrome version 50 or later	Firefox 52 or later
Microsoft Edge 79 or later	Google Chrome version 50 or later

- You can use the screen reader software JAWS 2018.0 or later on Windows 10 and JAWS 2021 or later on Windows 11.

What You Can Do on the Web Image Monitor

Items displayed on the Web Image Monitor and settings depend whether the machine is logged in.

- When not logged in

  The machine status, settings, and job status are displayed. You can browse the settings of the machine but cannot change them.

- When logged in (as a user)

  Log in as a user registered in the Address Book. The users can operate the jobs that they executed and change a part of settings of the machine.

- When logged in (as an Administrator)

  The administrator can change all settings of the machine.

What you can do

Function	Not logged in	User	Administrator
Machine status	✓	✓	✓
Machine settings	✓*1	✓*1	✓
Machine setting change	-	✓*1	✓
Job list	✓	✓	✓
Job history	✓	✓	✓
Access to Address Book	-	✓	✓
File operation in Document Server	-	✓	✓
Network settings	-	✓*1	✓
Network settings change	-	✓*1	✓
Cancel printing	-	-	✓
Security settings	-	-	✓

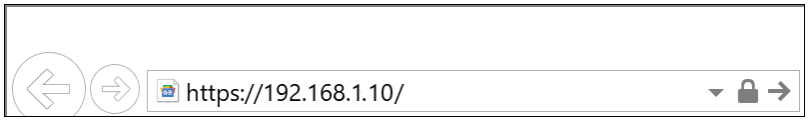
✓: Available -: Not available

*1 Depending on the Administrator settings

Accessing to Web Image Monitor

1. **Enter the IP address of the machine in the address bar of the Web browser.**

   You can check the IP address of the machine in by accessing [Network] in Check Status.

   Example: when the IP address of the machine is "192.168.1.10"

   - If SSL is specified

     https://192.168.1.10/

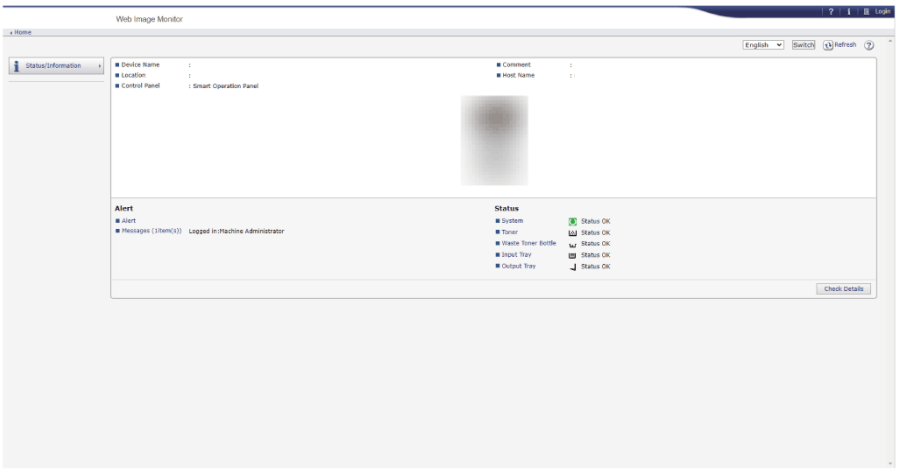
   - If SSL is not specified

     http://192.168.1.10/

   When you do not know whether SSL is specified on the machine, enter the address starting with https. When you fail the connection, enter the address starting with http.

When entering the IPv4 address, do not enter "0" for each segment. If "192.168.001.010" is entered, you cannot access the machine.

2. **Confirming the machine status or settings on the top page of Web Image Monitor.**

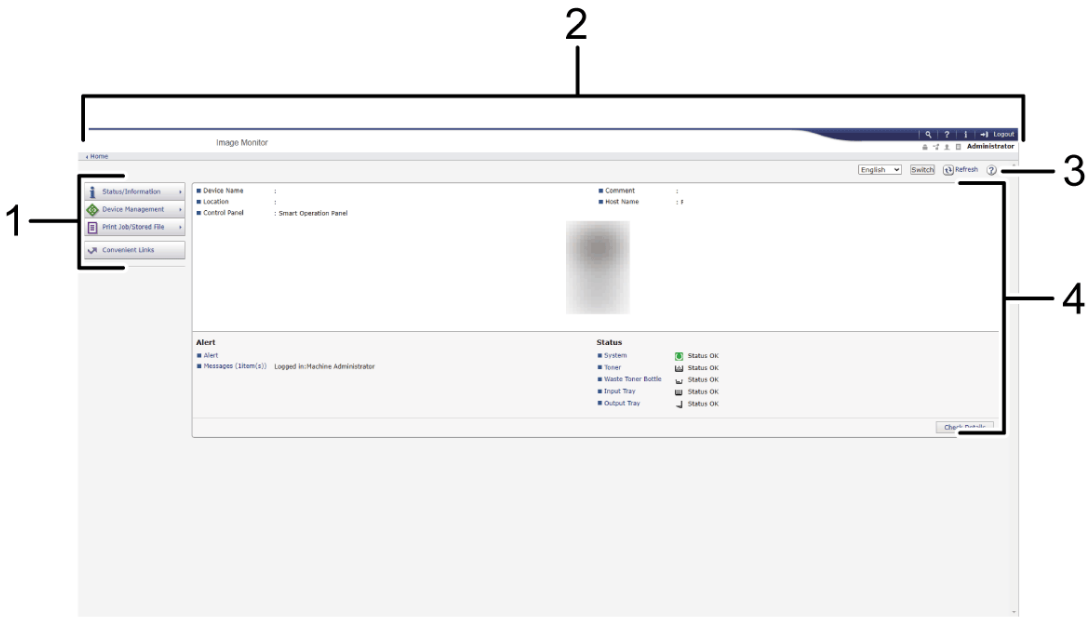


The machine status and remaining amount of consumables are displayed.

You can access Web Image Monitor more quickly by registering the machine's URL as a bookmark. Note that the URL you register must be the URL of the top page, which is the page that appears before login. If you register the URL of a page that appears after login, Web Image Monitor will not open properly from the bookmark.

To change the settings, click [Login] at the top right on the screen and enter the User Name and Password

Web Image Monitor Screen



1. **Menu**

   Menu items described below are displayed.

- Status/Information: Displays the machine status, option configuration, counter, and job status.
- Device Management: Manages the machine settings and Address Book.
- Print Job/Stored File: Operates the files stored in the printer driver or document server.
- Convenient Links: Displays the link to the Favorite URL.

2. **Header**

   An icon to link to the Login screen is placed at the top right on the screen. The Help, Version Information, and Keyword Search buttons are also displayed.

3. **Refresh/Help**

   (Refresh): Update the information in the work area.

   (Help): View or download Help file contents.

4. **Main Area**

   The machine status and settings are displayed.

Specifying Web Image Monitor Help

Web Image Monitor has Help to describe the function of setting items. When you use Help for the first time, you can select to read online Help or to download Help File.

View Online Help Now

You can view the latest Web Image Monitor Help on the Internet.

Download Help File

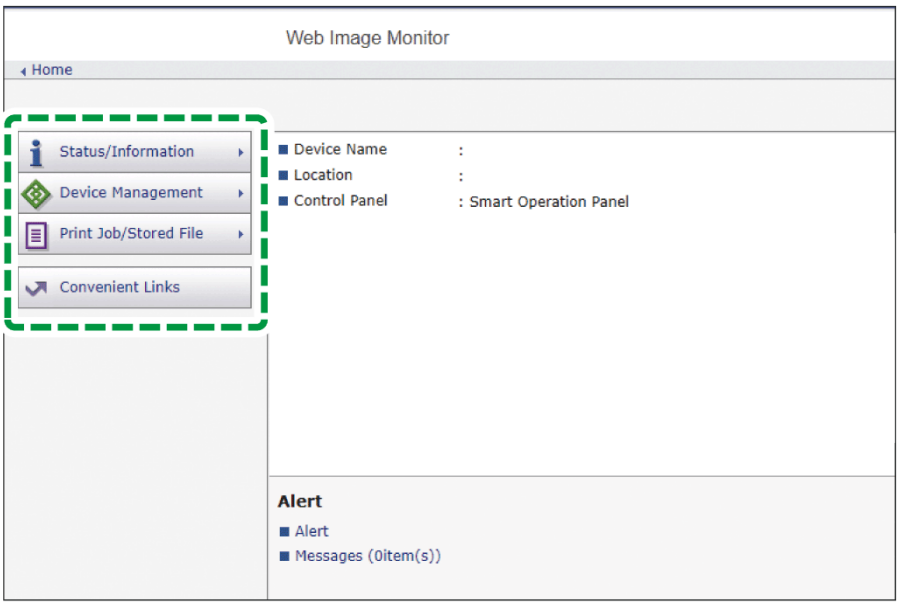
You can download Web Image Monitor Help to the computer and view it. When you store the downloaded Help file in the Web server and assign to the Help button ( ), you can view the Help without connecting to the Internet.

To assign the downloaded Help file to the Help button ( ), specify the path to the Help file following the procedure below.

1. **Log in to Web Image Monitor as a network administrator.**

   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Network/Interface privilege as well.

2. **Click [Configuration] on the "Device Management" menu on Web Image Monitor.**



3. **Click [Webpage] under the "Webpage" category.**
4. **In "Download Help File", select the operating system and displayed language, and then click [Download].**
5. **Unzip the downloaded zip file and store it in the Web server.**
6. **Enter the path to the Help file stored in the Web server in "URL" under "Set Help URL Target".**

   For example, when URL of the Help File is "http://a.b.c.d/HELP/JA/index.html", enter "http://a.b.c.d/HELP/".
7. **Click [OK].**
8. **After completing the procedure, log out and finish Web Image Monitor.**

2. Copy

Basic Copying

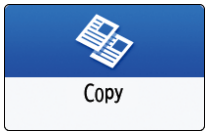
Basic Procedure for Copying Documents

Set the original on the exposure glass or auto document feeder (ADF) to make a copy.

Important

- **If the previous setting is still active, press [Reset] before copying.**

1. **Press [Copy] on the Home screen.**



2. **Place the original.**

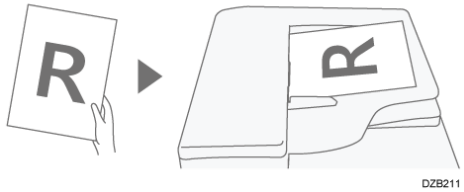
page 51 "Placing an Original on the Exposure Glass"

page 52 "Placing an Original in the Auto Document Feeder (ADF)"

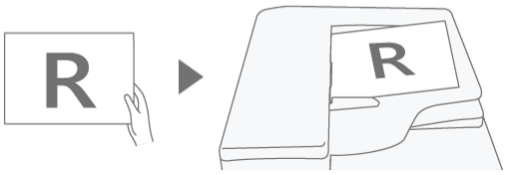
To copy both sides of the paper, confirm the orientation of the original according to how you want the printout to appear.

Basic Original Orientation

When placing originals, such as A4 or $8^1/_2 \times 11$ (LT) in an unreadable orientation, place them as shown below, and then specify [Original Orientation].

Place	Orientation	
Exposure Glass	Rotate the original clockwise or counter-clockwise 90 degrees and place it face down.	
ADF	Rotate the original clockwise or counter-clockwise 90 degrees and place it face up.	

When placing originals, such as A4 or $8^1/_2 \times 11$ (LT) in a readable orientation, place them as shown below, and then specify [Original Orientation].

Place	Orientation	
Exposure Glass	Place the original face down in a readable orientation.	
ADF	Place the original face up in a readable orientation.	

3. **Press [Original Setting/Store File] ▶ [Original Size] on the Copy screen, and then specify original size.**

page 86 "Specifying Original Sizes"

4. **Press [Original Setting/Store File] ▶ [Original Orientation] on the Copy screen.**



If you place the original face up and rotate it 90 degrees counterclockwise, this setting is not necessary if [90 Deg. Cnterclockwse.] is displayed on the key. Placing of the original is completed.

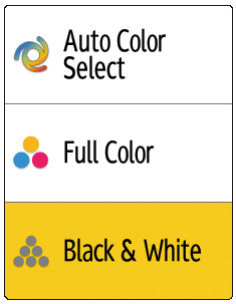
5. **Specify the Original Orientation.**



If the display of this screen is not necessary when you press [Start], clear the [Check the orientation of the original every time after pressing [Start]] check box.

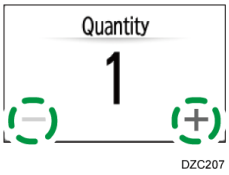
Placing of the original is completed.

6. **Select the color mode.**



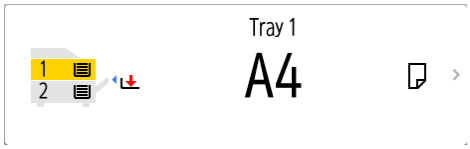
Colors with high brightness, such as yellow, may be printed lighter if [Black & White] is selected for the color mode. Select [Full Color] if a color with high brightness was not printed.

7. **Press [+] or [−] in [Quantity] to specify the number of copies.**



You can enter this using the keyboard after pressing [Quantity] or a number.

8. **Press the paper tray select key and select the paper to use as necessary.**



- When paper runs out, the machine selects another tray that is loaded with paper of the same size as the setting of the current tray and resumes copying. If you do not want to use other trays when paper runs out, set the machine so it does not automatically select other trays.
- To prevent the machine from selecting other trays automatically, disable auto tray switching.

  Paper/Paper Input

9. **Press [Start].**

- The confirmation screen for the original orientation may be displayed depending on the settings. Select the original orientation as necessary. If you do not need to select this each time, clear the [Check the orientation of the original every time after pressing [Start]] check box.
- When you place the original on the ADF, the process of copying the original starts.
- When you place the original on the exposure glass, the copy process starts according to the setting contents. To make a copy of the second page or back side of the original, place the original accordingly on the exposure glass, and then press [Start]. Press [Finish Scn] after scanning all originals if necessary according to the setting contents.

Note

- If you scan the originals in advance, then even if paper runs out or an error occurs, copying is performed automatically when the machine is ready to execute copying.
- You can register frequently used settings such as color mode and duplex copy as default values. By registering the default values in advance, you can save the trouble of setting the scanning and printing conditions. For details, see the following section:

  Changing the Default Value of Each Function
- You can specify scanning resolutions. When [300 x 400dpi] is selected, printing speed is given priority; when [300 x 600dpi] is selected, image quality is given priority. For details, see the following section:

  Scan Resolution Settings

Specifying Original Sizes

The size of originals can be specified by the following three methods:

- Using the paper tray settings
- Selecting regular sizes
- Specifying custom sizes

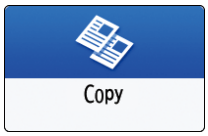
Note

- If you do not specify the size of the originals, the machine determines that the size of the original is the same as that of the paper loaded in the currently selected tray.

Using Paper Tray Settings

The machine scans the originals based on the size and orientation of the paper loaded in the selected tray.

1. **Press [Copy] on the Home screen.**



2. **Place the original.**

page 83 "Basic Procedure for Copying Documents"

3. **Press the paper tray select key on the Copy screen, and then select the tray loaded with paper whose size and orientation is the same as the original.**
4. **Press [Original Setting/Store File] ▶ [Original Size].**

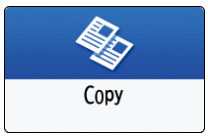


5. **Press [Use Paper Tray Settings].**
6. **Press [Start].**

Selecting a Regular Size for the Original

To copy a regular size original, select the size of the originals from the regular sizes.

1. **Press [Copy] on the Home screen.**



2. **Place the original.**

page 83 "Basic Procedure for Copying Documents"

3. **Press [Original Setting/Store File] ▶ [Original Size].**

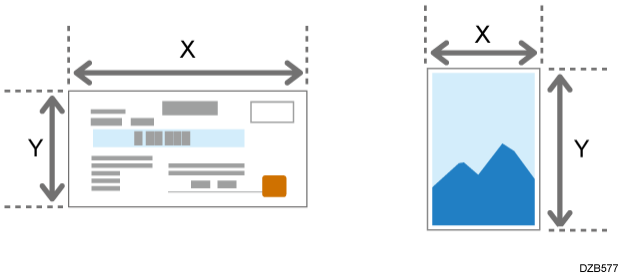


4. **Press [Regular Size].**
5. **Select the size of original.**
6. **Press [Start].**

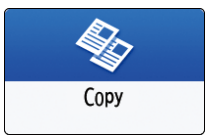
Specifying a Custom Size for the Original

To copy a custom size original, specify the horizontal and vertical sizes of the original in numeric values.

1. **Measure the vertical (Y) and horizontal (X) lengths of the original.**



2. **Press [Copy] on the Home screen.**



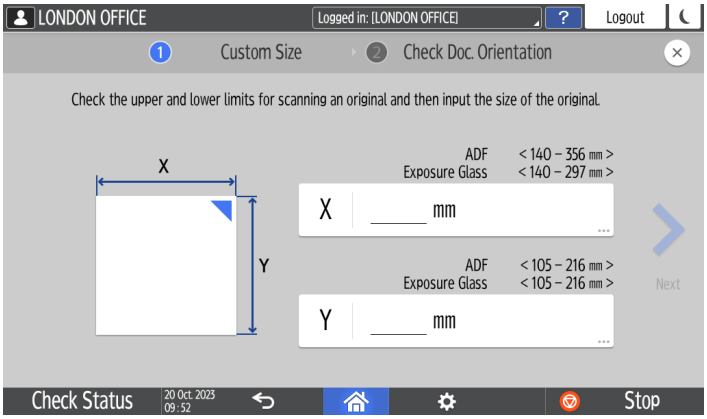
3. **Place the original.**

page 83 "Basic Procedure for Copying Documents"

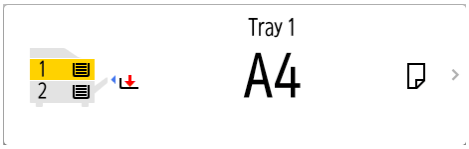
4. **Press [Original Setting/Store File] ▶ [Original Size].**



5. **Press [Custom Size].**
6. **Enter the values of X and Y that you measured in Step 1, and then proceed to the next screen.**



7. **Check that the orientation of the original is specified correctly, and then press [OK].**
8. **Press the paper tray select key and select the paper to use as necessary.**



9. **Press [Start].**

Reserving a Copy Job While Executing Another Copy Job

When [Reserve] is displayed on the execution screen of the current copy job, you can scan the original of another copy job to execute after the current job is completed (Job Preset).

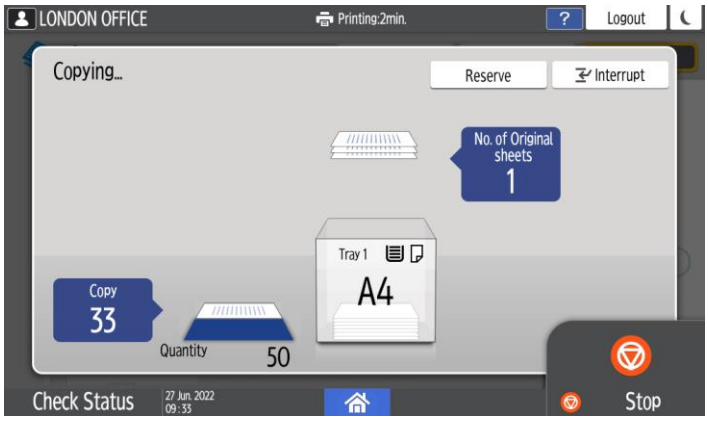
You can make reservations for up to eight jobs each in the Copier and Document Server functions.

Important

- **The optional SSD option is required to use this function.**

  page 393 "Functions Requiring Optional Configurations"

1. **Press [Reserve] on the execution screen of a copy job.**



2. **Place a new original to scan on the machine.**

   page 83 "Basic Procedure for Copying Documents"

3. **Specify 2 sided, Combine, Sort, and other copy settings if necessary.**

   page 95 "Duplex Copying"

   page 97 "Combining and Copying a Multi-page Original onto a Single Sheet of Paper"

   page 104 "Copying in Page Order"

4. **Press [Reserve Start].**

   The machine starts scanning the placed original.

   After the current copy job is completed, the reserved copy job starts automatically.

Note

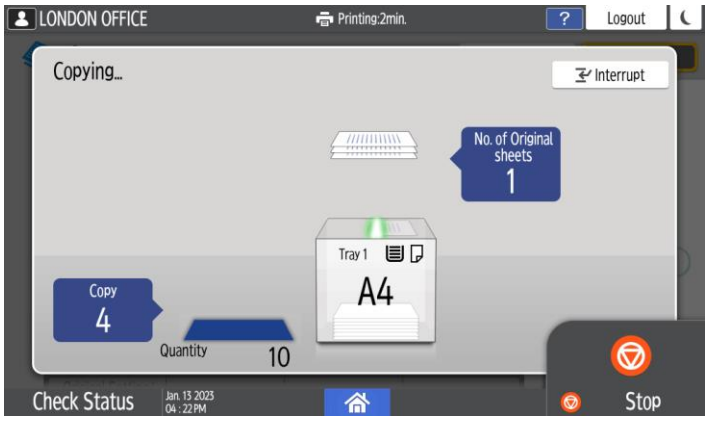
- To cancel the last reserved job or confirm the content of the current job, press [Job Confirmation].
- You can confirm and cancel reserved contents on the [Check Status] screen. For details, see the following section:

  See "Deleting an Unnecessary Job from the Print Queue", User Guide in English.

Interrupting the Current Copy to Copy Another Original

When [Interrupt] is displayed on the copy processing screen, you can pause the current copy to scan and copy another original (Interrupt mode).

1. **Press [Interrupt] on the execution screen of a copy job.**



2. **When the scanning stops, remove the original being copied.**
3. **Place a new original to scan on the machine.**

   page 83 "Basic Procedure for Copying Documents"
4. **Specify 2 sided, Combine, Sort, and other copy settings if necessary.**

   page 95 "Duplex Copying"

   page 97 "Combining and Copying a Multi-page Original onto a Single Sheet of Paper"

   page 104 "Copying in Page Order"
5. **Press [Interrupt Start].**
6. **When the Interrupt mode is finished, remove the original and copied paper.**
7. **Press [Cancel Interrupt].**
8. **If the scanning of the original was interrupted in Step 2, reset the rest of the original onto the machine, and press [Start].**

   The previous copy job settings are restored. Simply press [Start] to continue copying from where it left off.

Note

- You cannot use the Interrupt mode while scanning a fax original.

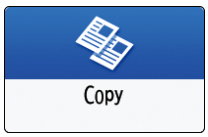
Making Enlarged or Reduced Copies

You can enlarge or reduce the original when copying with the following methods:

- Enlarging or reducing at a specified reduction ratio or into a specified size (Zoom/Reduce/Enlarge/Size Magnification/Directional Magnification (%)/Directional Size Magnification)
- Enlarging or reducing according to the paper size (Auto Reduce/Enlarge)
- Reducing slightly (Create Margin)

Specifying a Copy Ratio or Size

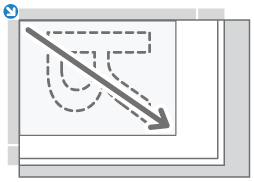
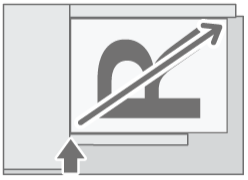
1. **Press [Copy] on the Home screen.**



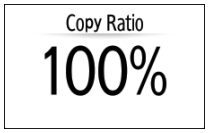
2. **Place the original.**

page 83 "Basic Procedure for Copying Documents"

The base point of reduce/enlarge is different for the exposure glass and Auto Document Feeder (ADF) as shown in the following table:

Setting position	Base point	Enlarge	Reduce
Exposure glass	Enlarged or reduced from the top left.  DZB222	 DZB224	 DZB225
ADF	Enlarged or reduced from the bottom left  DZB223		

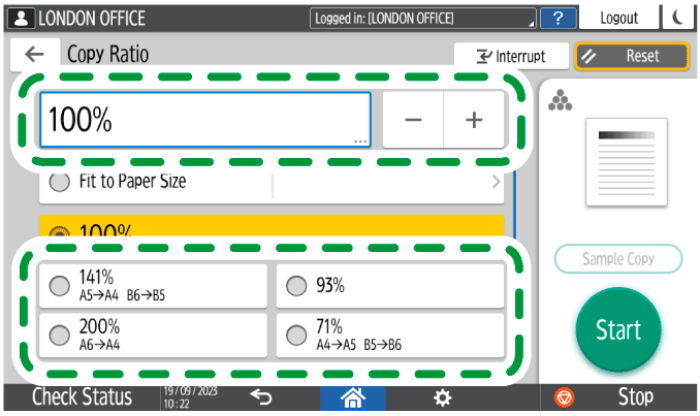
3. **Press [Copy Ratio] and select a copy ratio or size.**



To specify a copy ratio or size other than the displayed setting, press [Others] and perform the following procedure.

Specifying a copy ratio (Zoom/Reduce/Enlarge)

Enter a value or select the copy ratio.



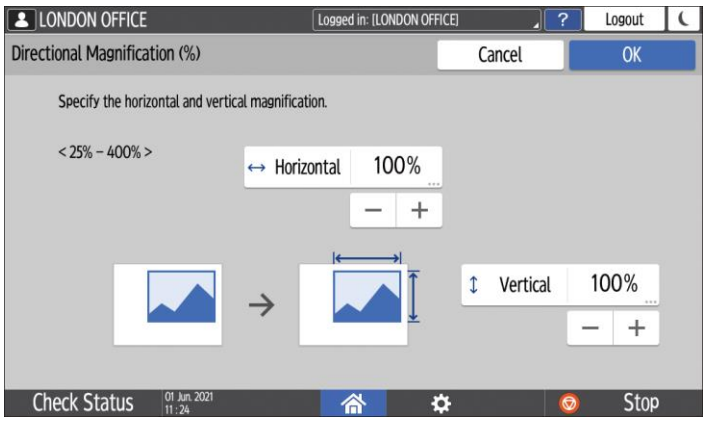
Specifying a size (Size Magnification)

Scroll down the [Copy Ratio] screen to press [Specify Copy Size], and then enter the length of the original and copied image, and then press [OK].



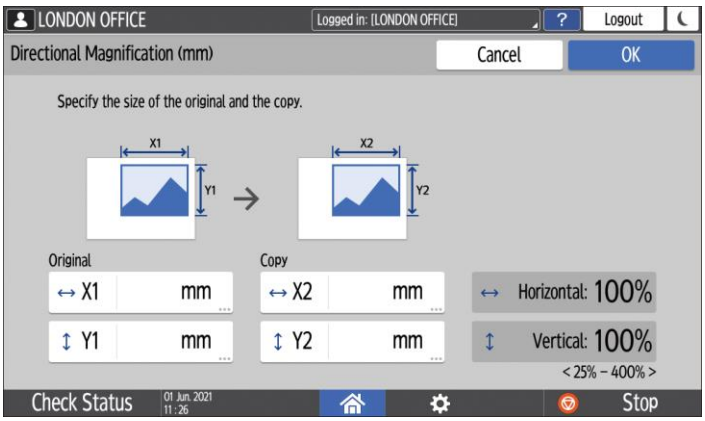
Specify the vertical and horizontal magnification individually (Directional Magnification(%))

Scroll down the [Copy Ratio] screen to press [Directional Magnification(%)], and then enter the vertical and horizontal magnification, and then press [OK]. You can separately enlarge or reduce the vertical length and horizontal length of the image.



Specify the vertical and horizontal lengths (Directional Size Magnification)

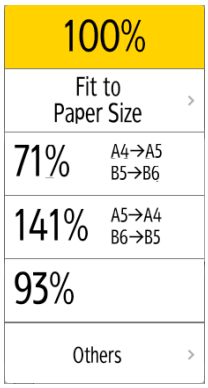
Scroll down the [Copy Ratio] screen to press [Directional Mag.(mm)] or [Directional Mag.(inch)], and then enter the length of the original and copied image, and then press [OK]. You can separately enlarge or reduce the vertical length and horizontal length of the image.



4. **Press [Start].**

Note

- You can change the options of the copy ratio that is displayed on the Copy screen when pressing [Copy Ratio]. You can also change the enlargement and reduction ratios that appear when [Copy Ratio] ▶ [Others] is pressed on the Copy screen.



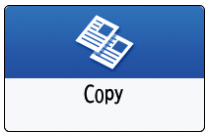
See "Reduce / Enlarge", User Guide in English.

Enlarging or Reducing According to the Paper Size

The original is enlarged or reduced to fit on the specified paper size (Scale to Paper Size).



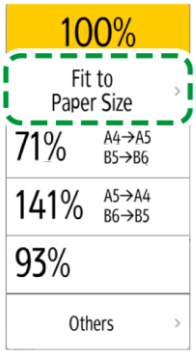
1. **Press [Copy] on the Home screen.**



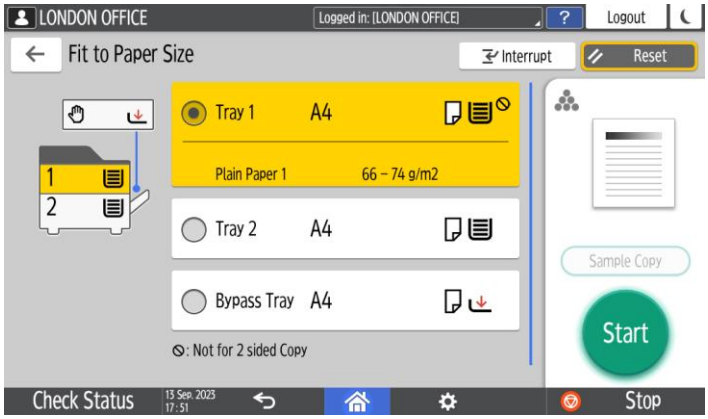
2. **Place the original.**

page 83 "Basic Procedure for Copying Documents"

3. **On the Copy screen, press [Copy Ratio] and [Fit to Paper Size].**



4. **Select the tray loaded with the paper to use.**



When the orientations of the original and paper in the paper tray do not match, the machine rotates the copied image automatically. To reduce an original of A4 ($8^1/_2 \times 11$) size to A5 ($8^1/_2 \times 5^1/_2$) size, for example, you can select either A5 ($8^1/_2 \times 5^1/_2$)⧉ or A5 ($8^1/_2 \times 5^1/_2$)⧉.

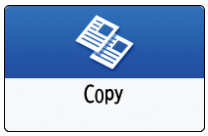


5. **Press [Start].**

Reducing Slightly to Increase the Margins

The original is reduced to 93% in size and printed in the center of the paper. This setting is useful if you want to copy an original to a paper of the same size without the edges being slightly cropped when copied in full size or to increase the margins.

1. **Press [Copy] on the Home screen.**



2. **Place the original.**

page 83 "Basic Procedure for Copying Documents"

3. **On the Copy screen, press [Create Margin].**



If the key is not displayed, register [Create Margin], by using [Customize Function: Copy (Standard Mode)] or [Customize Function: Copy (All View Mode)].

See "Customize Function", User Guide in English.

4. **Press [Start].**

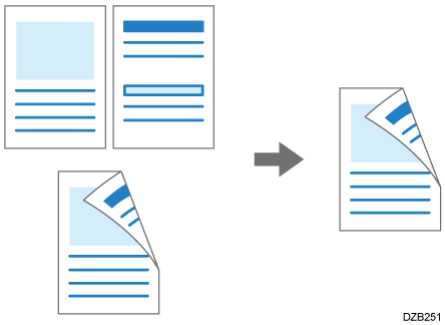
Note

- You can change the copy ratio of [Create Margin] to a value other than 93%.

  See "Reduce / Enlarge", User Guide in English.

Duplex Copying

You can copy two 1-sided pages or one 2-sided page onto the front and back sides of a single sheet of paper.



When you scan the original with the ADF, the size of the original that can be copied differs from that of the 1-sided copy.

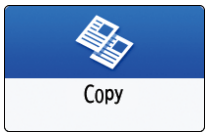
page 367 "Recommended Original Size and Weight"

For details about the sizes, orientations, and weights of paper that can be used in the duplex function, see the following section:

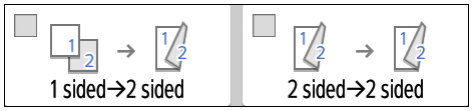
page 369 "Specifications for the Main Unit"

page 385 "Specifications for ADF"

1. **Press [Copy] on the Home screen.**

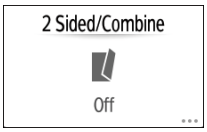


2. **Press [1 sided→2 sided] or [2 sided→2 sided] on the Copy screen.**

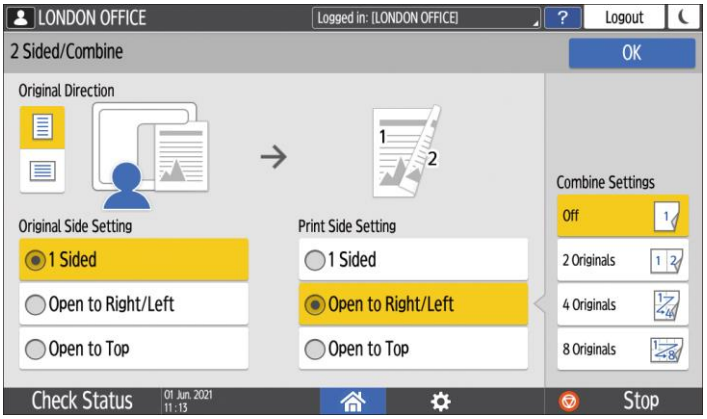


Duplex Copying with the Settings Other Than Those Displayed on the Keys

1. Press [2 Sided/Combine].
2. Press [2 Sided/Combine].



3. Specify the original side and print side settings.



- Original Direction: Specify the orientation to place the originals.
- Original Side Setting: Specify the condition of the originals to copy (1 sided/2 sided (Page Opening Direction)).
- Print Side Setting: Select the finish from [Open to Right/Left] or [Open to Top].

4. Press [OK].

3. **Place the original.**

page 83 "Basic Procedure for Copying Documents"

4. **Press [Start].**

   When placing the originals on the exposure glass, press [Finish Scn] after scanning all of the originals if necessary according to the setting contents and number of originals.

Note

- You can specify the margins in [Settings] ▶ [Copier / Document Server Settings] ▶ [Edit / Stamp] ▶ [Margin].

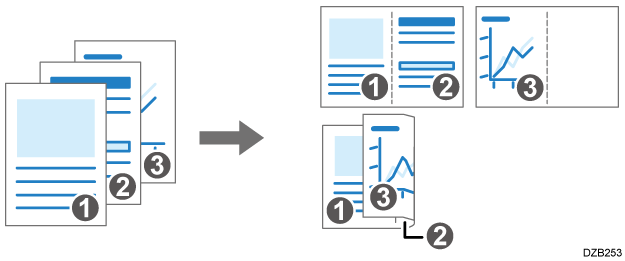
  See "Margin", User Guide in English.
- You cannot perform Duplex Copy onto the following paper types:
  - Label paper (adhesive labels)
  - Envelopes
  - Coated paper
  - Thick Paper 2:164～200g/m^2 (Approx. 90 lb. Index–74 lb. Cover)
- You can change the setting contents of the two-sided copy key on the Copy screen.

  See "Customize Function", User Guide in English.
- Use the [Series] function to copy the front and back sides of a two-sided original onto one side of a sheet page by page.

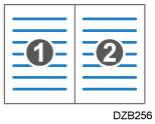
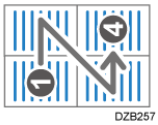
  See "Separating a 2-Sided Original Into 1-Sided Copies", User Guide in English.

Combining and Copying a Multi-page Original onto a Single Sheet of Paper

You can copy multiple sheets in an original onto one side or both sides of a sheet of paper to save paper.

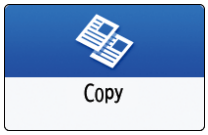


The arrangement of copied pages and copy ratio varies depending on the original orientation and combined pages.

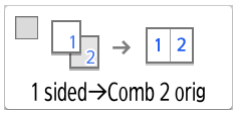
Original Orientation	Combine 2 pages	Combine 4 pages	Combine 8 pages
 DZB254	 DZB256	 DZB257	 DZB258

Original Orientation	Combine 2 pages	Combine 4 pages	Combine 8 pages
 DZB255	 DZB259	 DZB260	 DZB261

1. **Press [Copy] on the Home screen.**

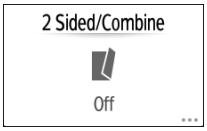


2. **On the Copy screen, press [1 sided→Comb 2 orig].**

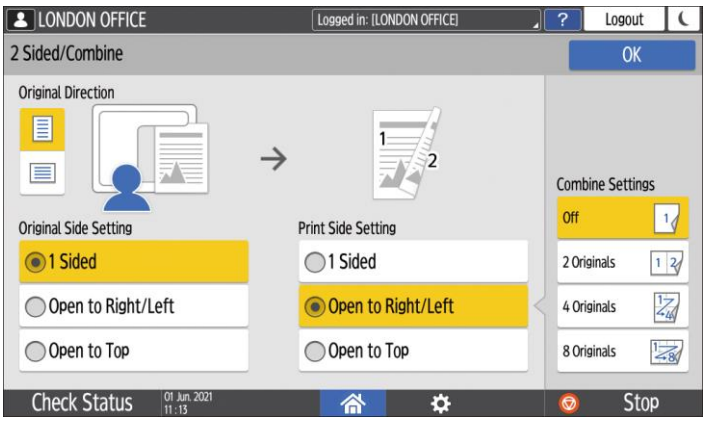


To combine with the settings other than those displayed on the keys

1. Press [2 Sided/Combine].
2. Press [2 Sided/Combine].



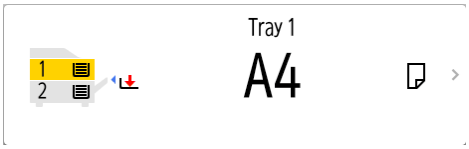
3. Specify about the original side, print side, and combining.



- Original Direction: Specify the orientation to place the originals.
- Original Side Setting: Specify the condition of the originals to copy (1 sided/2 sided (page opening direction)).
- Print Side Setting: Specify the condition of the copied sheet (1 sided/2 sided (page opening direction)).
- Combine Settings: Specify the number of pages to combine on one side of a sheet.

4. Press [OK].

3. **Press the paper tray select key and select the paper to copy onto.**

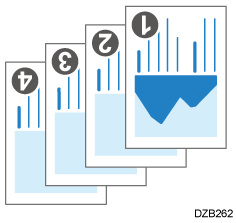
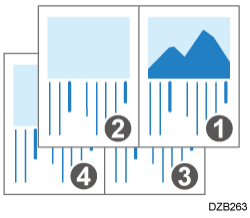


4. **Place an original.**

page 83 "Basic Procedure for Copying Documents"

To position the right-page first and then the left page when copying an original written longitudinally, place the original upside down in the ADF.

Example: Combining 2 Pages

Orientation	Results
	

5. **Press [Start].**

When placing the originals on the exposure glass, press [Finish Scn] after scanning all of the originals if necessary according to the number of originals.

Note

- The minimum copy ratio in the Combine function is 25%. For example, if you copy an A4 ($8^1/_2$ × 11)-size original onto A5 ($5^1/_2$ × $8^1/_2$)-size paper with [1 sided→Comb 4 orig], the copy ratio becomes less than 25% and parts of the image might not be copied.
- You can configure the following settings in [Settings] ▶ [Copier / Document Server Settings] ▶ [Combine/Book] ▶ [Combine]:
  - [Copy Order in Combine]: The order of combined images
  - [Separation Line in Combine]: The separation line between combined pages

  See "Combine", User Guide in English.
- You can configure the following settings in [Settings] ▶ [Copier / Document Server Settings] ▶ [Edit / Stamp] ▶ [Erase]:
  - [Erase Original Shadow in Combine]: Determine whether to erase the boundary margin around each original to maintain the margin

  See "Erase", User Guide in English.
- You can change the setting contents of the Combine key on the Copy screen.

  See "Customize Function", User Guide in English.

Copying onto Envelopes

To copy onto envelopes that are not usually used, set them in the bypass tray.

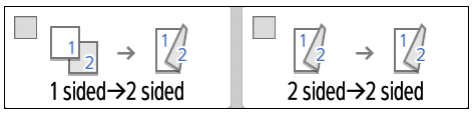
If you copy onto envelopes frequently, set them in the paper tray.

2

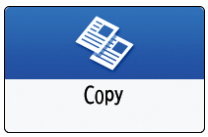
Copying onto Envelopes in the Bypass Tray

Important

- **The Duplex Copy function cannot be used for envelopes. If Duplex Copy is specified, press one of the following keys to cancel the setting.**



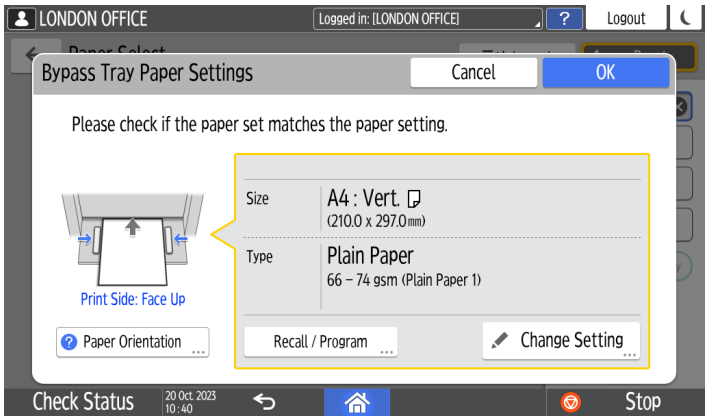
1. **Press [Copy] on the Home screen.**



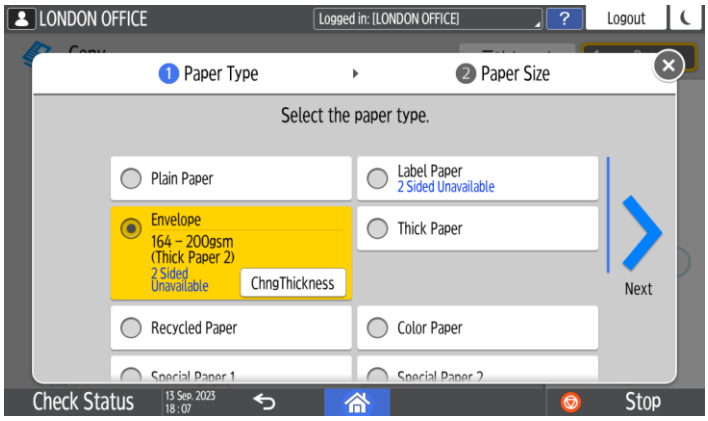
2. **Set the envelope in the bypass tray with the copying side face up.**

page 362 "Envelope Orientation and Recommended Status"

The "Bypass Tray Paper Settings" screen is displayed.

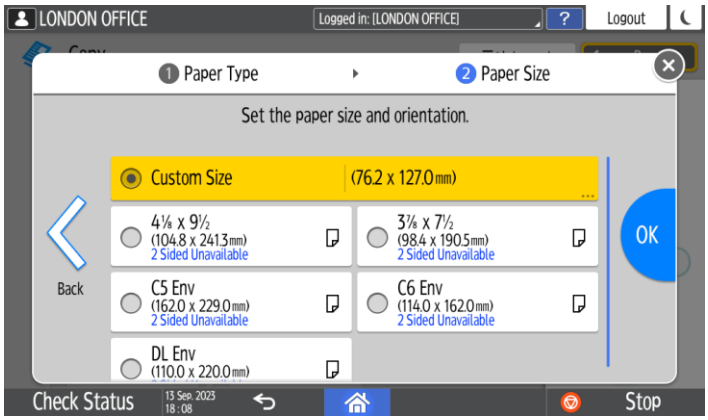


3. **Press [Change Setting].**
4. **Select [Envelope], and then proceed to the next screen.**

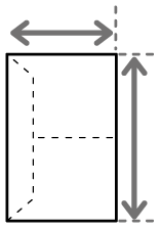


To change the envelope weight, press [ChngThickness] to specify the weight.

5. **Select the envelope size that you set, and then press [OK].**



When you select [Custom Size], enter the envelope size.



6. **Confirm the settings on the "Bypass Tray Paper Settings" screen, and then press [OK].**
7. **Place the original on the exposure glass.**

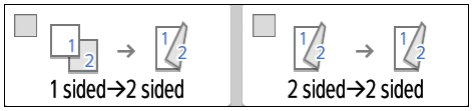
page 362 "Envelope Orientation and Recommended Status"

8. **Press [Start].**

Copying onto Envelopes in the Paper Tray

Important

- **The Duplex Copy function cannot be used for envelopes. If Duplex Copy is specified, press one of the following keys to cancel the setting.**



1. **Set the envelopes in the paper tray.**

   page 362 "Envelope Orientation and Recommended Status"

   You can load envelopes into Tray 1.

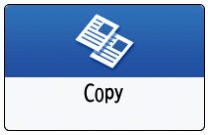
   page 355 "Recommended Paper Sizes and Types"

2. **Press [Tray/Paper Settings] on [Settings] screen, and specify a paper size and paper thickness for the envelopes that are loaded.**

   page 65 "Specifying Regular Sizes Using the Control Panel"

   page 68 "Specifying Paper Type and Thickness Settings"

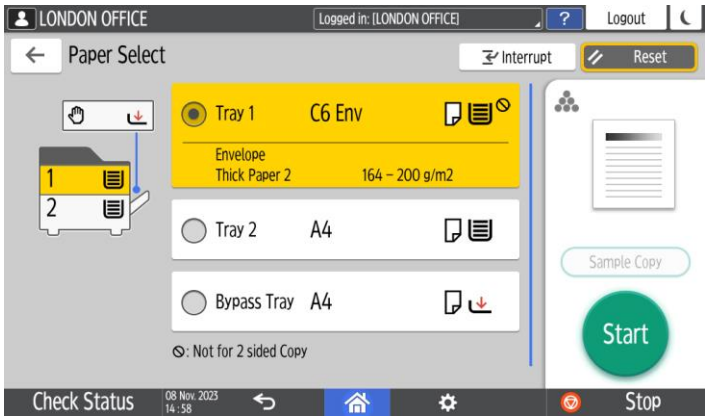
3. **Press [Copy] on the Home screen.**



4. **Press the paper tray select key on the Copy screen.**



5. **Press [Tray 1].**



6. **Place the original on the exposure glass.**

   page 362 "Envelope Orientation and Recommended Status"

7. **Press [Start].**

Special Copying

Copying in Page Order

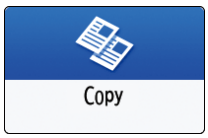
When copying two or more copies of multi-page originals, you can specify the page order.

Sort

Copies in the order of the original.



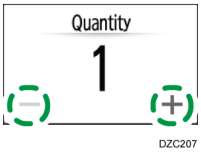
1. **Press [Copy] on the Home screen.**



2. **Place the original.**

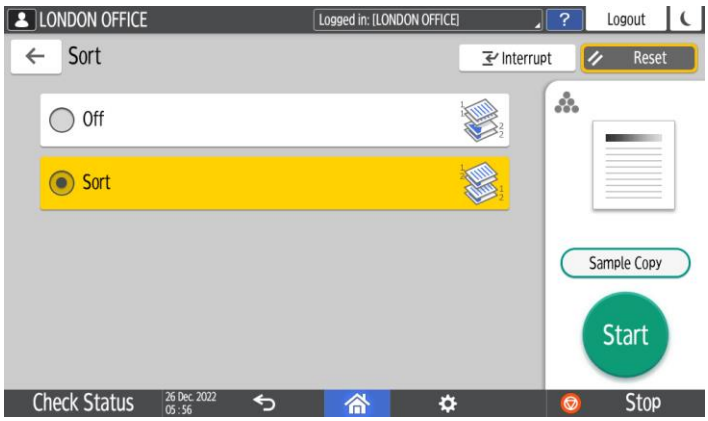
page 83 "Basic Procedure for Copying Documents"

3. **Press [+] or [−] under [Quantity] on the Copy screen to specify the number of copies.**



You can enter this using the keyboard after pressing [Quantity] or a number.

4. **Press [Finishing] ▶ [Sort] ▶ [Sort] on the Copy screen.**



5. **Press [Start].**

When placing an original on the exposure glass, a single set of copies is made. After scanning all of the originals, press [Finish Scn] to copy the rest of the sets.

3. Document Server

Saving Documents

Saving Documents in Document Server

You can save documents scanned by the machine in the document server.

You can also save them using the printer driver.

See "Storing Documents to Print in the Machine", User Guide in English.

Important

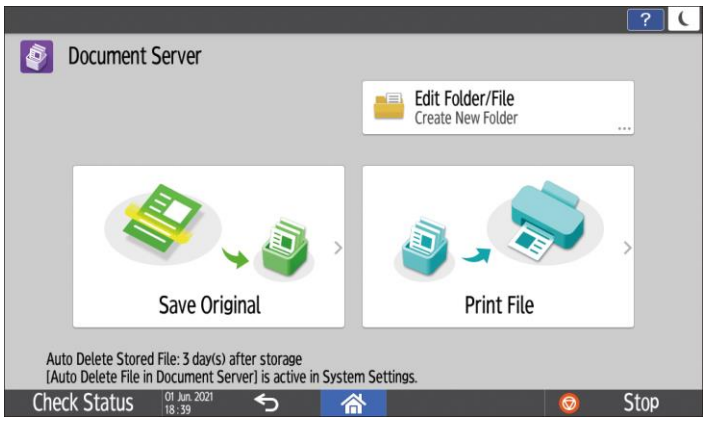
- **Documents saved in the document server are deleted after three days (72 hours) in the factory-default configuration. You can change the period until documents are deleted or specify not to delete documents automatically in [Auto Delete File in Document Server].**

  See "Changing the Storage Period of Document Server or Specifying an Indefinite Period", User Guide in English.

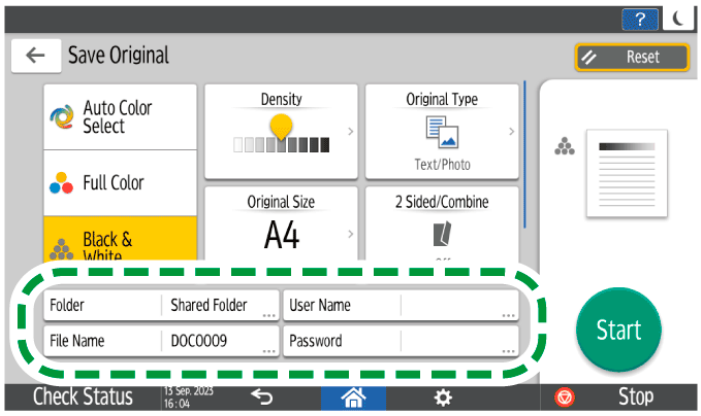
1. **On the Home screen, press [Document Server].**



2. **On the document server screen, press [Save Original].**



3. **Specify the folder to save documents, the file name, and other settings.**



- Folder: Select the "Shared Folder" created in the factory default configuration or a user folder created by a user to save the document. To select a user folder, create it in advance. If you select a password-protected folder, enter the password, and then press [OK].

  See "Organizing Document Server Using Folders", User Guide in English.
- User Name: Specify the user name displayed as the owner of the document. Select a user from the address book or enter the name. Depending on the user authentication settings, [Access Privileges] is displayed. For details about access privileges settings, see the following section:

  Specifying Access Privileges for Documents Stored in Document Server
- File Name: Specify the name of the scanned document. If you do not specify the file name, a name such as "DOC0001" or "DOC0002" is assigned automatically.
- Password: Specify the password required for printing the document. You can specify a number of 4 to 8 digits as the password.

4. **Place the original.**

   Place the original in the same way as in the Copy function.

   page 83 "Basic Procedure for Copying Documents"

5. **Specify the scanning conditions such as original size or color mode.**
6. **Press [Start].**
   - When you place the original on the exposure glass, press [Finish Scn] after scanning all originals to save document.

Note

- You can specify whether to allow other users to read or edit the saved document.

  See "Specifying Access Privileges for Documents Saved in Document Server", User Guide in English.
- To prevent documents from being deleted automatically, set [Auto Delete File in Document Server] to [Off], and then save the documents.

- Even if you change the settings to [Specify Days] or [Specify Hours] after documents have been saved with [Auto Delete File in Document Server] set to [Off], the documents will not be deleted automatically. Only the documents saved after a setting change are deleted automatically.

  See "Changing the Storage Period of Document Server or Specifying an Indefinite Period", User Guide in English.

Printing Documents

Printing Documents in Document Server

You can print the documents saved in the document server with the same settings, paper size, color mode, and other settings specified when the documents were scanned. You can also change the print settings or specify a page to print.

Note

- You can also use Web Image Monitor to print a document in the document server.

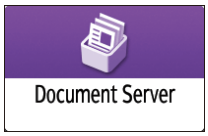
  See "Accessing Documents in Document Server from a Web Browser", User Guide in English.

Printing a Document with the Settings Specified When Scanned

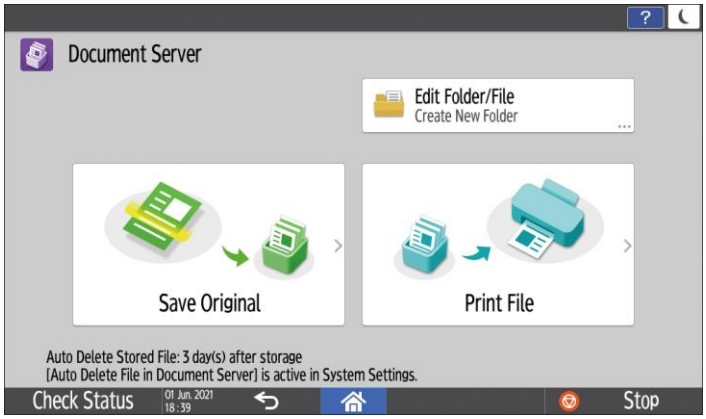
Important

- **When printing two or more documents at a time, the print settings specified for the first document are applied to all the remaining documents.**
- **Some of the selected documents may not be printed due to the difference in the size or resolution.**

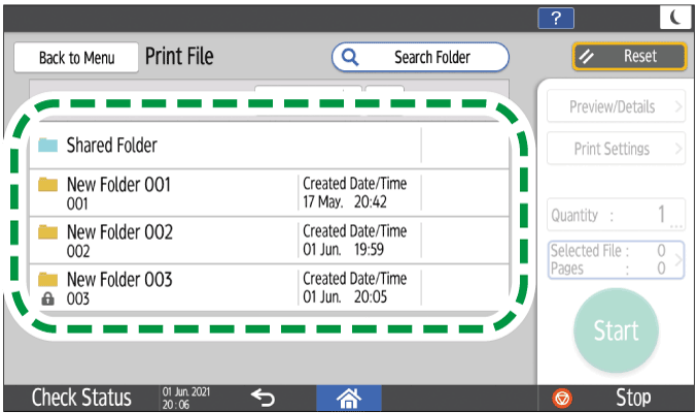
1. **On the Home screen, press [Document Server].**



2. **On the document server screen, press [Print File].**



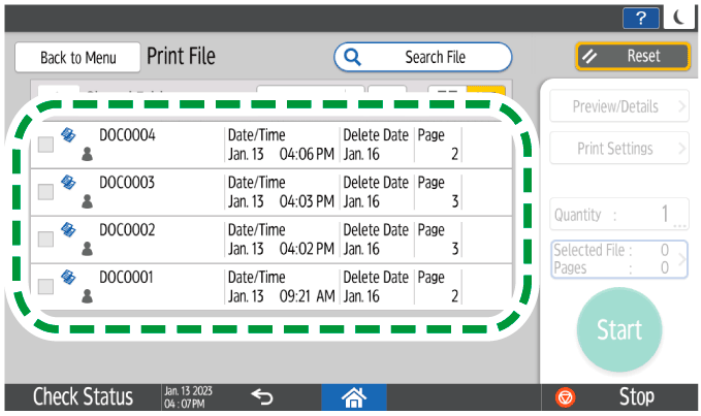
3. **Select a folder.**



D0DXPA5324

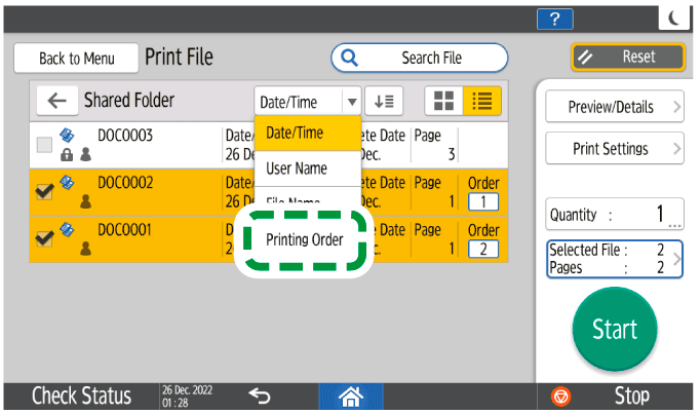
- Press [Search Folder] to search for a folder by folder name or number.
- If you select a password-protected folder, enter the password, and then press [OK].

4. **Select the document to print.**



- Press [Search File] to search for a document by document name or user name.
- If the document is password protected, enter the password and press [OK].
- To print two or more copies, press [Quantity], and then enter the quantity using the number keys.
- To print multiple documents at once, select the documents to print in the printing order. You can select up to 30 documents.

- When you select [Printing Order] in the menu to the right of the folder name after selecting multiple documents, the selected documents are displayed in the order they are print.



- Press [Selected File:] to display only the documents that you have selected.
- Press / to change the type of display to thumbnails or a list.

5. **Press [Start].**

Note

- To stop printing, press the [Stop], and then press [Cancel Printing].
- You can change the number of sets during printing. This function can be used only when the Sort function is selected in the printing conditions. To change the quantity while printing is in progress, press [Stop], enter the quantity, and then press [Resume Printing]. The quantity you can enter differs depending on when you press [Stop].

Printing a Document with Settings Changed

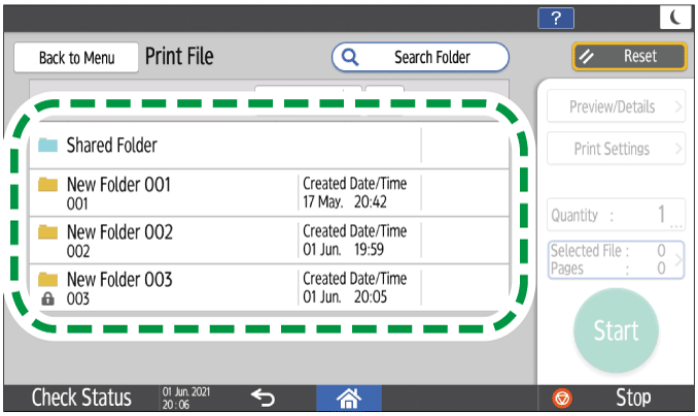
Important

- **When you select two or more documents to change the print settings, the first document keeps the changed contents after printing. The second document and later documents do not keep the changed contents and instead keep the settings of when they were saved.**

1. **On the Home screen, press [Document Server].**



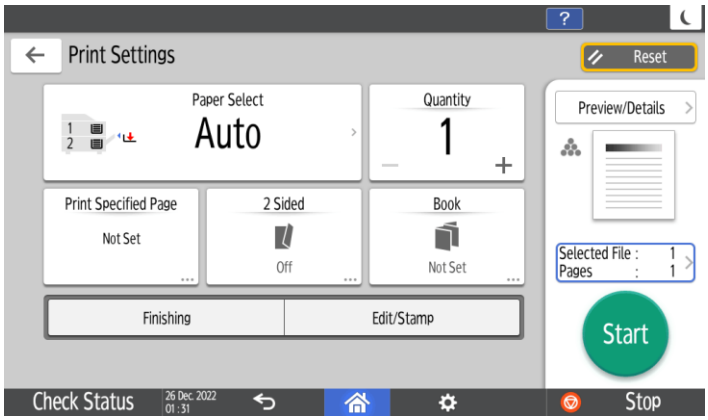
2. **On the document server screen, press [Print File].**
3. **Select a folder.**



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- Press [Search Folder] to search for a folder by folder name or number.
- If you select a password-protected folder, enter the password, and then press [OK].

4. **Select the document to print, and then press [Print Settings].**
   - Press [Search File] to search for a document by document name or user name.
   - If the document is password protected, enter the password and press [OK].
   - To print two or more copies, press [Quantity], and then enter the quantity using the number keys.
5. **Change the print settings.**

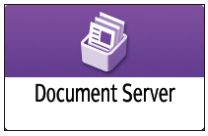


- When specifying Sort, you can make a set of prints as a test and print the rest by pressing [Preview/Details] ▶ [Sample Copy].
- Press ← to return to the screen for selecting documents.

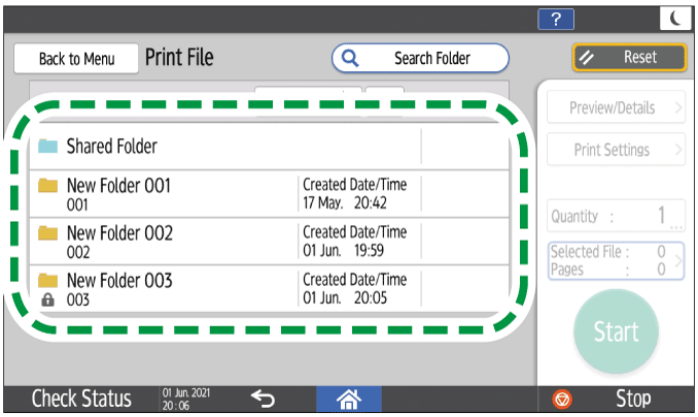
6. **Press [Start].**

Specifying a Page to Print

1. **On the Home screen, press [Document Server].**



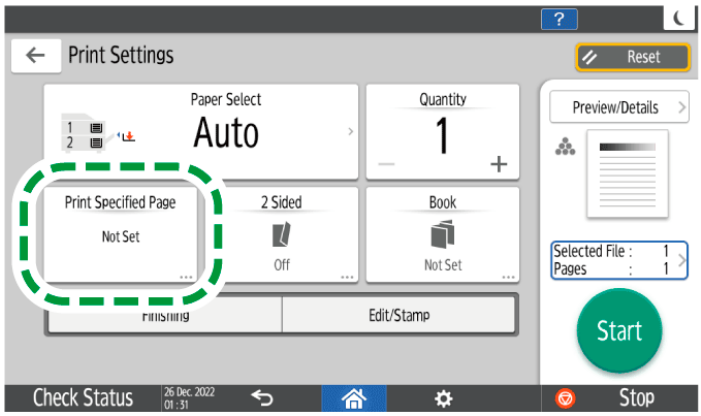
2. **On the document server screen, press [Print File].**
3. **Select a folder.**



D0DXPA5324

- Press [Search Folder] to search for a folder by folder name or number.
- If you select a password-protected folder, enter the password, and then press [OK].

4. **Select the document to print, and then press [Print Settings].**
   - Press [Search File] to search for a document by document name or user name.
   - If the document is password protected, enter the password and press [OK].
   - To print two or more copies, press [Quantity], and then enter the quantity using the number keys.
5. **Press [Print Specified Page].**



6. **Specify the page to print.**
   - Specify Page: Enter the page to print.
   - Specify Range: Enter the page printing starts in "Start Page" and the page printing ends in "End Page".
   - Select Tray: Select a paper tray to use for printing.
7. **Press [Start].**

Note

- In Print Specified Page, print settings other than the paper tray are automatically canceled.

4. Fax

Fax Transmission

Basic Procedure for Transmitting Faxes

The machine scans an original to transmit it by fax into the machine's memory before establishing a communication with the destination (Memory Transmission).

You can also transmit a fax while confirming the status of the fax destination.

See "Sending a Fax While Scanning the Original", User Guide in English.

You can specify a destination easily by registering the destination in the address book.

page 71 "Registering/Changing/Deleting Fax Numbers in the Address Book"

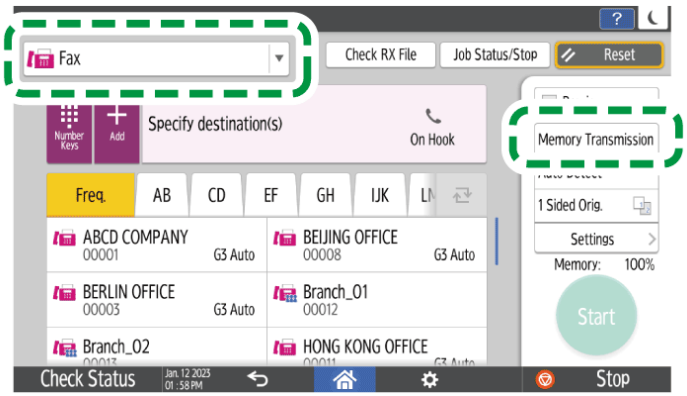
Important

- **It is recommended that you call the receivers and confirm with them when sending important documents.**

1. **Press [Fax] on the Home screen.**



2. **Check that [Fax] and [Memory Transmission] are displayed on the fax screen.**



Press an item on the fax screen to select [Memory Transmission] if [Immed. Transmission] is selected.

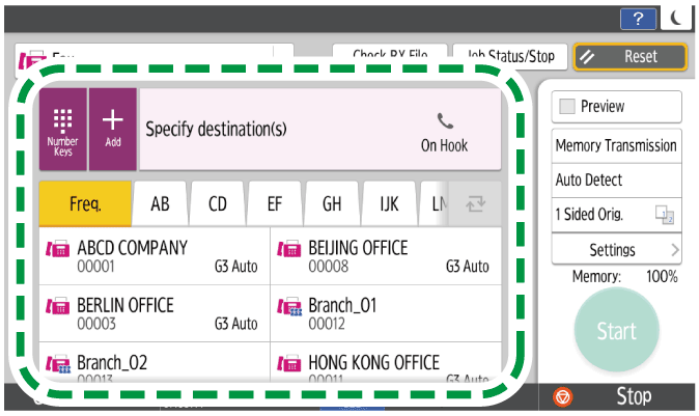
3. **Place the original in the ADF or on the exposure glass.**

See "Setting an Original to Send by Fax on the Scanner", User Guide in English.

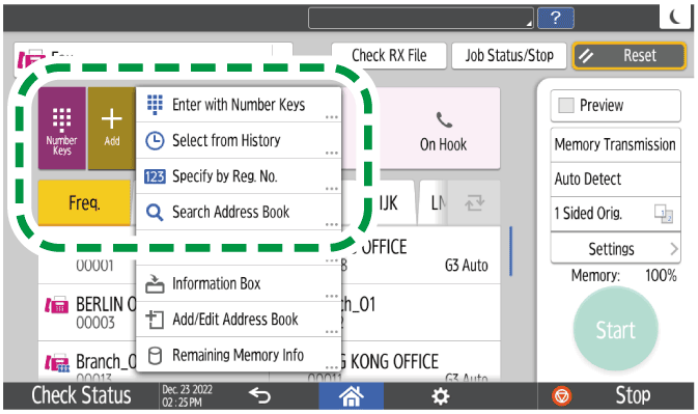
4. **Press [Settings], and then specify the scan settings.**

See "Sending a Fax at the Image Quality Suitable for the Original", User Guide in English.

5. **Specify the destination.**



- To enter the fax number manually, select the destination from the destination history, or search for the destination in the machine address book and registered LDAP server, press , and specify the destination. You can also enter the fax number manually by pressing .



You can select only the destination entered using the numeric keypad from the history.

- To specify the destination again, press .

To cancel the specified destination (deleting from the specified destination), press the destination of the selected address.



- If you want to change the registered contents of the specified destination or register a new destination, press [+] and then select [Add/Edit Address Book] to change or newly register the destination on the address book screen.

  page 71 "Registering/Changing/Deleting Fax Numbers in the Address Book"



  When you select [Add/Edit Address Book], the settings you have made will be reset. Close the address book screen, and then specify the destination again on the fax screen.

6. **On the [Settings] screen, specify [Sender] as necessary.**
   - You can select a sender from the users for which the [Use as Sender] check box was selected when they were being registered to the address book.

     See "Registering/Changing/Deleting E-mail Addresses in the Address Book", User Guide in English.
   - When a login user is operating the machine, the login user becomes the sender.
   - To receive a transmission result by e-mail, select [Notification of Result].
   - To print the sender's name on the page received at the destination, select [Stamp Sender Name].
7. **Press [Start].**

   After scanning the originals, you can check and operate the originals waiting to be sent that are stored in the memory until the transmission is complete.

   See "Confirming and Handling a Document in the Fax Queue", User Guide in English.

   Press [Job Status/Stop] ▶ [Transmission Result] to confirm if the fax document was sent correctly.

   page 121 "Confirming the Transmission Result on the Fax Screen"

Note

- If the telephone line you are connected to requires time to connect to the public line after you dial the external number, enter a [Pause] after entering the number to specify the time to wait before dialing the number. The machine pauses for about two seconds for each single [Pause] entered.

- To use tone-dialing in a pulse-dialing environment, press [Tone]. A tone signal is generated for every number you enter afterward.
- You can perform immediate transmission only when the total number of destinations specified for all documents exceeds the maximum value.
- The communication that has been initiated first is displayed on the screen when performing three simultaneous communications.
- When searching for a destination in the machine address book and registered LDAP server, if the search takes too long, you can press [Cancel] to stop the search. Also, if there are too many search results to find the desired destination, you can change the search character string and search again by pressing the character input field on the search result display screen.

Fax Transmission (Application)

Confirming the Scanned Image Before Sending a Fax

You can display the preview of the scanned document on the display of the machine to check if it is scanned as specified.

This function cannot be used when sending a fax while using any of the following:

- Immediate Transmission
- On-hook dialing
- Manual dialing

  See "Speaking with a Person at the Destination Before Sending a Fax (Manual Dialing)", User Guide in English.

To display the preview in the correct orientation, specify [Original Orientation] in [Settings] correctly.

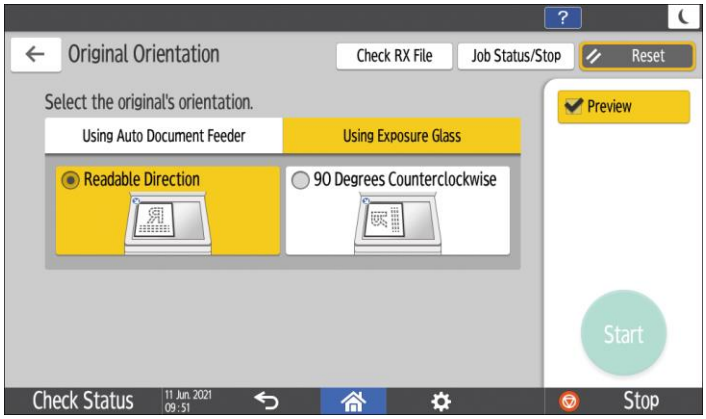
1. **Press [Fax] on the Home screen.**



2. **Place the original in the Auto Document Feeder (ADF) or on the exposure glass.**

   See "Setting an Original to Send by Fax on the Scanner", User Guide in English.

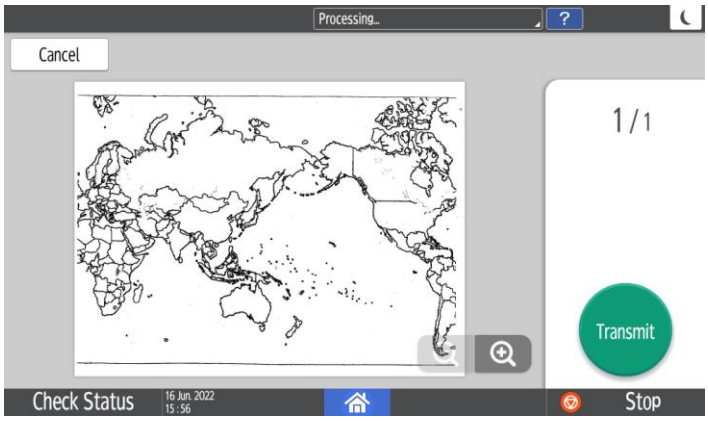
3. **On the fax screen, press [Settings] ▶ [Original Orientation] to specify the orientation of the original, and then press [Preview].**



4. **Configure the scan settings.**

   See "Sending a Fax at the Image Quality Suitable for the Original", User Guide in English.

5. **Specify the destination on the fax screen, and then press [Start].**
6. **Check the preview.**



- Flick the image left or right to switch between the pages.
- Pinch in or out on the image to zoom in or out.

7. **Press [Transmit].**

   To cancel transmission and perform the procedure from scanning the original again, press [Cancel].

Confirmation of the Transmission Information

Viewing the Transmission Result of Sent Faxes

You can check the result of a fax transmission on the fax screen, in various reports, or on the screen of a computer.

The following reports are printed according to the transmission result or the settings:

- Communication Result Report: The result of Memory Transmission is printed.
- Immediate TX Result Report: The result of Immediate Transmission is printed.
- Communication Failure Report: This report is printed when a fax could not be sent to all specified destinations by Memory Transmission.
- Error Report: This report is printed when sending a fax by Immediate Transmission failed.
- Memory Storage Report: This report is printed when the document to send by Memory Transmission is stored in the memory.

Note

- The fax transmission results can also be confirmed in Records.

  See "Viewing the History of Sent and Received Faxes", User Guide in English.
- Specify [Notification of Results] when sending a fax to receive the transmission result by e-mail.

  page 124 "Checking by E-mail"

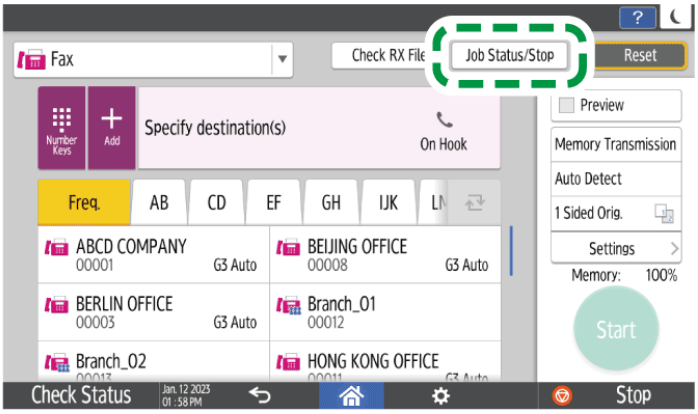
Confirming the Transmission Result on the Fax Screen

Press [Job Status/Stop] ▶ [Transmission Result] on the fax screen to view the information.

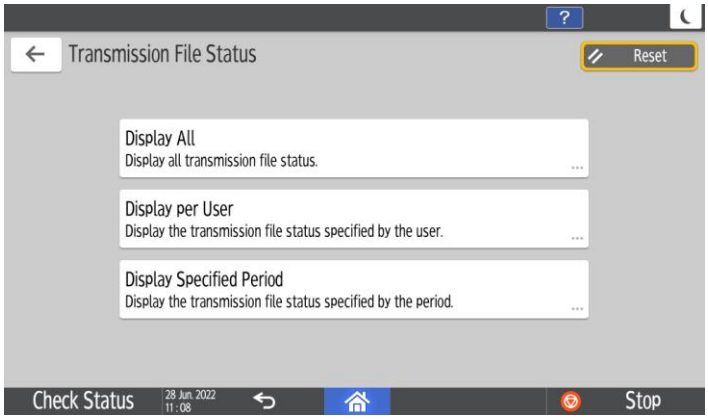
1. **Press [Fax] on the Home screen.**



2. **Press [Job Status/Stop] on the fax screen.**



3. **Press [Transmission Result], and select the transmission result to display.**



- Display All

  Displays the transmission results from among the total number of both transmission and reception results, which cannot exceed 1,000.

- Display per User

  Press this to display the result of transmissions performed by a specific user. Select the user to display the results and press [Display].

- Display Specified Period

  Press this to display the result of transmissions performed in the specified period. Specify the period by entering the start and end dates or selecting from the calendar displayed on the screen, and press [Display].

4. **Check the transmission results and press [Exit].**

- "--LAN-Fax -->" is shown as the result of transmission to the machine when you send a fax from your computer. For the result of transmission to the destination, refer to the transmission result of the same document number.
- The destination may be displayed as "*" depending on the security settings.
- In a field for an e-mail that was encrypted and distributed or forwarded, the encryption icon (🔒) is displayed.

- To display the result of the transmission that is completed while displaying the transmission results, close the transmission result screen and open it again.

Note

- You cannot confirm or change an outgoing document in LAN-Fax, document waiting, or document whose status is "Trnsmtg.".

Checking the Result in Communication Result Report

When [Print] is selected in "Communication Result" under [Fax Settings] ▶ [Others] ▶ [Report Output Settings] ▶ [Report Auto Print Settings], the report is printed every time you send a document by Memory Transmission.

See "Others (Fax Settings)", User Guide in English.

Checking the Result in Immediate TX Result Report

When [Print] is selected in "Immediate Transmission Result" under [Fax Settings] ▶ [Others] ▶ [Report Output Settings] ▶ [Report Auto Print Settings], the report is printed every time you send a document by Immediate Transmission.

See "Others (Fax Settings)", User Guide in English.

Note

- If the page was sent successfully, the Page column gives the total number of pages sent successfully.

Checking the Result in Communication Failure Report

When [Do not Print] is selected in "Communication Result" under [Fax Settings] ▶ [Others] ▶ [Report Output Settings] ▶ [Report Auto Print Settings], this report is printed if the fax could not be sent to all specified destinations by Memory Transmission.

See "Others (Fax Settings)", User Guide in English.

Checking the Result in Error Report

This report is printed in the following cases:

- When [Do not Print] is selected in "Immediate Transmission Result" under [Fax Settings] ▶ [Others] ▶ [Report Output Settings] ▶ [Report Auto Print Settings] and an error has occurred during Immediate Transmission.
- When an error has occurred while receiving a document or an e-mail.

  An error report is not printed if the error occurs while receiving an SEP code.

See "Others (Fax Settings)", User Guide in English.

Viewing Memory Storage Report

This report is printed when [Print] is selected in "Memory Storage Report" under [Fax Settings] ▶ [Others] ▶ [Report Output Settings] ▶ [Report Auto Print Settings] and a document to be sent by Memory Transmission is stored in the memory.

See "Others (Fax Settings)", User Guide in English.

Note

- Even if the machine is set up not to print this report, it is still printed if an original could not be stored.
- It is not printed when you are using Parallel Memory Transmission.

Checking by E-mail

You can check the fax transmission result on your computer by sending an e-mail to the sender or the e-mail address specified when sending the fax. The image of the original sent by fax, along with the destination, date and time, and transmission result is included in the e-mail.

Note

- To view the report without text disruption, select a font of even character width in your e-mail application's settings.

1. **Press [Fax] on the Home screen.**



2. **Place the original in the Auto Document Feeder (ADF) or on the exposure glass.**

   See "Setting an Original to Send by Fax on the Scanner", User Guide in English.

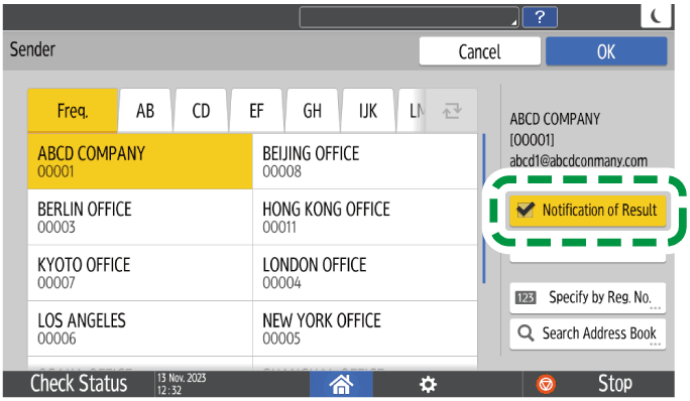
3. **To send a notification e-mail to the sender, press [Settings] ▶ [Sender], and then specify the sender.**

   - You can select a sender from the users for which the [Use as Sender] check box was selected when they were being registered to the address book.

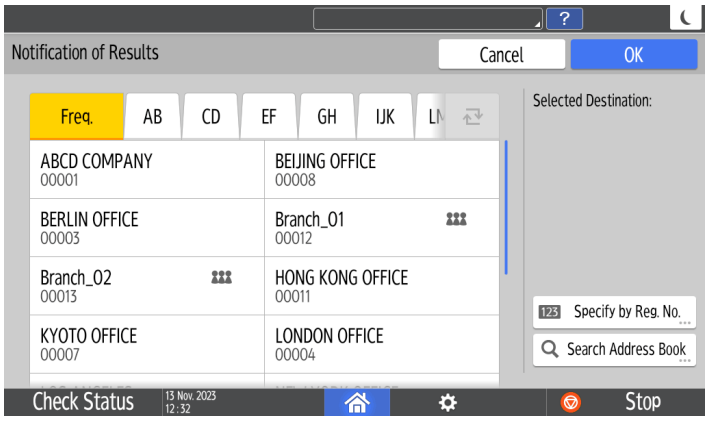
     See "Registering/Changing/Deleting E-mail Addresses in the Address Book", User Guide in English.

   - When a login user is operating the machine, the login user becomes the sender.

4. **Select the [Notification of Result] check box, and then press [OK].**



5. **To send a notification e-mail to a destination other than the sender, press [Notification of Result] on the [Settings] screen, and then specify the destination of the e-mail.**



6. **Configure the scan settings.**

   See "Sending a Fax at the Image Quality Suitable for the Original", User Guide in English.

7. **After configuring the send settings, specify the destination on the fax screen, and send the fax.**

   page 115 "Basic Procedure for Transmitting Faxes"

   See "Basic Procedure for Sending Internet Faxes", User Guide in English.

   See "Basic Procedure for Sending IP-Faxes", User Guide in English.

Note

- The file type for notification of e-mail transmission results can be selected from [TIFF], [PDF], or [PDF/A] in [Fax Settings] ▶ [Detailed Initial Settings] ▶ [Email Transmission Results Settings] ▶ [File Format of Transmission Results Email].

Confirming the Transmission Result in Web Image Monitor

In Web Image Monitor, you can view up to 200 of the latest total results of the transmission and reception history.

1. **Log in to Web Image Monitor as the machine administrator.**

   When administrators with custom privileges are registered, an administrator with privileges to operate jobs can also log in to the machine and change settings.

   See "Logging in to Web Image Monitor", User Guide in English.
2. **From the "Status/Information" menu, click [Job].**
3. **Click [Transmission] under [Fax History].**
4. **Confirm the transmission history.**
   - Click , the Details icon to view the details.
   - To save the history as a list to a file in the CSV format, click [Download Transmission List].
5. **Click [Logout] and then close the Web browser.**

5. Printer

Basic Printing

Basic Procedure for Printing Documents

Specify the printer driver and configure the Document Size, Paper Type, and other settings to print a document.

To print a document on the computer, you must install the printer driver on the computer.

Selecting the Printer Driver Installation Method

Important

- **Duplex printing is selected as the default setting. If you want to print on only one side, select [Off] for the two-sided printing setting.**
- **If you send a print job via USB while the machine is in Sleep mode, an error message may appear after the print job is completed. In this case, check whether the document was printed.**
- **If you set [On] for [Prohibit Printing PS/PDF], you cannot print a data that is PS/PDF format.**

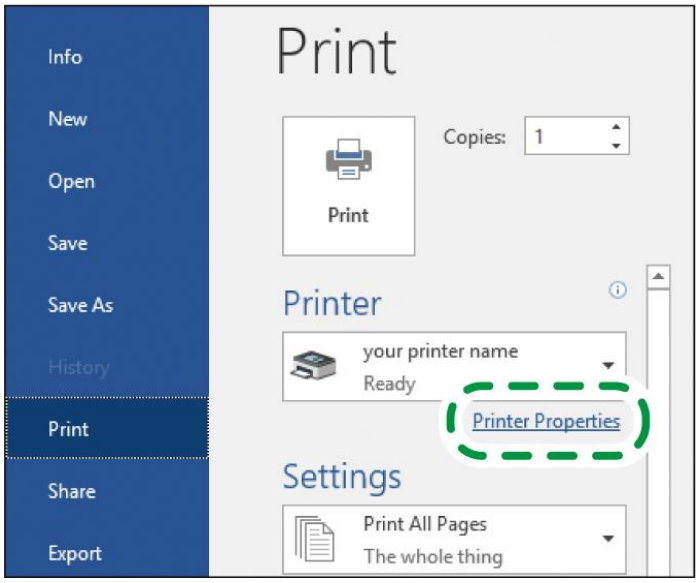
  See "Data Management/Maintenance", User Guide in English.

Printing a Document in Windows

1. **Open a document to print on the computer, and display the setting screen of the printer driver from the print menu in the application.**

   The procedure to display a document varies depending on the applications.

   For example in Microsoft Word/Excel, click [Print] on the [File] menu, select the device to use, and then click [Printer Properties].

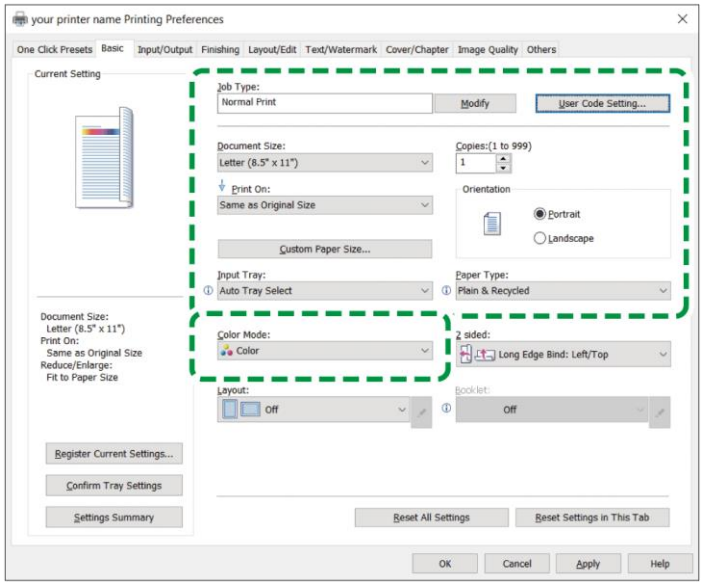


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2. **Specify the Document Size, Paper Type, Input Tray, and other settings.**

   You can configure the basic settings just by using the [Basic] tab.



- Job Type: Select [Normal Print] to execute printing immediately.

  You can make a partial print as a test and proceed to print the rest of the document (Sample Print).

  See "Making a Partial Print as a Test and Printing the Rest of the Document", User Guide in English.

  You can store documents in the machine (Locked Print, Hold Print, or Stored Print).

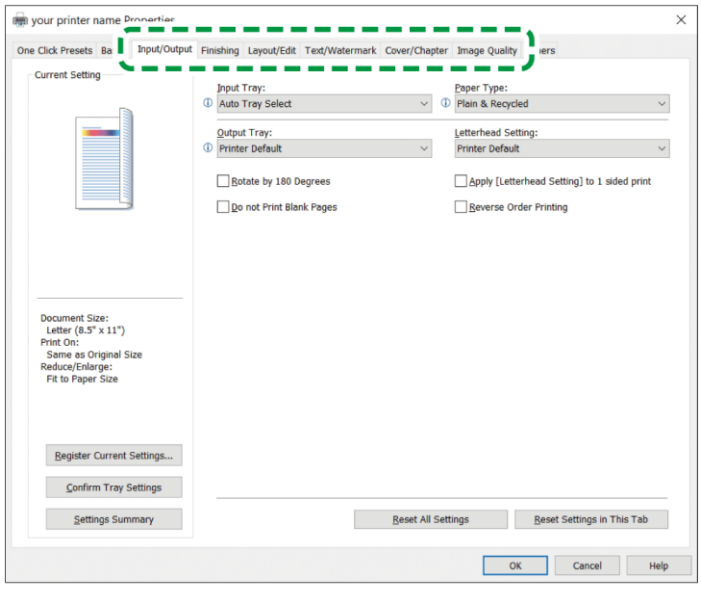
  See "Storing Documents to Print in the Machine", User Guide in English.
- Document Size: Select the size of the document to print.
- Print On: Select the size of the paper to print on.

- Copies: Enter the print quantity.
- Orientation: Specify the orientation of the document. Select Portrait or Landscape.
- Input Tray: Select the tray loaded with the paper to use. When you select [Auto Tray Select], a suitable paper tray is selected automatically according to the specified [Print On] and [Paper Type].
  - If you do not want to use particular trays when [Auto Tray Select] is specified, set the machine so it does not automatically select those trays.
  - To prevent the machine from selecting other trays automatically, disable auto tray switching.

    See "Tray/Paper Settings", User Guide in English.
- Paper Type: Select the type of paper to use.
- Color Mode: Select the print color.

  You can print in universal color by using the following settings:
  - [Image Quality] tab ▶ [Barrier-free Color Management:] ▶ [On]

You can configure some advanced settings using the [Input/Output] to [Image Quality] tabs.



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The caution icon (ⓘ) indicates that there are disabled items. Click the icon to check the cause.

To set each function in details, click the detail settings button ( ).

3. **After completing the configuration, click [OK] to print.**

Note

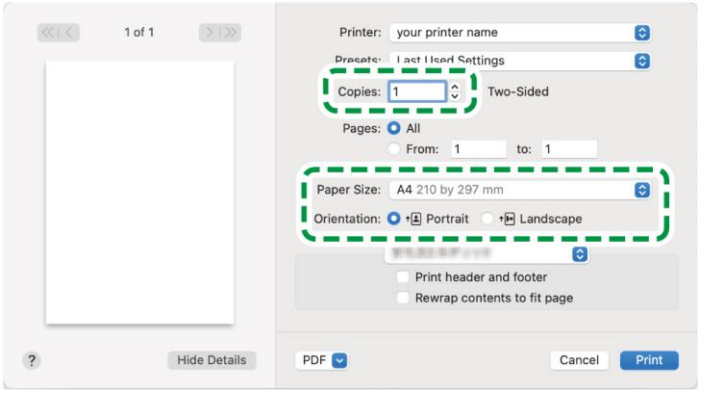
- On the [Devices and Printers] screen, right-click the printer icon of the machine, and then click [Printing preferences] to change the default values of the printer settings.

- When you use the driver distributed from the print server, [Standard settings] specified in the print server are displayed as the default.

Printing a Document in macOS

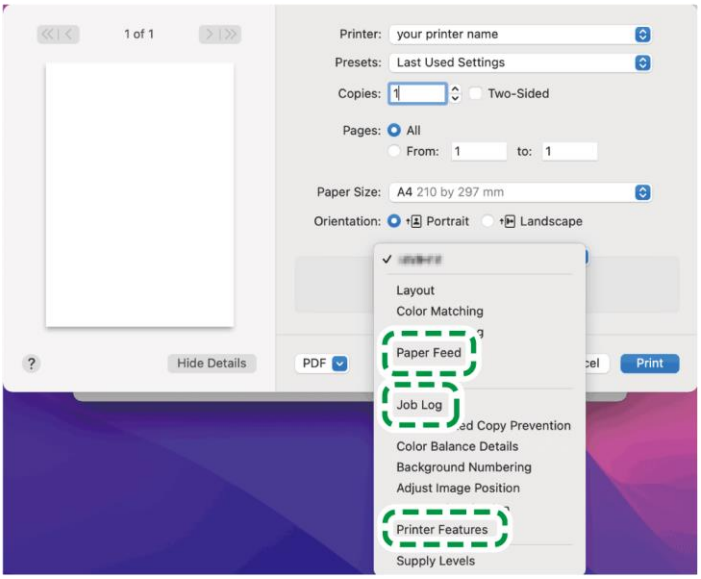
In the following example procedure, macOS 12.2 is used. The procedure may vary for different versions.

1. **Open a document to print on the computer, and click [Print] on the [File] menu.**
2. **Select the printer you use from [Printer:].**
3. **Specify Paper Size, Orientation, and other settings.**



- Copies: Enter the print quantity.
- Paper Size: Select the size of the document to print.
- Orientation: Specify the orientation of the document. Select [Portrait] or [Landscape].

4. **Select a category from the pop-up menu, and then specify the paper tray and paper type.**



Paper Feed

- All Pages From: Select the tray loaded with the paper to use. When you select [Auto Select], a suitable paper tray is selected automatically according to the specified paper size and paper type.

  When the paper of the specified size is not loaded on the machine, printing is performed following the settings of the machine.

Job Log

- Job Type: Select [Normal Print] to execute printing immediately.

  You can make a partial print as a test and proceed to print the rest of the document (Sample Print).

  See "Making a Partial Print as a Test and Printing the Rest of the Document ", User Guide in English.

  You can store documents in the machine (Locked Print, Hold Print, or Stored Print).

  See "Storing Documents to Print in the Machine", User Guide in English.

Printer Features

Select a category in "Feature Sets", and then specify the setting items.

- Basic
  - Color Mode: Select the print color.
- Paper
  - Paper Type: Select the type of paper to use.

5. **After completing the configuration, click [Print] to print.**

Changing a default values of the printer settings (Windows)

1. **Display the [Devices and Printers] screen.**

   #### Windows 11

   1. On the [Start] menu, click [All apps] ▶ [Windows Tools] ▶ [Control Panel].
   2. Click [View devices and printers].

   #### Windows 10 (version 1703 or later), Windows Server 2019/2022

   1. On the [Start] menu, click [Windows System] ▶ [Control Panel].
   2. Click [View devices and printers].

   #### Windows 10 (before version 1703), Windows Server 2016

   1. Right-click [Start], and then click [Control Panel].
   2. Click [View devices and printers].

   #### Windows Server 2012/2012 R2

   1. On the Charm Bar, click [Settings] ▶ [Control Panel].
   2. Click [View devices and printers].
2. **Right-click the printer icon, and then click [Printer preferences].**
3. **Change the print settings such as Color Mode or Combine to register in default values.**
4. **Click [OK].**

Printing on Both Sides of Paper

Specify 2-sided Print in the printer driver.

Specifying 2-sided Print (Windows)

Specify 2-sided Print on the [Basic] tab.

1. **Open a document to print on the computer, and display the setting screen of the printer driver from the print menu in the application.**
2. **Specify Document Size, Paper Type, Orientation and others.**

   page 127 "Basic Procedure for Printing Documents"

3. **In [2 sided:] on the [Basic] tab, specify the binding side of and way to open the paper.**

   Orientation of the original and opening type

Orientation	Long Edge Bind: Left/Top	Short Edge Bind: Top/Left
Portrait 		
Landscape 		

4. **After completing the configuration, click [OK] to print.**

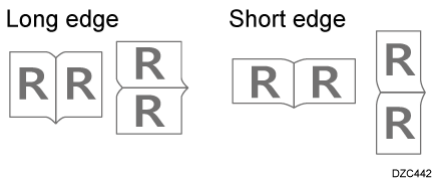
Specifying 2-sided Print (macOS)

Specify 2-sided Print on the [Layout] menu.

1. **Open a document to print on the computer, and display the setting screen of the printer driver from the print menu in the application.**
2. **Specify Paper Size, Orientation, Paper Type, and other settings.**

   page 127 "Basic Procedure for Printing Documents"
3. **Select the [Two-Sided] check box, and then select [Layout] to specify the binding side and opening type of the paper.**

   Orientation of the original and opening type



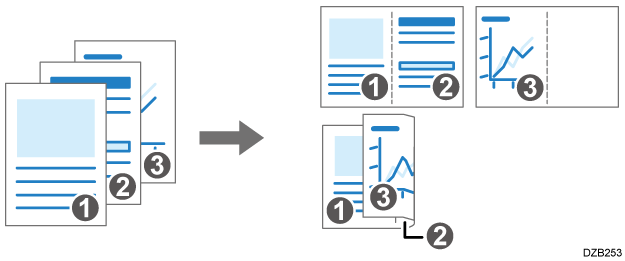
4. **After completing the configuration, click [Print] to print.**

Combining and Printing Multiple Pages on a Single Sheet of Paper

You can print multiple pages on a single sheet at a reduced size (Combine 2 Originals).

For example, you can reduce an original of A4 size to A5 size and print two pages on an A4 sheet. You can use the 2 Sided Print and Combine 2 Originals functions at the same time to economize on paper.

You can print up to 16 pages on a single sheet and specify the order to arrange the pages on the sheet.



Specifying the Combine 2 Originals Function (Windows)

Specify the Combine 2 Originals function on the [Basic] tab.

1. **Open a document to print on the computer, and display the setting screen of the printer driver from the print menu in the application.**
2. **Specify Document Size, Paper Type, Orientation and other settings.**

   page 127 "Basic Procedure for Printing Documents"
3. **In [Layout:] on the [Basic] tab, specify the number of pages to combine.**

   Click the detail settings button of [Layout:] to do the following settings:

   - Page Order: Select the order of the pages.
   - Draw Frame Border: Select the check box to draw a line between pages.
4. **After completing the configuration, click [OK] to print.**

When printing from an application that supports the same function as the machine, do not set the function in the application. If the setting in the application is enabled, the print result may not be as intended.

Specifying the Combine 2 Originals Function (macOS)

Specify the Combine 2 Originals function on the [Layout] menu.

1. **Open a document to print on the computer, and display the setting screen of the printer driver from the print menu in the application.**
2. **Specify Paper Size, Orientation, Paper Type, and other settings.**

   page 127 "Basic Procedure for Printing Documents"
3. **Select [Layout], and then specify the number of pages to combine and the order of the pages.**

   Configure the following settings:

   - Pages per Sheet: Select the number of pages to combine.
   - Layout Direction: Select the order of the pages.
   - Border: Select a type of border line to draw between the pages.

4. **After completing the configuration, click [Print] to print.**

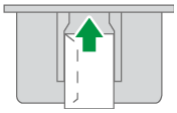
Printing on Envelopes

Load envelopes in the bypass tray or paper tray.

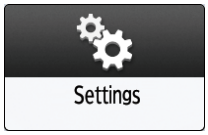
Load envelopes in the machine and change the Tray Paper Settings in the Control Panel.

Printing on Envelopes Loaded on the Bypass Tray

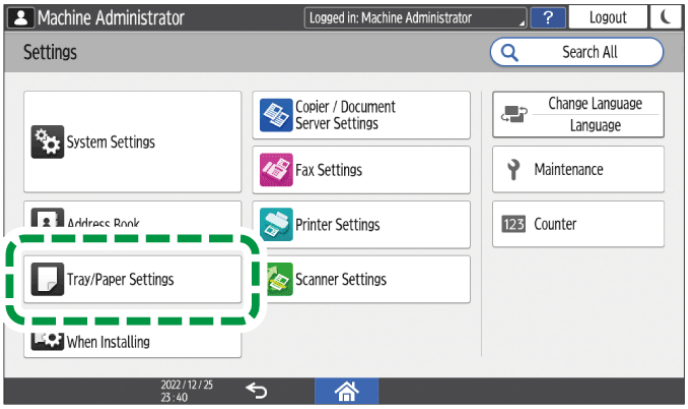
1. **Load an envelope in the Bypass Tray.**

Types and orientations of envelopes	Bypass Tray
Side-opening envelopes 	 Flap: close Bottom side of the envelope: right Printing surface: upper side

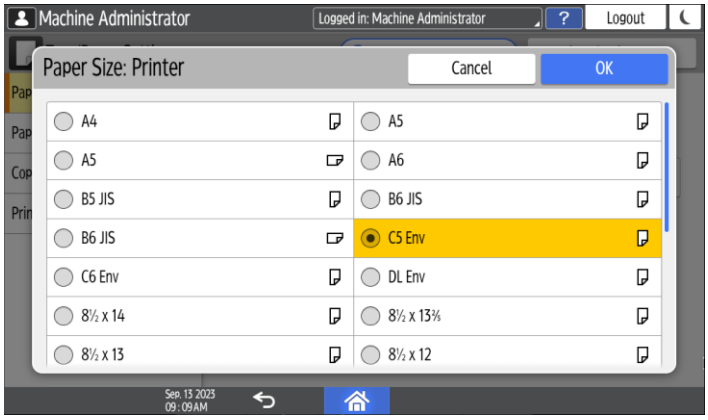
2. **On the Home screen, press [Settings].**



3. **On the Settings screen, press [Tray/Paper Settings].**



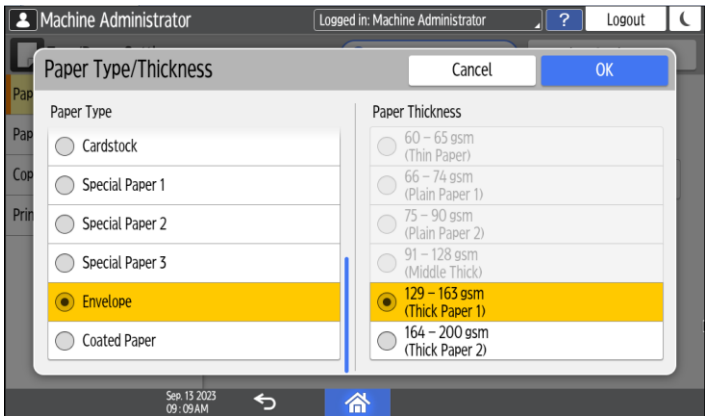
4. **Press [Paper Size/Paper Type].**
5. **Press [Bypass Tray] ▶ [Paper Size: Printer], and then select the size of the envelopes.**



- If the size of the loaded envelope is not included in the list, select [Custom] and enter the value.

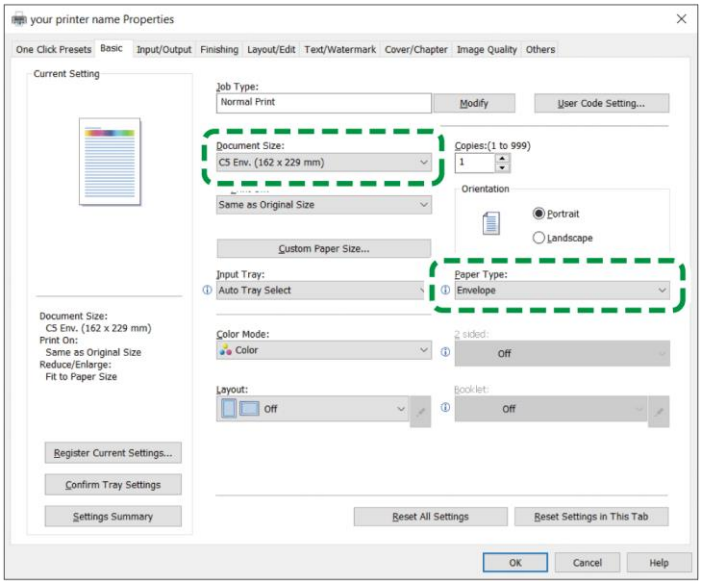
6. **Press [OK].**
7. **Press [Paper Type/Thickness], and then select [Envelope] from "Paper Type".**

   Also, select the thickness of the loaded envelopes from "Paper Thickness".



8. **Press [OK] twice.**
9. **After completing the configuration, press [Home] ( ).**
10. **Open a document to print in the computer, and display the setting screen of the printer driver from the print menu application.**
11. **Specify the paper size and paper type.**

Windows



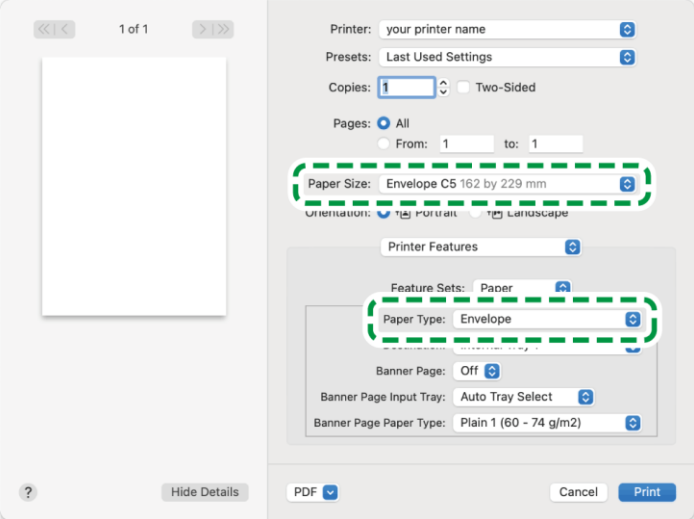
- Document Size: Select the envelope size. If the envelope size is not included among the options, enter the value in [Custom Paper Size...].
- Paper Type: [Envelope]

You can specify a custom paper size, which is commonly used as the option of the Document Sizes.

See "Printing on Custom-sized Paper Loaded on the Bypass Tray", User Guide in English.

To print in landscape orientation, select the [Rotate by 180 Degrees] check box on the [Input/Output] tab, and then print.

macOS



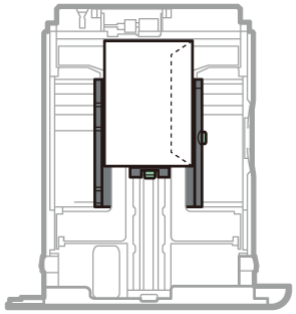
- Paper Size: Select the envelope size. If the envelope size is not included among the options, select [Manage Custom Sizes] and enter the value.
- Paper Type: Envelope

To print in landscape orientation, select [On] for [Rotate by 180 degrees] in [Basic] in "Feature Sets".

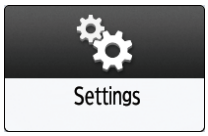
12. **Execute printing.**

Printing on Envelopes Loaded in the Paper Tray

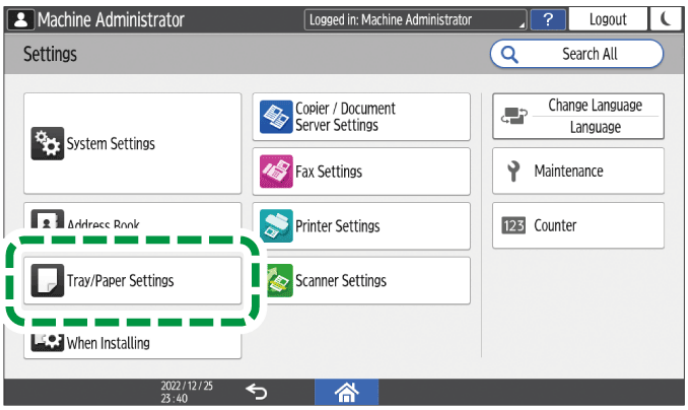
1. **Load an envelope in the Paper Tray.**

Types and orientations of envelopes	Tray 1
Side-opening envelopes 	 Flap: close Bottom side of the envelope: left Printing surface: upper side

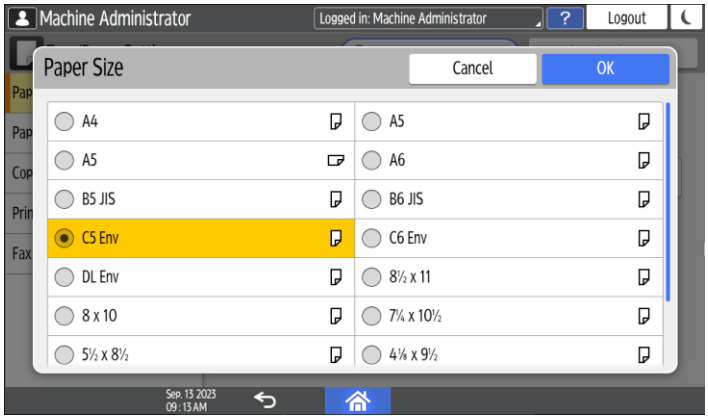
2. **On the Home screen, press [Settings].**



3. **On the Settings screen, press [Tray/Paper Settings].**



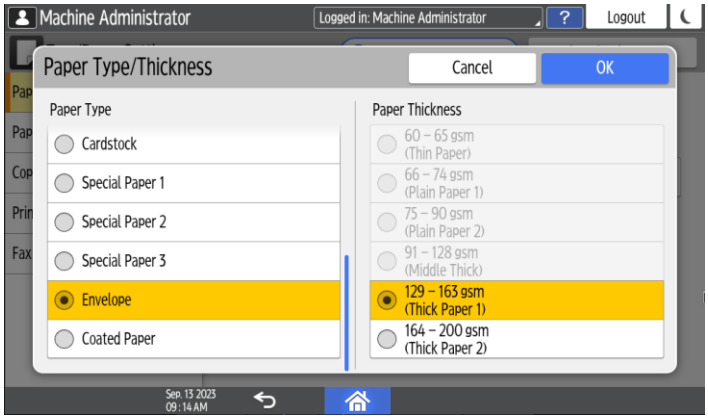
4. **Press [Paper Size/Paper Type], and then select the tray in which the envelopes are loaded.**
5. **Press [Paper Size], and select the size of the envelopes.**



- If the size of the loaded envelope is not included in the list, select [Custom] and enter the value.

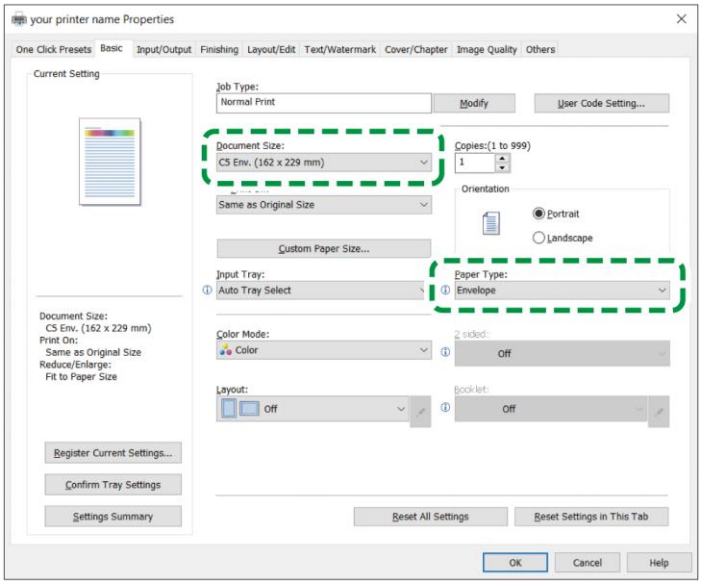
6. **Press [OK].**
7. **Press [Paper Type/Thickness], and then select [Envelope] from "Paper Type".**

   Also, select the thickness of the loaded envelopes from "Paper Thickness".



8. **Press [OK] twice.**
9. **After completing the configuration, press [Home] ( ).**
10. **Open a document to print in the computer, and display the setting screen of the printer driver from the print menu application.**
11. **Specify the paper size and paper type.**

Windows



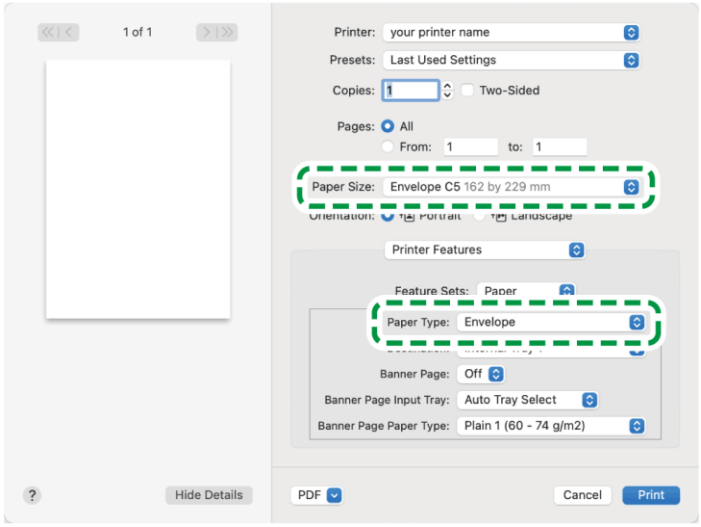
- Document Size: Select the envelope size. If the envelope size is not included among the options, enter the value in [Custom Paper Size...].
- Paper Type: [Envelope]

You can specify a custom paper size, which is commonly used as the option of the Document Sizes.

See "Printing on Custom-sized Paper Loaded on the Bypass Tray", User Guide in English.

To print in landscape orientation, select the [Rotate by 180 Degrees] check box on the [Input/Output] tab, and then print.

macOS



- Paper Size: Select the envelope size. If the envelope size is not included among the options, select [Manage Custom Sizes] and enter the value.
- Paper Type: Envelope

To print in landscape orientation, select [On] for [Rotate by 180 degrees] in [Basic] in "Feature Sets".

12. **Execute printing.**

Storing and Printing Documents

Printing Documents Stored in the Printer from the Control Panel

To print a document stored from the printer driver in the machine, perform the print operation on Quick Print Release of the control panel. The file administrator also can delete unneeded documents and unlock documents locked by entering an invalid password.

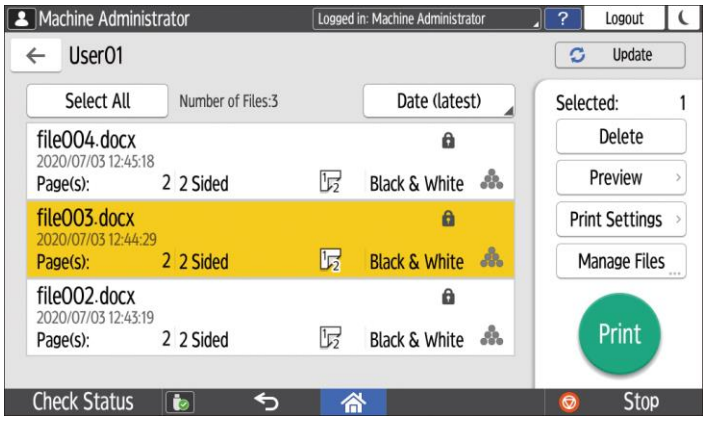
1. **On the Home screen, press [Quick Print Release].**



2. **On the Quick Print Release screen, select the user ID used to store the document.**

   Enter the password when the Locked Print documents or the Stored Print documents protected by passwords are stored. The screen shows the documents corresponding to the entered password and the documents without passwords.

3. **Select a document to print.**



- Preview: The first page of the document is displayed. If you select multiple documents, the preview cannot be displayed. Preview cannot be displayed if the document was encrypted while storing it in the printer driver.
- Print Settings: Change the print settings for the selected document.

  The following stored files cannot be changed: files automatically stored by [Store and Skip Errored Job] or [Restrict Direct Print Jobs], files encrypted by the printer driver, and files for which unauthorized copy prevention or Background Numbering has been specified.

  See "Print Settings Configured on the Control Panel", User Guide in English.
- Manage Files: Change the print time of a Hold Print job or the password specified on the document. If you select multiple documents, the item is disabled.

4. **Press [Print] twice.**

Printing from a Storage Media

Printing from a USB Flash Memory Device Directly

You can connect a memory storage device to the media slot of the machine and print the files stored on it. Use this to print external data easily.

⚠CAUTION

- Keep SD cards and USB flash memory devices out of reach of children. If a child accidentally swallows an SD card or USB flash memory device, consult a doctor immediately.

Note

- USB flash memory device is supported for direct printing. However, certain types of USB flash memory device cannot be used.
- The machine cannot print a document over 1 GB.
- You can select up to 100 files within 1 GB total.
- If the print job of PDF file is canceled, execute printing from a PDF viewer such as Acrobat Reader while using the printer driver.
- Characters will not be printed correctly if the document contains fonts that cannot be used on the machine.

  You can print the installed font list of the machine from [PDL Information] in [Settings]▶[Printer Settings]▶[List/Test Print].

  List/Test Print

Printable File Formats

File format	Details
JPEG files	Exif version 1.0 or later
TIFF files	Uncompressed TIFF files TIFF files compressed using the MH, MR, or MMR method
PDF files	PDF version 1.7 (Acrobat 8.0 compatible) or earlier*1

*1 The machine does not support the following functions: Crypt Filter, DeviceN Color Space (more than eight components), watermark note, optional contents (version 1.6), AcroForm

Note

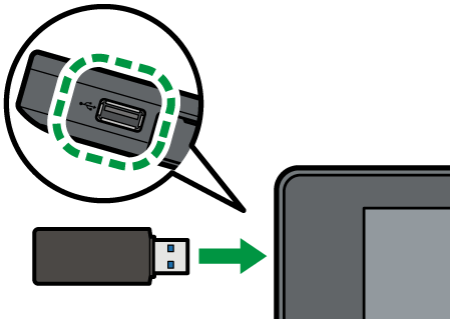
- The PDF file of a custom size may not be printed.

Printing from a Memory Storage Device or Scan Application

1. **On the Home screen, press [Print/Scan (Memory Storage Device)]**



2. **Insert a memory storage device in the media slot on the side of the control panel.**



3. **On the Print/Scan (Memory Storage Device) screen, press [Print from Storage Device]**

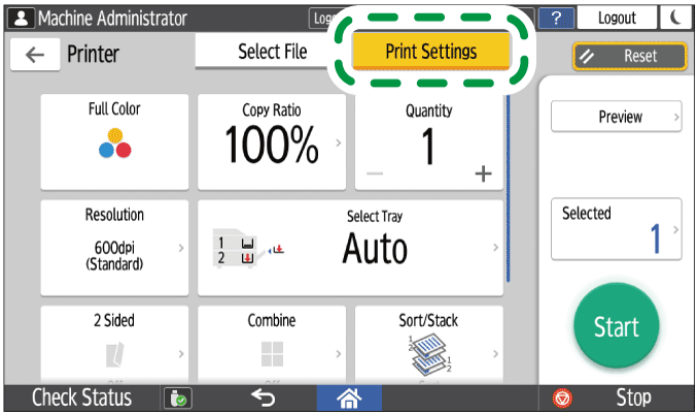


4. **Select the file to print.**

   Files in the external media are displayed as icons or thumbnail images.



5. **Press [Print Settings] to specify the settings of 2-Sided Print or Finishing as necessary.**



DZX452

- Full Color: Select whether to print in color. The machine may print a document that appears to be black-and-white in color printing mode. To print a document in full black-and-white, select [Black and White].
- Copy Ratio: Select whether to print in the original size or to reduce or enlarge to match the paper size.
- Quantity: Enter the print quantity.
- Resolution: Select the resolution of the image to print.
- Select Paper Tray: Select the paper tray.
- 2 Sided: Select the opening direction of the printed sheet.
- Combine: Select whether to combine multiple pages into a sheet.
- Sort/Stack: Select whether to print in ordered sets or in a batch page by page.
- Book: Select the opening direction of the Magazine binding. You can specify the setting of Magazine binding only when printing a file in the PDF format.

6. **Press [Start] to start printing.**

6. Scan

Basic Scanning

Scanning Documents and Sending the Scanned Data by E-mail

Scan a document and attach the scanned data to an e-mail and send it from the machine.

- Configure the SMTP server and network settings in advance.

  See "Configuring the Settings to Send E-mails from the Machine", User Guide in English.

- Register an e-mail address in the address book to select the address as the destination easily when sending an e-mail.

  See "Registering/Changing/Deleting E-mail Addresses in the Address Book", User Guide in English.

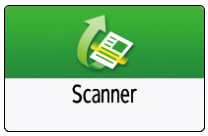
Note

- This machine supports SMTPS (SMTP over SSL).
- This machine supports Web mail sending.
- To use Message Disposition Notification, log in to the machine as a user and specify the sender. Note, however, that the [Reception Notice] notification e-mail may not be transmitted if the e-mail software of the recipient does not support Message Disposition Notification.
- If you press [Preview] and then start scanning, the Preview screen appears. You can use this screen to check how the originals are scanned and the scan setting used for scanning. After checking the preview, you can specify whether to send the file or not.

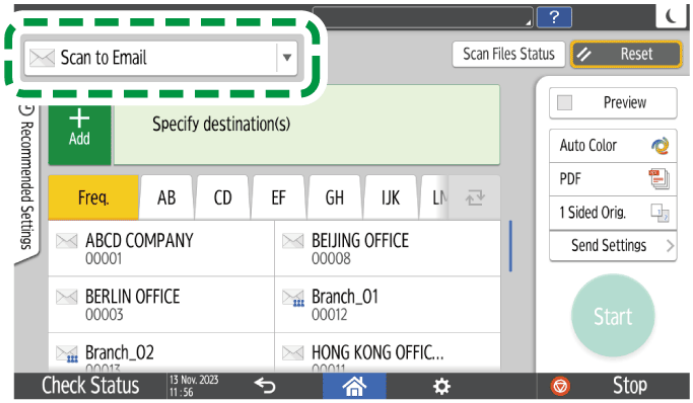
  See "Displaying a Preview Before Sending the Scanned Document", User Guide in English.

- After an e-mail is sent, the destination, sender, subject, text, and file name fields will be automatically cleared. If you want to preserve the information in these fields, contact your local dealer.

1. **Press [Scanner] on the Home screen.**



2. **Select [Scan to Email] on the scanner screen.**



3. **Place the original on the scanner.**

   See "Placing an Original to Scan", User Guide in English.

4. **Press [Send Settings] on the scanner screen.**



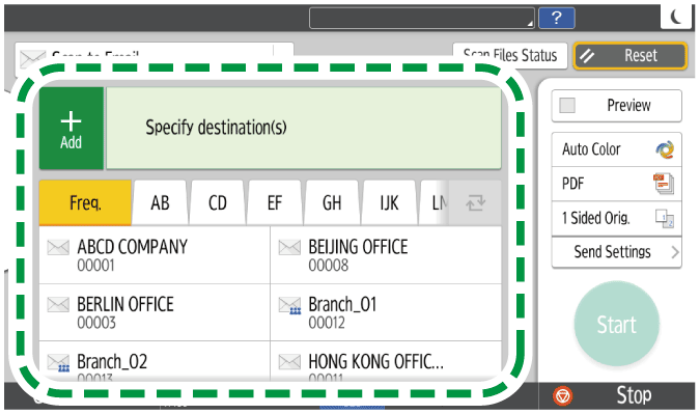
5. **Press [Sender] and specify the sender.**

   - When a logged in user is operating the machine, the logged in user becomes the sender.
   - When [On] is specified in [System Settings] ▶ [Send (Email/Folder)] ▶ [Email] ▶ [Auto Specify Sender Name], you can send an e-mail even when the sender is not specified. The administrator's e-mail address that is registered on the machine is used as the sender.
   - Specify the sender to receive an opening confirmation.

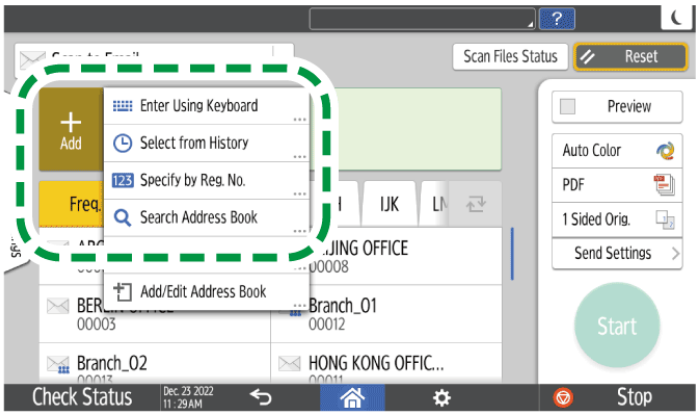
6. **Select the [Reception Notice] check box to receive an opening confirmation of the e-mail from the destination.**



7. **Specify the destination on the scanner screen.**

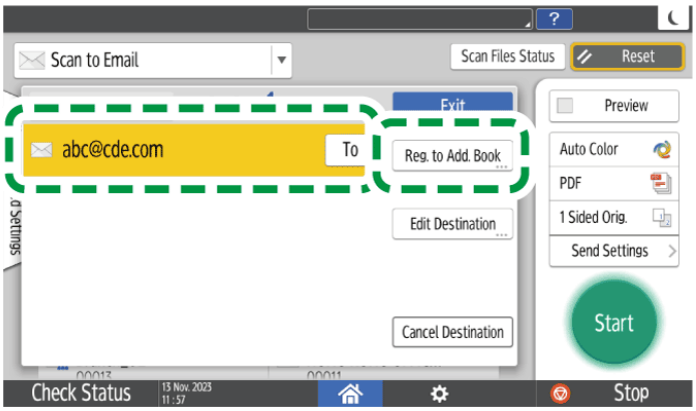


- To enter the e-mail address manually, select the destination from the destination history, or search for the destination in the machine address book and registered LDAP server, press , and specify the destination.



- When specifying an e-mail address by entering it manually, you can register the e-mail address in the address book before sending the e-mail.

1. Press , and then select [Enter Using Keyboard].
2. Enter the e-mail address, and press .
3. Specify the e-mail address that was entered manually and press [Reg. to Add. Book].

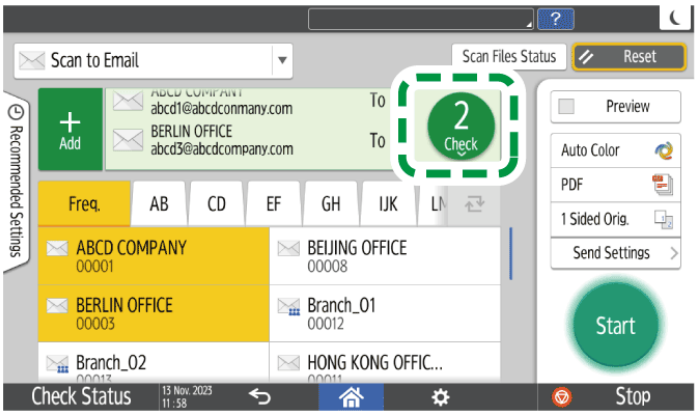


4. Enter the name and other additional information.

- When specifying an e-mail address by entering it manually, you can register the e-mail address in the address book before sending the e-mail.

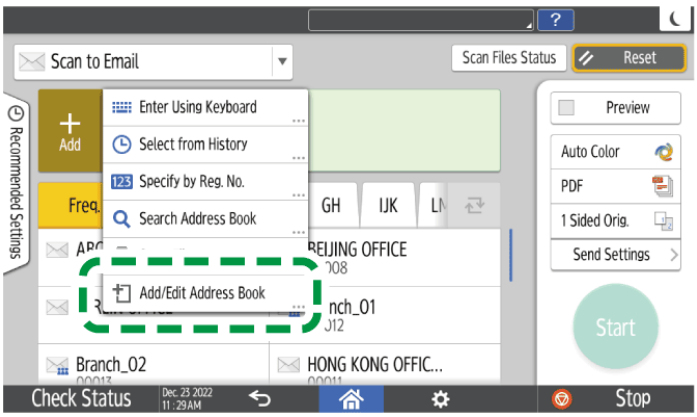
1. Press , and then select [Select from History].
2. Press [Register] for the destination to register.
3. Register the name and other additional information.

- Press to specify the destination again or select [To], [Cc] or [Bcc].



- If you want to change the registered contents of the specified destination or register a new destination, press [Add] and then select [Add/Edit Address Book] to change or newly register a destination on the address book screen.

  See "Registering/Changing/Deleting E-mail Addresses in the Address Book", User Guide in English.



  When you select [Add/Edit Address Book], the settings you made will be reset. Close the address book screen, and then specify the destination again on the scanner screen.

8. **Specify the scan settings according to the purpose of the scanned data.**

   page 163 "Scanning an Original with Suitable Quality and Density"

   page 166 "Specifying the File Type or File Name When Scanning a Document"

9. **Press [Start].**

Note

- You can specify multiple destinations.
- If the target destination does not appear, display the destination by selecting its initial letter from the title.
- Depending on the security setting, some destinations may not appear in the destination list.
- When the specified destination is updated using the Central Management function, the spooled documents are sent to the destination after updating.

- When searching for a destination in the machine address book and registered LDAP server, if the search takes too long, you can press [Cancel] to stop the search. Also, if there are too many search results to find the desired destination, you can change the search character string and search again by pressing the character input field on the search result display screen.

Scanning Documents and Sending the Scanned Data to a Folder

To send the data of a scanned original to a shared folder on a computer, create the shared folder on the computer in advance and register the destination folder in the address book.

- You also need to configure the settings for connecting to the network from the machine.

  See "Connecting to a Wired LAN", User Guide in English.

  See "Connecting to a Wireless LAN", User Guide in English.

- You can automatically create the shared folder that is used for the destination of the scanned document on the computer and register the destination to the address book of the machine by installing the Scan to Folder Configuration Tool. You can operate the machine and the computer at the same time by using this tool so you can store the scan data immediately. (Only for Windows.)

  You can download Scan to Folder Configuration Tool from the website below.

  https://support.ricoh.com/bb/html/dr_ut_e/rc3/model/stfct/stfct.htm

Note

- Using the SMB 3.0 protocol, you can save a file to a folder, in the fileserver or in a shared folder, that has been encrypted separately.
- The scanned file can be also saved to an FTP server.

  See "Registering the Destination Folder to Use for Send to Folder", User Guide in English.

- You can set the authentication level for sending folders in Web Image Monitor. When the authentication level is set to Kerberos authentication, you can send folders only to computers in domains of computers whose names have fewer characters than 15 single-byte characters.

Confirming the Computer Information (Windows)

Confirm the name, IP address, and other information of the computer used to create a shared folder, and write down the information on the check list.

1. **Print the check sheet.**

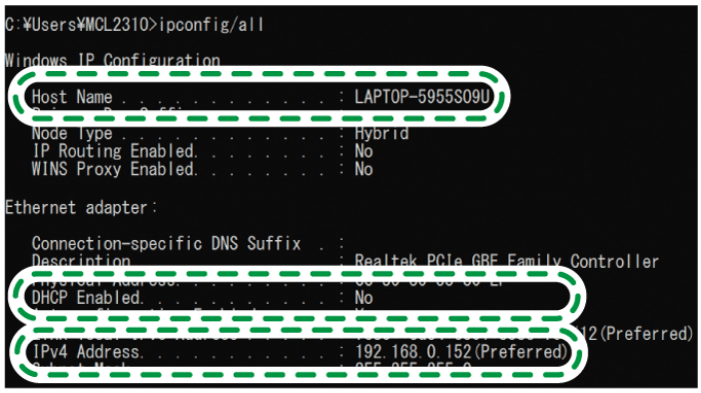
   See "Printing the Check Sheet", User Guide in English.

2. **Click [Start] on the computer and click [Windows System] ▶ [Command Prompt].**

   When using Windows 11, click [Start] ▶ [All apps] ▶ [Windows Tools], and then double-click [Command Prompt].

3. **Enter "ipconfig/all" and press the [Enter] key.**

4. **Check the host name, enable/disable status of the DHCP server and IP address, and write down the information in [1] on the check sheet.**



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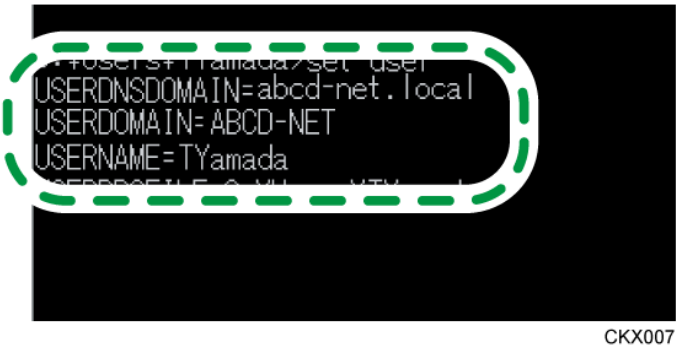
   When the screen shown above is displayed, fill in the sheet as follow:

[1]	Host Name	LAPTOP-5955S09U
	DHCP Enabled	No
	IPv4 Address	192.168.0.152

5. **Enter "set user" and press the [Enter] key.**

   Enter a space between "set" and "user".

6. **Check the domain name, workgroup name and login user name, and write down the information in [2] on the check sheet.**



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   When the screen shown above is displayed, fill in the sheet as follow:

[2]	Domain name/workgroup name	USERDNSDOMAIN [abcd-net.local] USERDOMAIN [ABCD-NET]
	Computer login user name	TYamada

DZC524

"USERDNSDOMAIN" is not displayed when the login user who executed the command is a local user.

7. **Check the login password on the computer, and write down the information in [3] on the check sheet.**

   The required information on the computer is confirmed. Now create a shared folder on your computer and specify the access permissions of the folder.

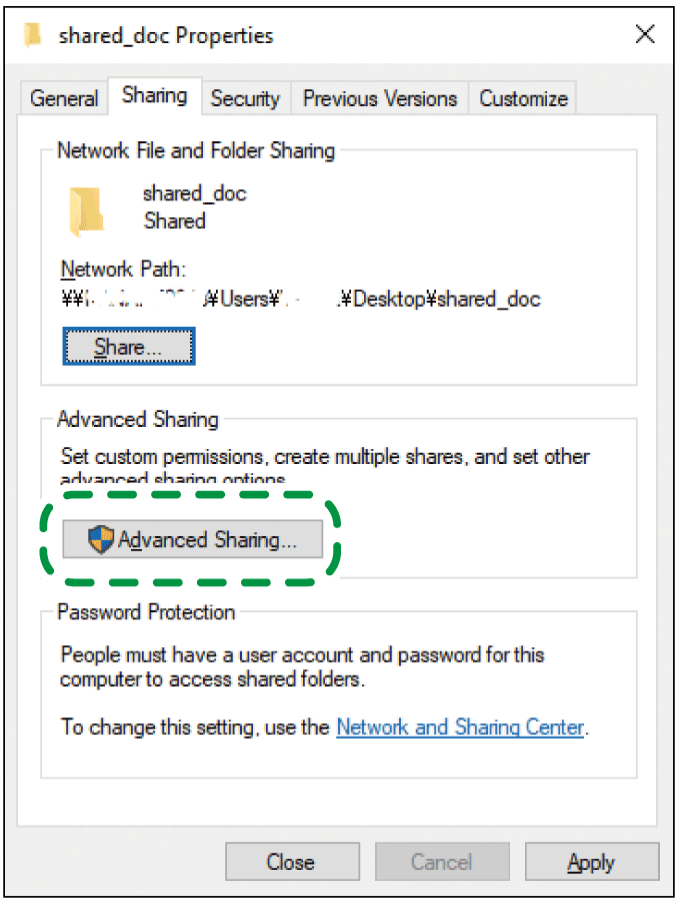
Note

- Depending on the operating system or security settings, it might be possible to specify a user name that does not have a password assigned. However, we recommend that for greater security you select a user name that has a password.

Creating a Shared Folder (Windows)

Create a shared folder on the Windows Desktop and specify the access permissions of the folder.

1. **Log on to Windows as a user with administrative privileges.**
2. **Create a new folder and write down the folder name in [4] on the check sheet.**
3. **Right-click the created folder, and then click [Properties].**
4. **On the [Sharing] tab, click [Advanced Sharing].**

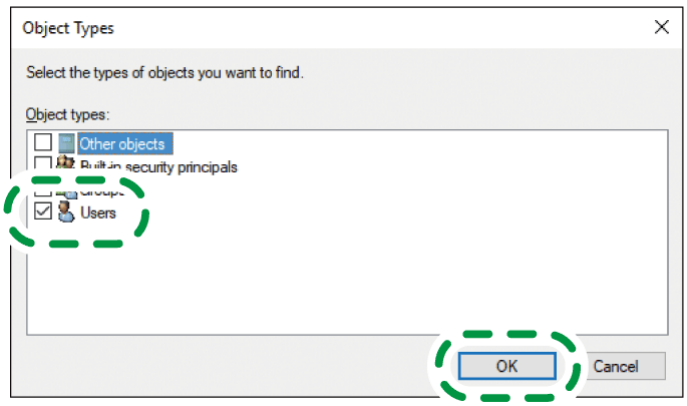


DZC318

5. **Select the [Share this folder] check box, and then click [Permissions].**

   After completing the procedure, remove Everyone (unspecified user), and then add a user allowed access the folder. The user whose information is written down on the check sheet is used in the example shown below.

6. **Select [Everyone] under [Group or user names], and then click [Remove].**
7. **Click [Add] ▶[Advanced] ▶ [Object Types].**
8. **Select [Users], and then click [OK].**

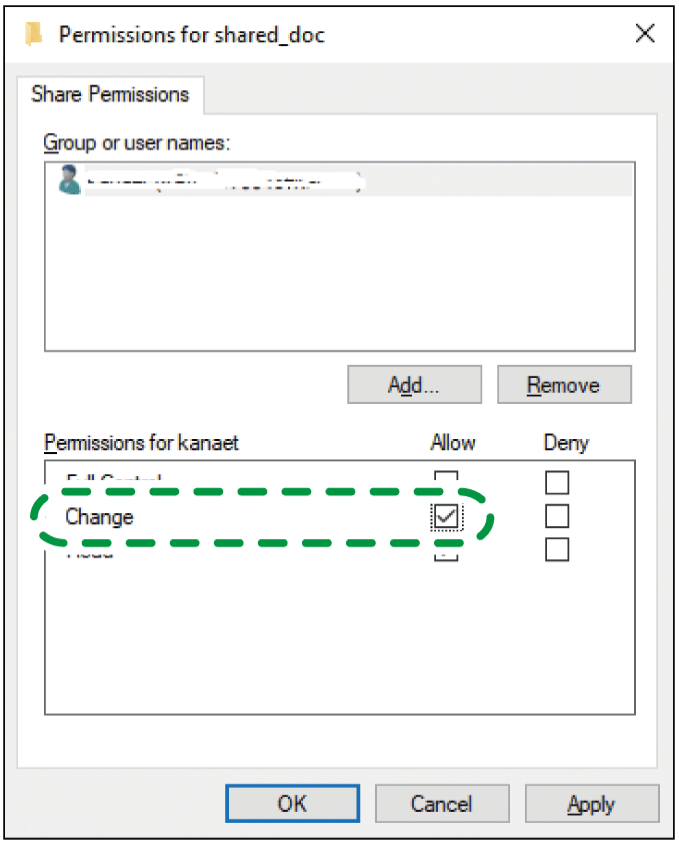


DZC319

9. **Click [Locations], select the name of the domain or work group the user belongs to ([2] on the check sheet) and then click [OK].**
10. **Click [Find Now].**
11. **From the Search results, select the login user name of the computer to be added ([2] on the check sheet) and then click [OK].**

    When you cannot find a specific user, click [Columns], or right-click the [Search results] field, select [Choose columns], and then add [Logon Name] or [Logon Name (pre-Windows 2000)] from the [Columns available] list.

12. **Click [OK].**
13. **Select the added user, and then select the [Allow] check box of [Change] under [Permissions].**



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14. **Click [OK].**
15. **Click [OK] ▶ [Close].**

The access permissions on the folder have been successfully configured. If you want to specify access permissions for the folder to allow other users or groups to access the folder, configure the folder as follows:

1. Right-click the created folder and then click [Properties].
2. Click [Edit...] on the [Security] tab.
3. Click [Add] ▶ [Advanced].
4. Select [Object Types] or [Locations] and click [Find Now].
5. Select the user or group to assign permissions and click [OK].
6. Click [OK].
7. Select the added user, and then select the [Allow] check box of [Modify] under [Permissions].
8. Click [OK] to close all windows.

Note

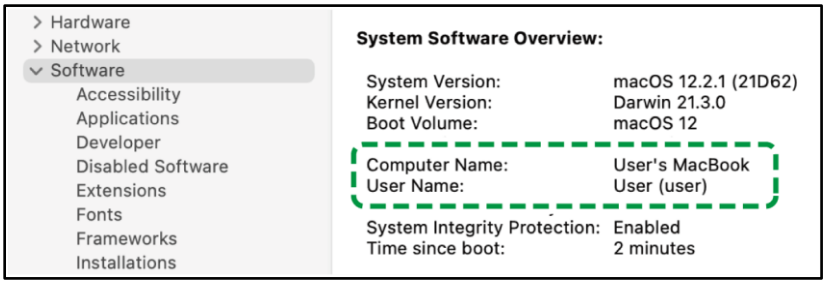
- If you are creating a shared folder for the first time on this computer, you must enable the file sharing function. For details, see Windows Help.
- To register a shared folder in the machine's address book, you need the computer's IP address or host name, and the user name and password of a user who has access permissions for the shared folder.

Confirming the Computer Information (macOS)

Confirm the name of the computer used to create the shared folder, login user name and other settings and write down the information on the check list.

1. **Print the check sheet.**

   See "Printing the Check Sheet", User Guide in English.
2. **Log on to macOS as a user with administrative privileges.**
3. **Click the Apple menu.**
4. **Click [About This Mac].**
5. **Click [System Report].**
6. **Click [Software] on the left pane and write down the displayed computer name in [1] and the user name in [2] on the check sheet.**



When the screen shown above is displayed, fill in the sheet as follow:

[1]	Host Name	User's MacBook
[2]	Computer login user name	User

7. **Click the Apple menu and select [System Preferences].**
8. **In [Network], click an Ethernet connection name or [Wi-Fi] and write down the displayed IP address in [1] on the check sheet.**

   The required information on the computer is configured. Now create a shared folder.

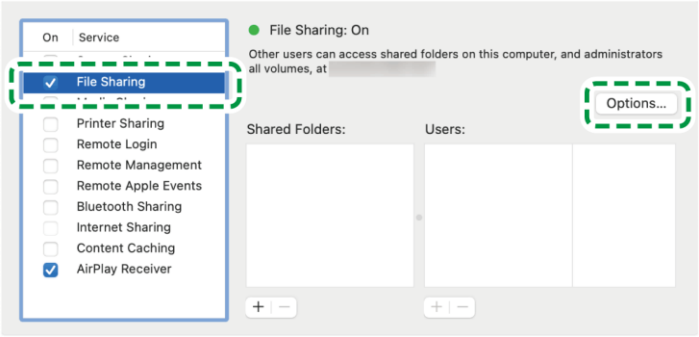
Note

- Depending on the operating system or security settings, you might be able to specify a user name that does not have a password assigned. However, we recommend that you select a user name that has a password.

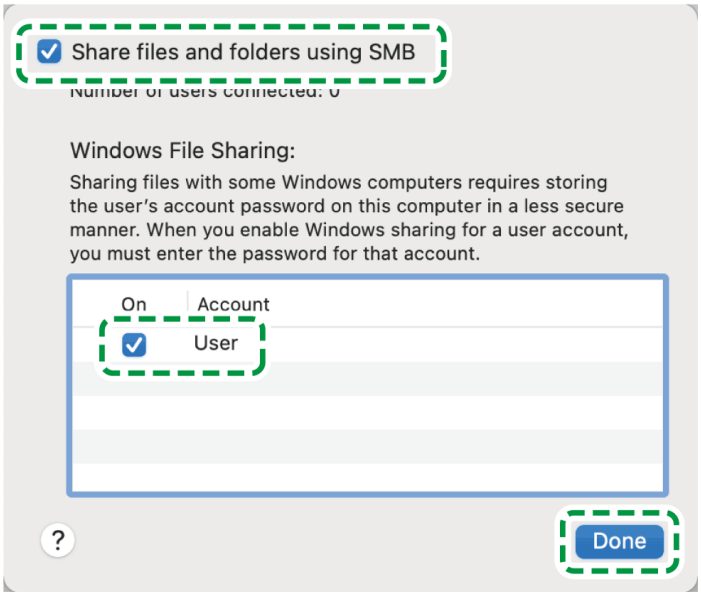
Creating a Shared Folder (macOS)

Create a shared folder and specify the access permissions of the folder.

1. **Create a new folder and write down the folder name in [4] on the check sheet.**
2. **Click the Apple menu and select [System Preferences].**
3. **Click [Sharing], select the [File Sharing] check box and then click [Options].**

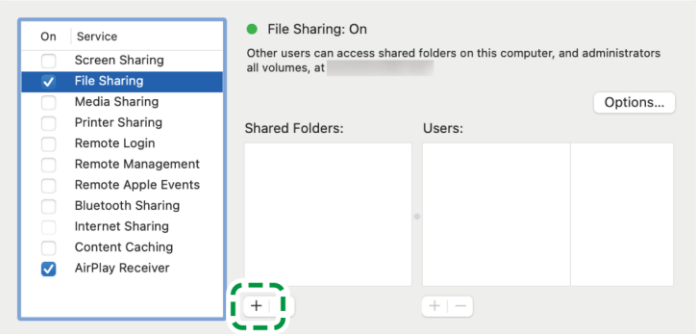


4. **Select the check boxes of [Share files and folders using SMB] and the user account to use for file sharing and then click [Done].**

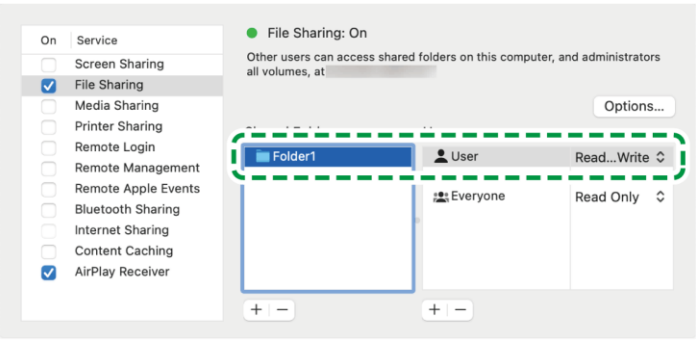


When the [Authenticate] screen is displayed, enter the password of the selected account and then click [OK].

5. **Click [+] below [Shared Folders] on the [Sharing] screen.**



6. **Specify the folder created in Step 1 and click [Add].**
7. **Select the folder added in Step 6 and confirm that the permission of the user to access the folder is set to "Read & Write".**



Note

- To register a shared folder in the machine's address book, you need the computer's IP address, and the user name and password of a user who has access permissions for the shared folder.

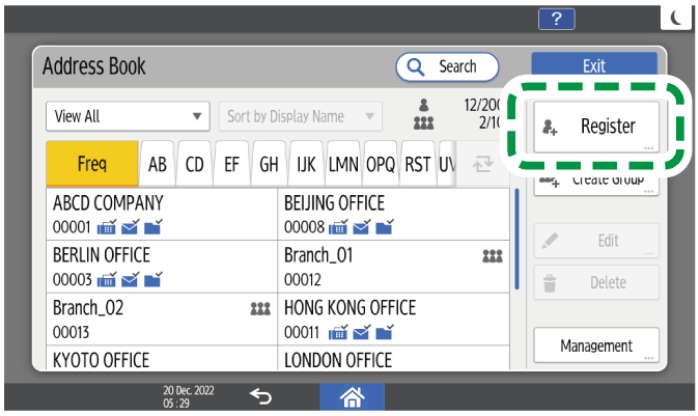
Registering the Created Shared Folder in the Address Book

This section describes the procedure for registering a shared folder created in Windows using the information on the check sheet as an example.

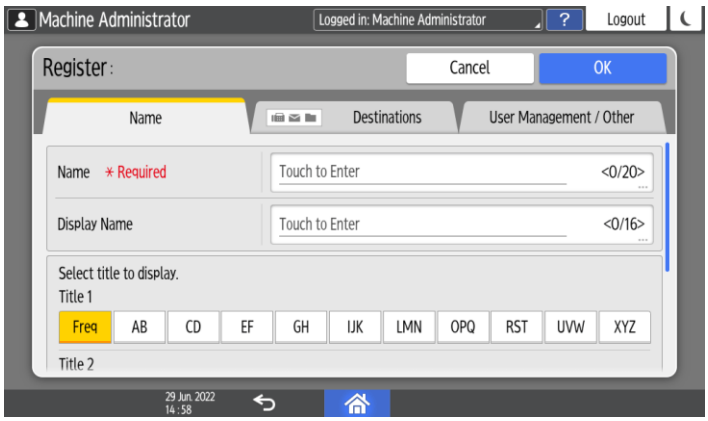
1. **Press [Address Book] on the Home screen.**



2. **Press [Register] on the address book screen.**



3. **Enter the information of the destination in the input boxes displayed on the [Name] tab, and select the title to classify the destination.**



4. **Press the [Destinations] tab, and then press [Folder].**
5. **Select [SMB (Send to Shared Folder on PC)] in [Protocol].**
6. **Under [Folder Authentication Info], select [Specify Other Authentication Information] and then enter the name and password of the login user who will access the shared folder.**
7. **Specify the network path to the shared folder in "Path".**

Entering the path name manually

If the host name is "YamadaPC" ([1] on the check sheet) and the shared folder name is "shared_doc" ([4]), enter as follows:

\\YamadaPC\shared_doc

When you cannot connect to the computer using the host name, enter the IP address ([1] on the check sheet) and the shared folder name ([4] on the check sheet) as follows:

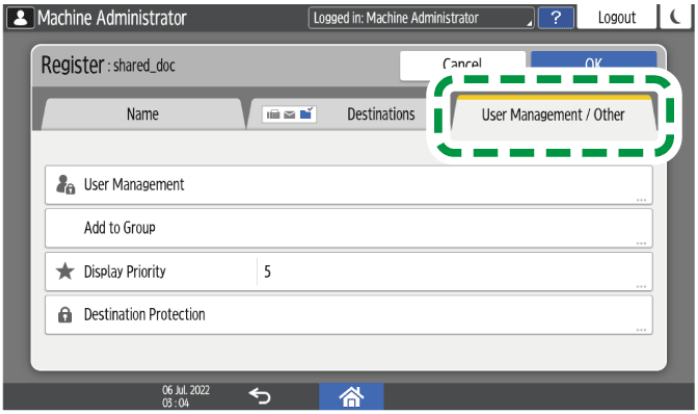
\\192.168.0.152\shared_doc

Selecting a folder from the list

Enter the IP address or host name of the computer on which to search for a shared folder, press [Browse Network], and then select the destination folder. Depending on the connection destination, you may need to enter the login user name and password.

8. **Press [Connection Test] ▶ [Exit].**
   - When no connection is established, check the message that appears.

     page 222 "When a Message Appears While Using the Scanner Function"
   - Press [Cancel] to abort the connection test, such as when you make a mistake specifying Path.
9. **Press [OK] twice.**
10. **If necessary, press the [User Management / Other] tab and specify the settings.**



11. **Press [OK].**
12. **Press [Home] ( ) after specifying the settings.**
13. **When a message prompting you to back up the address book appears on the screen, press [Go to Backup] to back up the address book.**

    If you select [Close], you can close the address book without backing up and go back to the Home screen.

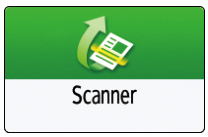
    See "Making a Backup or Restoring the Address Book", User Guide in English.

Note

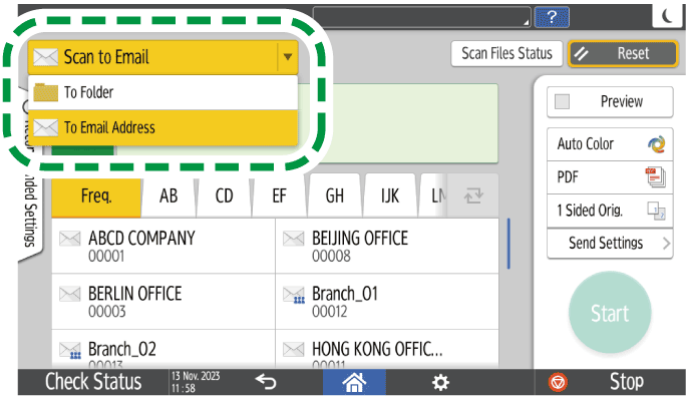
- The connection test may take time.
- Even if the connection test was successful, the machine may fail to transfer the file if you do not have write privileges for the shared folder or there is not enough space in the internal storage.
- When the specified destination is updated using the Central Management function, the spooled documents are sent to the destination after updating.

Basic Procedure for Performing Send to Folder

1. **Press [Scanner] on the Home screen.**



2. **Select [To Folder] on the scanner screen.**



3. **Place the original on the scanner.**

   See "Placing an Original to Scan", User Guide in English.

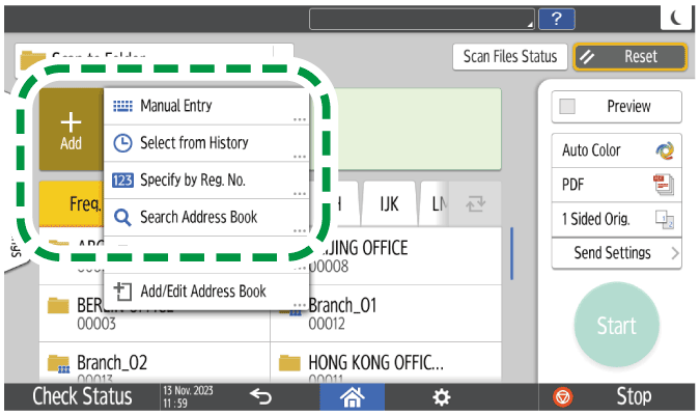
4. **Press [Send Settings] and configure the scan settings according to the purpose of the scanned data.**



   page 163 "Scanning an Original with Suitable Quality and Density"

   page 166 "Specifying the File Type or File Name When Scanning a Document"

5. **Press , select [Search Address Book] or [Specify by Reg. No.] and then specify the shared folder that is registered in the address book.**



   - To enter the information manually, press , and select [Manual Entry]. Select SMB as the protocol and enter the required information. Press [Connection Test] to test the connection. Press [Cancel] to abort the connection test, such as when you make a mistake specifying Path.

- To specify the destination again, press 2.
- You can also select the destination using the address book displayed on the scanner screen.

6. **Press [Start].**

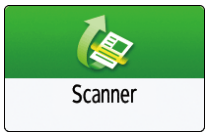
Note

- If any of the machine's security functions are enabled, select the destination from the registered folder only when you send files by Scan to Folder.
- If the firewall of an antivirus program is active, you may not be able to specify a shared folder on the computer as a folder destination. If this is the case, see the antivirus program's Help.
- If Windows firewall is active and you cannot specify a shared folder on the computer as a folder destination, the machine may be able to communicate with the computer by changing the exceptions of the Windows firewall. For details, see Windows Help.
- After scan files are sent, the destination and file name fields will be automatically cleared. If you want to preserve the information in these fields, contact your local dealer.
- When the specified destination is updated using the Central Management function, the spooled documents are sent to the destination after updating.

Scanning an Original with Suitable Quality and Density

Specify the quality and density to scan on the [Send Settings] screen.

1. **Press [Scanner] on the Home screen.**



2. **Place the original on the scanner.**

   See "Placing an Original to Scan", User Guide in English.

3. **Press [Send Settings] on the scanner screen and specify the original type (quality), density and resolution.**

When specifying the original type



Original Type	Appropriate for
Black & White: Text	A document mainly composed of text in black and white. The original is scanned in two tones of black and white.

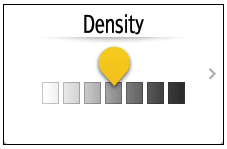
Original Type	Appropriate for
	• Dropout Color The machine scans the original while erasing the specified color (Chromatic Color, Red, Green, Blue). To specify a color to erase more precisely, move  toward [Narrow] in the color range to erase.
Black & White: Text / Photo	A document with text and photos in black and white. The original is scanned in two tones of black and white.
Black & White: Text / Line Art	A document with text and figures in black and white. The original is scanned in two tones of black and white.
Black & White: Photo	A document with figures and photos in black and white. The original is scanned in two tones of black and white.
Gray Scale	A document with figures and photos in black and white. The original is scanned as an image comprising many shades of gray.
Full Color: Text / Photo	A document mainly comprising text in color.
Full Color: Glossy Photo	An original in color such as silver-halide prints or pictures.
Auto Color Select	The machine determines whether the original is color or black-and-white and scans it. It may not be determined correctly depending on the scan settings and original content. Small color originals, such as name cards, might be detected as black and white originals. We recommend selecting [Full Color: Text / Photo] or [Full Color: Glossy Photo] when scanning small color originals.

- You can select only [Gray Scale], [Full Color: Text / Photo], or [Full Color: Glossy Photo] when [High Comp. PDF] as the [File Type].

  page 166 "Specifying the File Type or File Name When Scanning a Document"

- If you select the original type not compatible with the file format specified in [File Type], a message suggesting you to change the file type or original type is displayed. In this case, select a file type or original type from those suggested in the message.

When adjusting the density



- Move  to the left or right to adjust the density. The colors in the scanned image darken as you move the slider to the right.
- Press [Density], and then select the [Auto Density] check box to adjust the density automatically when scanning an original with a non-white background such as newspaper or a document that has show-through.
- You can specify the shading level in [Scanner Settings] ▶ [Scan] ▶ [Color/Density] ▶ [Background Density of ADS (Full Color)].

When specifying the resolution



- Select the resolution to use for scanning the original. Image quality improves as the resolution increases, but the size of the scanned data also increases.
- To ensure the quality of scanned data, [100 dpi] cannot be selected in the following cases:
  - [High Comp. PDF] is specified in [File Type]

    page 166 "Specifying the File Type or File Name When Scanning a Document"
  - [PDF] is selected in [File Type] and OCR setting is specified

    See "Scanning an Original as a PDF File with Embedded Text Data", User Guide in English.

4. **To send the scanned document to an e-mail address, press [Sender] and then specify the sender.**

   When a logged in user is operating the machine, the logged in user becomes the sender.

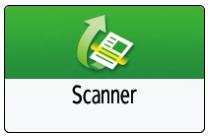
   page 147 "Scanning Documents and Sending the Scanned Data by E-mail"
5. **Specify the destination on the scanner screen, and press [Start].**

Settings for E-mail and Scan Data

Specifying the File Type or File Name When Scanning a Document

Specify the settings in [Send Settings] on the scanner screen.

1. **Press [Scanner] on the Home screen.**



2. **Place the original on the scanner.**

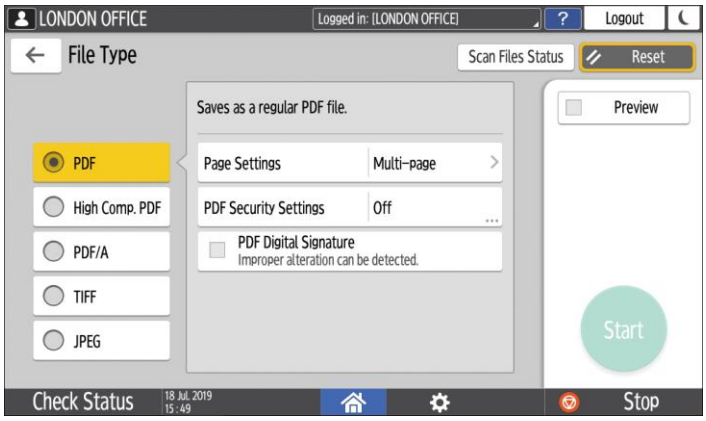
   See "Placing an Original to Scan", User Guide in English.

3. **Press [Send Settings] on the scanner screen.**



4. **Press [File Type], and select the file type to save the scanned document.**

   Press [Others] to display the detailed settings screen.



File Type	Description
PDF	Creates a standard PDF file.
High Comp. PDF	You can reduce the data size without affecting text legibility.
PDF/A	This is an international standard suitable for long-term data storage.
TIFF	This image file format is suitable for black-and-white text and lines.
JPEG	This image file format is suitable for photos and images with subtle gradations.

- You can select from the following file types:

- Single Page: PDF, High Compression PDF, PDF/A, TIFF, JPEG

  If you select a single-page file type when scanning multiple originals, one file is created for each single page and the number of files sent is the same as the number of pages scanned.

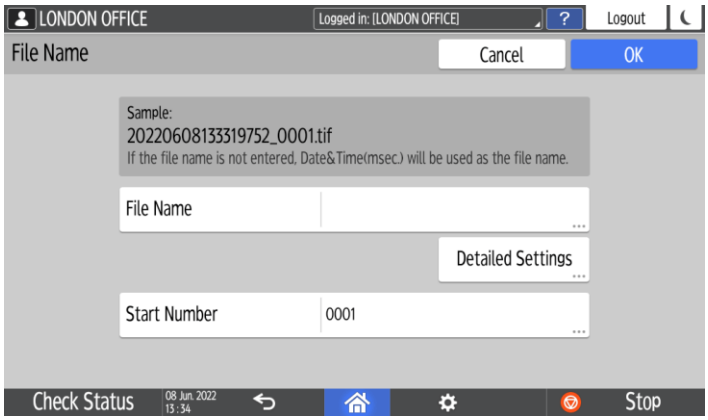
- Multi-page: PDF, High Compression PDF, PDF/A, TIFF

  If you select a multi-page file type when scan multiple originals, scanned pages are combined and sent as a single file.

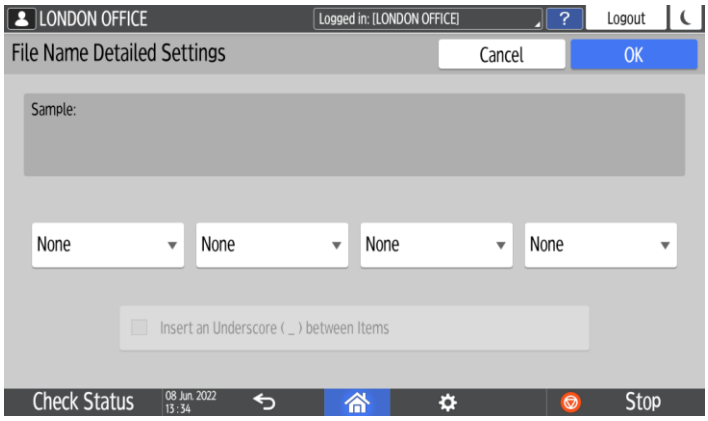
- Selectable file types differ depending on the scan settings and other conditions. For details about file types, see page 168 "Notes about and limitations of file types".

5. **To specify the file name, press [File Name] and enter the file name.**

   If you do not set a file name, then a file name consisting of the scanned date (including seconds and milliseconds) is assigned.



   You can specify the file name with a combination of any strings, host name, login ID, and other various items by pressing [Detailed Settings].



6. **Specify the scan settings according to the purpose of the scanned data.**

   page 163 "Scanning an Original with Suitable Quality and Density"

7. **To send the scanned document to an e-mail address, press [Sender] and then specify the sender.**

   When a logged in user is operating the machine, the logged in user becomes the sender.

page 147 "Scanning Documents and Sending the Scanned Data by E-mail"

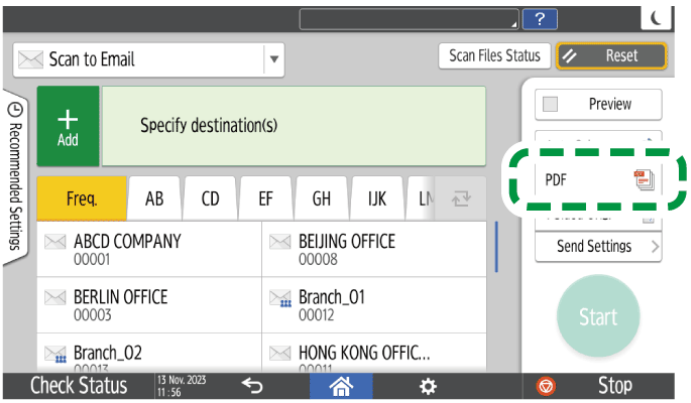
8. **Specify the destination on the scanner screen, and press [Start].**

Note

- You can also set the security and digital signature and embed text information in the PDF file.

  See "Scanning an Original as a PDF with Security Settings Specified", User Guide in English.

  See "Scanning an Original as a PDF File with Embedded Text Data", User Guide in English.
- You can change the number of digits in [Scanner Settings] ▶ [Sending Settings] ▶ [File Name] ▶ [Number of Digits for Single Page Files].
- The version of the created PDF files is 1.4/1.5.
- You can also select File Type from the scanner screen. Press an item on the screen to select it.



Notes about and limitations of file types

Depending on the file format you select, the following limitations will apply:

TIFF

If you select TIFF as the file format, the data is not compressed and thus results in larger files.

High Compression PDF

You cannot select [High Comp. PDF] in the following cases:

- When "Available Functions" of "Scanner Function" is set to [Black & White Only] in [System Settings] ▶ [Settings for Administrator] ▶ [Function Restriction] ▶ [Restrict Functions of Each Application].
- If [System Settings] ▶ [Settings for Administrator] ▶ [File Management] ▶ [PDF File Type: PDF/A Fixed] is set to [On].

- High Compression PDF is not compatible with Adobe Acrobat Reader 5.0/Adobe Reader 6.0 or earlier versions.
- When [High Comp. PDF] is selected as the file type for scanning, areas of uneven density may appear in the scan file. If this happens, change the PDF File setting to [PDF/A] or [PDF].

7. Maintenance

Replacement and Replenishment of Consumables

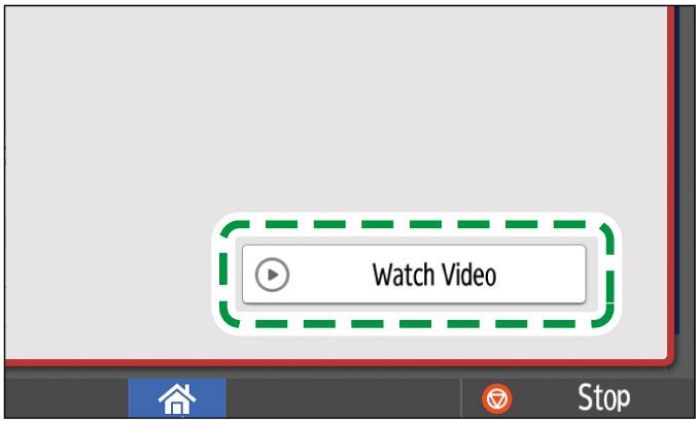
Replacing the Toner

You can view the procedure to replace the toner by watching a movie that is displayed on the control panel.

Important

- **Replace the toner after the message prompting replacement is displayed on the control panel.**
- **The machine may become damaged if you use toner of a different type.**
- **Do not turn off the power of the machine when replacing the toner. If you turn off the power when replenishing the toner, the specified settings are canceled, and printing will not resume afterwards.**
- **After removing the print cartridge from the machine, do not shake it while its opening is facing downward. The remaining toner may spill out.**
- **After removing the print cartridge, do not touch the interior of the machine.**
- **Do not pull out and put back the print cartridge repeatedly. The remaining toner may leak.**
- **Follow the procedure displayed on the screen to replenish the toner.**

1. **Press [Watch Video].**



D0C9PA8225

Press [Check Status] and then press [Check] under [Machine Status] tab.

2. **Press the play ( ) key.**
3. **Replace the toner by following the procedure shown in the video.**

Note

- You can also watch the video on the website.
  (http://support.ricoh.com/services/device/video/M0FB/toner/ww/index.html?utm_source=Ricoh&utm_medium=manual&utm_campaign=D0EX)

- You can transmit data in the fax or scanner function even after the toner runs out. However, you cannot transmit a fax when the number of times of reception and transmission performed in the fax function after the toner has run out and the number of times of communication not recorded in the Records exceeds a total of 1,000. Replace the toner earlier.
- While the message prompting you to replace the toner is displayed, Memory Storage Report for Memory Transmission will not be printed.
- If appears when there is a lot of toner, hold the cartridge with the opening upward, shake it well, and then reinstall it.

Precautions When Storing Toner

⚠WARNING

- Do not store toner (new or used) or toner containers while toner is inside in a place with an open flame. The toner can ignite and result in burns or fire.

⚠CAUTION

- Do not leave the following items in a place where children can reach them:
  - Toner (new or used)
  - Toner containers while toner is inside
  - Toner-attached parts

Important

- **Store the toner in a dry environment away from direct sunlight and generally under the temperature below 35°C.**
- **Keep the toner horizontal when storing it.**

Precautions When Replacing the Toner

⚠WARNING

- Do not dispose of the following items into a fire. Toner will ignite on contact with naked flame and burns can result.
  - Toner (new or used)
  - Toner containers while toner is inside
  - Toner-attached parts

- Do not absorb spilled toner (including used toner) using a vacuum cleaner. Absorbed toner may cause ignition or explosion due to electric contact sparks inside the vacuum cleaner. However, you can use a toner-compatible industrial vacuum cleaner. When toner is spilled, remove the spilled toner using a wet cloth so that the toner is not scattered.

- The following explains the warning messages on the plastic bag used in this product's packaging:
  - Do not leave the polythene materials (bags, etc.) supplied with this machine close to babies and small children. Suffocation can result if polythene materials are brought into contact with the mouth or nose.

⚠CAUTION

- When the following occurs while toner is handled, receive emergency measures first, and then consult a doctor if necessary.
  - When inhaling toner, gargle with a large amount of water and move into a fresh air environment.
  - When swallowing toner, dilute gastric contents with a large amount of water.
  - When getting toner into your eyes, flush them with a large amount of water.

- When removing jammed paper, replenishing or replacing toner (new or used), make sure not to inhale toner.

- When removing jammed paper, replenishing or replacing toner (new or used), be careful not to have toner dirt your skin or clothes.

- If toner (new or used) comes into contact with your skin or clothes and smears them, take the following actions:
  - If toner comes into contact with your skin, wash the affected area thoroughly with soap and water.
  - If toner comes into contact with your clothes, wash the stained area with cold water. Heating the stained area by applying hot water will set the toner into the fabric and removing the stain may become impossible.

- When replacing a container with toner (including used toner) or consumables with toner, be careful that the toner does not splatter. After removing used consumables and shutting the lid of the container if the lid is available, put them in a bag.

- Do not open toner containers forcibly while toner is inside, crush or squeeze them. Toner spillage can cause accidental ingestion or dirtying of clothes, hands, or floor.

Disposing Exhausted Toners

You cannot reuse exhausted toners.

When disposing a depleted print cartridge, place the cartridge in a box or plastic bag while paying attention not to spill any toner powder.

Region A (mainly Europe and Asia)

If you want to discard your used toner container, please contact your local sales office. If you discard it by yourself, treat it as general plastic waste material.

Region B (mainly North America)

Please see our local company website for information on the recycling of supply products, or you can recycle items according to the requirements of your local municipalities or private recyclers.

Replacing the Waste Toner Bottle

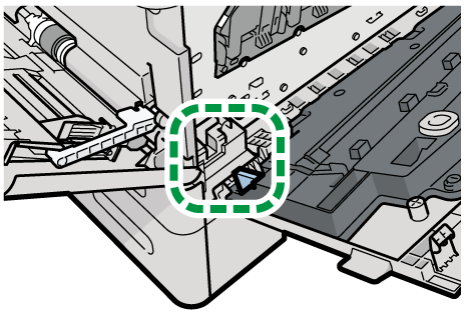
The waste toner bottle needs to be replaced soon when the Waste Toner Bottle is almost full. message is displayed. Prepare a replacement waste toner bottle.

See the video displayed on the control panel of the machine for the procedure to replace the waste toner bottle.

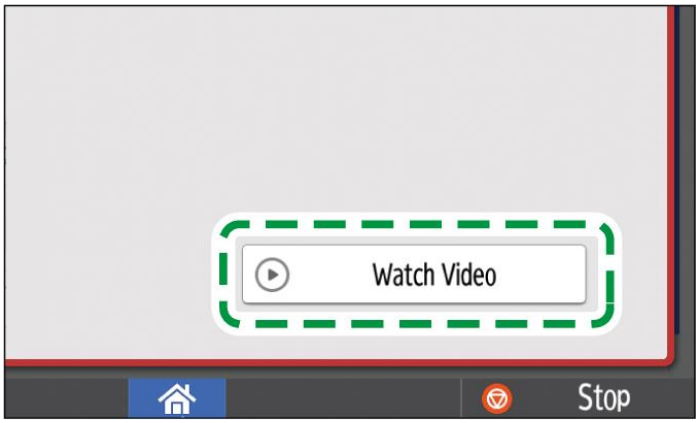
Important

- **For safe and correct use, please be sure to read Safety Information before replacing the machine's supplies.**
- **You cannot reuse the waste toner bottle.**

- **Spread out the replacement instructions supplied with the consumables so the floor and other surfaces don't get dirty due to the scattering of waste toner from the waste toner bottle you will remove.**
- **After you remove the waste toner bottle, do not touch the parts shown in the illustration below.**



1. **Press [Watch Video].**



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Press [Check Status] and then press [Check] under [Machine Status] tab.

2. **Press the play ( ) key.**
3. **Replace the waste toner bottle by following the procedure shown in the video.**

Note

- You can also watch the video on the website.
（http://support.ricoh.com/services/device/video/M0FB/wtoner/ww/index.html?utm_source=Ricoh&utm_medium=manual&utm_campaign=D0EX）

7

Precautions When Replacing the Waste Toner Bottle

⚠WARNING

- Do not store toner (new or used) or toner containers while toner is inside in a place with an open flame. The toner can ignite and result in burns or fire.

- Do not dispose of the following items into a fire. Toner will ignite on contact with naked flame and burns can result.
  - Toner (new or used)
  - Toner containers while toner is inside
  - Toner-attached parts

- Do not absorb spilled toner (including used toner) using a vacuum cleaner. Absorbed toner may cause ignition or explosion due to electric contact sparks inside the vacuum cleaner. However, you can use a toner-compatible industrial vacuum cleaner. When toner is spilled, remove the spilled toner using a wet cloth so that the toner is not scattered.

⚠CAUTION

- Do not leave the following items in a place where children can reach them:
  - Toner (new or used)
  - Toner containers while toner is inside
  - Toner-attached parts

- When the following occurs while toner is handled, receive emergency measures first, and then consult a doctor if necessary.
  - When inhaling toner, gargle with a large amount of water and move into a fresh air environment.
  - When swallowing toner, dilute gastric contents with a large amount of water.
  - When getting toner into your eyes, flush them with a large amount of water.

- When removing jammed paper, replenishing or replacing toner (new or used), make sure not to inhale toner.

- When removing jammed paper, replenishing or replacing toner (new or used), be careful not to have toner dirt your skin or clothes.

- If toner (new or used) comes into contact with your skin or clothes and smears them, take the following actions:
  - If toner comes into contact with your skin, wash the affected area thoroughly with soap and water.
  - If toner comes into contact with your clothes, wash the stained area with cold water. Heating the stained area by applying hot water will set the toner into the fabric and removing the stain may become impossible.

- When replacing a container with toner (including used toner) or consumables with toner, be careful that the toner does not splatter. After removing used consumables and shutting the lid of the container if the lid is available, put them in a bag.

- Do not open toner containers forcibly while toner is inside, crush or squeeze them. Toner spillage can cause accidental ingestion or dirtying of clothes, hands, or floor.

Disposing the Used Waste Toner Bottle

When disposing the used waste toner bottle, place the bottle in a box or plastic bag while paying attention not to spill any toner powder.

Region A (mainly Europe and Asia)

If you want to discard your used waste toner bottle, please contact your local sales office. If you discard it by yourself, treat it as general plastic waste material.

Region B (mainly North America)

Please see our local company website for information on the recycling of supply products, or you can recycle items according to the requirements of your local municipalities or private recyclers.

8. Troubleshooting

Getting Started

Alert Sounds

The machine notifies you with an alert sound when a paper jam occurs, the original is left on the machine, or another problem occurs. Listen to the alert sound for one of the patterns described below, and perform the required procedure accordingly.

Sound pattern[*1]	Condition	Solution
A short beep	Touch/Notification Login/Logout	-
A short beep, followed by long beep	Invalid Operation	If you entered an incorrect password, enter the correct password. If you hear this sound when touching an icon or key, you do not have permission to use the function or setting. Log in to the machine as a user with permission, or consult your user administrator (or custom-privileges administrator who has equivalent privilege).
A long beep	Operation Completed Copy: Job Done Fax Printing Ended Fax Transmission Ended Fax Reception Ended	Check the operation result.
Two long beeps	Warm-up	The machine is ready for use after the machine is turned on or recovers from the sleep mode.
Five long beeps (repeating four times)	Caution Copy: Forgot Original Scanner: Forgot Original Fax: Forgot Original	Check that an original is not left on the exposure glass and that paper is loaded in the paper tray.

Sound pattern*1	Condition	Solution
Five short beeps (repeating five times)	Warning	Check the message displayed on the screen, and resolve the problem by removing the jammed paper or original, or replacing the toner.
12 short beeps	Blank Page Detected	Check that the original is placed in the ADF with the side to scan facing up.

*1 The factory default sound pattern is used as an example in the table above.

Note

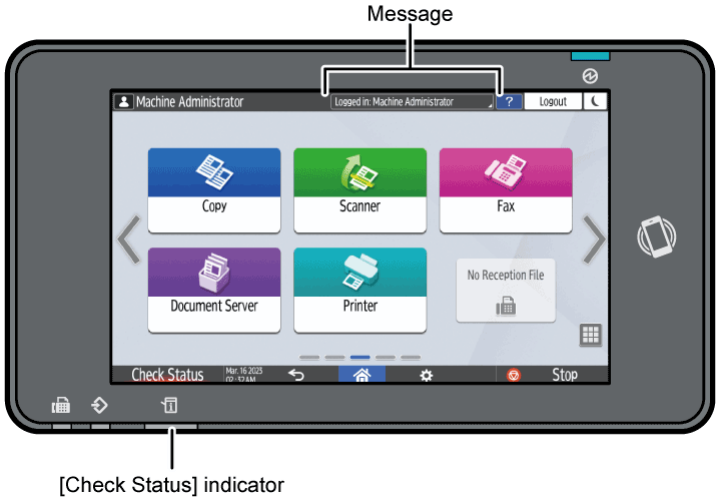
- You cannot pause an alert sound that has started. The machine continues to emit the sound until the preset sound pattern is completed.
- You can specify the volume and type of alert sound in [Settings] ▶ [System Settings] ▶ [Sound]. The type of sound can be specified for each condition described in the table above. You can also specify the volume of the sound emitted when using On-hook or Immediate Transmission to send a fax in [Settings] ▶ [System Settings] ▶ [Sound] ▶ [Adjust Sound Volume (Fax)] or [Settings] ▶ [Fax Settings] ▶ [Others] ▶ [Adjust Sound Volume]. Press [Home] ( ) after specifying the settings.

  See "Setting the Sound Volume and Type", User Guide in English.

8

Checking the Indicators, Icons, and Messages on the Control Panel

The machine notifies you of the machine condition or status of an application with the [Check Status] indicator or a message displayed on the control panel. Check the status and resolve the problem accordingly.



- Message

Displays a message indicating the status of the machine or application. Press the message to display it in full text. You can also view more than one message as a list.

For the displayed messages and their solutions, see the following sections.

page 205 "When a Message Appears While Using the Printer Function"

page 191 "When a Message Appears While Using the Copy Function"

page 192 "When a Message Appears While Using Document Server"

page 192 "When a Message Appears While Using the Fax Function"

page 233 "When Other Messages Appear"

page 222 "When a Message Appears While Using the Scanner Function"

- [Check Status] indicator

  If there is a problem such as a paper jam, the [Check Status] indicator lights up or flashes along with a message displayed on the screen. Press [Check Status] to check the status of the machine or application, and resolve the problem accordingly.

When an Icon is Displayed with a Message

When you need to resolve a problem such as a paper jam, an icon is displayed at the beginning of a message. See the table below for the meaning of each icon.

Icon	Condition	Solution and reference
	Maintenance or repair is required.	Prepare for maintenance or consider repairing the machine.
	Toner is almost depleted, or has run out.	Prepare a replacement toner. Replace the toner when it runs out. page 171 "Replacing the Toner" Note • If appears when there is a lot of toner, pull out the print cartridge by following the toner replacement procedure that is displayed on the screen, and then set it back again.
	The waste toner bottle is full, or almost full.	Prepare a replacement waste toner bottle. Replace the bottle when it becomes full.

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Icon	Condition	Solution and reference
		page 174 "Replacing the Waste Toner Bottle"
	A cover is open.	Check that all covers of the machine and external devices are closed.

When the [Check Status] Indicator is lit or flashing

The [Check Status] indicator notifies the user when the machine requires immediate attention.

Flashing in red

When [Check Status] indicator is flashing in red and fax indicator and Data in indicator are flashing in blue, contact your service representative.

Lit in red

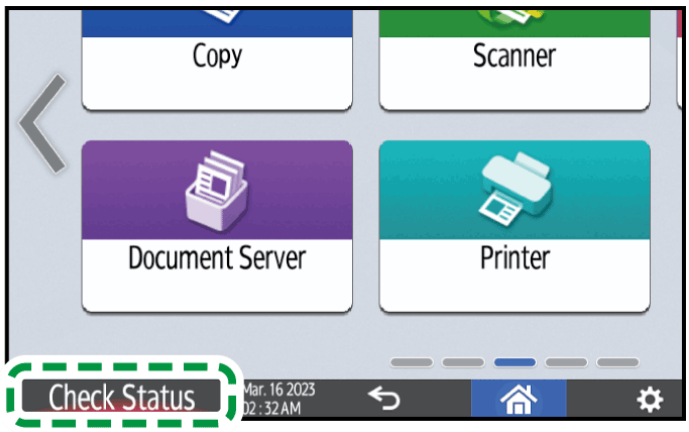
The machine is unavailable for use. Press [Check Status] and resolve the problem as soon as possible.

Flashing in yellow

Maintenance on the machine needs to be performed soon. Perform the required procedure accordingly.

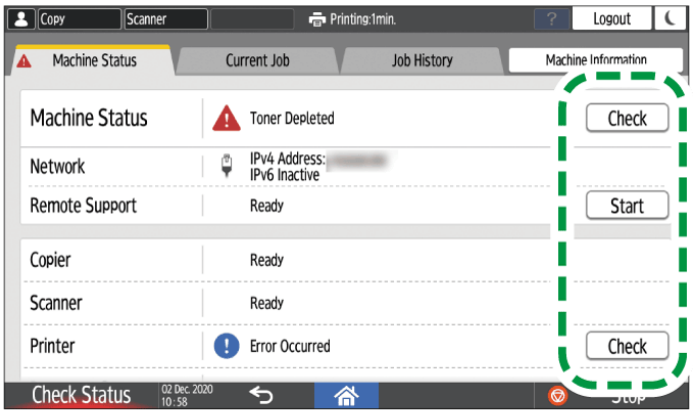
Follow the steps below to check the machine and the application's status, and solve the problem as needed.

1. **Press [Check Status].**



2. **Press [Check] to check the details, and perform the required procedure.**

page 181 "When an Icon is Displayed with a Message"



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⚠: The machine cannot be used.

❗: Some of the functions cannot be used, or the toner is almost depleted.

Note

- Depending on the machine condition, such as a paper jam or open cover, the status confirmation screen may be displayed automatically without pressing [Check Status].

When the Machine Cannot Be Operated

Note

- If a message is displayed on the screen, check the message.

  page 189 "When a Message Appears and the Machine Cannot Be Operated"
- When confirming or changing the settings in [Settings], press [Home] (🏠) after completing the operation to close [Settings].

When the Machine Does Not Respond Correctly to an Operation on the Control Panel

Condition	Cause	Solution and reference
The screen of the control panel is not lit.	The machine is in the sleep mode.	Touch the screen.
Nothing is displayed when you touch the screen.	The power of the machine is turned off.	Check that the main power indicator is not lit, and then turn on the main power of the machine. page 8 "Turning On and Off the Power"

Condition	Cause	Solution and reference
The power of the machine does not come on.	The power cable is unplugged from the wall outlet.	Connect the ground wire, and plug the power cable into the wall outlet. See "Installation Requirements After Moving the Machine", User Guide in English.
	The machine is connected to an extension cord.	You cannot use an extension cord. After checking that the screen is not lit when you touch it and the main power indicator is unlit, remove the extension cord and plug the power cable directly into the wall outlet.
	There may be a problem with the wall outlet.	After checking that the screen is not lit when you touch it and the main power indicator is unlit, plug the power cord into a confirmed operating wall outlet.
Only the copy icon is displayed when the machine is turned on.	The functions other than the copy function are starting up.	The time required for a function to start up varies depending on the function. Wait a while.
Only some of the menu items are displayed when you press [Settings] after turning on the power of the machine.	The functions other than the copy function are starting up.	The time required for a function to start up varies depending on the function. More items on the menu in [Settings] are displayed as the functions start up. Wait a while.
The login screen is displayed.	Basic Authentication, Windows Authentication, or LDAP Authentication is specified.	Enter the login user name and password, and then press [Login]. For the login user name and password, consult the user administrator (or custom-privileges administrator who has equivalent privilege). page 37 "Logging In from the Control Panel"

Condition	Cause	Solution and reference
The User Code entry screen is displayed.	User Code authentication is specified.	Enter the User Code, and press [OK]. Consult the user administrator (or custom-privileges administrator who has equivalent privilege) for the user code.
A function is not executed, or you cannot perform an operation.	Another function that cannot be used with the specified function at the same time is being executed.	Wait for the function in progress to end, and then perform the next operation. For details about functions that cannot be used at the same time, see the following section: page 394 "Function Compatibility" When a backup of the address book is being created using Web Image Monitor or another method, the next function is executed after the backup is completed.
The key is unresponsive, or another key is activated.	A malfunction is temporarily occurring on the machine. There is a device or equipment that is generating noise in the vicinity.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power again. page 8 "Turning On and Off the Power" If the message persists even after you have turned the power off and then on, consider repairing the machine.
Multi-touch, such as pinch-in and pinch-out, does not work properly.		
You cannot interrupt copying even after pressing [Stop] while the copy function is operating.	A malfunction is temporarily occurring on the machine.	
You cannot interrupt copying or scanning even after pressing [Stop], and the login screen is displayed.	Basic Authentication, Windows Authentication, or LDAP Authentication is specified, and the user who started the copying or scanning operation has logged out.	Log in to the machine as the user who started the copying or scanning operation or as the machine administrator (or custom-privileges administrator who has equivalent privilege), and press [Stop].

Condition	Cause	Solution and reference
Help is not displayed when you press [Help] ( ).	The application that is currently in use does not support the help function, or is grayed out because "Paper Misfeed" or another message is being displayed.	The help function cannot be used when is grayed out. Close the application or message, and then try again.
	is grayed out because the user does not have permission to use the browser function.	The help function cannot be used if the user does not have permission to use the browser function. If is always grayed out, consult the user administrator (or custom-privileges administrator who has equivalent privilege) to check whether you have permission to use the browser function. The user administrator can change the access permissions in the address book. See "Confirming the Available Functions", User Guide in English.
The screen changes to Web Browser when you press [Help] ( ), but the help content is not displayed.	The machine is not connected to the network correctly.	Check if you can display a web page in [Web Browser]. If a web page cannot be displayed, check that the machine is connected to the network correctly. See "Selecting the Network Connection Method", User Guide in English.
	The browser is configured not to save cookies.	Check that [Web Browser] ▶ [Menu] ( ) ▶ [Settings] ▶ [Privacy & security] ▶ [Accept cookies] check box is selected.

Condition	Cause	Solution and reference
The screen remains turned on and the machine does not enter the sleep mode when you press [Energy Saving] ( ).	The machine is in a condition that does not allow the machine to enter the sleep mode.	Check the conditions in which the machine does not enter the sleep mode. page 8 "Turning On and Off the Power"
The machine does not shut down when more than 10 minutes have passed after you press the main power switch.	The shutdown operation could not be performed normally.	Press the main power switch again. If the message persists even after you have turned the power off and then on, consider repairing the machine.
The power of the machine is turned off automatically.	[Main Power Off] is specified in the weekly timer.	Disable [Weekly Timer Easy Settings] and [Weekly Timer Detailed Settings] on [Settings] ▶ [System Settings] ▶ [Date/Time/Timer] ▶ [Timer].

When the Machine Does Not Respond Correctly to an Operation from a Computer

Condition	Cause	Solution and reference
When using the address book from Device Manager NX, an incorrect password error is displayed even when you enter the correct login user name and password.	A certificate is not installed on the computer when SSL/TLS is enabled on the machine.	Install the certificate on the computer. Consult your network administrator (or custom-privileges administrator who has equivalent privilege) for the certificate.
	An item other than [Simple Encryption] is specified in "Driver Encryption Key:Encryption Strength".	Specify [Simple Encryption] in "Driver Encryption Key:Encryption Strength" in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Security] ▶ [Extended Security Settings].

Condition	Cause	Solution and reference
You cannot access the machine using Web Image Monitor.	There is a problem with the connection between the machine and the computer.	Check the cable connecting the machine and the computer, and disconnect and then connect the cable again. Also, check the connection to the hub or router, and turn off and on the power of the device if possible. Next, turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power"
	A proxy server is specified.	In the proxy setting of the Web browser, specify the IP address of the machine as an exception. You can check the IP address in [Check Status] ▶ "Network".
"There is a problem with this website's security certificate." is displayed and you cannot connect to the machine when accessing the machine using Web Image Monitor.	[Permit SSL/TLS Communication] is set to [Ciphertext Only].	Click [Continue to this website (not recommended).]. To specify not to display the message, log in to the machine in the administrator mode, and specify [Ciphertext/Cleartext] in [SSL/TLS] ▶ "Permit SSL/TLS Communication" under [Device Management] ▶ [Configuration] ▶ "Security".
	"https" is entered at the beginning of the URL.	Do not enter "s" after "http".

When Messages Appear

When a Message Appears and the Machine Cannot Be Operated

Message	Condition	Solution and reference
"Service Call" SCXXX-XX "Contact" "Serial No. of Machine"	The machine needs to be repaired.	Consider repairing the machine.
"Following unit is out of order. Please call service." SC491-00 "Contact" "Serial No. of Machine"	Condensation is occurring inside the machine.	Turn the power off and then wait for a while until the condensation disappears.
"Functional Problems" SCXXX-XX "Contact" "Serial No. of Machine"	A malfunction that requires maintenance or repair has occurred.	Prepare for maintenance or consider repairing the machine. If a message prompts you to turn the power of the machine off and then on, the problem may be resolved by turning off the power, waiting for 10 seconds or more after confirming that the main power indicator is turned off, and then turning on the power. page 8 "Turning On and Off the Power" When "Press [Cancel] to cancel functions." is displayed, you can continue using the machine except for the function in which the malfunction is occurring after pressing [Cancel].
"Please wait."	The machine is recovering from the sleep mode.	Wait a while. Turn off the power of the machine if the message persists after five minutes, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power.

Message	Condition	Solution and reference
		page 8 "Turning On and Off the Power"
"Please wait."	The machine is preparing to perform a function or executing the image stabilization process.	Wait a while and do not turn off the power of the machine.
	The ambient temperature is outside the temperature range specified for the machine operation.	Check the room temperature and whether it satisfies the operational requirements of the machine. If the machine has just been moved to the current location, leave it be for some time and allow it to adapt to the environment before use. See "Installation Requirements After Moving the Machine", User Guide in English. If the message persists after five minutes even when the room temperature is within the specifications, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power"
"Please wait."	A consumable or supply such as the toner has been replenished.	Wait a while and do not turn off the power of the machine. Turn off the power of the machine if the message persists after five minutes, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power"
"Shutting down... Please wait. Main power will be turned off automatically. Maximum waiting time: 10 minute(s)"	The power of the machine was turned off while the machine was starting up or in the standby mode.	Wait until the power is turned off.

Note

- If the message persists even after you have performed the operations as instructed in the following message, a malfunction may temporarily occur on the machine. Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power.
  - "Cover Open"
  - "Cartridge Empty"
  - "Waste Toner Bottle is full."
  - "Original(s) left on exposure glass."
  - "No paper."

page 8 "Turning On and Off the Power"

When a Message Appears While Using the Copy Function

Message	Condition	Solution and reference
"2 Sided Copy is not available with this paper size." (The name of some other specified finish, such as "Rotate Sort", may appear in "2 Sided Copy".)	A paper size that is not supported in Duplex copying or the specified finishing type is specified.	Check the paper size supported in Duplex copying and the specified finishing type and load the supported paper. page 369 "List of Specifications"
"Exceeded the maximum number of sheets that can be used. Copying will be stopped."	When the copy volume use limitation is enabled, copying was canceled because the copy volume of the user exceeded the upper limit allotted for the user.	For details about the copy volume use limitation, consult the user administrator (or custom-privileges administrator who has equivalent privilege). The user administrator can change the limit on the copy volume use. See "Specifying Maximum Print Volume Use of Each User", User Guide in English.
"Set next original(s) within the following seconds, then press [Start]."	Duplex copying is specified.	When not copying onto both sides of paper, clear the [1 sided→2 sided] and [2 sided→2 sided] check boxes.

When a Message Appears While Using Document Server

For details about the messages that are displayed when printing a document, see the descriptions of the messages that are displayed in the copy function.

page 191 "When a Message Appears While Using the Copy Function"

Message	Condition	Solution and reference
"Cannot delete the folder because it contains locked file(s). Contact the file administrator."	The folder contains a locked document.	Request the file administrator (or custom-privileges administrator who has equivalent privilege) to unlock the document. The file administrator can unlock documents. See "Managing Folders as a File Administrator", User Guide in English.
"Cannot display preview of this page."	The format of the image data is corrupted.	Press [Confirm] to display the preview screen without a thumbnail. If the image data comprises multiple pages, press   to display a different page.
"The selected folder is locked. Please contact the file administrator."	The wrong password was entered 10 times while performing operation on a password-protected folder, and the folder is locked.	Request the file administrator (or custom-privileges administrator who has equivalent privilege) to unlock the folder. The file administrator can unlock folders. See "Managing Folders as a File Administrator", User Guide in English.

When a Message Appears While Using the Fax Function

Note

- When confirming or changing the settings in [Settings], press [Home] ( ) after closing [Settings].

Messages that Appear During Operation or When Sending/Receiving a Fax Cannot Be Performed

Message	Condition	Solution and reference
"Cannot detect the Fax line."	The G3 line is not connected.	To hide the message, select [Off] in [Settings]▶[Fax Settings]▶[Detailed Initial Settings]▶[G3 FAX Line Connection Check].
"Cannot receive emails currently."	The machine is receiving a On-demand Email Notification (a query e-mail from the administrator), and manual reception cannot be performed.	Wait a while, and press [Manual Reception: Email].
"Error occurred, and transmission was cancelled."	An original had jammed while sending a fax.	Press [Confirm], remove the jammed original, and then send the fax again.
	An error occurred temporarily in the machine, or there was interference on the line such as excessive noise or cross-talk.	Press [Confirm] and send the fax again.
"Functional problem occurred. Stopped processing."	The power of the machine was lost while receiving an Internet Fax.	Even if you turn on the power immediately, you may not be able to resume reception until the timeout duration has passed depending on the settings of the e-mail server. Wait a while. To receive the fax manually, wait until the duration has passed and then operate the machine to perform reception. For the timeout duration, consult the administrator.
"Memory is full. Cannot scan more. Transmitting only scanned pages."	The memory is full.	Press [Confirm] to return to the stand-by state and start sending the pages that are already scanned and stored. Check the transmission result report for unsent pages, and send those pages later.

Message	Condition	Solution and reference
"Some invalid destination(s) contained. Do you want to select only valid destination(s)?"	A folder destination is included in the group.	When sending a fax to a destination other than a folder destination, press [Select].

Note

- If the JPEG/PDF file that is attached to an e-mail sent to the machine cannot be printed, check the message and resolve the problem accordingly.

  page 205 "When a Message Appears While Using the Printer Function"

Messages that Appear When the Machine Cannot Connect to the Network

For details about your network environment, consult the administrator.

Message	Condition	Solution and reference
"Check whether there are any network problems." [14-01]	The destination device did not respond.	• Check that the computer specified as the destination is operating normally and connected to the network. • Check that the machine is connected to the network correctly.
"Check whether there are any network problems." [14-03]	You do not have permission to access the shared folder specified as the destination.	Check the access permission settings of the shared folder on the destination computer. page 151 "Scanning Documents and Sending the Scanned Data to a Folder"
"Check whether there are any network problems." [14-07]	The shared folder specified as the transfer destination cannot be found in Folder Transfer.	Creating a shared folder on the destination computer. To check the folder name, select the destination in the address book, press [Edit], and see "Path" in [Destinations] tab ▶ [Folder]. See "Transferring a Received Fax Document to E-mail Address or Folder", User Guide in English.

Message	Condition	Solution and reference
	The amount of available internal storage space on the destination computer is insufficient to perform Folder Transfer.	Check that the computer specified as the transfer destination has enough free space.
"Check whether there are any network problems." [14-09]	The password registered in the address book is invalid when performing Folder Transfer.	Select the forwarding destination in the address book, press [Edit], and specify a password in the [Destinations] tab ▶ [Folder] ▶ [Folder Authentication Info].
"Check whether there are any network problems." [14-33]	[Fax Email Account] is not specified.	Register email address, user name, and password in [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [Fax Email Account].
"Check whether there are any network problems." [14-51]	The destination to which to perform Folder Transfer was deleted from the address book.	Register the destination folder to the address book. See "Registering the Destination Folder to Use for Send to Folder", User Guide in English.
"Check whether there are any network problems." [15-11]	The POP3 (IMAP4) server could not be found.	Check the settings in [Reception Protocol], [POP3/IMAP4 Settings] and [Email Communication Port] on [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email].
	The DNS server could not be found.	Check the [DNS Configuration] setting on [Settings] ▶ [System Settings] ▶ [Network/Interface].
	The machine is not connected to the network.	Check that the machine is connected to the network correctly.

Message	Condition	Solution and reference
"Network communication has failed. Cannot access the SIP server. Please check the address setting of the SIP server or the SIP server settings." [13-18]	The SIP server could not be accessed.	Specify the correct "SIP Server IP Address" in [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [IP-Fax Settings] ▶ [SIP Settings]. See "Sending Documents by IP-Fax", User Guide in English.
"Network communication has failed. Cannot connect to the destination normally because there is no IP-FAX function compatibility between the destination and this machine." [13-33]	The destination device is unable to connect with the IP-Fax function of the machine.	Sending a fax using the IP-Fax function is not possible. Send the fax using the G3 line if possible.
"Network communication has failed. Cannot register this machine to SIP server. Please check the address setting of the SIP server or other settings of the SIP server." [13-17]	The SIP server rejected the registration of the user name.	Specify the correct "SIP Server IP Address" and "SIP User Name" in [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [IP-Fax Settings] ▶ [SIP Settings]. See "Sending Documents by IP-Fax", User Guide in English.
	The POP3 (IMAP4) server could not be found.	Check the settings in [Reception Protocol], [POP3/IMAP4 Settings] and [Email Communication Port] on [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email].

Message	Condition	Solution and reference
"Network communication has failed. Failed to connect to POP/IMAP server. Please check machine settings and the status of server and network." [15-11]	The DNS server could not be found.	Check the [DNS Configuration] setting on [Settings] ▶ [System Settings] ▶ [Network/Interface].
	The machine is not connected to the network.	Check that the machine is connected to the network correctly.
"Network communication has failed. Failed to connect to the destination. Please check if the destination is correct and destination machine status." [14-01]	The SMTP server could not be found.	Check [SMTP Server] on [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email].
	The DNS server could not be found.	Check [DNS Configuration] on [Settings] ▶ [System Settings] ▶ [Network/Interface].
	The machine is not connected to the network.	Check that the machine is connected to the network correctly.
	Communication with the destination specified for Folder Transfer could not be established properly.	• Check that the computer specified as the transfer destination is operating normally and connected to the network. • Check the transfer settings. See "Transferring a Received Fax Document to E-mail Address or Folder", User Guide in English.
	The destination could not be found when the fax was sent without using the SMTP server.	Check that the destination is specified correctly. See "Sending Internet Faxes without Using SMTP Server", User Guide in English.

Message	Condition	Solution and reference
"Network communication has failed. Failed to connect to the destination folder. Please check if the destination is correct and destination machine settings." [14-25]	The shared folder specified as the destination of Folder Transfer cannot be found.	Specify the destination from the address book, press [Edit], and check that the setting in the [Destinations] tab ▶ [Folder] matches the folder name or path of the shared folder on the destination computer. If the shared folder on the destination computer has been deleted, create the folder. See "Transferring a Received Fax Document to E-mail Address or Folder", User Guide in English.
"Network communication has failed. Failed to send. Please check a destination machine status and both authentication setting of destination machine and this machine." [14-04]	A malfunction is occurring on the SMTP server or the computer specified as the destination when sending an e-mail without using the SMTP server.	Check that the SMTP server and the computer specified as the transfer destination are functioning normally.
"Network communication has failed. Failed to send. Please check destination machine status and remaining memory." [14-05]	No free space is available on an SMTP server, the computer specified as the destination for Folder Transfer, or the computer specified as the destination when sending an e-mail without using the SMTP server.	Check that free space is available on the SMTP server and the destination computer.
	The specified destination does not exist.	Check the destination e-mail address, and specify again if necessary.

Message	Condition	Solution and reference
"Network communication has failed. Failed to send. Please check if the destination is correct." [14-06]	The destination could not be found when the fax was sent without using the SMTP server.	Check that the destination is specified correctly. See "Sending Internet Faxes without Using SMTP Server", User Guide in English.
"Network communication has failed. Failed to send. Please check status and settings of the destination machine." [14-08]	A malfunction is occurring on an SMTP server, the computer specified as the destination for Folder Transfer, or the computer specified as the destination when sending an e-mail without using the SMTP server.	Check that the SMTP server and the destination computer are functioning normally.
"Network communication has failed. Failed to send. Please check the access privilege setting of the destination." [14-03]	A malfunction is occurring on an SMTP server, the computer specified as the destination for Folder Transfer, or the computer specified as the destination when sending an e-mail without using the SMTP server.	Check that the SMTP server and the destination computers are functioning normally.
	The shared folder specified as the transfer destination cannot be found in Folder Transfer.	Creating a shared folder on the destination computer. To check the folder name, select the destination in the address book, press [Edit], and see "Path" in [Destinations] tab ▶ [Folder]. See "Transferring a Received Fax Document to E-mail Address or Folder", User Guide in English.

Message	Condition	Solution and reference
	The user name and/or password registered in the address book are invalid when performing Folder Transfer.	Select the forwarding destination in the address book, press [Edit], and specify [Destinations] tab ▶ [Folder] ▶ [Folder Authentication Info] again. See "Registering the Destination Folder to Use for Send to Folder", User Guide in English.
"Network communication has failed. Failed to send. Please check the administrator email address setting." [14-00]	The administrator e-mail address is not registered when the machine is configured to send Records by e-mail.	• Specify [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email] ▶ [Administrator's Email Address].
"Network communication has failed. Failed to send. Please check user name and password." [14-09]	The user name and/or password registered in the address book are invalid when performing Folder Transfer.	Select the forwarding destination in the address book, press [Edit], and specify [Destinations] tab ▶ [Folder] ▶ [Folder Authentication Info] again. See "Registering the Destination Folder to Use for Send to Folder", User Guide in English.
"Network communication has failed. Failed to send. The registration of fax email address or administrator email address is required." [14-33]	Both the e-mail address to use for sending and receiving e-mails and the administrator e-mail address are not registered when sending an e-mail.	Specify [Fax Email Account] on [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] or [Administrator's Email Address] on [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email]. See "Preparing the Machine for Sending and Receiving Documents by Internet Fax", User Guide in English.
"Network communication has failed. Failed to send. The specified address is invalid." [14-34]	A domain name was not specified when sending an e-mail without using the SMTP server.	• Specify a host name or IP address as the destination, and send the e-mail again.

Message	Condition	Solution and reference
		• When you specified the destination from the address book, select the destination in the address book, press [Edit], and then check the settings in "Send via SMTP Server" and "SMTP Authentication Info" in [Destinations] tab ▶ [Email Address]. See "Sending Internet Faxes without Using SMTP Server", User Guide in English.
"Network communication has failed. Fax email account is not registered. Please check settings." [15-02]	[Fax Email Account] is not specified.	Specify the settings in "User Name" and "Password" in [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [Fax Email Account].
"Network communication has failed. Fax email address is not registered. Please check settings." [15-03]	[Fax Email Account] is not specified.	Register Email Address in [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [Fax Email Account].
"Network communication has failed. No response from the destination. Please check the cable connection and if the network equipment is turned on." [13-39]	The destination device did not respond.	• Check that the computer specified as the destination is operating normally and connected to the network. • Check that the machine is connected to the network correctly.

Message	Condition	Solution and reference
"Network communication has failed. POP/IMAP server authentication error has occurred. Please check email account and password." [15-12]	A login attempt to the POP3 (IMAP4) server failed.	Check the [POP before SMTP] setting on [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email] and the [Fax Email Account] setting on [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings].
"Network communication has failed. POP/IMAP server is not registered. Please check settings." [15-01]	The POP3 (IMAP4) server address is not registered.	Specify the setting in [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email] ▶ [POP3/IMAP4 Settings].
"Network communication has failed. S/MIME certificate error has occurred. Please check the certificate of both destination and this machine." [14-21]	A user certificate (destination certificate) is not registered or has expired.	Install the correct user certificate. page 316 "Encrypting Network Communication"
	A device certificate (destination certificate) is not registered or has expired.	Install the correct device certificate. page 316 "Encrypting Network Communication"
"Network communication has failed. SIP digest authentication failed. Please check the SIP digest authentication user name and password." [13-24]	The authentication password on the SIP server and the password registered on the machine do not match.	Check that the password registered on the SIP server and "Password" in SIP Digest Authentication under [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [IP-Fax Settings] ▶ [SIP Settings] match. See "Sending Documents by IP-Fax", User Guide in English.

Message	Condition	Solution and reference
"Network communication has failed. The certificate of destination is not currently valid. Please re-issue it." [14-22]	The user certificate (destination certificate) has expired.	Install a new user certificate. page 316 "Encrypting Network Communication"
"Network communication has failed. The certificate of this machine is not currently valid. Please re-issue it." [14-23]	A device certificate (destination certificate) is not registered or has expired.	Install a new device certificate. page 316 "Encrypting Network Communication"
"Network communication has failed. The certificate of this machine or destination machine is not currently valid. Please re-issue it." [14-24]	The user certificate (destination certificate) and device certificate have expired.	Install a new user certificate and device certificate. page 316 "Encrypting Network Communication"
"Network communication has failed. The destination does not support IP-FAX." [13-34]	An IP-Fax was sent to a destination that does not support IP-Fax.	Sending a fax using the IP-Fax function is not possible. Send the fax using the G3 line if possible.
"Network communication has failed. The IP address is invalid. Please check the network settings."	An invalid IP address is registered.	Specify the correct [Effective Protocol] and [IP Address (IPv4)], or [IP Address (IPv6)] on [Settings] ▶ [System Settings] ▶ [Network/Interface]. See "Connecting to a Wired LAN", User Guide in English.

Message	Condition	Solution and reference
[13-26] [13-27]		
"Network communication has failed. The IP address may be invalid. Please check the network settings." [13-25]	The settings in [SIP Server IP Address] and [Effective Protocol] do not match.	Check that SIP Server IP Address in [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [IP-Fax Settings] ▶ [SIP Settings] and [Effective Protocol] on [Settings] ▶ [System Settings] ▶ [Network/Interface] are correct.
	An invalid IP address is registered.	Specify the correct [Effective Protocol] and [IP Address (IPv4)], or [IP Address (IPv6)] on [Settings] ▶ [System Settings] ▶ [Network/Interface]. See "Connecting to a Wired LAN", User Guide in English.
"Network communication has failed. The line has been disconnected. Please check the destination and caller ID notification setting." [13-32]	The destination terminated the communication.	• Check that the destination is specified correctly. • If the destination refuses to receive a fax with no sender information, enable notifying of the information and send the fax again.
"Network communication has failed. The mail address for authentication does not match with administrator's one. Please check the settings." [14-20]	When a signature is specified, the SMTP authentication e-mail address or POP before SMTP authentication e-mail address does not match the administrator e-mail address.	Check that the authentication e-mail address matches the address specified in [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email] ▶ [Administrator's Email Address]. See "Send (Email/Folder)", User Guide in English.

Note

- Change the current value to [1] under switch number [21] and bit number [6] in [Settings] ▶ [Fax Settings] ▶ [Detailed Initial Settings] ▶ [Parameter Setting] ▶ [Parameter Setting] to disable displaying the "Network communication has failed."

message. Change the setting when you are not using the IP-Fax or Internet Fax function.

See "Changing the Parameter Settings", User Guide in English.

When a Message Appears While Using the Printer Function

Note

- When confirming or changing the settings in [Settings], press [Home] ( ) after closing [Settings].

Messages that Appear without Error Codes

Message	Cause	Solution and reference
"Address Book is currently in use by another function. Authentication has failed."	The address book is in use by another function, and authentication query is not possible.	Try again later.
"A job via the network that was not printed exists because an error occurred. It was stored as a job not printed."	When the error job storing function is enabled, an error occurred in the print job sent via the network and the canceled job was stored.	• Check that the machine is connected to the network correctly. For details about your network environment, consult the administrator. • The stored document can be printed. page 142 "Printing Documents Stored in the Printer from the Control Panel"
"All the remaining print volume has been allocated to another central managed client(s). The job has been cancelled."	The job was canceled because the usage count information could not be obtained from the Central Management machine.	All job slots are occupied by other devices. Check the status of the client machine.

Message	Cause	Solution and reference
"An error occurred while printing a job with Background Numbering. The job has been cancelled."	A size that is impossible to print was specified.	Specify a size smaller than 216.0 mm (8.6 inches) wide and 347.6 mm (13.7 inches) long in "Print On:" in the printer driver. When [Same as Original Size] is specified in "Print On:", reduce the size specified in "Print On:" or adjust the size in the application.
"An error occurred while processing an Unauthorized Copy Prevention job. The job was cancelled."	The settings in the printer driver are incorrect.	Check the following in the printer driver: • Is a value smaller than 600 dpi specified in [Resolution]? See "Applying Different Print Settings Depending on the Document Type", User Guide in English. • Is only space(s) entered as the text to use for the background pattern in the unauthorized copy prevention function? • Is Document Server specified as the print method? See "Storing Documents to Print in the Machine", User Guide in English.
	Unauthorized copy prevention is given priority in [Settings for Administrator].	Consult the device administrator (or custom-privileges administrator who has equivalent privilege) for the settings of the machine. The machine administrator can change the setting in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Security Pattern/Stamp] ▶ [Unauthorized Copy Prevention Printing: Printer]. See "Settings for Administrator", User Guide in English.

Message	Cause	Solution and reference
"Auto-registration of user information has failed."	The maximum number of items that can be registered has been exceeded and the authentication information for LDAP authentication or Windows authentication cannot be registered automatically.	Delete a user that is no longer necessary from the address book.
"Cannot access the Memory Storage Device."	An USB flash memory device is unavailable for use.	• Check that the external media is formatted in FAT16 or FAT32, and write protection is not enabled on the media. • Check that the external media is not corrupted or damaged.
"Cannot store data of this size."	The paper size is too large.	Reduce the paper size of the document to send. The document to send cannot be stored at a custom size.
"Classification Code is incorrect. The job has been cancelled."	A classification code is not specified.	Consult the machine administrator (or custom-privileges administrator who has equivalent privilege) for the classification code, and enter the code in [Classification Code] in "Detailed Settings" on the [Basic] tab ▶ [Modify] under "Job Type" in the printer driver.
	The document was printed in a printer driver that does not support the classification code.	Request the machine administrator (or custom-privileges administrator who has equivalent privilege) to change the setting of the classification code. Machine administrator: Change [Classification Code] to [Optional] in Web Image Monitor if necessary. See "Managing the Number of Printed Sheets Using the Classification Code", User Guide in English.

Message	Cause	Solution and reference
"Collate has been cancelled."	The sort function was canceled.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power"
"Command Error"	A problem occurred in the data because of the communication status or another reason.	Check that the machine can communicate with the computer properly.
	A printer driver that does not support the machine was used.	Use the printer driver for the machine. Obtain and install the latest version of the driver.
	The print command did not complete correctly.	In the printer driver, go to the [Others] tab ▶ [Special Settings] ▶ [Image Quality] and then change [Vector/Raster:] to [Raster].
"Communication error with central management server has occurred. The job has been cancelled."	The job was canceled because a Central Management communication error occurred.	Check the status of the Central Management machine.
"Compressed Data Error."	Compressed data is corrupted.	• Check that the tool used for creating the compressed data is functioning properly. • Check that the machine can communicate with the computer properly.

Message	Cause	Solution and reference
"Data storage error."	Printing a document as Test Print, Locked Print, Hold Print, Store Print, or storing the document in Document Server failed. The internal storage is malfunctioning.	If the message persists even after you have turned the power off and then on, consider repairing the machine.
"Document Server is not available to use. Cannot store."	Use of the Document Server function is restricted.	Consult the user administrator (or custom-privileges administrator who has equivalent privilege).
"Duplex has been cancelled."	The paper source tray is not specified for duplex printing.	Specify to use the paper tray for duplex printing in [Settings] ▶ [Tray/Paper Settings] ▶ [Paper Size/Paper Type].
"Error has occurred."	An error such as a syntactic error has occurred.	Check that the PDF file to print does not have an error.
"Error occurred while processing a Compulsory Security Stamp print job. The job was cancelled."	The job was canceled because an error occurred while applying Compulsory Security Stamp.	Reduce the resolution of the send data.
"Exceeded max. capacity of Document Server. Cannot store."	The internal storage is almost full.	• Reduce the size of the document to send. • Erase documents that are no longer needed. See "Deleting Documents Stored in the Machine", User Guide in English. See "Deleting Documents from Document Server", User Guide in English.

Message	Cause	Solution and reference
"Exceeded max. number of files. (Auto)"	The maximum number of Store Print jobs or the maximum number of jobs that can be managed for Hold Print (Auto) documents has been exceeded while storing a document printed by Normal Print as a Hold Print job by the error job storing function.	Erase a Hold Print (Auto) document that is no longer needed. See "Deleting Documents Stored in the Machine", User Guide in English.
"Exceeded max. number of files of Document Server. Cannot store."	The number of documents stored in the machine exceeds the maximum number.	Erase documents that are no longer needed. See "Deleting Documents from Document Server", User Guide in English.
"Exceeded max. number of pages. (Auto)"	An "exceeded max. number of pages" error occurred while storing a document printed by Normal Print as a Hold Print job by the error job storing function.	• Reduce the number of pages to print. • Erase documents that are no longer needed. See "Deleting Documents Stored in the Machine", User Guide in English. See "Deleting Documents from Document Server", User Guide in English.
"Exceeded max. number of pages of Document Server. Cannot store."	The number of pages stored in the machine exceeds the maximum number.	• Reduce the number of pages in the document to send. • Erase documents that are no longer needed. See "Deleting Documents from Document Server", User Guide in English.
"Exceeded max. pages. Collate is incomplete."	The maximum number of sheets that can be sorted has been exceeded.	Reduce the number of pages to print.

Message	Cause	Solution and reference
	Image data containing photographs or high resolution images was printed with Normal Print.	• Windows On the [Basic] tab, click [Modify] under [Job Type:], and then select one of following items in [Job Type:]. • Sample Print • Locked Print • Hold Print • Stored Print • Store and Print • Document Server • macOS Select one of following items in [Job Type] on the [Job Log] menu. • Sample Print • Locked Print • Hold Print • Stored Print • Store and Print • Document Server To print a document stored in the machine, see the following section. page 142 "Printing Documents Stored in the Printer from the Control Panel"
"Exceeded the maximum unit count for Print Volume Use. The job has been cancelled."	When the print volume is limited, printing was canceled because the print volume of a user exceeded the upper limit allotted for the user.	For details about the print volume use limitation, consult the user administrator (or custom-privileges administrator who has equivalent privilege). The user administrator can clear the counter or change the limit on the print volume. See "Confirming the Counter for Each User", User Guide in English. See "Specifying Maximum Print Volume Use of Each User", User Guide in English.
"File system is full."	The file system is full, and the PDF file cannot be printed.	Erase documents that are no longer needed.

Message	Cause	Solution and reference
		See "Deleting Documents Stored in the Machine", User Guide in English. See "Deleting Documents from Document Server", User Guide in English.
"Hardware Problem: USB"	An error has occurred on the USB interface.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power" If the message persists even after you have turned the power off and then on, consider repairing the machine.
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet interface.	
"Hardware Problem: Wireless Card"	An error has occurred in the wireless LAN board.	Turn off the power of the machine, check that the Wireless LAN board is correctly installed in the machine, and then turn on the power. page 8 "Turning On and Off the Power" If the message persists even after you have turned the power off and then on, consider repairing the machine.
"Information for user authentication is already registered for another user."	In LDAP authentication, the same name is registered under different IDs on different servers, and duplicate names (account names) occurred such as when switching the domain (server).	Consult the user administrator (or custom-privileges administrator who has equivalent privilege). User administrator: Delete the corresponding user from the address book, and register the user again after resolving the duplicate names on different servers.
"Insufficient Memory"	The amount of available memory is insufficient.	Decrease [Resolution] in the printer driver. See "Applying Different Print Settings Depending on the Document Type", User Guide in English.

Message	Cause	Solution and reference
"Out of paper in the following paper tray. Load paper." "To force print, select another tray and press [Print] key."	The paper tray specified in the printer driver has no paper loaded.	• To proceed with printing after changing the paper setting, select a tray and press [Print]. However, when Cover Sheet, Slip Sheet, Chaptering, or Designate is specified, or when Duplex printing is specified on a paper tray that does not support the function, printing cannot be performed. When Sort is specified, only one copy of the document is printed. • To proceed with printing on the specified paper, load the paper in the tray. page 56 "Loading Paper into the Paper Tray"
"Memory Overflow"	The insufficient memory error has occurred while printing from the printer driver (PCL 6).	In the printer driver, go to the [Others] tab ▶ [Special Settings] ▶ [Image Quality] and then change [Vector/Raster:] to [Raster].
"Memory Retrieval Error"	The data in the memory could not be retrieved.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power"
"No response from the server. Authentication has failed."	In LDAP or Windows authentication, a timeout error occurred while submitting an authentication query to the server.	• Consult the administrator of the authentication server. • When using the Active Directory of the Windows server for LDAP Authentication, change [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [LDAP Search] ▶ "Follow Referrals on LDAP Server" to [Inactive].

Message	Cause	Solution and reference
"Out of paper in the following paper tray. Load paper."	The paper size or paper type specified in the printer driver does not match the paper settings, in the machine, for the bypass tray.	Specify [Driver/Command] in [Settings] ▶ [Tray/Paper Settings] ▶ [Printer] ▶ [Tray Setting Priority] ▶ [Bypass Tray].
"There is no paper tray that matches the specified paper size/ paper type. Change the tray settings to the following paper size/ paper type, or select another tray and press [Print] key."	The paper tray loaded with paper of the size or type specified in the printer driver is not available.	• To proceed with printing after changing the paper setting, select a tray and press [Print]. When Cover Sheet, Slip Sheet, Chaptering, or Designate is specified, or when Duplex printing is specified on a paper tray that does not support the function, printing cannot be performed. When Sort is specified, only one copy of the document is printed. • To proceed with printing on the specified paper, load the paper and then check that the paper size and type are correctly specified in [Settings] ▶ [Tray/Paper Settings]. page 56 "Loading Paper into the Paper Tray"
"Printer font error."	There is a problem in the font file of the machine.	Consider repairing the machine.
"Print overrun."	A page image is discarded while printing the page.	Decrease [Resolution] in the printer driver. See "Applying Different Print Settings Depending on the Document Type", User Guide in English.
"Receiving data failed."	Transmission of data was canceled.	Send the data again.
"Sending data failed."	Transmission of data from the printer driver was canceled.	Check that the computer is operating normally.

Message	Cause	Solution and reference
"The job was cancelled because the specified settings are not applicable for Booklet."	A condition in which binding cannot be performed was specified, and printing was canceled.	Check the binding condition.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. memory."	The amount of available space on the internal storage became low while saving the capture data.	• Reduce the size of the document to send. • Erase documents that are no longer needed. See "Deleting Documents Stored in the Machine", User Guide in English. See "Deleting Documents from Document Server", User Guide in English.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. number of files."	The number of documents stored in the machine exceeded the maximum number while saving the capture data.	Erase documents that are no longer needed. See "Deleting Documents from Document Server", User Guide in English.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. number of pages per file."	The number of pages stored in the machine exceeded the maximum number while saving the capture data.	• Reduce the number of pages in the document to send. • Erase documents that are no longer needed. See "Deleting Documents from Document Server", User Guide in English.
"The selected paper size is not supported. This job has been cancelled."	A paper size that cannot be fed on the machine was specified and printing was canceled by the auto job cancel function that was activated.	Print the document on paper of a size that can be fed on the machine.

Message	Cause	Solution and reference
"The selected paper type is not supported. This job has been cancelled."	A paper type that cannot be fed on the machine was specified and printing was canceled by the auto job cancel function that was activated.	Print the document on paper of a type that can be fed on the machine.
"You do not have a privilege to use this function. This job has been cancelled."	Authentication information is not registered correctly in the printer driver.	Specify the authentication information in the printer driver. For the authentication information, consult the user administrator (or custom-privileges administrator who has equivalent privilege). See "Specifying Login Information in the Printer Driver", User Guide in English.
	The user registered in the printer driver does not have permission to use the printer function.	Consult the user administrator (or custom-privileges administrator who has equivalent privilege). The user administrator can change the access permissions in the address book. See "Confirming the Available Functions", User Guide in English.

Messages that Appear with Error Codes

Check the system configuration list or print settings list. The details of the error may also be printed in the list.

See "List/Test Print", User Guide in English.

Message	Cause	Solution and reference
"84: Error"	The amount of available work area is insufficient for processing images.	Reduce the transmission data.
"86: Error"	The parameter in the control code is incorrect.	Specify the correct parameter.

Message	Cause	Solution and reference
"92: The print job was cancelled." (displayed in the error history)	Printing is canceled from the control panel.	To perform printing, operate the control panel again.
"98: Error"	Accessing the internal storage failed.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power"
"99: Error"	When printing a file from an USB flash memory device, the file to print is in an unsupported format or corrupt.	Check the data to print.
"AC: Internal Storage is full."	The area reserved for forms or fonts in PostScript 3 is full.	Delete a registered form or font that is no longer necessary.
"AM: Internal Storage is full. (Auto)"	An overflow error occurred in the internal storage while storing a document printed by Normal Print as a Hold Print job by the error job storing function.	• Reduce the size of the document to print. • Erase documents that are no longer needed. See "Deleting Documents Stored in the Machine", User Guide in English. See "Deleting Documents from Document Server", User Guide in English.
"BA4: Background Numbering is not available because Internal Storage is not installed. The job was cancelled."	Background Numbering was done without attaching the internal storage.	Connect the internal storage. If the situation does not improve even after connecting the internal storage, contact your service representative.

Message	Cause	Solution and reference
"BAI: The job was cancelled because the authentication setting(s) has been changed."	The authentication setting was changed during printing, so printing was canceled by the auto job cancel function.	Check the authentication setting.
"BAJ: The job was cancelled because of a functional problem with the optional finisher."	There was a problem inside the machine, so printing was canceled by the auto job cancel function.	Contact your service representative.
"BAL: The job was cancelled because PS/PDF printing is prohibited. Please contact the administrator."	Printing of PostScript 3 and PDF is not enabled.	Consult your machine administrator. The machine administrator checks settings on [Settings] ▶ [Printer Settings] ▶ [Data Management/Maintenance] ▶ [Administrator Tools] ▶ [Prohibit Printing PS/PDF]. See "PS Menu", User Guide in English. See "PDF Menu", User Guide in English.
"CB: The job was cancelled because the password is incorrect."	The entered password was incorrect, so printing was canceled by the auto job cancel function.	Confirm the correct password for the document and enter it.
"CC: The job was cancelled because the user ID is invalid."	The user ID was invalid, so printing was canceled by the auto job cancel function.	Enter the correct login username. Confirm the login username with the user administrator (or custom-privileges administrator who has equivalent privilege).

Message	Cause	Solution and reference
"CD: The job was cancelled because of an error with PS3/PDF."	A postscript language error occurred in PS3 or PDF printing, so printing was canceled by the auto job cancel function.	Check if there is a problem with the printing data.
"CE: The job was cancelled because of an error with PCL5e/XL."	An error occurred in PCL6 printing, so printing was canceled by the auto job cancel function.	Check that the machine can communicate properly with the PC.
"CM: The job was cancelled because of a timeout error with PS3/PDF."	A timeout error occurred in PostScript 3 or PDF printing, so printing was canceled by the auto job cancel function.	• Check that the machine can communicate properly with the PC. • PostScript 3 Check the following setting items. When [Use Machine Setting(s)] is selected, set the waiting time longer. When [Use Driver/Command] is selected, set the waiting time specified by the command longer. Check the setting of [Settings] ▶ [Printer Settings] ▶ [PS Menu] ▶ [Job Timeout].
"CN: The job was cancelled because the print settings specified by PS3 are not consistent with the machine settings."	Some of [Printer Settings] on the print data did not match the machine settings, so printing was canceled by the auto job cancel function.	Check that the printer settings specified in the print data match the settings in [Settings] ▶ [Printer Settings] ▶ [PS Menu].

Message	Cause	Solution and reference
"CO: The job was cancelled because of a font error with PS3/PDF."	A font error occurred in PostScript 3 or PDF printing, so printing was canceled by the auto job cancel function.	Register the required fonts.
"CP: The job was cancelled because of insufficient memory error with PS3/PDF."	An insufficient memory error occurred in PostScript 3 or PDF printing, so printing was canceled by the auto job cancel function.	Contact your service representative.
"CQ: Some pages were not printed because they were blank."	An error occurred in RPCS printing, so printing was canceled by the auto job cancel function.	Consider repairing the machine.
"EB: The job was cancelled because [Restrict Direct Print Jobs] has been set to [Cancel All Direct Print Jobs]."	A printing job has been set to be canceled, so printing was canceled by the auto job cancel function.	Contact your machine administrator (or custom-privileges administrator who has equivalent privilege). Machine administrator can change the setting in [Settings] ▶ [Printer Settings] ▶ [Data Management/Maintenance] ▶ [Print Jobs] ▶ [Restrict Direct Print Jobs].
"EC: The job was cancelled because of a failure to store and skip an error job."	A document has been set to be stored or canceled when an error occurs and it did not operate, so printing was canceled by the auto job cancel function.	• Fix the error that occurred. • You can check the settings of the operation when an error occurs in [Settings] ▶ [Printer Settings] ▶ [System] ▶ [Error Action] ▶ [Store and Skip Errored Job].

Message	Cause	Solution and reference
"ED: The specified paper size is not valid for 2 sided print and therefore Magazine finishing is not available. The job was cancelled."	A paper size that cannot be used for 2 sided print was specified and [Magazine] finishing was not available, so printing was canceled by the auto job cancel function.	When specifying [Magazine], check and specify the paper size that corresponds to 2 sided print. page 369 "List of Specifications"
"EE: There are mixed paper sizes therefore Magazine finishing is not available. The job was cancelled."	Two or more paper sizes were used and [Magazine] finishing was not available, so printing was cancelled by the auto job cancel function.	When specifying [Magazine], use sheets of the same size.
"P6: Print command from printer driver of another manufacturer has been received."	The document was printed using the printer driver of another manufacturer.	Check the type of printer driver being used.
"P7: RPCS driver for another model is being used."	The document was printed using an RPCS driver for another model, and in a condition that the machine cannot print.	Check the type of RPCS driver being used.
"P8: The data communication environment has become unstable."	A malfunction might be occurring in the data, such as corruption or a drop out.	Check that the machine is connected to the network correctly, and then send the data again. For details about your network environment, consult the administrator.

Message	Cause	Solution and reference
"Q0: The current settings do not allow the printing of multiple sets. Only one set has been printed."	Two or more sheets were printed when Slip Sheet was specified.	When specifying Slip Sheet is specified, print one sheet for a job.

When a Message Appears While Using the Scanner Function

Note

- When confirming or changing the settings in [Settings], press [Home] ( ) after closing [Settings].

Messages that Appear on the Control Panel

Message	Cause	Solution and reference
"All the pages are detected as blank. No file was created."	The original was placed with the wrong side facing down when [Delete Blank Page] or [Delete Blank Page] in OCR setting is specified.	• When scanning on the exposure glass, place the original with the side to scan facing down. • When scanning on the ADF, place the original with the side to scan facing up.
	All pages in the scanned original were determined to be blank when [Delete Blank Page] is specified.	Decrease the value specified in the following setting items. [Settings] ▶ [Scanner Settings] ▶ [Scan] ▶ [Blank Page Detection] ▶ [Blank Page Detection Level]
	All pages in the scanned original were determined to be blank when [Delete Blank Page] in OCR is specified.	Change the following setting items. [Settings] ▶ [Scanner Settings] ▶ [Scan] ▶ [Blank Page Detection] ▶ [Blank Page Detection Level] to [Sensitivity Level 1]

Message	Cause	Solution and reference
"Authentication with the destination has failed. Check settings. To check the current status, press [Scan Files Status]."	The user name/password of SMTP authentication specified when sending the e-mail are incorrect.	Select the destination in the address book, press [Edit], and check the setting in [Destinations] tab ▶ [Email Address].
	The user ID/password specified on the destination folder in Send to Folder are incorrect.	• Select the forwarding destination in the address book, press [Edit], and check the information registered in [Destinations] tab ▶ [Folder] ▶ [Folder Authentication Info]. • Adding "@domain-name" behind the user name may resolve the problem. • When a login password is not specified on your computer, specify a login password on the computer and register it to the machine.
"Cannot access the Memory Storage Device."	An USB flash memory device is unavailable for use.	• Check that the external media is formatted in FAT16 or FAT32, and write encryption or protection is not enabled on the media. • Check that the external media is not corrupted or damaged.
"Cannot find the specified path. Please check the settings."	The machine or the computer is not connected to the network correctly.	Check that the machine or the computer is connected to the network correctly. For details about your network environment, consult the administrator.
	The computer name or folder name specified in the path name is incorrect.	Register the computer name and folder name again.
	The firewall function is enabled on the computer.	In the firewall function on the computer, register the machine IP address and the port to use for sending files as exceptions. You can check the IP address in [Check Status] ▶ "Network". For details about the ports, see the following:

Message	Cause	Solution and reference
		page 369 "List of Specifications"
"Check original's orientation."	The original is placed in the wrong orientation.	Depending on the combination of the specified settings, the orientation to set the original differs. Be sure to place the original in the correct orientation. See "Placing an Original to Scan", User Guide in English.
"Connection with PC has failed. Check the settings."	The machine or the computer is not connected to the network correctly.	Check that the machine or the computer is connected to the network correctly. For details about your network environment, consult the administrator.
	The computer name or folder name specified in the path name is incorrect.	Register the computer name and folder name again.
	The firewall function is enabled on the computer.	In the firewall function on the computer, register the machine IP address and the port to use for sending files as exceptions. You can check the IP address in [Check Status] ▶ "Network". For details about the ports, see the following: page 369 "List of Specifications"
"Connection with the destination has failed. Check the settings. Entered path name might be incorrect, or firewall and security settings might be blocking network connectivity."	The firewall function is enabled on the computer.	Enable file and printer sharing in the firewall function on your computer.
"Exceeded max. data capacity. Check resolution and ratio then press [Start] again."	The data scanned by specifying [Scan Ratio] ▶ [Specify Size] exceeds the limit.	• Decrease [Send Settings] ▶ [Resolution]. • Specify a smaller paper size in [Send Settings] ▶ [Scan Ratio] ▶ [Specify Size].

Message	Cause	Solution and reference
"Exceeded max. data capacity." "Check the scanning resolution, then press [Start] again." (A procedure other than [Start] may be described in [Start].)	A large size original was scanned at a high resolution, and the resulting data size exceeds the limit.	• Decrease [Send Settings] ▶ [Resolution]. • Specify a smaller size in [Send Settings] ▶ [Scan Size].
"Exceeded max. email size. Sending email has been cancelled. Contact the administrator about max. email size."	The file size per page has exceeded the maximum e-mail size specified in [Maximum Email Size].	• Specify a lower value in [Send Settings] ▶ [Resolution], or select a smaller paper size in [Send Settings] ▶ [Scan Ratio] ▶ [Specify Size]. • You can change the [Maximum Email Size] setting on [Settings] ▶ [Scanner Settings] ▶ [Sending Settings] ▶ [Email (Size)]. To divide an e-mail that exceeds the maximum size, specify [Yes (per Page)] or [Yes (per Max. Size)] in [Divide & Send Email].
"Exceeded max. number of alphanumeric characters."	The number of entered characters has exceeded the maximum.	Check the maximum number of characters. page 388 "The Setting Values of the Transmission Function"
"Failed to connect to the destination. Please contact the administrator to check the following. *The correct root certificate is registered to this machine and destination. *The root certificate check function is not enabled by mistake."	Email was sent to the destination without an installed certificate of the destination server when "Root Certificate Check" was set to [Active].	Contact your network administrator. (or custom-privileges administrator who has equivalent privilege) Network administrator should install the root certificate of the destination server in Web Image Monitor if required, or set "Root Certificate Check" to [Inactive]. page 345 "Controlling Access to Untrusted Websites from the Control Panel"

Message	Cause	Solution and reference
"Insufficient memory in the memory storage device."	There is no free space available on the USB flash memory device, or the file could not be saved due to insufficient space on the media.	Change the external media. When scanning an original in the divide-document or single-page mode, the saved data may not contain all pages in the original. Change the external media and press [Retry] to resume saving the remaining data.
"Not all of the image will be scanned. Check the ratio and then press [Start] again."	The scaling factor specified in [Scan Ratio] is too large.	Specify a smaller value in [Send Settings] ▶ [Scan Ratio].
	The paper size specified in [Scan Ratio] ▶ [Specify Size] requires a reduction value smaller than 25%.	Specify a paper size for which a reduction ratio greater than 25% is specified in [Send Settings] ▶ [Scan Ratio] ▶ [Specify Size].
"Programmed. Cannot program the destination(s) that is not programmed in the address book."	A folder specified by Manual Entry is included among the programmed destinations.	Register the destination in the address book of the machine, and then register it to a program.
"Programmed. Cannot program the folder destination(s) with protection code(s)."	A destination specified with a protection code is included among the programmed destinations.	• You cannot program a destination specified with a protection code. Specify this destination individually. • To program this destination, cancel the protection code and then register the destination to a program. See "Using the Protection Function to Prevent the Misuse of Addresses", User Guide in English.
"SMTP authentication email address and administrator email address mismatch."	The SMTP authentication e-mail address is not registered in the administrator e-mail address.	Register the SMTP authentication e-mail address in [Settings] ▶ [System Settings] ▶ [Send (Email/Folder)] ▶ [Email] ▶ [Administrator's Email Address].

Message	Cause	Solution and reference
"Some invalid destination(s) contained. Do you want to select only valid destination(s)?"	The group contains an e-mail address.	When sending data to a destination other than an e-mail address, press [Yes].
"The program is recalled. Cannot recall the folder destination(s) with protection code(s)."	A folder destination specified with a protection code is included among the programmed destinations.	• You cannot recall a destination specified with a protection code in a program. Specify this destination individually. • To program this destination, cancel the protection code and then register the destination to a program. See "Using the Protection Function to Prevent the Misuse of Addresses", User Guide in English.
"The size of the scanned data is too small. Check the resolution and the ratio and then press [Start] again."	The data scanned by specifying [Scan Ratio] ▶ [Specify Size] is too small.	• Increase [Send Settings] ▶ [Resolution]. • Specify a larger paper size in [Send Settings] ▶ [Scan Ratio] ▶ [Specify Size].
"Transmission has failed. Insufficient memory in the destination internal storage. To check the current status, press [Scan Files Status]."	The amount of available internal storage space on the destination computer, SMTP server, or FTP server is insufficient.	Check that the amount of free space is sufficient.
"Transmission has failed. To check the current status, press [Scan Files Status]."	A network error occurred while transferring the data due to a busy network or another reason.	If the same message is displayed after scanning the original again, consult the administrator.
	The machine or the computer is not connected to the network correctly.	Check that the machine or the computer is connected to the network correctly. For details about your network environment, consult the administrator.

Message	Cause	Solution and reference
"Authentication with the destination has failed. Check settings. To check the current status, press [Scan Files Status]."	The user name or password is incorrect.	• Please check the SMTP authentication user name and password. • Please check the destination folder ID and password. • The maximum number of alphanumeric characters that can be registered to a password is 128. Set a different password that is less than 128 characters.

Messages that Appear on the Computer

Message	Cause	Solution and reference
"Any of Login User Name, Login Password or Driver Encryption Key is incorrect."	The login user name or password entered in [General User Authentication] is incorrect.	Enter the correct login user name and password in [General User Authentication]. For the login user name and password, consult the user administrator (or custom-privileges administrator who has equivalent privilege).
	The driver encryption key is not registered correctly in the TWAIN driver.	Register the driver encryption key on [Details] ▶ [Authenticate] tab in the TWAIN driver. For the driver encryption key, consult the network administrator (or custom-privileges administrator who has equivalent privilege).
"The authentication password and／or authentication algorithm may be incorrect, or the machine does not support the authentication algorithm. Please check."	The SNMPv3 authentication information registered in Network Connection Tool does not match the information of the machine.	Consult the network administrator (or custom-privileges administrator who has equivalent privilege) for the SNMPv3 authentication information, and change the information registered in Network Connection Tool. See "Installing the TWAIN Driver", User Guide in English.

Message	Cause	Solution and reference
"Authentication succeeded. However, the access privileges for scanner function has been denied."	The logged-in user does not have access privileges to use the scanner function.	Consult the user administrator (or custom-privileges administrator who has equivalent privilege). The user administrator can change the access permissions in the address book. See "Confirming the Available Functions", User Guide in English.
"Cannot add any more scanning mode."	The maximum number of scanning modes that can be registered exceeds the maximum number (100).	Delete scanning modes that are no longer necessary.
"Failed to connect to the destination. Please contact the administrator to check the following. *The correct root certificate is registered to this machine and destination. *The root certificate check function is not enabled by mistake."	The firewall function is enabled on the computer.	Configure the firewall function of the computer to allow communication of the application used, or disable the firewall function.
"Cannot specify any more scanning area."	The maximum number of scanning areas that can be registered exceeds the maximum number (100).	Delete scanning areas that are no longer necessary.
"Communication error has occurred on the network."	A communication error has occurred on the network.	Check that the settings for the communication protocol (TCP/IP) are configured correctly on the computer.

Message	Cause	Solution and reference
"Entered User Code is not registered or you do not have access privileges to use the scanner function, please contact your administrator."	The correct user code is not registered in the TWAIN drive when User Code authentication is specified on the machine.	Register the User Code on [Details] ▶ [Authenticate] tab in the TWAIN driver. For the User Code, consult the user administrator (or custom-privileges administrator who has equivalent privilege).
	The User Code registered in the TWAIN driver is not assigned with the privileges to use the scanner function.	Consult the user administrator (or custom-privileges administrator who has equivalent privilege). The user administrator can change the access permissions in the address book. See "Confirming the Available Functions", User Guide in English.
"Error has occurred in the scanner."	The scan condition specified in the application exceeds the range that can be specified on the machine.	Specify the scan condition within the range that can be specified on the machine. page 369 "List of Specifications"
	A malfunction is occurring in the driver.	• Restart the application, and perform scanning again. • Install the TWAIN driver again. See "Installing the TWAIN Driver", User Guide in English.
	A malfunction is temporarily occurring on the machine.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power"
"Error has occurred in the scanner driver."	An error is occurring in the driver or operating system.	Restart the computer.

Message	Cause	Solution and reference
	There is a problem with the network environment.	Check that the computer is connected to the network correctly and in an environment where the TCP/IP protocol can be used.
"Fatal error has occurred in the scanner."	An unrecoverable error is occurring on the machine.	Consider repairing the machine.
"Insufficient memory. Close all other applications, then restart scanning."	Other applications are running on the computer, and the amount of free memory is insufficient.	• Close applications on the computer. • If the same message is displayed when no other applications are running after starting the computer, uninstall the TWAIN driver, restart the computer, and then install the TWAIN driver again.
"Insufficient memory. Reduce the scanning area."	The memory allocated for the scanner function is insufficient.	• Reduce the scan size or resolution. You may be able to resolve the error also by reducing the brightness value when Duotone (black and white) or a high resolution is specified. • Specify [No Compression] on [Initial Settings] ▶ [Compression] tab in the TWAIN driver.
"Invalid Winsock version. Please use version 1.1 or higher."	Winsock is corrupted.	Restore Winsock on the computer.
"Scanner is not available. Check the scanner connection status."	An access mask is specified.	Consult your administrator.
	The power of the machine is not turned on, or the machine is not connected to the network correctly.	Check that the machine is turned on, and connected to the network correctly.
	The firewall function is enabled on the computer.	Configure the firewall function of the computer to allow communication of the application used, or disable the firewall function.

Message	Cause	Solution and reference
	The IP address of the machine could not be resolved from the host name.	Check that the host name of the machine is configured in Network Connection Tool that is installed with the TWAIN driver. See "Installing the TWAIN Driver", User Guide in English.
	The IPv6 address could not be obtained when only IPv6 is enabled on the machine.	Log in to Web Image Monitor in the administrator mode, and select [Active] in [IPv4] ▶ "LLMNR" under [Device Management] ▶ [Configuration] ▶ "Network".
"Scanner is not available on the specified device."	The TWAIN scanner function is disabled on the machine.	The TWAIN scanner function cannot be used.
"Scanner is not ready. Check the scanner and the options."	The ADF is open.	Close the ADF.
"Scanning has been aborted because memory in Mainframe became full."	The amount of available space on the internal storage of the machine is insufficient when scanning is performed with the [Read-ahead] check box selected in the TWAIN driver.	• Clear the [Read-ahead] check box in the TWAIN driver. • Erase documents that are no longer needed from the machine.
"The device's authentication service cannot be performed."	Authentication cannot be performed because the authentication service is starting up or busy.	• When User Code or Basic authentication is specified, wait a while until processing the machine address is completed. • When Windows or LDAP authentication is specified, wait a while until the server becomes ready for processing. If authentication is not possible even after waiting for a while, consult your administrator.
	The network is busy.	Wait a while.

Message	Cause	Solution and reference
"There is no response from the scanner. There may be a number of reasons for this, e.g. the data between the computer and scanner has been lost because of an increase in network traffic, the firewall in the virus protection software may be activated, or there might be problems with the hardware etc. If you can not fix this problem, please call service."	The firewall function is enabled on the computer.	Configure the firewall function of the computer to allow communication of the application used, or disable the firewall function.
	The machine or the computer is not connected to the network correctly.	Check that the machine or the computer is connected to the network correctly.
"User Authentication in SNMPv3 connection has failed."	The authentication information is registered incorrectly in Network Connection Tool when SNMPv3 encrypted communication is enabled on the machine.	Register the SNMPv3 authentication information in Network Connection Tool that is installed on the computer with the TWAIN driver. For the SNMPv3 authentication information, consult your network administrator (or custom-privileges administrator who has equivalent privilege). See "Installing the TWAIN Driver", User Guide in English.

When Other Messages Appear

Note

- When confirming or changing the settings in [Settings], press [Home] ( ) after closing [Settings].

Message	Cause	Solution and reference
"Administrator Authentication for User Management must be set to on before this selection can be made."	The User Management privilege is disabled in the administrator authentication management.	When specifying Basic, Windows, or LDAP authentication, configure the User Management privilege in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Administrator Authentication Management]. page 254 "Registering Standard-Privileges Administrators" Or, configure a custom-privileges administrator who has privileges that are equivalent to User Management. page 265 "Registering Custom-Privileges Administrators"
"The destination list/machine settings have been updated. If the destinations or function settings were selected, they may have been cleared, please re-select them."	A destination is being registered and devices are being configured using Web Image Monitor.	Wait until the message disappears and do not turn off the power of the machine. You may not be able to perform operations for a while depending on the number of destinations being registered.
"Error: Connection to Server"	The machine or the computer is not connected to the network correctly.	Check that the machine or the computer is connected to the network correctly. For details about your network environment, consult the administrator.
"Error: Proxy Authentication"	A proxy authentication error occurred.	Check whether the Network/Interface ([DNS Configuration], [Control Panel: Proxy Settings]) are correctly configured.
"Failed to read the PDF file."	The user attempted to display a PDF file that is not supported by the Web browser of the machine.	The Web browser of the machine supports the PDF versions and encryption levels shown below. Other PDF files cannot be displayed. • PDF version: 1.3-1.7

Message	Cause	Solution and reference
		• PDF encryption level: 128-bit AES, 256-bit AES
"Firmware update will start. Press [OK]. It will start automatically after 30 seconds"	A firmware update is available, and the machine is about to perform an update.	It is recommended to apply the update, but you can stop the updating process by pressing [Stop] within 30 seconds after the message is displayed. Do not turn off the power of the machine while the updating process is in progress.
"Internal cooling fan is active."	The fan installed in the vent for cooling the interior of the machine became active after a large number of pages has been printed.	The fan makes a noise while the fan is running. Printing may stop while the machine is cooling down. Printing will resume after a while, so please wait.
"Notice: Call Service Failed"	Service call has failed.	Try again later.
"Notice: Supply Order Failed"	Ordering supplies has failed.	Try again later.
"Output Tray is full. Remove paper."	The output tray is full.	Remove the paper from the output tray.
"Printing Stop Due to Low Voltage" "Printing has stopped due to low voltage at the power supply from the wall outlet. Turn the main power switch off then on. Refer to the manual for details."	Power supply voltage is low.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power" Avoid taking the following actions. • Using any power supply voltage or frequencies other than those that match the specifications shown • Using multi-socket adaptors or extension cords See "Installation Requirements After Moving the Machine", User Guide in English.

Message	Cause	Solution and reference
"Problems with the wireless board." "Please call service."	The wireless LAN board can be accessed, but an error has been detected.	Turn off the power of the machine, check that the wireless LAN board is correctly installed in the machine, and then turn on the power. page 8 "Turning On and Off the Power" If the message persists even after you have turned the power off and then on, consider repairing the machine.
"Stopped Due to High Voltage" "Operation has stopped due to high voltage at the power supply from the wall outlet. Turn the main power switch off then on. If this screen appears again, turn the main power off, disconnect the power cord, and then call for service."	Power supply voltage is high.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power" If the message persists even after you have turned the power off and then on, turn off the power of the machine, and then disconnect the power cord plug from the wall outlet before you contact your service representative. See "Installation Requirements After Moving the Machine", User Guide in English.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	A destination is being registered using Web Image Monitor.	Wait until the message disappears and do not turn off the power of the machine. You may not be able to perform operations for a while depending on the number of destinations being registered.
"Updating the destination list has failed. Try again?"	A network error occurred.	Check the connection between the machine and the computer.
	Anti-virus software or a firewall function is running on the computer.	Add the destination list program to the exception list in the anti-virus software on the computer, or register the machine IP address to the exception list in the firewall function. You can check the IP address in [Check Status] ▶ "Network".

Message	Cause	Solution and reference
"You do not have the privileges to use this function."	The logged-in user does not have the privileges to use the specified function.	Consult the user administrator (or custom-privileges administrator who has equivalent privilege). The user administrator can change the access permissions in the address book. page 332 "Taking Measures to Prevent Information Leaks"
	Changing the setting is not allowed under the administrative privileges granted to the logged-in user.	Check the administrative privilege required for changing the specified setting. page 254 "Registering Standard-Privileges Administrators"

Messages that Appear When Machine Login Fails

Check the error code displayed with the "Authentication has failed." message, and taken the necessary action.

Note

- The letter at the beginning of the error code indicates the type of authentication specified on the machine.
  - B: Basic authentication
  - W: Windows authentication
  - L: LDAP authentication

Message	Cause	Solution and reference
"Authentication has failed." B/W/L0103-000	An operation in the TWAIN supporting application was performed from the computer while a user was logged in to the machine or performing the login procedure.	Check whether another user is logged in to the machine, and then perform the operation.
"Authentication has failed."	An incorrect password was entered.	Enter the correct password.

Message	Cause	Solution and reference
B/W/L0104-000	The Driver Encryption Key is not registered correctly in the TWAIN driver.	Consult the network administrator (or custom-privileges administrator who has equivalent privilege) whether the Driver Encryption Key is required, and configure the driver accordingly. See "Specifying Login Information in the Printer Driver", User Guide in English. See "Specifying Login Information in the LAN-Fax Driver", User Guide in English. The network administrator can check the setting of "Driver Encryption Key: Encryption Strength" in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Security] ▶ [Extended Security Settings].
"Authentication has failed." B/W/L0206-002	An incorrect login user name or password was entered.	Enter the correct login user name and password.
	A user has attempted to log in to the functions that can be accessed only by the administrator such as [Settings] when [Application Authentication Management] is specified.	The user needs to log in from the application login screen.
"Authentication has failed." B/W/L0206-003	":" or another character that cannot be used in a login user name was entered.	• Enter the correct login user name. • Change the user name if it contains a space, ":" or other unusable characters.
"Authentication has failed." B/W/L0207-001	Web Image Monitor or another method was used to edit or create a backup of the address book.	Wait a while.

Message	Cause	Solution and reference
"Authentication has failed." B/W/L0208-000 B/W/L0208-002	The account is locked because the number of failed login attempts has exceeded the limit.	Request the user administrator (or custom-privileges administrator who has equivalent privilege) to unlock the account.
"Authentication has failed." L0307-001	Web Image Monitor or another method was used to edit or create a backup of the address book.	Try again later.
"Authentication has failed." W0400-102	Kerberos authentication has failed because the server was not responsive.	Check whether the server is operating normally.
"Authentication has failed." W0400-200	Available resources are insufficient due to too many authentication requests.	Try again later.
"Authentication has failed." W0400-202	sAMAccountName was used as the login user name when a user in the child domain logged in under a parent-child domain environment, and ldap_bind failed.	Use UserPrincipalName as the login user name.
	The SSL settings specified on the authentication server and the device do not match.	Check whether the SSL settings specified on the authentication server and the device match.

Message	Cause	Solution and reference
"Authentication has failed." L0400-210	The login name attribute is not specified, or an attribute on which the information cannot be obtained is specified.	Check whether [Login Name Attribute] is specified correctly. page 281 "Verifying Users to Operate the Machine (User Authentication)"
"Authentication has failed." W/L0406-003	":" or other characters that cannot be used in a login user name was entered.	• Enter the correct login user name. • Change the user name if it contains a space, ":" or other unusable characters.
"Authentication has failed." W0406-101	Too many requests for authentication occurred at one time.	Try again later. If the problem persists, check whether the machine is under an authentication attack. The attack status can be checked by the screen message, in the system log, or in the e-mail notification sent to the administrator.
"Authentication has failed." W0406-107	A user group cannot be obtained.	Check whether the group name registered on the machine is correct and whether the DC settings are configured correctly.*1
	Kerberos Authentication has failed.	Check whether the realm name registered on the clock at the KDC (key distribution center) and the clock of the device are synchronized.*3
	No connection is established to the authentication server.	Enter the server IP address or host name in [Settings] ▶ [System Settings] ▶ [Network/Interface] ▶ [Ping Command] to check whether a connection can be established to the server.
	The domain name is incorrect or cannot be resolved.	Check whether the domain name registered on the machine is correct and whether the name can be resolved.*2
	The login user name or password is incorrect.	Check the login user name and/or password of the user registered on the server.

Message	Cause	Solution and reference
"Authentication has failed." L0406-200	Too many requests for authentication occurred at one time.	Try again later. If the problem persists, check whether the machine is under an authentication attack. The attack status can be checked by the screen message, in the system log, or in the e-mail notification sent to the administrator.
"Authentication has failed." L0406-201	[Off] is specified in the authentication settings of the LDAP server.	Select the server in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change/Delete LDAP Server], and then press [Register/Change] and set [Authentication] to a setting other than [Off].
"Authentication has failed." L0406-202 L0406-203	The LDAP authentication settings or LDAP server settings are incorrect.	Check whether the LDAP authentication settings or LDAP server settings are correctly configured.*4 Check whether the SSL settings are supported on the LDAP server.
	The login user name or password is incorrect.	Enter the correct login user name and password. Change the login user name if it exceeds 128 bytes in length or contains a space, ":" or other unusable character.
	The simplified authentication mode is incorrectly used.	Check whether the server name, login user name, password, and information entered into the search filter are correct. Note that authentication cannot be performed if obtaining DN of the login user name under the representative account fails in the simple authentication mode.
"Authentication has failed." L0406-204	Kerberos Authentication has failed.	Check whether the realm name registered on the clock at the KDC (key distribution center) and the clock of the device are synchronized.*3

Message	Cause	Solution and reference
"Authentication has failed." W/L0409-000	There was no response returned from the authentication server, and an authentication timeout error occurred.	Check the status of the network and the server to use for authentication.
"Authentication has failed." W/L0511-000 W0517-000	The user registered on the machine has the same name as another user distinguished by the unique attribute of the authentication server.	• Delete the older user that is redundant, or change the login name. • If the message is displayed after switching the authentication server, delete the user on the old server.
"Authentication has failed." W/L0606-004	A user name that cannot be specified in the login user name was specified.	Do not use "other", "admin", "supervisor", or "HIDE*" in user account names.
"Authentication has failed." W/L0607-001	Web Image Monitor or another method was used to edit or create a backup of the address book.	Wait a while.
"Authentication has failed." W/L0612-005	The number of users registered in the address book has reached the upper limit, and auto-registration failed.	Ask the user administrator (or custom-privileges administrator who has equivalent privilege) to delete users that are no longer needed from the address book.
"Authentication has failed." W/L0707-001	Web Image Monitor or another method was used to edit or create a backup of the address book.	Wait a while.

Message	Cause	Solution and reference
"Authentication has failed." B/W/L0913-023	Auto-registration of a user on the server machine has failed when authentication was performed on the client machine using Central Management.	• Check the network communication between the client and server machines. • Registration cannot be performed while the address book of the server machine is being edited.

*1 When obtaining user groups, check the following:

- The user account that can obtain user groups is sAMAccountName (user). Do not use UserPrincipalName (user@domain.XXX.co.jp) as the user name.
- Check whether the name in "Group" is correctly specified including the case-sensitivity in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management] ▶ [Windows Authentication].
- Select the user in the address book, press [Edit], and then check that [Unavailable] is specified for each function under the [User Management / Other] tab ▶ [User Management] ▶ [Available Functions / Applications].
- Check whether "Global Scope" is specified as the scope of the group in a property for the user group created in DC, and the group type specified in "Security". Also check whether an account is registered to the user group that has been created. If more than one DC exists, check whether a trust relationship between DCs is established.

*2 To resolve the domain name, see the following:

- Check whether [Domain Name Configuration] and [DNS Configuration] is specified correctly in [Settings] ▶ [System Settings] ▶ [Network/Interface].
- Enter the IP address in [Domain Name Configuration] to check the connection. If authentication can be performed using the IP address, check [DNS Configuration] again.
- If authentication by IP address is not possible, check whether LM/NTLM is set to be denied in the domain controller security policy or domain security policy. Also check that the port is not closed in the firewall between the device and the domain controller or in the firewall settings of the domain controller. When the Windows firewall is enabled, create a new rule that allows communication on port 137 and port 139 in "Advanced" of the Windows firewall. Open the TCP/IP properties from the network connection properties, select the "Enable NetBIOS Over TCP/IP" check box on [Advanced] ▶ [WINS] tab, and open port 137.

*3 For Kerberos authentication, check the following:

- Check that "Realm Name", "KDC Server Name", "Domain Name" are specified correctly in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change/Delete Realm]. Enter "Realm Name" in upper case.
- Configure the setting so that the difference in time between the clocks on KDC and device is less than five minutes. The clock on the machine can be adjusted in [Settings] ▶ [System Settings] ▶ [Date/Time/Timer] ▶ [Date/Time] ▶ [Set Time].
- Kerberos authentication fails if auto-obtaining of KDC in Windows authentication fails. When auto-obtaining cannot be activated, switch to manual.

*4 For LDAP settings, check the following:

- Check whether the LDAP server is correctly specified in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management] ▶ [LDAP Authentication] or [Custom Authentication].
- Check that the representative account is registered in the following setting items, and then execute [Connection Test]. Select the server in [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change/Delete LDAP Server], press [Register/Change] and set [Authentication] to [Kerberos Authentication]

  See "Registering the LDAP Server", User Guide in English.
- If the connection test fails, check whether [Domain Name Configuration] and [DNS Configuration] is specified correctly on [Settings] ▶ [System Settings] ▶ [Network/Interface].

Messages that Appear When Logging in to the Machine Using an IC Card Fails

Message	Cause	Solution and reference
"Authentication has failed." *0150-401	The card is locked because the number of times an incorrect PIN code was entered exceeds the limit.	Unlock the card.
"Authentication has failed." *0151-401	An incorrect PIN code was entered.	Enter the correct PIN.

Message	Cause	Solution and reference
"Authentication has failed." *0153-402	The card authentication device has been removed or is not connected properly.	Connect the card authentication device again. Connect the card authentication device to the USB Interface Type A on the back left side of the machine.
"Authentication has failed." *0154-402	Reading of an IC card has failed.	Set the IC card on the authentication device correctly and for a longer duration.
"Authentication has failed." *0156-401	An incorrect user name or password was entered.	Enter the correct user name and password.
"The card authentication device is not connected."	The card authentication device has been removed or is not connected properly.	Connect the card authentication device again. Connect the card authentication device to the USB Interface Type A on the back left side of the machine.
	A malfunction is temporarily occurring on the machine.	Turn off the power of the machine, wait for 10 seconds or more after confirming that the main power indicator is turned off, and then turn on the power. page 8 "Turning On and Off the Power"

Messages that Appear When the LDAP Server Is Unavailable

Message	Cause	Solution and reference
"Connection with LDAP server has failed. Check the server status."	The network is busy.	Try again.
	The setting information is incorrect.	Check the setting information of [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change/Delete LDAP Server]. See "Registering the LDAP Server", User Guide in English.

Message	Cause	Solution and reference
"Exceeded time limit for LDAP server search. Check the server status."	The network is busy.	Try again.
	The setting information is incorrect.	Check the setting information of [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change/Delete LDAP Server]. See "Registering the LDAP Server", User Guide in English.
"LDAP server authentication has failed. Check the settings."	The user name or password is incorrect.	Select the user in the address book, press [Edit], and specify the correct user name and password in [User Management / Other] tab ▶ [User Management] ▶ [LDAP Authentication Info]. See "Registering a User in the Address Book and Specifying the Login Information", User Guide in English.

8

Messages that Appear When There Is a Problem with the Certificate

Message	Cause	Solution and reference
"The destination cannot be selected because the device certificate used for the S/MIME signature is not currently valid. Please check the certificate."[*1]	The device certificate used for the S/MIME signature is not currently valid.	Install a new device certificate used for the S/MIME signature. page 316 "Encrypting Network Communication"

Message	Cause	Solution and reference
"Signature cannot be set because there is a problem with the device certificate used for the S/MIME signature. Check the device certificate."*1		
"Signature cannot be set because the Digital Signature's device certificate is not currently valid. Please check the certificate."*1	The device certificate used for the digital signature in PDF or PDF/A is not currently valid.	Use a valid device certificate for the digital signature in PDF or PDF/A. See "Scanning an Original as a PDF with Security Settings Specified", User Guide in English.
"The destination cannot be selected because there is a problem with the device certificate used for the S/MIME signature. Please check the certificate."*1	The device certificate used for the digital signature in PDF or PDF/A is missing or invalid.	
"The destination cannot be selected because its encryption certificate is not currently valid. Please check the certificate."	The user certificate (destination certificate) has expired.	Install a new user certificate. page 316 "Encrypting Network Communication"

Message	Cause	Solution and reference
"The group destination cannot be selected because it contains a destination with an encryption certificate that is not currently valid. Please check the certificate."		
"Transmission cannot be performed because the encryption certificate is not currently valid. Please check the certificate."		

*1 Other operations may be included in "The destination cannot be selected" or "Signature cannot be set".

Messages that Appear When an Application Site Cannot Be Used

Message	Cause	Solution and reference
"A server error has occurred."	An unexpected error has occurred on the server.	• See the server maintenance information in [Information]. • Check whether the Network/Interface ([DNS Configuration], [Control Panel: Proxy Settings]) are correctly configured. See "Network/Interface", User Guide in English.
"Cannot connect to server which installs applications. Check maintenance information on Information screen or network settings. After checking, please try again."	Cannot connect to the installation server.	
"Could not update the firmware."		

Message	Cause	Solution and reference
"Failed to download the application."		
"An error has occurred. Failed to install the application."		
"Could not restore the firmware because the required data does not exist."	The firmware from Application Site has not been updated.	The firmware cannot be recovered.
"The specified page cannot be found."	An error has occurred in Application Site.	See the server maintenance information in [Information].
"There is insufficient space to store internally, delete any unnecessary applications."	The remaining free space on the internal storage is insufficient.	Delete applications that are not necessary.

Messages that Appear When Backing Up/Restoring User Data Fails

Message	Cause	Solution and reference
"Access to the USB memory has failed. Check the USB memory and then try again."	Encryption/decryption of the user data has failed. Backup/restoration of the user data has failed.	Check that the USB flash memory meets the requirements for the backup function.
"Access to the USB memory has failed. Please call service."	Internal storage is corrupted or damaged.	Contact your service representative.

Message	Cause	Solution and reference
"No USB memory for backup is inserted. Insert the USB memory correctly and then try again." "No USB memory for backup is inserted. Insert the USB memory correctly and then restore the user data again."	USB flash memory is not connected correctly or cannot be used.	• Connect the USB flash memory to the USB Interface Type A on the back of the machine. • Check that the USB flash memory is not corrupted or damaged.
"Insufficient memory in the USB memory for backup. Check the USB memory and then try again."	The USB flash memory size is insufficient.	Switch to a USB flash memory that has enough size for buck up.
"Machine ID in the backup data does not match. Restore the user data by using the backup data for the machine."	The machine ID of the machine and the machine ID in the backup data do not match.	Data that was backed up from a different machine cannot be restored.

9. Security

Introduction

Taking Measures to Prevent Security Threats

Appropriate security measures are required to reduce the risk of information leaks and use by unauthorized persons.

The personal information stored in the Address Book and highly confidential files handled by the machine are important information assets. They should be protected from being stolen or abused.

To ensure secure use of the machine, specify the settings of the machine properly according to the specified environments, user level, administrator load, and the company's information security policy.

Administrators refer to special users who have the authority to manage various information and settings of the machine. To use the machine safely, important settings, such as user registration and security settings, must be configured only by administrators. Especially, security settings should be configured before the machine is placed in operation.

There are two types of administrators.

- Standard-privileges administrators

  page 254 "Registering Standard-Privileges Administrators"
- Custom-privileges administrators

  page 265 "Registering Custom-Privileges Administrators"

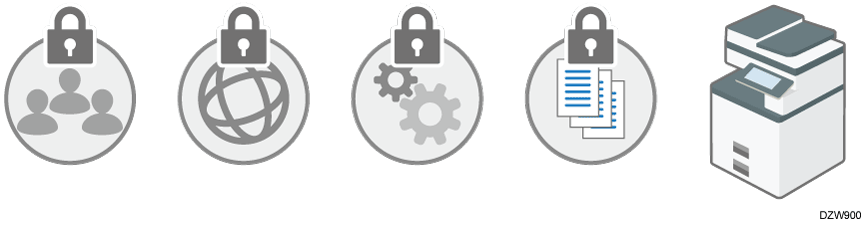
The security measures and their settings are described below. Take appropriate measures according to the operation environment of the machine.

: Basic security measures

: Strong security measures taken by the functions of the machine

: Stronger security measures using the external unit of this machine or external security functions

Defining the administrator of the machine

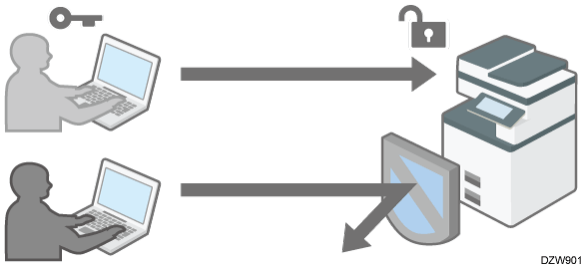


1 Select an administrator who performs the maintenance and management of the machine. The administrator performs the important security settings.

page 254 "Registering Standard-Privileges Administrators"

page 265 "Registering Custom-Privileges Administrators"

Preventing unauthorized access by managing the users who can use the machine or the connected network



1 / 2 / 3 The administrator restricts the users who can use the machine to prevent the unauthorized access by unauthorized persons.

page 281 "Verifying Users to Operate the Machine (User Authentication)"

2 Prevent a brute-force attack on the password or unauthorized operation of the machine caused by user inattentiveness.

- When login is continuously fails due to an incorrect login password, login will be blocked.
- If the machine is not used for a specified period after logging in, the user is forcibly logged out.

  page 304 "Specifying the Policy on Login/Logout"

2 Restrict the range of the IP addresses that are allowed to access the machine to block access to the machine from unauthorized computers. Also, specify the unused protocols to reduce the risk of intrusion.

page 310 "Access Control"

2 / 3 Prevent the leak or falsification of information by encrypting communication.

page 316 "Encrypting Network Communication"

Preventing the leak of information by handling files



Restrict browsing of files stored in the machine or the Address Book to protect the leak of information by unauthorized persons.

See "Specifying Access Privileges for Documents Saved in Document Server", User Guide in English.

See "Specifying Access Privileges on Documents Stored in the Machine", User Guide in English.

See "Using the Protection Function to Prevent the Misuse of Addresses", User Guide in English.

Restrict the manual input of the destination to avoid wrong transmission by careless mistake.

page 333 "Preventing Information Leaks by Sending Data to a Wrong Destination"

Restrict the connection of external media to avoid the data being removed.

page 335 "Preventing Information Leaks from the Media Slot"

/ Prevent unauthorized copying or printed paper stolen by embedding a pattern on the printed surface or restricting normal printing.

page 336 "Preventing Data Leaks from Printed Sheets"

Prevent the leak of information when the machine is stolen or disposed by encrypting data.

page 346 "Encrypting Data to Prevent Data Leaks Caused by a Stolen or Disposed Machine"

Restrict the operation in Service Mode used for maintenance and repair by a customer engineer to prevent the leak of information.

page 352 "Restricting Operations of the Customer Engineer without the Supervision of the Machine Administrator"

Important

- **To prevent this machine from being stolen or willfully damaged, install it in a secure location.**
- **If the security settings are not configured, the data in the machine may be vulnerable to attack.**

- **To avoid disrupting the work of users, select as administrators who can use the machine proficiently, and then have them supervise the operation of the machine.**
- **Before setting this machine's security features, the administrators must read the descriptions on security completely and thoroughly. Pay particular attention to the section entitled page 254 "Registering Standard-Privileges Administrators".**
- **The administrators must inform users regarding proper usage of the security functions.**
- **If this machine is connected to a network, its environment must be protected by a firewall or similar security measure.**
- **For protection of data during communication, apply the machine's communication security functions and connect it to devices that support security functions such as encrypted communication.**
- **Administrators should regularly examine the machine's logs to check for irregular and unusual events.**

Checking Firmware Validity

When the machine starts up, this function is used to check that the firmware is valid.

If an error occurs while a verification process is performed, a verification error is displayed on the control panel.

Note that this can also be checked on Web Image Monitor after the machine starts. For details, see Web Image Monitor Help.

If an error occurs in a verification process of Web Image Monitor, Web Image Monitor cannot be accessed. If this is the case, check the control panel.

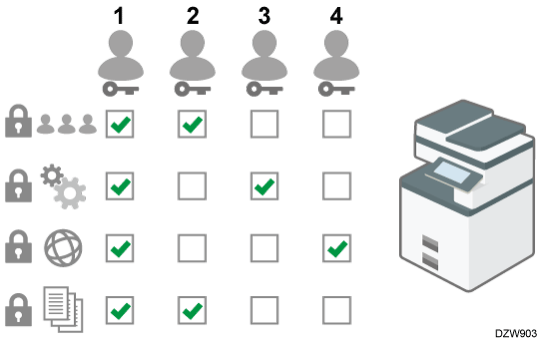
When an error occurs in a verification process, contact your service representative.

Registering Standard-Privileges Administrators

There are four types of standard administrator privileges in accordance with the functional categories and they are assigned to Administrator 1 through Administrator 4 (built-in administrators). You can assign all four privileges to one person, or assign a specific privilege to a specific person. When Windows authentication or LDAP authentication is activated, you can assign administrator privileges to external authentication server accounts as well (external administrators).

Sharing the administrator tasks facilitates each administrator's tasks and at the same time prevents unauthorized operations by administrators.

Types of standard administrator privileges



- User Management: Manages information registered in the Address Book. You can add users to the Address Book and change the registered information.
- Machine Management: Mainly manages the settings of the devices. You can configure the settings so that the settings for each function can be changed only by the administrator.
- Network Management: Manages the settings for connecting to the network.
- File Management: Manages the permission to access the stored files. You can specify the settings so that only the registered users or permitted users can view or edit the files stored in the machine.

Workflow to register built-in administrators

1. Activate Administrator Authentication.

   Activate the Administrator Authentication function of the machine from [Settings].

   page 256 "Activating Administrator Authentication"

2. Log in to the machine as an administrator.

   Enter the login user name and login password of a built-in administrator to log in to the machine.

   page 258 "Logging in to the Machine as an Administrator"

3. Add built-in administrators or change the privileges.

   Assign the privileges to each administrator. You can register up to four built-in administrators.

   page 260 "Adding Built-in Administrators or Changing the Privileges"

Workflow to register external administrators

1. Activate Administrator Authentication.

   Activate the Administrator Authentication function of the machine from [Settings].

   page 256 "Activating Administrator Authentication"

2. Log in to the machine as an administrator.

   Enter the login user name and login password of a built-in administrator to log in to the machine.

   page 258 "Logging in to the Machine as an Administrator"

3. Register external administrator groups and assign the privileges.

   Register external administrator groups and assign standard administrator privileges.

   page 262 "Registering External Administrator Groups and Assigning the Standard Administrator Privileges"

Note

- The built-in administrators are distinguished from the users registered in the Address Book. The login user name registered in the Address Book cannot be used as the login user name of a built-in administrator.

Activating Administrator Authentication

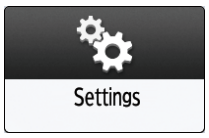
An administrator can manage the machine by activating the management function. Select whether to activate the management function according to the range of information to manage, and then specify the allowable range of settings by users.

Important

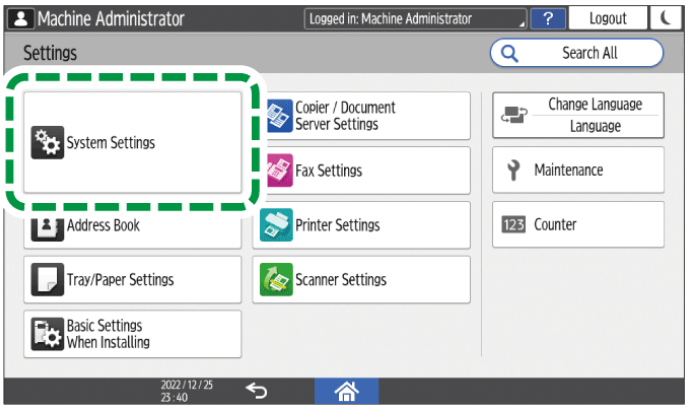
- **If you have activated Administrator Authentication, make sure not to forget the login user names and login passwords of the built-in administrators. If you forget an administrator login user name or password, you must specify a new password using the supervisor's privilege.**

  page 275 "Changing the Password of a Built-in Administrator"

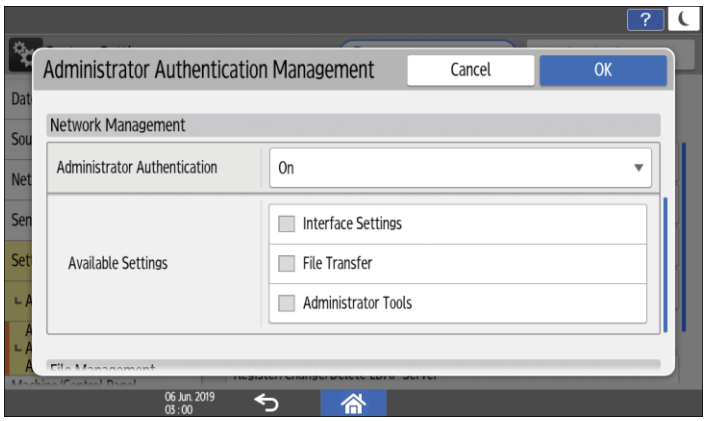
1. **On the Home screen, press [Settings].**



2. **Press [System Settings].**



3. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Administrator Authentication Management].**
4. **For each standard administrator privilege to activate Administrator Authentication, select [On] from the list.**
   - User Management: To manage the information registered in the Address Book, select [On].
   - Machine Management: To configure the settings so that the initial settings for each function can be changed only by the administrator, select [On]
   - Network Management: To manage the network settings, select [On].
   - File Management: To manage the files stored in the machine, select [On].
5. **From Available Settings, select the items subject to management.**



The selected items cannot be changed by users.

User Management

- Administrator Tools: Mainly restrict the settings for the Address Book.

Machine Management

Press [Not Selected] next to Available Settings, select the items subject to management on the Available Settings screen, and then press [OK].

- General Features: Restrict the settings for the control panel and paper output tray.
- Tray Paper Settings: Restrict the settings for the size and type of the paper set in the paper tray.
- Timer Settings: Restrict the settings for the time and processing hours.
- Interface Settings: Restrict the settings related to the network.
- File Transfer: Restrict the settings related to the e-mail send and receive functions.
- Administrator Tools: Mainly restrict the settings related to the machine.
- Maintenance: Restrict the settings for print correction.

Network Management

- Interface Settings: Restrict the settings related to the network.
- File Transfer: Restrict the settings related to the e-mail send and receive functions.
- Administrator Tools: Mainly restrict the settings related to the network and security.

File Management

- Administrator Tools: Restrict the settings for the File Protection and Document Server functions.

6. **Press [OK].**
7. **Press [Home] ( )**

Note

- Administrator Authentication can also be activated via Web Image Monitor. For details, see Web Image Monitor Help.

Logging in to the Machine as an Administrator

To log in to the machine for the first time, log in as Administrator 1 of the built-in administrators. Refer to the provided guide for the login user name. Enter the login password that was set as the login password at the first startup.

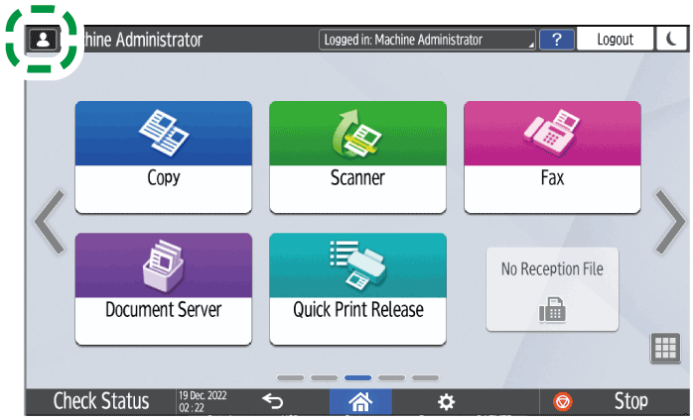
Logging in to the machine using the control panel

1. **On the Home screen, press [Login].**



2. **Enter the login user name and login password of an administrator, and then press [Login].**

   When you log in, the user icon is displayed at the upper left on the screen.



To register or change a built-in administrator, follow the procedures described in page 260 "Adding Built-in Administrators or Changing the Privileges".

3. **After completing machine operations, press [Logout].**

   You can also log out of the machine by pressing the energy saver key ( ).

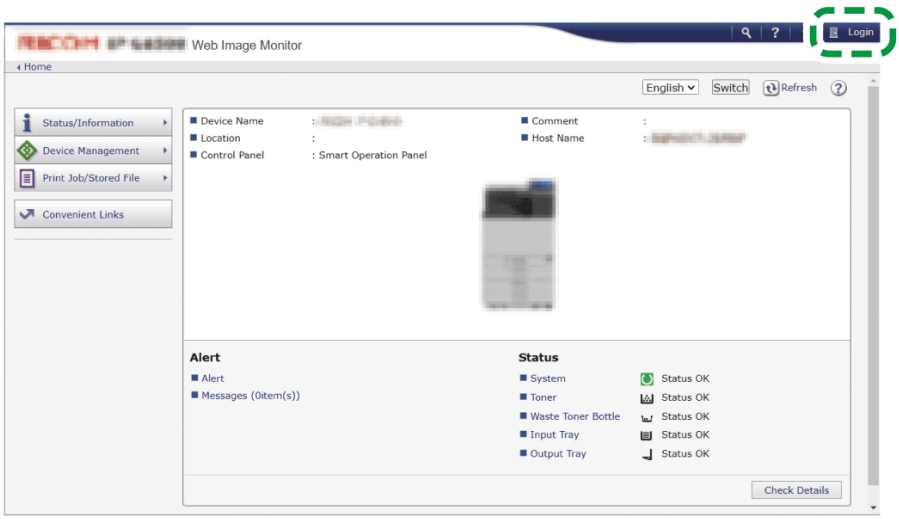
Note

- If you log in to the machine using one of the standard administrator privileges, the name of the built-in administrator logging in appears. When you log in with a user name that has multiple standard administrator privileges, one of the standard administrator privileges associated with that name is displayed.
- For the characters that can be used for login user names and passwords, see page 278 "Usable Characters for User Names and Passwords".

Logging in to the machine using Web Image Monitor

1. **Launch the Web browser.**
2. **Enter "http://(IP address of the machine or host name)/" on the address bar of the Web browser, and then press the Enter key.**

   page 79 "Accessing to Web Image Monitor"
3. **Click [Login].**



4. **Enter the login user name and login password of the administrator, and then click [Login].**
5. **After completing machine operations, click [Logout].**

   Delete the cache memory of a web browser after logging out.

Note

- The Web browser might be configured to auto complete login dialog boxes by keeping login user names and passwords. This function reduces security. To prevent the browser from keeping login user names and passwords, disable the browser's auto complete function.

Adding Built-in Administrators or Changing the Privileges

You can register up to four administrators. All four registered personnel can have all the standard administrator privileges. To reduce the administrator's load, each of the four registered personnel can have a specific one of the standard administrator privileges.

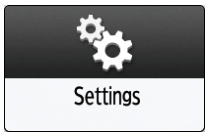
Discuss the number of users to add and privileges to give in advance, decide the login user name and login password for Administrator 2 to Administrator 4, and configure the settings.

Important

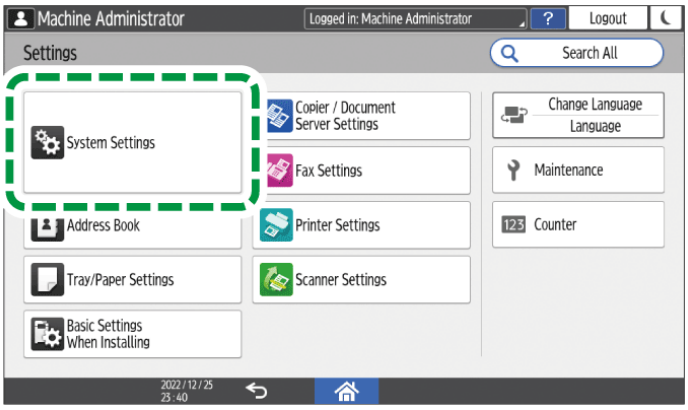
- **Do not forget the login user names and login passwords of the added built-in administrators.**
- **A built-in administrator cannot change the login user names and passwords for other built-in administrators.**

1. **Log in to the machine as an administrator with all the standard administrator privileges on the control panel.**

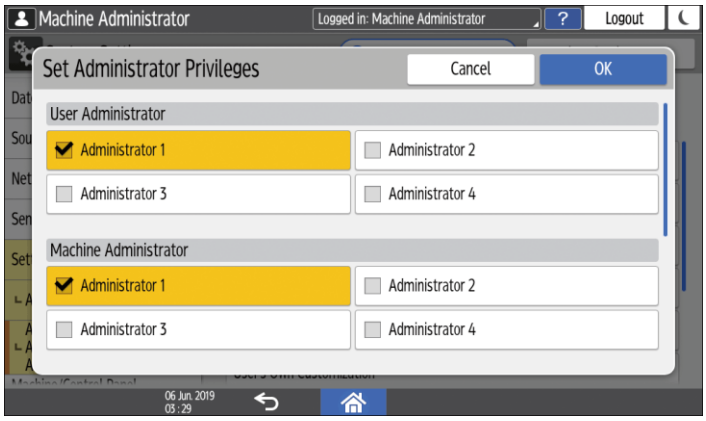
   page 258 "Logging in to the Machine as an Administrator"
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change Administrator] ▶ [Set Administrator Login User Name/Login Password].**
5. **Press the desired built-in administrator ([Administrator 1] to [Administrator 4]).**
6. **Specify the login user name and login password, and then press [OK].**
   - For the characters that can be used for login user names and passwords, see page 278 "Usable Characters for User Names and Passwords".
   - When you manage the machine with software supporting SNMPv3 such as Device Manager NX, you have to specify the password to encrypt communication.
7. **After completing the settings for each administrator, press [Close], and then press [Set Administrator Privileges].**
8. **Select a built-in administrator to assign for each standard administrator privilege, and then press [OK].**



   - Assign the privileges of User Administrator, Machine Administrator, Network Administrator, or File Administrator to [Administrator 1] to [Administrator 4].
   - By default, all standard administrator privileges are assigned to the logged-in built-in administrator (Administrator 1).
9. **Press [OK].**

   When settings are complete, the machine logs you out automatically.

Take note of the login user names and login passwords specified for other administrators and inform them of the specified ones.

Note

- An administrator with any one of the standard administrator privileges can add built-in administrators or change the privileges as well by logging in to the machine. The privilege(s) that the administrator can assign to other built-in administrators, however, is limited to the same privilege as the one that is assigned to the administrator himself.
- A custom-privileges administrator with the Authentication/Charge privilege can add built-in administrators as well by logging in to the machine. However, the administrator is not allowed to change the privileges.
- You can add built-in administrators or change the privileges by using Web Image Monitor as well. For details, see Web Image Monitor Help.

Registering External Administrator Groups and Assigning the Standard Administrator Privileges

When Windows authentication or LDAP authentication is activated as the user authentication method, you can register external authentication server accounts as external administrators. Register external administrator groups and assign the same four types of standard administrator privileges as the ones that are assigned to the built-in administrators.

To register a Windows server account as an external administrator, register an external administrator group with the same name as the global account to which the target account belongs and for which it has administrative privileges. You first need to confirm the name of the global group to which the target account belongs.

page 286 "Specifying Windows Authentication"

Important

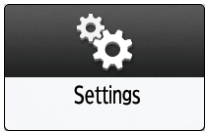
- **You cannot configure any Windows server account as an account for SNMPv3 access.**
- **When the central address book management is enabled, no external administrators can be registered.**

  See "Others (System Settings)", User Guide in English.

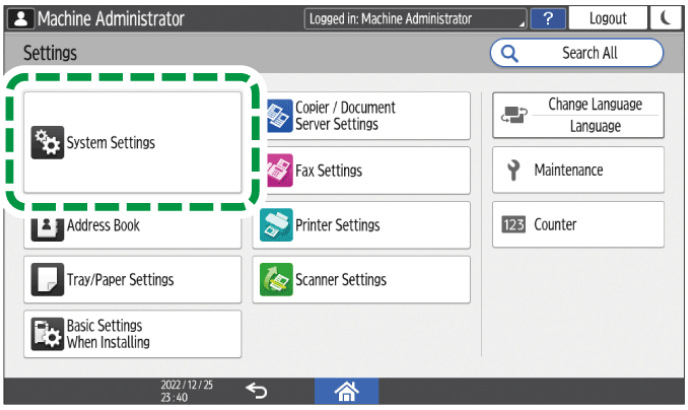
1. **Log in to the machine as an administrator with all the standard administrator privileges on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

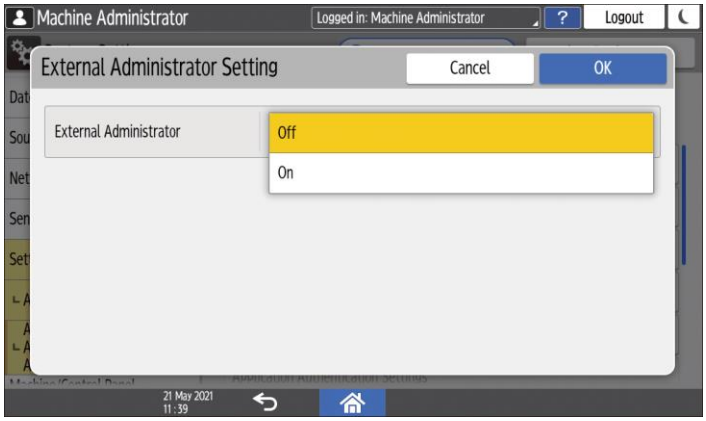
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



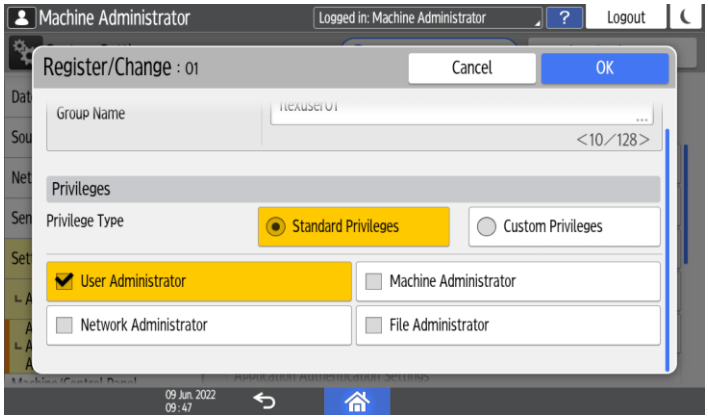
4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change Administrator].**
5. **Press [External Administrator Setting] under External Administrator.**
6. **Select [On] from the list next to External Administrator, and then press [OK].**



7. **Press [External Administrator Group Management] under External Administrator.**
8. **Select [* Not Registered], and then press [Register/Change].**
9. **Enter the name of an external administrator group for Group Name.**

   To register Windows server accounts as external administrators, enter the same group name as the name of the global group to which the target account belongs.

10. **Select [Standard Privileges] next to Privilege Type, and then select the administrator privileges that you want assign to the external administrator.**



11. **Press [OK].**
12. **Press [Close].**
13. **Press [OK].**

    When settings are complete, the machine logs you out automatically.

Note

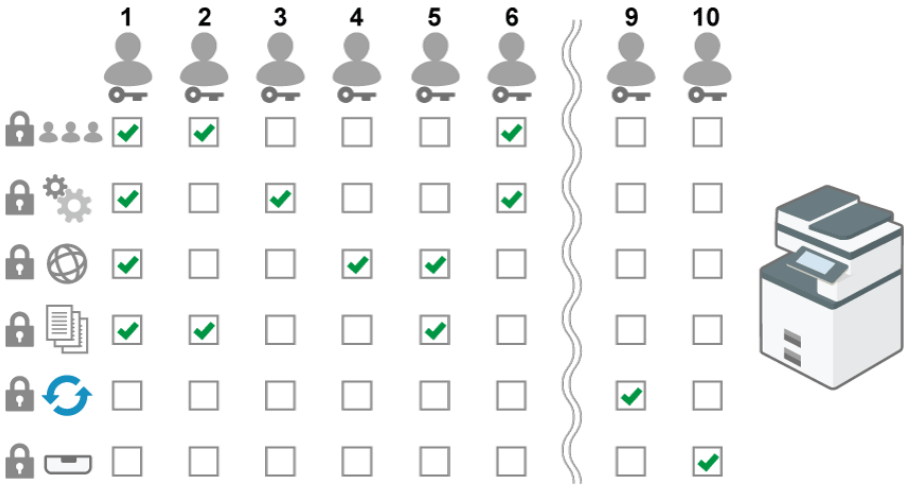
- You can register up to 10 external administrator groups.
- To change the name or standard administrator privilege of the registered external administrator group, select a group name in step 8, and then press [Register/Change].
- To delete the registered external administrator group, select a group name in step 8, and then press [Delete].
- An administrator with any one of the standard administrator privileges can add external administrator groups or change the privileges as well by logging in to the machine. The privilege(s) that the administrator can assign to other external administrator groups, however, is limited to the same privilege as the one that is assigned to the administrator himself.
- In the event that a user account on the Windows server belongs both to a group with the administrator privileges and to an ordinary user group, the user is recognized as an ordinary user, not as an external administrator, when logging in to the machine. To let the user log in to the machine as an external administrator, make sure that the user is not a member of an ordinary user group on the Windows server.
- When a user registered in the Address Book of the machine logs in to the machine, user recognition by the machine varies depending on the group to which the user is registered on the Windows server.
  - When registered in a group with the administrator privileges: Recognized as an external administrator.
  - When registered in an ordinary user group: Recognized as the same user as the one registered in the address book of the machine.

- You can register external administrator groups and assign the standard administrator privileges using Web Image Monitor as well. For details, see Web Image Monitor Help.

Registering Custom-Privileges Administrators

When Windows authentication or LDAP authentication is activated as the user authentication method, you can register external administrators as custom-privileges administrators. By registering custom-privileges administrators, you can enhance security functions as well as meet the demands of users, such as an increase in the number of administrators or detailed settings for administrator privileges.

Assignment of custom administrator privileges



Workflow to register external administrators as custom-privileges administrators

1. Activate Administrator Authentication.

   Activate the Administrator Authentication function of the machine from [Settings].

   page 256 "Activating Administrator Authentication"

2. Log in to the machine as an administrator.

   Enter the login user name and login password of a built-in administrator to log in to the machine.

   page 258 "Logging in to the Machine as an Administrator"

3. Register templates for custom privileges

   Register templates for custom privileges to assign to external administrator groups.

   page 266 "Registering Templates for Custom Privileges"

4. Register external administrator groups and assign the privileges.

   Register external administrator groups and assign custom administrator privileges.

   page 268 "Registering External Administrator Groups and Assigning the Custom Administrator Privileges"

Registering Templates for Custom Privileges

Register custom administrator privileges to assign to external administrators as templates for custom privileges.

Important

- **When the central address book management is enabled, no templates for custom privileges can be specified.**

  See "Others (System Settings)", User Guide in English.

1. **Log in to the machine as an administrator with all the standard administrator privileges on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

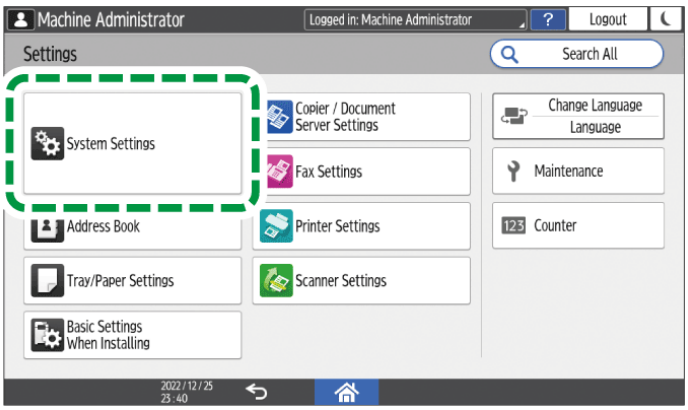
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Authentication/Charge privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

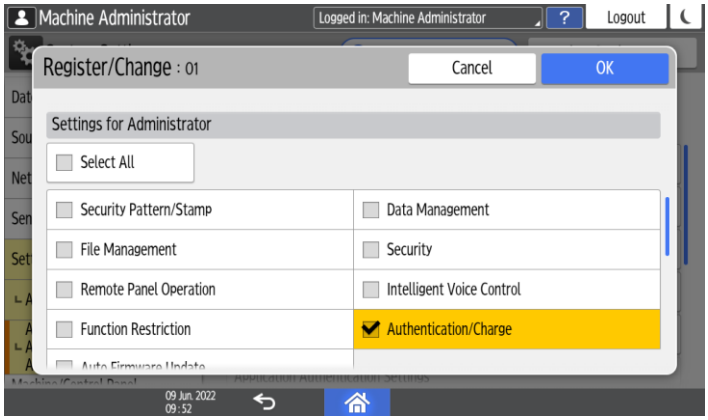
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change Administrator].**
5. **Press [Template Management] under Custom Privileges.**
6. **Select [* Not Registered], and then press [Register/Change].**
7. **Enter a template name for Template Name.**
8. **Select custom administrator privileges that you want assign to the template.**



Select a privilege from the following custom administrator privileges. You can select multiple privileges as well.

Categories	Custom administrator privileges
System Settings	Display/Input, Output Tray, Machine, Date/Time/Timer, Sound, Network/Interface, Send (Email/Folder), Accessibility, Machine/Control Panel Information
Settings for Administrator	Security Pattern/Stamp, Data Management, File Management, Security, Remote Panel Operation, Intelligent Voice Control, Function Restriction, Authentication/Charge, Auto Firmware Update
Settings	Address Book, Tray/Paper Settings, Copier/Document Server Settings, Printer Settings, Scanner Settings, Fax Settings, Counter, Maintenance, Browser Settings
Privilege for Machine	Job Operation, File Operation, Remote Machine Operation, Firmware Update

By selecting [Select All] under each category, you can select all of the available privileges as well.

9. **Press [OK].**
10. **Press [Close].**
11. **Press [OK].**

When settings are complete, the machine logs you out automatically.

Note

- To change the name or privilege(s) of the registered template for custom privileges, select a template name in step 6, and then press [Register/Change].
- To delete the registered template for custom privileges, select a template name in step 6, and then press [Delete].
- You can register/change/delete templates for custom privileges using Web Image Monitor as well. For details, see Web Image Monitor Help.

Registering External Administrator Groups and Assigning the Custom Administrator Privileges

When Windows authentication or LDAP authentication is activated as the user authentication method, you can register external authentication server accounts as external administrators. Register external administrator groups and assign custom administrator privileges.

To register Windows server accounts as external administrators, register the group names identical to the names of the global groups with the administrator privileges to which target accounts belong on the Windows server. Find the names of the global groups to which the target accounts belong in advance.

Important

- **You cannot configure any Windows server account as an account for SNMPv3 access.**
- **When the central address book management is enabled, no external administrators can be registered.**

  See "Others (System Settings)", User Guide in English.

1. **Log in to the machine as an administrator with all the standard administrator privileges on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

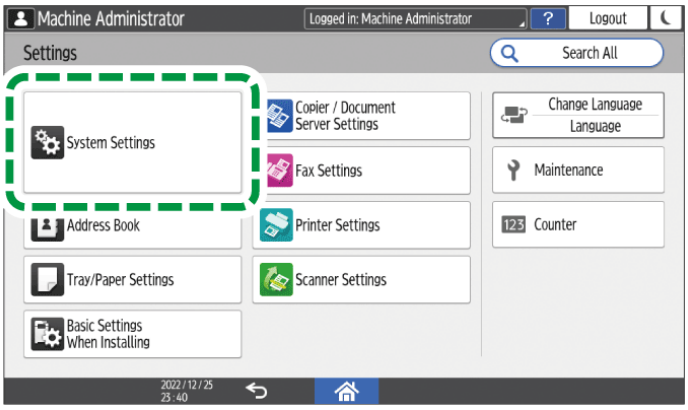
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Authentication/Charge privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

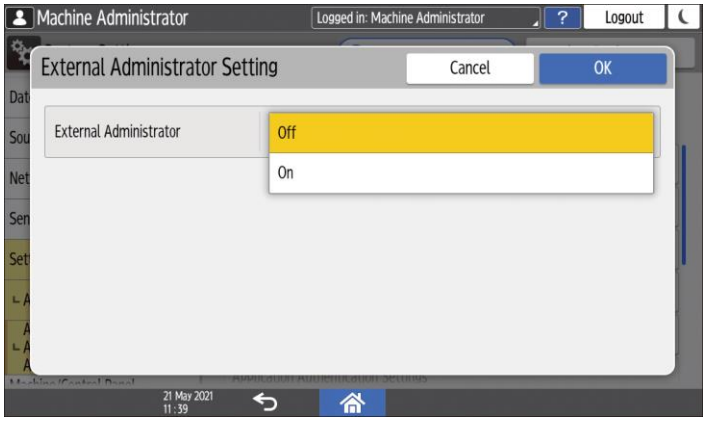
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



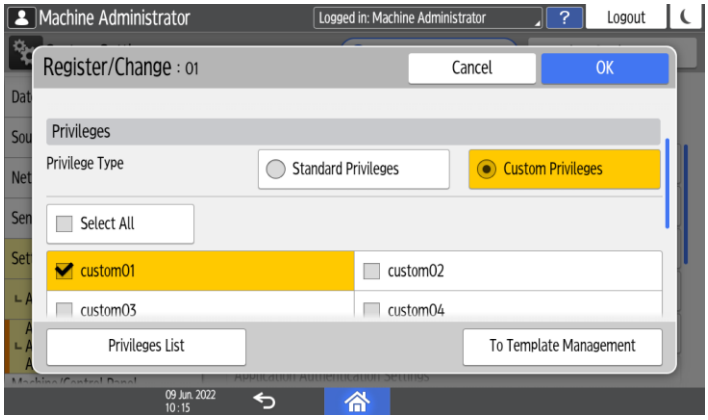
4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change Administrator].**
5. **Press [External Administrator Setting] under External Administrator.**
6. **Select [On] from the list next to External Administrator, and then press [OK].**



7. **Press [External Administrator Group Management] under External Administrator.**
8. **Select [* Not Registered], and then press [Register/Change].**
9. **Enter the name of an external administrator group for Group Name.**

   To register Windows server accounts as external administrators, enter the same group name as the name of the global group to which the target account belongs.

10. **Select [Custom Privileges] next to Privilege Type, and then select the template for custom privileges that you want assign to the external administrator.**



You can view the privileges specified for each template for custom privileges by selecting a template and pressing [Privileges List].

11. **Press [OK].**
12. **Press [Close].**
13. **Press [OK].**

When settings are complete, the machine logs you out automatically.

Note

- You can register up to 10 external administrator groups.
- To change the name or template for custom privileges of the registered external administrator group, select a group name in step 8, and then press [Register/Change].
- To delete the registered external administrator group, select a group name in step 8, and then press [Delete].
- You can register external administrator groups and assign the custom administrator privileges using Web Image Monitor as well. For details, see Web Image Monitor Help.

Logging in to the Machine as a Custom-Privileges Administrator

To operate or configure the machine as a custom-privileges administrator, log in to the machine as an external administrator with a custom administrator privilege(s), and then place the machine into Administrator Mode.

When you log in to the machine for the first time as a custom-privileges administrator, the [Administrator Mode] icon is not displayed on the Home screen. In advance, log in to the machine as the machine administrator and add the icon from the application list screen to the Home screen.

page 45 "Adding an Icon/Widget to the Home Screen"

Logging in to the machine using the control panel

1. **On the Home screen, press [Login].**



2. **Enter the login user name and login password of an external administrator with custom administrator privileges, and then press [Login].**

   If an administrator with custom privileges has no privilege to use an application, such as the copy application, the process is completed. Proceed to Step 5.

   If administrators with custom privileges have privileges to use an application, then proceed to Step 3.

   You can configure privileges to use an application with [Available Functions / Applications] of the Address Book function. For details about the setting, see page 301 "Limiting Available Functions".

3. **On the Home screen, press [Administrator Mode].**



4. **When the confirmation message is displayed, press [OK].**

   When the machine is placed in Administrator Mode, the icons and setting items are displayed according to the assigned privilege(s).

5. **After completing machine operations, press [Logout].**

6. **When the confirmation message is displayed, press [OK].**

   Pressing [OK] brings the machine out of Administrator Mode and logs you out.

   You can also log out of the machine by pressing the energy saver key ( ).

Note

- For the characters that can be used for login user names and passwords, see page 278 "Usable Characters for User Names and Passwords".

Logging in to the machine using Web Image Monitor

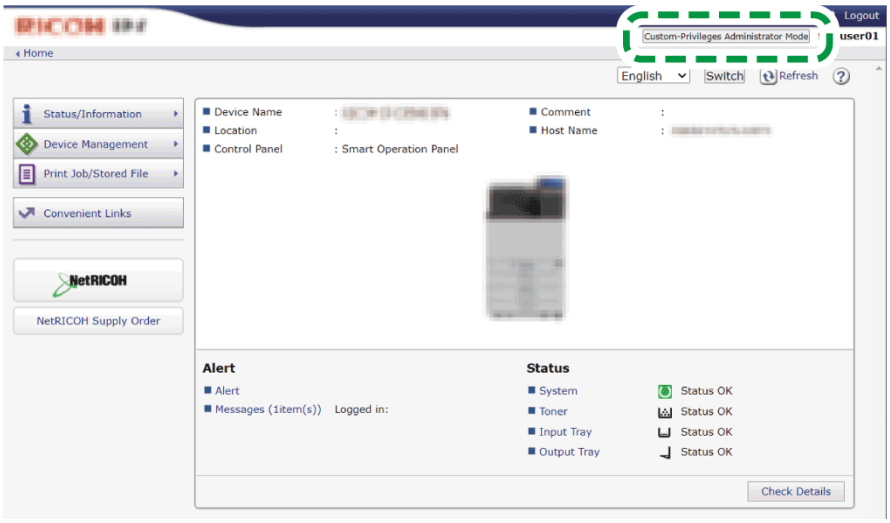
1. **Launch the Web browser.**
2. **Enter "http://(IP address of the machine or host name)/" on the address bar of the Web browser, and then press the Enter key.**

   page 79 "Accessing to Web Image Monitor"
3. **Click [Login].**
4. **Enter the login user name and login password of an external administrator with custom administrator privileges, and then click [Login].**

   If an administrator with custom privileges has no privilege to use an application, such as the copy application, the process is completed. Proceed to Step 6.

   If administrators with custom privileges have privileges to use an application, then proceed to Step 5.

   You can configure privileges to use an application using the control panel. For details about the setting, see page 301 "Limiting Available Functions".
5. **Click [Custom-Privileges Administrator Mode].**



   When the machine is placed in Administrator Mode, [Custom-Privileges Administrator Mode] is replaced by the message “Logged in with Custom-Privileges Administrator Mode”.
6. **After completing machine operations, click [Logout].**

   Clicking [Logout] brings the machine out of Administrator Mode and logs you out.

   Delete the cache memory of a web browser after logging out.

Viewing the Assigned Custom Privileges

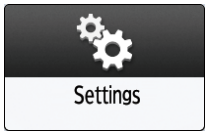
Custom-privileges administrators can view which privileges are assigned to themselves.

Viewing the assigned privileges using the control panel

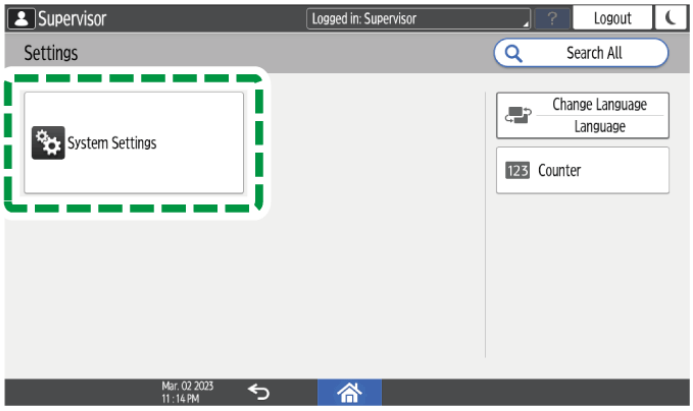
1. **Log in to the machine as a custom-privileges administrator on the control panel.**

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change Administrator] ▶ [List of Privileges of Logged In User].**

   The list of privileges is displayed. A check mark appears to the left of every assigned privilege.

5. **When you are finished with viewing, press [Close].**

6. **Press [OK].**

   The machine logs you out automatically.

Viewing the assigned privileges using Web Image Monitor

1. **Log in to the machine as a custom-privileges administrator from Web Image Monitor.**

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [Program/Change Administrator] in the "Device Settings" category.**
4. **Click [List of Privileges of Logged In User].**

   The list of privileges is displayed. A check mark appears to the left of every assigned privilege.
5. **When you are finished with viewing, log out of the machine, and then exit the Web browser.**

Using the Supervisor Privilege

The supervisor has the privilege to manage the built-in administrators. When the built-in administrator is changed, the supervisor can reset the login password. There is only one supervisor.

Changing the Supervisor Settings

This section describes how to change the supervisor's login user name and password.

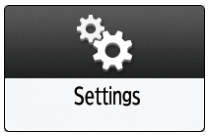
Refer to the provided guide for the default login user name and login password of the supervisor.

Important

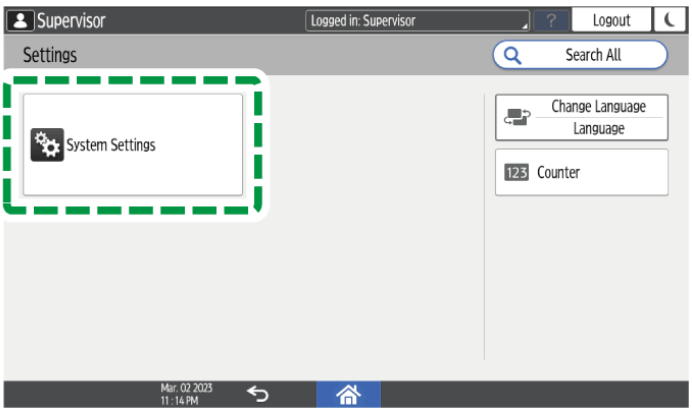
- **Do not forget the login user name and login password of the supervisor. If you forget these, you have to restore the factory default settings, which will result in loss of data.**

1. **Log in to the machine as the supervisor on the control panel.**

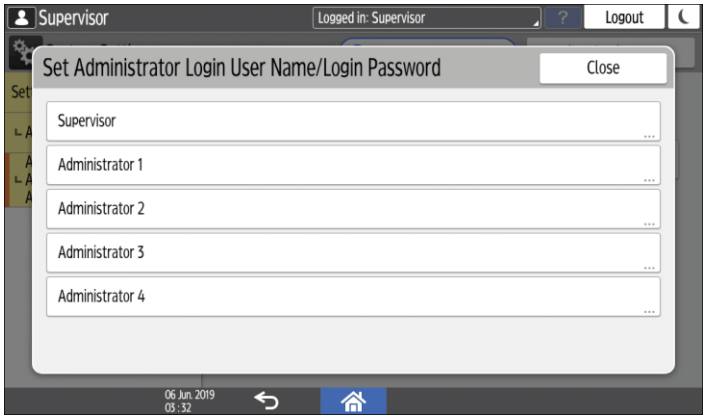
   page 258 "Logging in to the Machine as an Administrator"
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change Administrator] ▶ [Set Administrator Login User Name/Login Password].**
5. **Press [Supervisor].**



6. **Enter the login user name for Login User Name.**
7. **Press [Change] next to Login Password.**
8. **Enter the login password for New Password.**
9. **Enter the login password for Confirm New Password again.**
10. **Press [OK] twice.**
11. **Press [Close].**
12. **Press [OK].**

    When settings are complete, the machine logs you out automatically.

Note

- For the characters that can be used for login user names and passwords, see page 278 "Usable Characters for User Names and Passwords".

9

Changing the Password of a Built-in Administrator

Only the supervisor has the privilege to change the password of the built-in administrators. If a built-in administrator forgets the password or wants to change the password, the supervisor must reset the password.

Refer to the provided guide for the default login user name and login password of the supervisor.

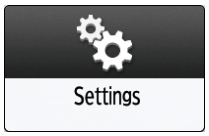
Important

- **Do not forget the login user name and login password of the supervisor. If you forget these, you have to restore the factory default settings, which will result in loss of data.**

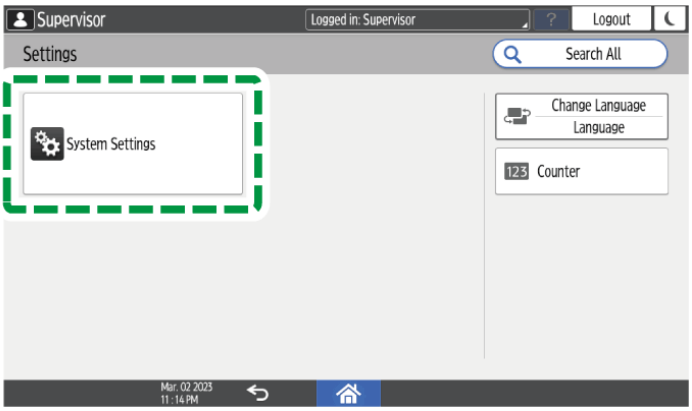
1. **Log in to the machine as the supervisor on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

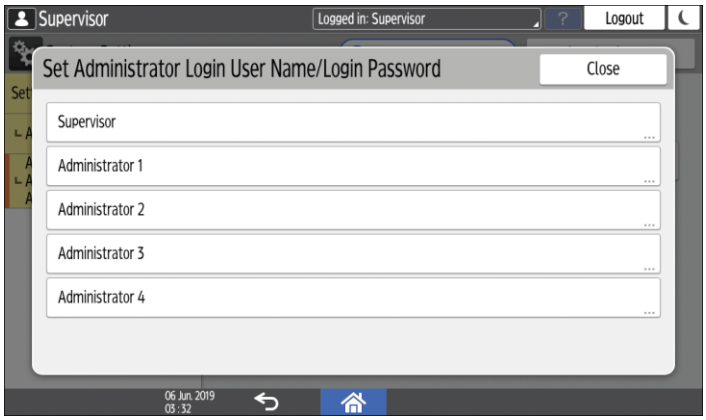
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change Administrator] ▶ [Set Administrator Login User Name/Login Password].**
5. **Press the desired built-in administrator ([Administrator 1] to [Administrator 4]).**



6. **Press [Change] next to Login Password.**
7. **Enter the login password for New Password.**
8. **Enter the login password for Confirm New Password again.**
9. **Press [OK] twice.**
10. **Press [Close].**
11. **Press [OK].**

    When settings are complete, the machine logs you out automatically.

Note

- For the characters that can be used for login user names and passwords, see page 278 "Usable Characters for User Names and Passwords".

- You cannot specify the same login user name for the supervisor and the administrators.
- Using Web Image Monitor, you can log in as the supervisor and delete an administrator's password or specify a new one.

Changing the Administrator Login Setting

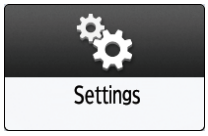
Only the supervisor has the privilege to allow/prohibit login to the machine by the built-in administrators.

In the event of a failure in communicating with an external authentication server while login by the built-in administrators is prohibited and only the external administrators are allowed to log in to the machine, no administrators can log in to the machine. In such a case, the supervisor must change the administrator login setting to allow the built-in administrators to log in to the machine.

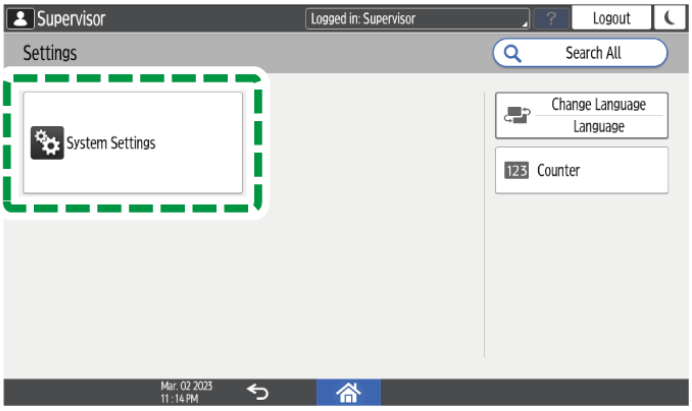
1. **Log in to the machine as the supervisor on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

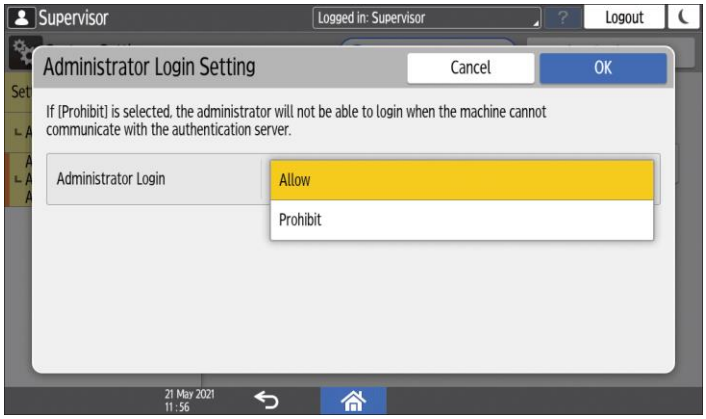
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Register/Change Administrator] ▶ [Administrator Login Setting].**
5. **Select [Allow] or [Prohibit] from the list next to Administrator Login.**



6. **Press [OK] twice.**

   When settings are complete, the machine logs you out automatically.

Usable Characters for User Names and Passwords

The following characters can be used for login user names and passwords. Names and passwords are case-sensitive.

- Upper case letters: A to Z (26 characters)
- Lower case letters: a to z (26 characters)
- Numbers: 0 to 9 (10 characters)
- Symbols: (space) ! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [\ ] ^ _ ` { | } ~ (33 characters)

	Supervisor/Built-in Administrators/Users	External Administrators
Login user name	• Can be up to 32 characters long. • Cannot contain spaces, colons or quotation marks. • Cannot be left blank. • The login user name of the supervisor and administrators must contain characters other than numerical characters (numbers) if it is up to 8 characters. If it consists of only numbers, 9 or more must be used.	
Login password	• The maximum password length for the administrators and supervisor is 32 characters. • The maximum password length for users is 128 characters.	• The maximum password length is 128 characters. *1

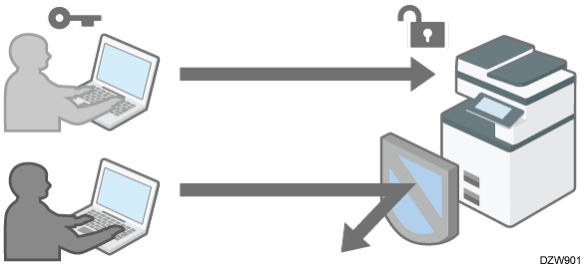
	Supervisor/Built-in Administrators/Users	External Administrators
	• There are no restrictions on the types of characters that can be used for a password. For security, it is recommended to create passwords consisting of uppercase or lowercase characters, numbers, and symbols. A password consisting of a large number of characters is less easily guessed by others. • In [Password Policy] in [Extended Security Settings], you can specify a password consisting of uppercase or lowercase characters, numbers, and symbols, as well as the minimum number of characters to be used for the password. See "Security", User Guide in English.	• For the other conditions, the password policy of the external authentication server is applied.

*1 Attempts to log in as an external administrator may fail from an application where a limitation is imposed on the password length.

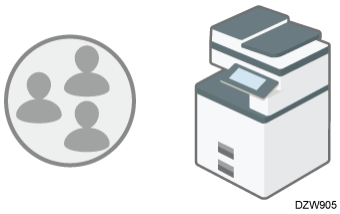
Preventing Unauthorized Accesses

Taking Measures to Prevent Unauthorized Access

Specify the machine to prevent access by anyone from any location so as to protect the information asset. You can prevent unauthorized access by restricting the users who can use the machine and encrypting or restricting the network.



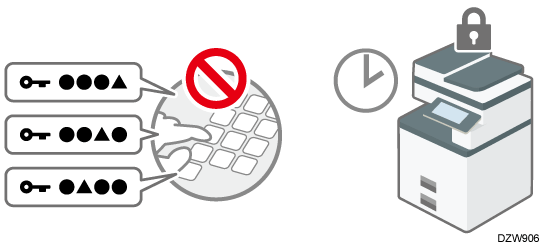
Specifying user authentication



The administrator registers the users on the machine and only the registered users can use the machine.

page 281 "Verifying Users to Operate the Machine (User Authentication)"

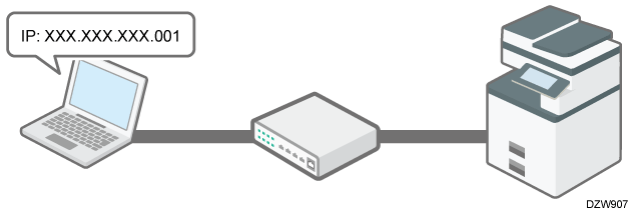
Specifying the authentication policy



Specify how many times entering an incorrect password is allowed and the auto-logout time when you do not operate the machine for a specified period of time to protect the machine from unauthorized use.

page 304 "Specifying the Policy on Login/Logout"

Restricting the network connection



To block access from an unauthorized computer for TCP/IP communication, restrict the range of IP addresses allowed to access the machine. Also, specify the unused protocols to reduce the risk of intrusion.

page 310 "Access Control"

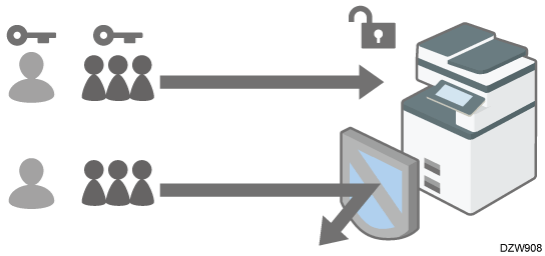
Encrypting the network communication

Reduce the risk of information leaks by encrypting communication between this machine and the computers or external devices. For encryption, installation of the Device Certificate is required.

page 316 "Encrypting Network Communication"

Verifying Users to Operate the Machine (User Authentication)

"User authentication" is a system to authenticate users and grant them privileges to use the machine. The machine requires entering an arbitrary text, the login user name, or the login password to authenticate a user.



- User authentication prevents unauthorized users from operating the machine and is useful for managing and analyzing usage of the machine regarding the user, operation time, and frequency.

  See "Confirming the Counter for Each User", User Guide in English.

- You can use the IC card or smart device instead of entering your authentication information on the control panel for user authentication.

  page 297 "Logging in to the Machine Using an IC Card or a Smart Device"

User Authentication Method

There are four types of user authentication methods including Basic authentication that limits use of the machine and methods that use an authentication server in the network.

Select a method depending on the usage condition or the number of users. You cannot use more than one authentication method at the same time.

User Authentication Method	Explanation
User Code authentication	Authentication is performed using an up to eight-digit user code registered in the Address Book of the machine. When specifying User Code authentication, the machine prompts you to enter the user code to use the machine. Multiple users can use the same user code. You can activate User Code authentication without activating Administrator Authentication.
Basic authentication	Authentication is performed using the login user name and login password registered in the Address Book on the machine. When specifying Basic authentication, the machine prompts you to enter the login information to use the machine.
Windows authentication	Authentication is performed using the account registered in the Active Directory of the Windows server. When specifying Windows authentication, the machine prompts you to enter the login information to use the machine.
LDAP authentication	Authentication is performed using the user information registered in the LDAP server. When specifying LDAP authentication, the machine prompts you to enter the login information to use the machine.

- In Windows or LDAP authentication, the machine can authenticate you without registering your user information in the machine's Address Book manually, as the user information in the server is registered in the machine automatically.
- In Windows or LDAP authentication, you can manage user information centrally in the server. You can also always use the address provided by the server as the sender (From) of e-mails sent from the machine. These features are useful to avoid data leakage by erroneous input of information or spoofing by an unauthorized user.
- When switching the authentication method from User Code authentication to another method, the user code will be used as the login user name. In this case, the login password is not specified. To avoid unauthorized use, delete unnecessary user information and set up a password for the continuing users.

Note

- If user authentication cannot be performed due to a problem with the machine or network, the machine administrator can disable user authentication temporarily in order to use the machine. Take this measure only during emergencies.
- User authentication can also be activated via Web Image Monitor. For details, see Web Image Monitor Help.

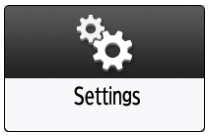
Specifying User Code Authentication

Specify the functions to restrict with User Code authentication.

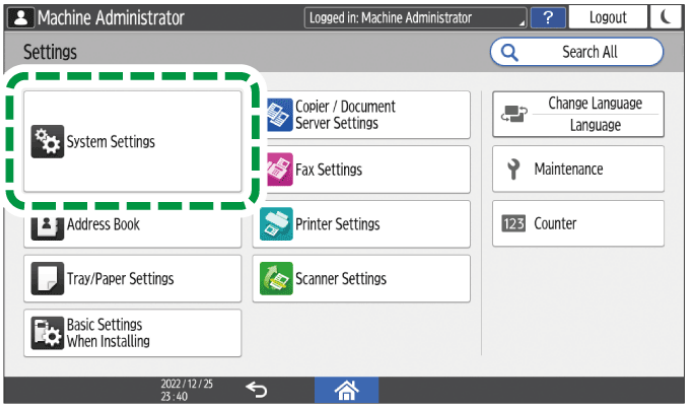
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

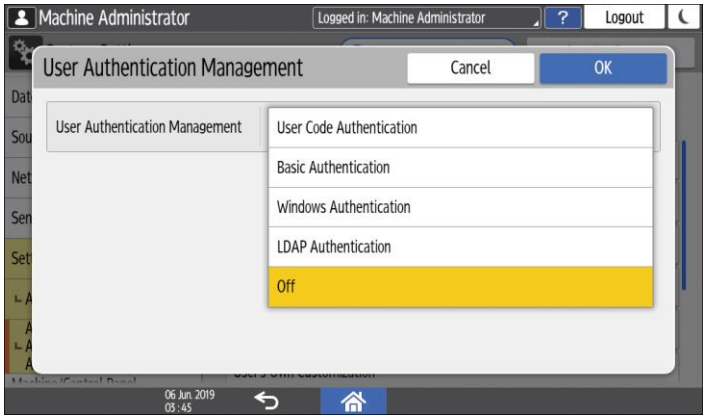
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management].**
5. **Select [User Code Authentication] from the list next to User Authentication Management.**



6. **Under Functions to Restrict, select the functions to restrict against use.**
   - Specify whether to perform User Code authentication for each function. For Copier Function and Printer Function, you can specify to perform User Code authentication for all Copier or Printer functions, or for the color print mode only.
   - When registering the user code of the printer driver automatically, select [PC Control] for Printer Function. Specify the user code registered in the Address Book to the printer driver.
   - When [PC Control] is selected, the user code specified in the printer driver is registered in the Address Book automatically and is excluded from the print volume use limitation. To limit the print volume use, select other than [PC Control] for Printer Function.

     See "Specifying Maximum Print Volume Use of Each User", User Guide in English.

     For Printer Job Authentication, specify the security level for print jobs using the printer driver.

     page 302 "Executing a Print Job with Authentication Information Only"
7. **Press [OK].**
8. **Press [Home] ( ).**
9. **When the confirmation dialog is displayed, press [OK] to log out of the machine.**

   If registration of the user information is not completed, register the user in the Address Book and specify the user code.

   See "Registering the User Code in the Address Book", User Guide in English.

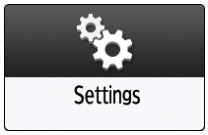
Specifying Basic Authentication

Register the default values of the functions available to each user with Basic authentication.

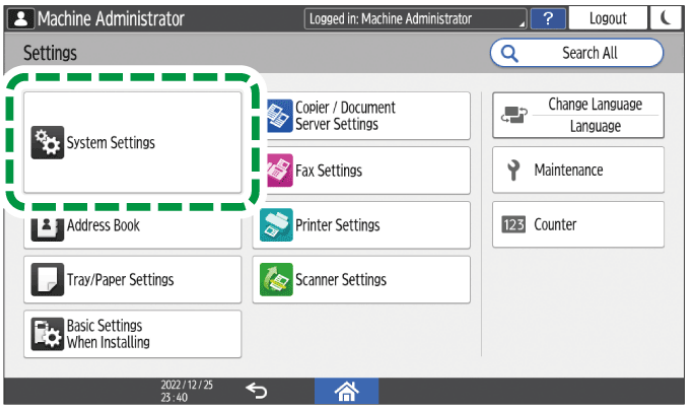
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

2. **On the Home screen, press [Settings].**

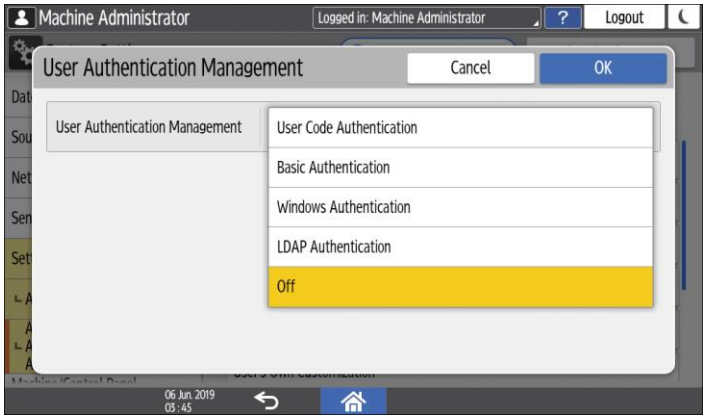


3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management].**

5. **Select [Basic Authentication] from the list next to User Authentication Management.**



6. **Under Available Functions, select the functions available to the user.**

   - Specify the functions available to the user for each function. For Copier Function and Printer Function, you can specify that the user can use all Copier or Printer functions, or the black-and-white print mode only.

- For Printer Job Authentication, specify the security level for print jobs using the printer driver.

  page 302 "Executing a Print Job with Authentication Information Only"

7. **Press [OK].**
8. **Press [Home] ( ).**
9. **When the confirmation dialog is displayed, press [OK] to log out of the machine.**

   If registration of the user information is not completed, register the user in the Address Book and specify the login information.

   See "Registering a User in the Address Book and Specifying the Login Information", User Guide in English.

Note

- The login user name and login password can be used to authenticate the user in the SMTP or LDAP server, or to authenticate shared folders. Use a login user name other than "other", "admin", "supervisor", or "HIDE***". (Enter an optional character string in "***".) You cannot use these user names for authentication because they are already in use in the machine.

Specifying Windows Authentication

Register the Windows server information required for authentication with the Windows server.

Important

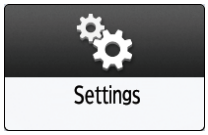
- **In advance, check the use conditions in the Windows server, and install the Web server (IIS) and the Active Directory Certificate Service in the Windows server.**

  page 292 "Preparing the Server to Use for User Authentication"
- **To use Kerberos authentication in the server, register the realm in advance to determine the network area.**

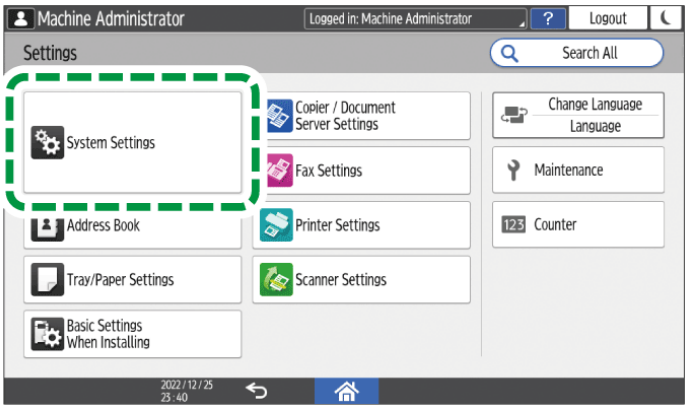
  See "Registering the Realm", User Guide in English.

1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"
2. **On the Home screen, press [Settings].**

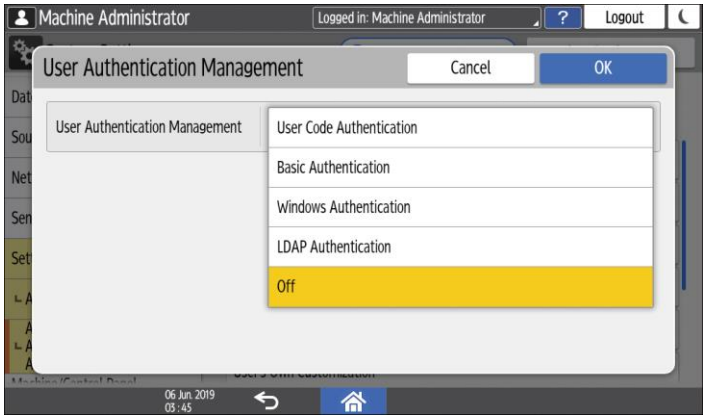


3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management].**

5. **Select [Windows Authentication] from the list next to User Authentication Management.**



6. **Register the server for authentication and specify the usable functions.**
   - Kerberos Authentication: To enable Kerberos authentication, select [On].
   - Domain Name: To disable Kerberos authentication, enter the domain name to authenticate.
   - Realm Name: To enable Kerberos authentication, select the realm name to authenticate.
   - Use Secure Connection (SSL): To encrypt communication signals, select [On].
   - Printer Job Authentication: Specify the security level for print jobs using the printer driver.

     page 302 "Executing a Print Job with Authentication Information Only"
   - Group: If global groups have been registered, you can specify usable functions for each global group. Press [* Not Registered], and then [Register/Change]. Enter the same name of the group as the one registered in the server to specify the available functions.

Users who are registered in multiple groups can use all functions available to those groups.

A user who is not registered in any group can use the authority specified in [* Default Group]. By default, all functions are available to the Default Group members.

Under Available Functions, specify the functions available to each group. For Copier Function and Printer Function, you can specify whether the user can use all Copier or Printer functions, or the black-and-white print mode only.

7. **Press [OK].**
8. **Press [Home] ( ).**
9. **When the confirmation dialog is displayed, press [OK] to log out of the machine.**

Note

- For the characters that can be used for login user names and passwords, see page 278 "Usable Characters for User Names and Passwords".
- When accessing the machine subsequently, you can use all the functions available to your group and to you as an individual user.
- Users who are registered in multiple groups can use all functions available to those groups.
- Under Windows authentication, you do not need to create a server certificate unless you want to automatically register user information such as user names using SSL.

Specifying LDAP Authentication

Register the LDAP server information required for authentication with the LDAP server.

Important

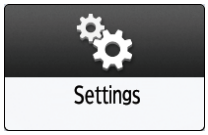
- **In advance, check the use conditions in the LDAP server, and register the LDAP server in the machine.**

  page 292 "Preparing the Server to Use for User Authentication"

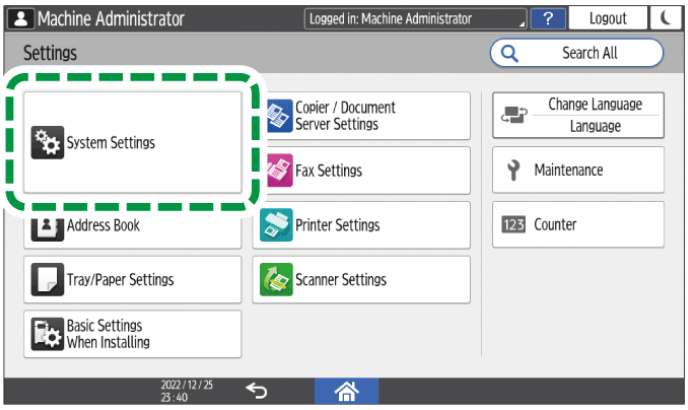
  See "Registering the LDAP Server", User Guide in English.

1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"
2. **On the Home screen, press [Settings].**

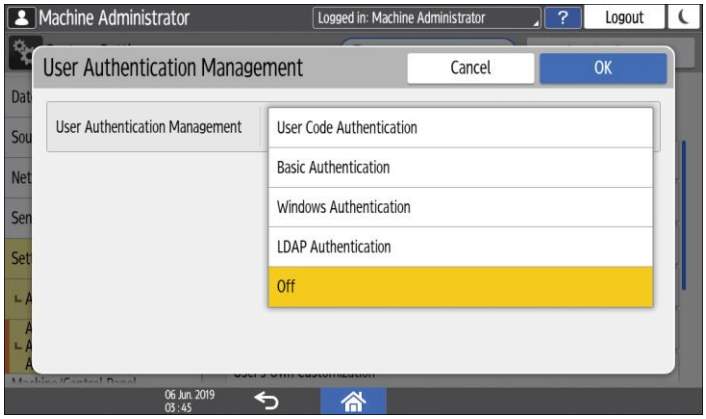


3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management].**

5. **Select [LDAP Authentication] from the list next to User Authentication Management.**



6. **Select the server for authentication and specify the available functions.**

   - LDAP Servers: Select the LDAP server to authenticate.
   - Login Name Attribute: Use this as a search criterion to obtain user information. Create a search filter based on the login name attribute, select a user, and then retrieve the user information from the LDAP server to transfer to the machine's Address Book.

     When separating multiple login attributes with a comma (,), the search will return hits by entering a login name for either or both attributes.

     Also, by entering two login names separated by an equal sign (=) (for example: cn=abcde, uid=xyz), the search will return hits only for a match of the attributes of both login names. This search function can be applied when "Cleartext Authentication" is selected as the LDAP authentication method.
   - Unique Attribute: Specify this to match the user information in the LDAP server with that in the machine. A user whose unique attribute registered in the LDAP server matches that of a user registered in the machine is treated as the same user in the machine. Specify the attribute that is used for unique information in

the server as the Unique Attribute. You can enter "cn" or "employeeNumber" to use as "serialNumber" or "uid" as long as it is unique.

- Available Functions: Specify the functions available to the user for each function. For Copier Function and Printer Function, you can specify whether the user can use all Copier or Printer functions, or the black-and-white print mode only. For Printer Job Authentication, specify the security level for print jobs using the printer driver.

  page 302 "Executing a Print Job with Authentication Information Only"

7. **Press [OK].**
8. **Press [Home] ( ).**
9. **When the confirmation dialog is displayed, press [OK] to log out of the machine.**

Note

- For the characters that can be used for login user names and passwords, see page 278 "Usable Characters for User Names and Passwords".
- In LDAP simple authentication mode, authentication will fail if the password is left blank. To use blank passwords, contact your service representative.

Registering/Changing/Deleting User Codes

By registering user codes in the Address Book, you can confirm the print volume (the number of pages printed by the Copier, Fax, Printer, and Scanner functions) on a personal basis.

1. **Disable user authentication or specify User Code authentication.**

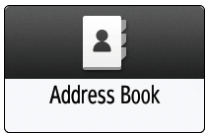
   page 281 "User Authentication Method"

   page 283 "Specifying User Code Authentication"

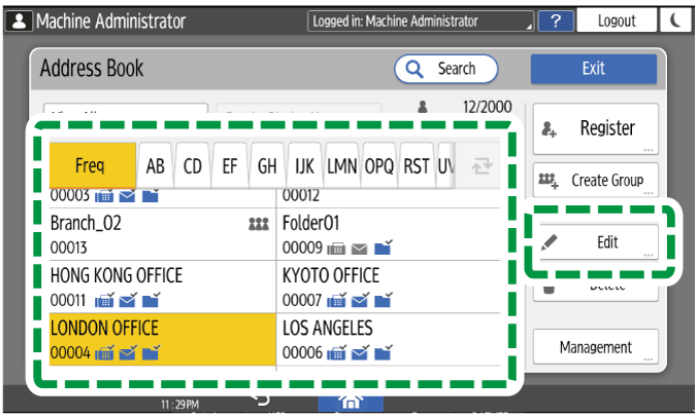
2. **Log in to the machine as the user administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

3. **On the Home screen, press [Address Book].**



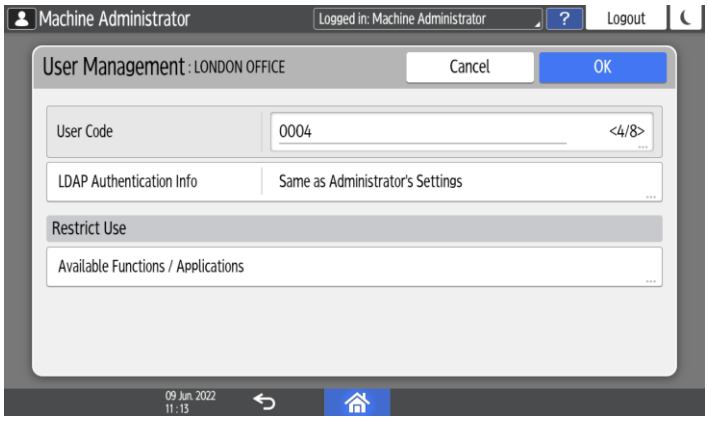
4. **On the Address Book screen, select a user, and then press [Edit].**



5. **Press [User Management / Other] tab ▶ [User Management].**
6. **Enter a user code for User Code.**

   When changing a user code, delete the existing user code and enter a new user code.

   When deleting a user code, delete the existing user code and proceed to Step 8.



7. **Press [Available Functions / Applications] under Restrict Use, and then select the functions to make available to the user.**
8. **Press [OK] several times until the Address Book screen is displayed.**
9. **Press [Exit].**
10. **When the confirmation dialog box is displayed, press [Close], and then log out of the machine.**

    To back up the changed contents, press [Go to Backup].

    See "Backing Up/Restoring the Address Book Using Control Panel", User Guide in English.

Note

- Deleting a user code clears the respective print volume as well.

Preparing the Server to Use for User Authentication

When using Windows authentication or LDAP authentication as the user authentication method for the first time, check that your server environment meets the requirements for user authentication, and configure the required settings.

To use Windows authentication

Prepare the server as follows:

1. Check the requirements of Windows authentication.
2. Install the Web server (IIS) and the Active Directory Certificate Service in the server.
3. Create a server certificate.

   You do not need to create a server certificate to transmit user information that is not encrypted.

To use LDAP authentication

Check the requirements of LDAP authentication, and configure the settings according to the server environment as necessary.

Requirements of Server Authentication Used for User Authentication

Windows authentication

Items	Explanation
Usable OS	Windows Server 2012/2012 R2/2016/2019/2022
Authentication method	Supports the following authentication methods: • NTLM authentication (NTLMv1/NTLMv2) • Kerberos authentication
Requirements for authentication	• Set up a domain controller in the domain you specify. • To obtain user information when Active Directory is running, use LDAP. It is recommended that communication be encrypted between the machine and the LDAP server by using SSL/TLS. The server must support the TLS 1.0/1.1/1.2/1.3 or SSL 3.0 encryption method. Register the server certificate of the domain controller in advance. page 296 "Creating a Server Certificate" • TLS 1.0, TLS 1.1, and SSL 3.0 are disabled by default. To use TLS 1.0/1.1 or SSL 3.0, enable it on Web Image Monitor.

Items	Explanation
	• Data transmission between the machine and the KDC (Key Distribution Center) server must be encrypted if Kerberos authentication is enabled. page 316 "Encrypting Network Communication"

Note

- The server can authenticate users managed in other domains, but cannot obtain information such as an e-mail address.
- When Kerberos authentication is enabled together with SSL/TLS, the e-mail address cannot be obtained.
- Even if you edit an authenticated user's information, such as an e-mail address, in the machine's Address Book, it may be overwritten by the information from the server when authentication is performed.
- If you created a new user in the domain controller and selected "User must change password at next logon" at password configuration, first log on the computer and change the password.
- If the Guest account on the Windows server is enabled, users not registered in the domain controller can be authenticated. When this account is enabled, users are registered in the Address Book and can use the functions available under [* Default Group].

LDAP authentication

Items	Explanations
Usable version	LDAP Version 2.0/3.0
Authentication method	Supports the following authentication methods: • Kerberos authentication • Digest authentication • Cleartext authentication When you select Cleartext authentication, LDAP simplified authentication is enabled. Simplified authentication can be performed with a user attribute (such as cn or uid) instead of the DN.
Requirements for authentication	• To use SSL/TLS, the server must support the TLS 1.0/1.1/1.2/1.3 or SSL 3.0 encryption method. • TLS 1.0, TLS 1.1, and SSL 3.0 are disabled by default. To use TLS 1.0/1.1 or SSL 3.0, enable it on Web Image Monitor.

Items	Explanations
	• To use Kerberos authentication, register the realm to distinguish the network area. See "Registering the Realm", User Guide in English. • Data transmission between the machine and the KDC (Key Distribution Center) server must be encrypted if Kerberos authentication is enabled. page 316 "Encrypting Network Communication" • When you use LDAP, only version 3.0 can use Digest authentication.

Notes when the LDAP server is configured using Active Directory

- When Kerberos authentication is enabled together with SSL/TLS, the e-mail address cannot be obtained.
- Anonymous authentication might be available. To improve security, set anonymous authentication to Disable.

Note

- Even if you edit an authenticated user's information, such as an e-mail address, in the machine's Address Book, it may be overwritten by the information from the server when authentication is performed.
- Under LDAP authentication, you cannot specify access limits for groups registered in the server.
- Do not use double-byte Japanese, Traditional Chinese, Simplified Chinese, or Hangul characters when entering the login user name or password. If you use double-byte characters, you cannot authenticate using Web Image Monitor.
- When using the machine for the first time, the user can use Available Functions specified in [User Authentication Management].
- To specify Available Functions for each user, register the user together with Available Functions in the Address Book, or specify Available Functions in the user registered automatically in the address book.

Installing the Web Server (IIS) and the "Active Directory Certificate Service"

Install the required service in the Windows server to obtain user information registered in Active Directory automatically.

1. **On the [Start] menu, click [Server Manager].**
2. **On the [Manage] menu, click [Add Roles and Features].**
3. **Click [Next].**
4. **Select [Role-based or feature-based installation], and then click [Next].**
5. **Select a server, and then click [Next].**
6. **Select the [Active Directory Certificate Service] and [Web Server (IIS)] check boxes, and then click [Next].**

   If a confirmation message appears, click [Add Features].
7. **Check the features to install, and then click [Next].**
8. **Read the content information, then click [Next].**
9. **Make sure that [Certification Authority] is selected in the Role Services area in Active Directory Certificate Services, and then click [Next].**
10. **Read the content information, then click [Next].**

    When using Windows Server 2016, proceed to Step 12 after reading the content information.

11. **Check the role services to install under Web server (IIS), and then click [Next].**
12. **Click [Install].**
13. **When using Windows Server 2019 or Windows Server 2022, click [Close].**
14. **After completing the installation, click the notification icon of the server manager, and then click [Configure Active Directory Certificate Service on the destination server].**
15. **Click [Next].**
16. **Check [Certification Authority] in the role service, and then click [Next].**
17. **Select [Enterprise CA], and then click [Next].**
18. **Select [Root CA], and then click [Next].**
19. **Select [Create a new private key], and then click [Next].**
20. **Select a cryptographic provider, key length, and hash algorithm to create a new private key, and then click [Next].**
21. **In [Common name for this CA:], enter the Certificate Authority name, and then click [Next].**
22. **Select the validity period, and then click [Next].**
23. **Leave [Certificate database location:] and [Certificate database log location:] without change, and then click [Next].**
24. **Click [Configure].**
25. **When the message "Configuration succeeded" appears, click [Close].**

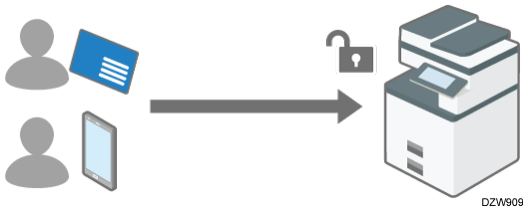
Creating a Server Certificate

To encrypt user information, create a server certificate in the Windows server. Windows Server 2016 is used as an example.

1. **On the [Start] menu, point to [All Applications], and then click [Internet Information Service (IIS) Manager] of [Administrative Tools].**
2. **In the left column, click [Server Name], and then double-click [Server Certificate].**
3. **In the right column, click [Create Certificate Request...].**
4. **Enter all the information, and click [Next].**
5. **In [Cryptographic service provider:], select a provider, and then click [Next].**
6. **Click [...], and then specify a file name for the certificate request.**
7. **Specify a location in which to store the file, and then click [Open].**
8. **Click [Finish].**

Logging in to the Machine Using an IC Card or a Smart Device

When user authentication is specified on the machine, you can use an IC card (FeliCa/NFC) or smart device instead of entering your login user name and login password for user authentication.



Register the user's IC card or smart device to link to the user information in the Address Book and authenticate the user. The user can specify both an IC card and smart device to use for authentication.

- To authenticate an IC card, use the IC card reader connected to the machine.
- To authenticate a smart device, install the cooperative application (RICOH Smart Device Connector) in the smart device so that the Bluetooth function built in the control panel of the machine can authenticate the smart device.
- Quick card authentication cannot be used to authenticate an administrator. The administrator must enter the login user name and login password on the control panel to log in to the machine.

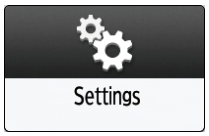
Preparation for Quick Card Authentication Setting

To enable quick card authentication, specify the type of the IC card reader. To enable authentication using a smart device, enable Bluetooth.

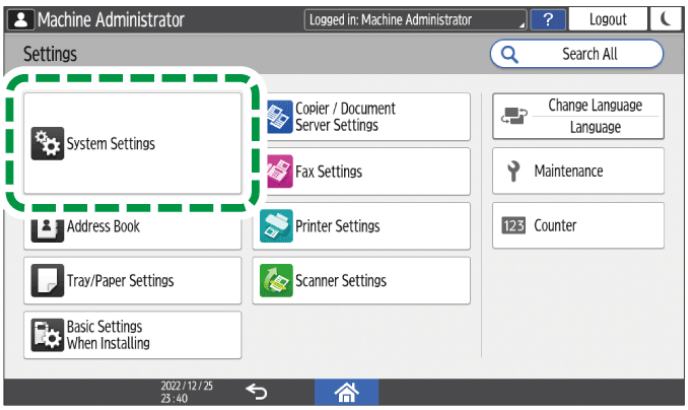
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

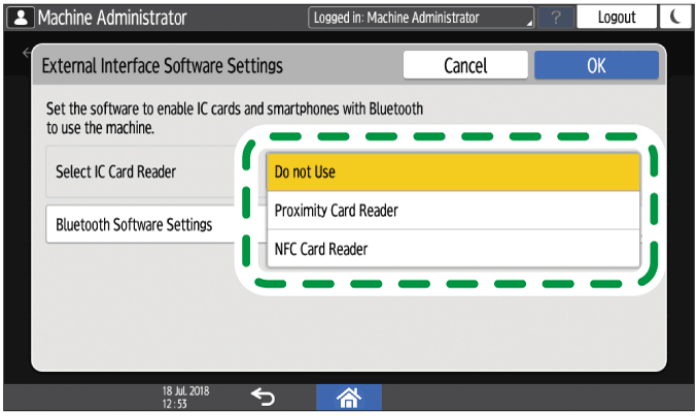
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Network/Interface] ▶ [Control Panel: External Interface Software Settings].**
5. **From the list next to Select IC Card Reader, select the type of the IC card reader to use.**



DZC697

After selecting the type of IC card reader, set the authentication and software to be used.

6. **To use a smart device to authenticate, press [Bluetooth Software Settings] and select [Bluetooth Authentication Plugin] from the list next to Bluetooth.**

Check that the [Active] check box under Authentication is selected, and then press [OK].

When the confirmation message is displayed, press [Close].

7. **Press [OK].**

When the confirmation message is displayed, press [Close].

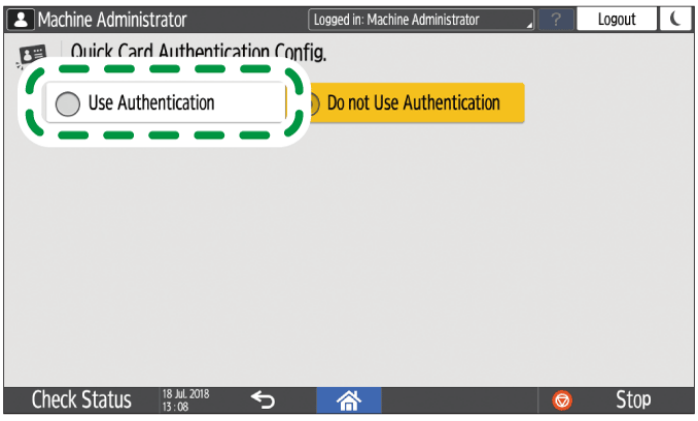
8. **Press [Home] ().**
9. **On the Home screen, press the application list.**



10. **To use a smart device to authenticate, press [Connector] on the [APPS] tab.**



11. **Press [⚙], and then press [Bluetooth Settings].**
12. **From the list next to Bluetooth, select [On].**
13. **Press [Close].**
14. **Select the [Allow Bluetooth Connection] check box, and then press [Exit].**
15. **Press [Home] ().**
16. **On the application list screen, press [Quick Card Authentication Config.].**
17. **Press [Use Authentication].**



DZC662

18. **Follow the instruction on the screen to turn off the main power of the machine, and then turn it back on.**

    When the machine restarts, quick card authentication is enabled. The screen is ready to read an IC card or smart device.

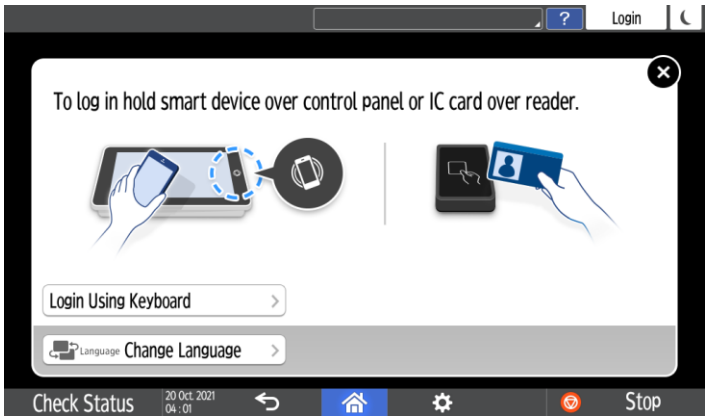
Note

- When quick card authentication is enabled, the machine does not enter Sleep mode regardless of the setting of [System Settings] ▶ [Date/Time/Timer] ▶ [Timer] ▶ [Sleep Mode Timer].

Registering a User to Authenticate Using Quick Card Authentication

Register an IC card or smart device to a user registered in the Address Book.

1. **On the login screen of quick card authentication, hold the IC card or smart device over the control panel.**



   - Hold the IC card in the same orientation indicated on the label of the card reader.
   - Hold the smart device over the control panel after performing the following steps. In advance, enable the Bluetooth function of the smart device.
     1. Swipe the menu of the RICOH Smart Device Connector application, and then select [Login to MFP].
     2. Tap [NEXT].

2. **Enter the login user name and login password of the user of the IC card or smart device to register, and then press [Register].**

   The unique number of the IC card or smart device is registered to the user information.

3. **Press [Confirm].**

Note

- Only one IC card or smart device can be registered per user. A new card or smart device overwrites the previous one.
- The authentication process time can be shortened by registering a user who uses the machine frequently to [User Priority Settings] of [Quick Card Authentication Config.]. Specify the setting with the authority of the machine administrator.

Limiting Available Functions

To prevent unauthorized operations, you can specify who is allowed to access each of the machine's functions.

Specify the functions available to registered users. By configuring this setting, you can limit the functions available to users.

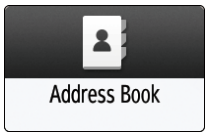
1. **Log in to the machine as the user administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

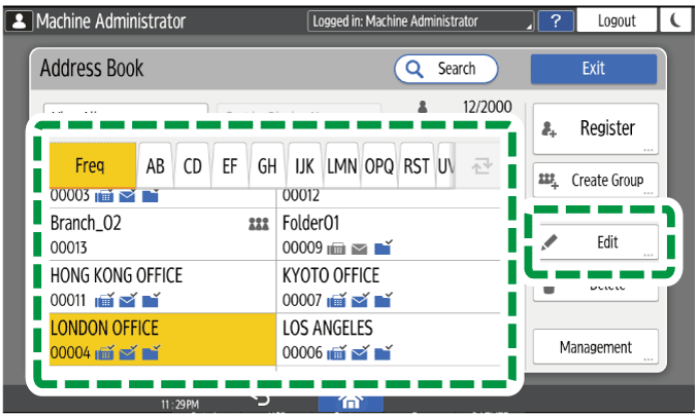
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Address Book privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

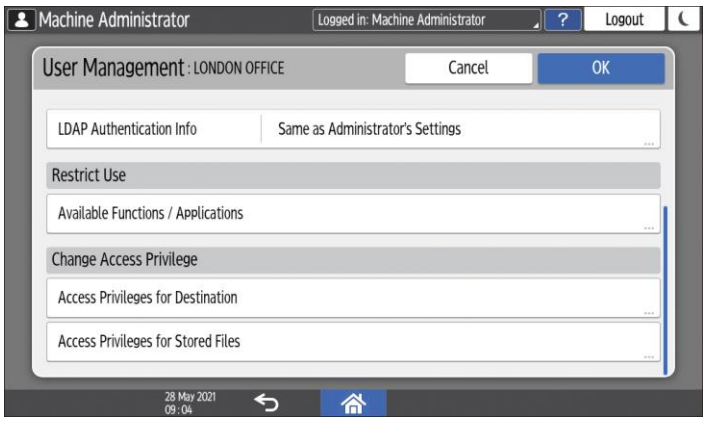
2. **On the Home screen, press [Address Book].**



3. **On the Address Book screen, select a user, and then press [Edit].**



4. **Press the [User Management / Other] tab ▶ [User Management].**
5. **Press [Available Functions / Applications] under Restrict Use, and then select available functions.**



6. **Press [OK] several times until the Address Book screen is displayed.**
7. **Press [Exit].**
8. **When the confirmation dialog box is displayed, press [Close], and then log out of the machine.**

   To back up the changed contents, press [Go to Backup].

   See "Backing Up/Restoring the Address Book Using Control Panel", User Guide in English.

Executing a Print Job with Authentication Information Only

The machine authenticates print jobs specified on the control panel and also specified via the network.

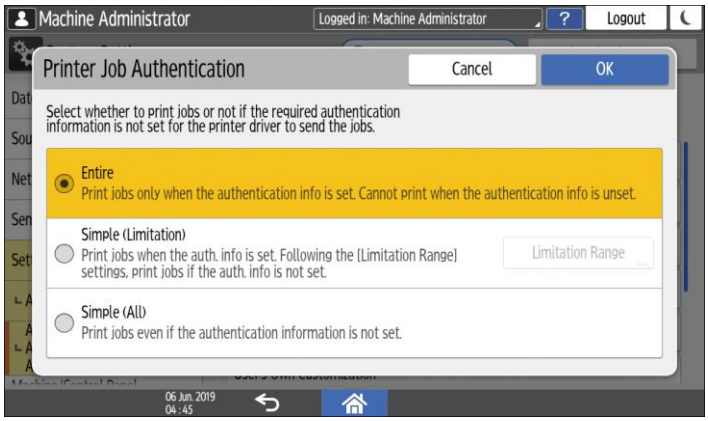
To print from the printer driver, specify user authentication in [Printer properties].

See "Specifying Login Information in the Printer Driver", User Guide in English.

See "Specifying a User Code in the Printer Driver", User Guide in English.

An unauthenticated print job may not be printed according to the security level specified in Printer Job Authentication. You can view the Printer Job Authentication setting by pressing [System Settings] ▶ [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [User Authentication Management] and selecting user authentication method.

Security level of Printer Job Authentication



- Entire: Authenticates all print jobs. You cannot specify a print job from the printer driver or device that does not support user authentication. A print job that cannot be authenticated is displayed on the control panel and is canceled.
- Simple (Limitation): The print jobs from the specified range are exempt from authentication. Specify the range of IPv4 addresses not to authenticate. You can specify not to authenticate print jobs from the USB connection. The security level is the same as [Simple (All)].

- Simple (All): Authenticates only print jobs from the printer drivers that support user authentication. Print jobs without authentication information specified from a printer driver that does not support user authentication or specified by a command are performed without being authenticated. Select this when printing with a printer driver or device that cannot be identified by the machine.

Printer drivers that support Printer Job Authentication

- PCL6: User code authentication, Basic authentication, Windows authentication, LDAP authentication
- PostScript 3: User Code authentication

Print job types and authentication settings

Depending on the combination of print job authentication level and print job type, the machine may not print properly as follows:

✓: Printing is possible when Printer Job Authentication is successful or regardless of user authentication.

-: Printing is not possible.

Types of printer driver/job	Authentication setting	Security level	
		All	Simple (All)
PCL 6	Login user name/Login password	✓	✓
	User code	✓	✓
	None	-	✓
PostScript 3	User code	✓	✓
	None	-	✓
Mail to Print LPR printing of a PDF file	None	-	✓
ftp printing of a PDF file	User ID and password logged in ftp	✓	✓
Generic driver	Login user name/Login password Driver encryption key	✓*1	✓*1
	Login user name/Login password	✓*2	✓*2
	User code	✓	✓

*1 Printing is not performed when the encryption method (encryption algorithm) is specified to AES (Advanced Encryption Standard).

*2 Printing is not performed when the encryption method (encryption algorithm) is specified to DES (Data Encryption Standard) or AES (Advanced Encryption Standard).

Note

- To specify the driver encryption key or encryption method, press [System Settings] ▶ [Settings for Administrator] ▶ [Security] ▶ [Extended Security Settings] to display the setting window, and then specify [Driver Encryption Key] or [Driver Encryption Key: Encryption Strength].
- You can specify the range of IPv4 addresses to use for [Simple Encryption] of [Driver Encryption Key: Encryption Strength] from Web Image Monitor or with the authfree command of telnet. For details about the telnet command, see "Device Monitoring (TELNET)" on our website.

Specifying the Policy on Login/Logout

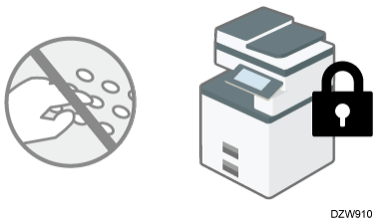
To protect the data in the machine, configure the machine so that login and logout are performed properly.

User authentication cannot prevent unauthorized use completely. For example, an unauthorized person can log in to the machine by guessing the password. If a user does not log out of the machine, another user can use the privileges of the previous user.

Specify the following functions to protect the machine against such risks.

User Lockout

If an incorrect login password is entered several times, the user lockout function prevents further login attempts under the same login user name (Lockout). The locked-out state can be automatically released in a specified period of time. It can be manually released by the administrator as well.



DZW910

- The number of times that the locked-out state is automatically released can be limited to a maximum of four times. For each of the 1st to 4th lockout actions, you can specify whether to activate/deactivate the user lockout function, the number of login attempts before lockout, and the period of time before the locked-out state is automatically released.
- You can also specify whether to release the locked-out state by restarting the machine.

page 306 "Specifying User Lockout"

- By default, an incorrect login password entry is permitted up to five times and the locked-out state is not released automatically.

Note

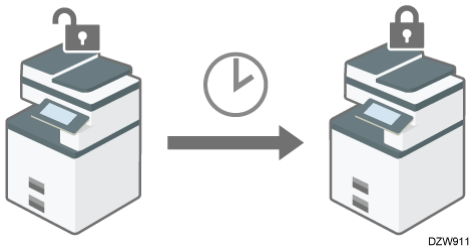
- The User lockout function is enabled on all users only when Basic authentication is specified. Under Windows authentication and LDAP authentication, only the supervisor and administrators are protected by User lockout. The policy of the certification server is applied to the other users.
- In the event that a user enters an incorrect login password, and the machine administrator changes the number of attempts before lockout afterwards, the state of the user concerning lockout may vary in accordance with the number of attempts before lockout that is changed by the administrator. Some examples are as follows:

Number of incorrect login password entries by user	Change to the number of attempts before lockout	State of user
3 entries	Twice -> 4 times	The locked-out state of the user is released.
3 entries	4 times -> Twice	The user is locked out.
3 entries	4 times -> 6 times	Remains unchanged (The user is not locked out.) *1

*1 After 3 entries of an incorrect login password, two more incorrect entries are permitted, and when an incorrect entry is performed for a third time, the user is locked out.

Auto Logout Timer

After you log in, the machine logs you out automatically if you do not use the control panel within a given time.



- By default, the machine logs you out automatically if you do not use the control panel for three minutes.

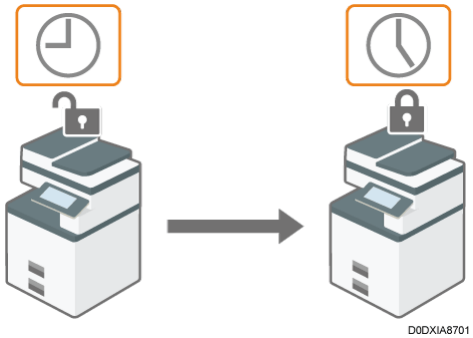
  See "Timer", User Guide in English.
- When the time period to allow users to log in to and use the machine is specified, the machine logs you out upon completion of the time period even though the auto logout timer has not expired.

page 308 "Specifying the Time Period to Allow Users to Log In to and Use the Machine"

- For details about auto logout from Web Image Monitor, see Web Image Monitor Help.

Time Settings Allowing Operating Machine by Logging in

When the time period to allow users to log in to and use the machine is specified, the machine logs you out upon completion of the time period.



page 308 "Specifying the Time Period to Allow Users to Log In to and Use the Machine"

Specifying User Lockout

Specify the number of login password attempts to permit before locking out the user and the period of time until the lockout is released automatically.

1. **Log in to the machine as the machine administrator from Web Image Monitor.**

   page 258 "Logging in to the Machine as an Administrator"
2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [User Lockout Policy] in the "Security" category.**
4. **Specify the number of login password attempts to permit before locking out the user and the period of time until the lockout is automatically released.**

   - Lockout (n^{th} Time)

     Select [Active], and then specify "Number of Attempts before Lockout" from 1 to 10.
   - Lockout Release Timer

     Select [Active] to release the locked-out state after a specified time elapses, and then enter the desired value in "Lock Out User for" up to 9999 minutes (about seven days).
   - Release Lockout When Restarting and Rebooting System

     Specify whether to activate the lockout release function by restarting the machine. The supervisor and administrators are subject to the lockout release function.

It takes about 60 seconds for the locked-out state to be actually released after the machine restarts.

5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Releasing the Locked-out State

When a general user is locked out, the user administrator must log in and release the locked-out state.

1. **Log in to the machine as the user administrator from Web Image Monitor.**

   page 258 "Logging in to the Machine as an Administrator"
2. **Click [Address Book] on the [Device Management] menu.**
3. **Select the locked-out user's account, and then click [Change] on the [Detail Input] tab.**
4. **Select [Inactive] on "Lockout" of "Authentication Information".**
5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Note

- When an administrator is locked out, the supervisor must log in to the machine and release the locked-out state. When the supervisor is locked out, the machine administrator must log in to the machine and release the locked-out state. Click [Device Management] ▶ [Configuration] ▶ [Program/Change Administrator] to display the Program/Change Administrator screen, and then release the locked-out state.
- For the supervisor and administrators, you can specify whether to activate the lockout release function by restarting the machine as well.

  page 306 "Specifying User Lockout"

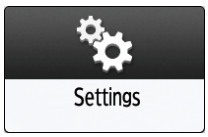
Specifying the Period of Time Until the Machine Logs You Out Automatically

1. **Log in to the machine as the machine administrator on the control panel.**

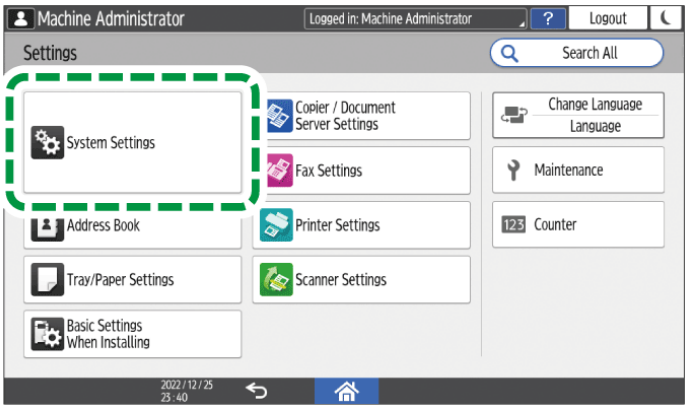
   page 258 "Logging in to the Machine as an Administrator"

   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Date/Time/Timer privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Date/Time/Timer] ▶ [Timer] ▶ [Auto Logout Timer].**
5. **From the list next to Auto Logout Timer, select [On], enter the period of time until the machine logs you out automatically.**



You can enter from 10 to 999 seconds.

6. **Press [OK].**
7. **Press [Home] ( ).**
8. **When the confirmation dialog is displayed, press [OK] to log out of the machine.**

Note

- When the time period to allow users to log in to and use the machine is specified, the machine logs you out upon completion of this time period even though the auto logout timer has not expired.

  page 308 "Specifying the Time Period to Allow Users to Log In to and Use the Machine"

Specifying the Time Period to Allow Users to Log In to and Use the Machine

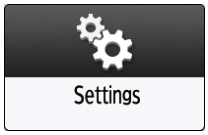
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

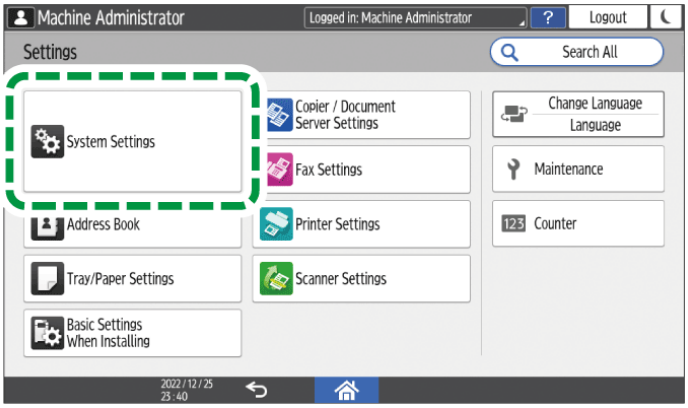
When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Authentication/Charge privilege as well.

page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

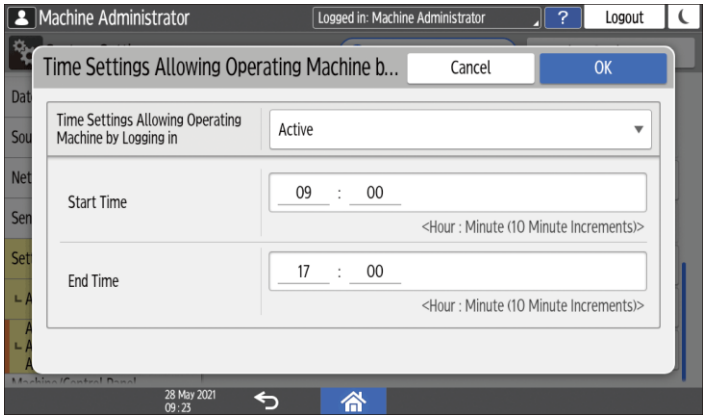
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Authentication/Charge] ▶ [Administrator Authentication/User Authentication/App Auth.] ▶ [Time Settings Allowing Operating Machine by Logging in].**
5. **Select [Active] from the list next to Time Settings Allowing Operating Machine by Logging in, enter the time for Start Time and End Time.**



6. **Press [OK].**
7. **When the confirmation dialog is displayed, press [OK].**
8. **Press [Home] (), and then log out of the machine.**

Note

- You can specify the time period to allow users to log in to and use the machine by using Web Image Monitor as well. For details, see Web Image Monitor Help.

Access Control

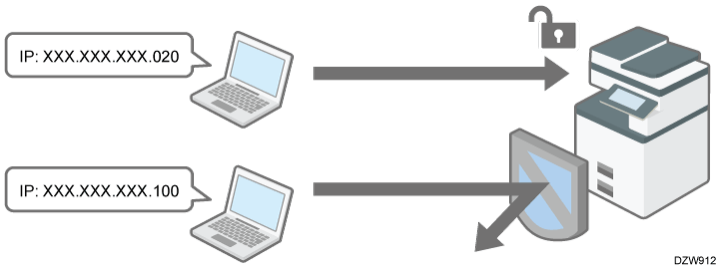
The administrator can limit devices or protocols that can be connected to the machine to avoid unintended access.

Also, the administrator can select a security level at which to enable or disable a protocol and to configure the port status.

Limiting machine access (access control)

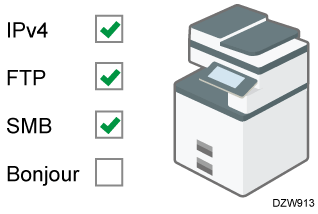
You can limit the IP addresses from which devices can access the machine or limit machine access with a firewall.

For example, when specifying the range of IP address from "192.168.15.1" to "192.168.15.99", the machine cannot be accessed from IP addresses in the range from 192.168.15.100 to 255.



Disabling unused protocols

The protocol setting can be changed on the control panel, in Web Image Monitor, or by using other setting methods. The protocols that can be configured vary depending on the method. Confirm the protocol to configure in page 312 "Protocol Setting Method List" and follow the instruction.



Limiting Machine Access

Limiting the IP addresses from which devices can access the machine

Specify the range of the IP address that can access the machine.

Important

- **You can limit access from the following protocols.**

  LPR, RCP/RSH, FTP, Bonjour, WSD (Device), WSD (Printer), IPP, DIPRINT, SNMP, telnet, NBT

- **The machine also limits access from Web Image Monitor.**

1. **Log in to the machine as the network administrator from Web Image Monitor.**
   page 258 "Logging in to the Machine as an Administrator"
2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [Access Control] in the "Security" category.**
4. **In "Access Control Range", click [Active] and specify the range of IP addresses that have access to the machine.**
   - To specify an IPv4 address, enter a range that has access to the machine in Access Control Range.
   - To specify an IPv6 address, select [Range] or [Mask] in "Access Control Range", and then enter a range that has access to the machine.
   - To allow guest users to print directly via Wi-Fi using smart devices, select [Active] for "Access Control for Direct Connection (Group Owner Mode Only)".
5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Limiting machine access with a firewall

You can block machine access and then allow access only from/to the IP addresses specified in reception/transmission filters. Specify sets of an IP address, a port number, and a protocol as filters. You can configure up to five filters each for reception and transmission.

1. **Log in to the machine as the network administrator from Web Image Monitor.**
   page 258 "Logging in to the Machine as an Administrator"
2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [Access Control] in the "Security" category.**
4. **In Access Control Range, click [Active (Firewall)] and specify reception and transmission filters.**

   Specify the following for each reception/transmission filter.
   - IPv4/IPv6 reception filter
     - Remote IP Address: Enter source IP addresses from which to allow incoming communications. To allow incoming communications from all IP addresses, select [All].
     - Local Port Number: Enter a port number on the machine through which to allow incoming communications. To allow incoming communications to all ports, select [All].
     - Protocol: Select a protocol in which to allow communications.
   - IPv4/IPv6 transmission filter

- Remote IP Address: Enter destination IP addresses to which to allow outgoing communications. To allow outgoing access to all IP addresses, select [All].
- Remote Port Number: Enter port numbers to which to allow outgoing communications. To allow outgoing communications to all ports, select [All].
- Protocol: Select a protocol in which to allow communications.

5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Note

- When filters are not configured properly, access to the machine is not possible. In such a case, specify [Inactive] for [System Settings] ▶ [Settings for Administrator] ▶ [Security] ▶ [Access Control Function] on the control panel.

Protocol Setting Method List

You can view the protocol setting methods in the following list:

- 1: Control Panel 2: Web Image Monitor 3: telnet 4: Device Manager NX 5: Remote Communication Gate S

Protocol/Port	Setting method	Function that cannot be used when Protocol/Port is disabled
IPv4 -	1, 2, 3	All applications that operate over IPv4 (IPv4 cannot be disabled from Web Image Monitor when using IPv4 transmission.)
IPv6 -	1, 2, 3	All applications that operate over IPv6
IPsec -	1, 2, 3	Encrypted transmission using IPsec
FTP TCP:21	2, 3, 4, 5	Transmissions that require FTP (You can restrict only the personal information from being displayed by settings on the control panel.)
telnet TCP:23	2, 4	Transmissions that require telnet
SMTP TCP:25 (variable)	1, 2, 4, 5	E-mail notification function that requires SMTP reception

Protocol/Port	Setting method	Function that cannot be used when Protocol/Port is disabled
HTTP TCP:80	2, 3	Transmissions that require HTTP Print using IPP on port 80
HTTPS TCP:443	2, 3	Transmissions that require HTTP (You can make settings to require SSL transmission only and to reject non-SSL transmission using the control panel or Web Image Monitor.)
NBT UDP:137/UDP:138	3	NetBIOS designated functions on the WINS server
SNMPv1-v2 UDP:161	2, 3, 4, 5	Transmissions that require SNMPv1/v2 (Using the control panel, Web Image Monitor, or telnet, you can specify SNMPv1/v2 to prohibit configuration and make it read-only.)
SNMPv3 UDP:161	2, 3, 4, 5	Transmissions that require SNMPv3 (You can make settings to require SNMPv3 encrypted transmission only and to reject non-SNMPv3 encrypted transmission using the control panel, Web Image Monitor, or telnet.)
RSH/RCP TCP:514	2, 3, 4, 5	Transmissions that require RSH Network TWAIN (You can prohibit only personal information from being displayed by the settings on the control panel.)
LPR TCP:515	2, 3, 4, 5	Transmissions that require LPR (You can restrict only personal information from being displayed by the settings on the control panel.)
IPP TCP:631	2, 3, 4, 5	Transmissions that require IPP
IP-Fax TCP:1720 (H.323) UDP:1719 (Gatekeeper) TCP/UDP:5060 (SIP)	1, 2, 4, 5	IP-Fax using H.323, SIP, or T.38

Protocol/Port	Setting method	Function that cannot be used when Protocol/Port is disabled
TCP:5000 (H.245) UPD:5004, 5005 (Voice) TCP/UDP:49152 (T.38)		
Bonjour UDP:5353	2, 3	Transmissions that require Bonjour
@Remote TCP:7443 TCP:7444	1, 2, 3	RICOH @Remote
DIPRINT TCP:9100	2, 3, 4, 5	Transmissions that require DIPRINT
RFU TCP:10021	1, 2, 3	Remote updating of firmware
WSD (Device) TCP:53000 (variable)	1, 2, 3	Transmissions that require WSD (Device) Note • WS-Discovery (TCP:3702, UDP:3702) also works.
WSD (Printer) TCP:53001 (variable)	1, 2, 3	Transmissions that require WSD (Printer)
LLMNR UDP:5355	2, 3	Name resolution requests using LLMNR

Note

- For details about the telnet command, see "Device Monitoring (TELNET)" on our website.
- For details about the settings in Device Manager NX or Remote Communication Gate S, see the user's manual of each tool.

Disabling Unused Protocols Using the Control Panel

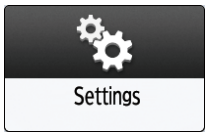
1. **Log in to the machine as the machine administrator on the control panel.**

page 258 "Logging in to the Machine as an Administrator"

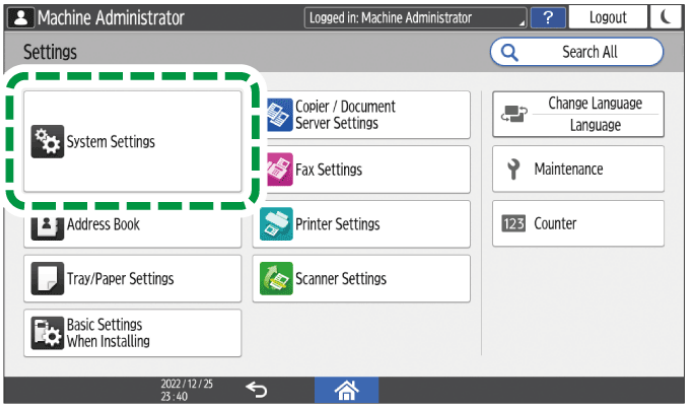
When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Network/Interface privilege as well.

page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Network/Interface] ▶ [Effective Protocol].**
5. **From the list next to each unused protocol, select [Inactive].**



6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

Disabling Unused Protocols Using Web Image Monitor

1. **Log in to the machine as the network administrator from Web Image Monitor.**

page 258 "Logging in to the Machine as an Administrator"

When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Security privilege as well.

page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [Network Security] in the "Security" category.**
4. **Specify protocols to disable or port numbers to close.**
5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Encrypting Network Communication

To protect communicated information, it is necessary to encrypt communication between computers and external equipment.

Data sent from and received by the machine can be intercepted, cracked, or tampered with during transmission. For example, the following data can be transmitted between the machine and external devices or the computer:

- Documents printed in the company using the printer driver
- Documents scanned and sent by e-mail to use in a meeting
- Login user name and login password

See the table below for the methods of encrypting data.

Data to encrypt	Encryption method	Process/Reference
Web Image Monitor IPP print Windows authentication LDAP authentication E-mail transmission	SSL/TLS	Install a device certificate. 1. Installing a Self-signed Certificate/Certificate Issued by a Certificate Authority 2. Encrypting Transmission Using SSL/TLS
E-mail	S/MIME	Install a user certificate. • Encrypting E-mail Sent from the Machine by S/MIME
Machine management data	SNMPv3	Specify an encryption password. • Encrypting Data Communicated with Machine Management Software Via SNMPv3
Authentication information of print jobs	Driver encryption key IPP authentication	Specifying a Driver Encryption Key Specify IPP authentication. • Encrypting the Login Password of Print Jobs

Data to encrypt	Encryption method	Process/Reference
Kerberos authentication data	Varies depending on the KDC server	Select an encryption method. • Encrypting Communication Between KDC and the Machine

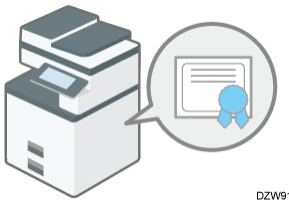
Important

- **The administrator is required to manage the expiration of certificates and renew the certificates before they expire.**
- **The administrator is required to check that the issuer of the certificate is valid.**

Installing a Self-signed Certificate/Certificate Issued by a Certificate Authority

To encrypt communication with the machine, install a device certificate.

Two types of device certificates can be used: a self-signed certificate created by the machine and a certificate issued by a certificate authority. When you need higher reliability, use a certificate issued by a certificate authority.



- Install a device certificate from the control panel or Web Image Monitor.
- You can install only one self-signed certificate from the control panel. To install multiple certificates or a certificate issued by a certificate authority, specify the settings from Web Image Monitor.

Installing a self-signed certificate from the control panel

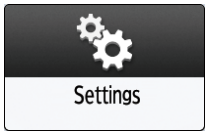
1. **Log in to the machine as the network administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

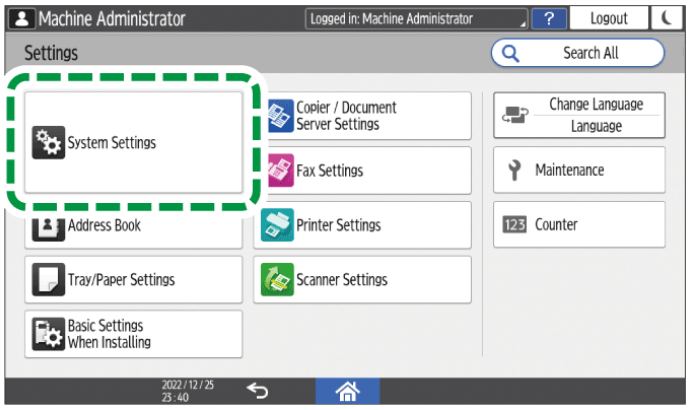
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Security privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

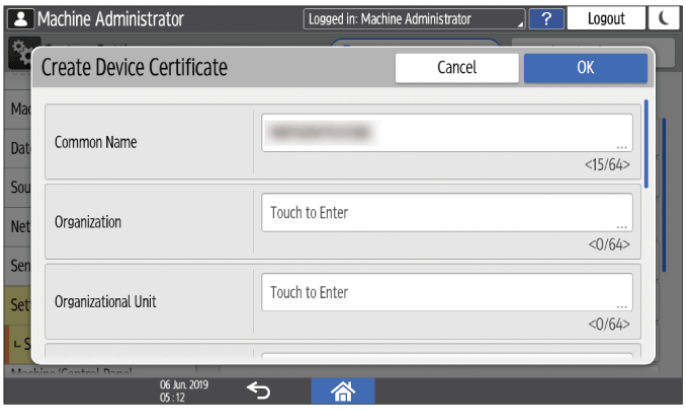
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Security] ▶ [Register/Delete Device Certificate].**
5. **Select [Certificate 1] and press [Register].**
6. **Specify the information to include in the certificate.**



D0C9PA6043

- Common Name: Enter the name of the device certificate to create. You must enter a name.
- Email Address: To use the device certificate for S/MIME, PDF Digital Signature, or PDF/A Digital Signature, enter the machine administrator's e-mail address.
- Specify Organization, Organizational Unit, and other items as necessary.

7. **Press [OK].**
8. **Press [Exit].**
9. **Press [Home] (), and then log out of the machine.**

Installing a self-signed certificate/certificate issued by a certificate authority from Web Image Monitor

1. **Log in to the machine as the network administrator from Web Image Monitor.**

page 258 "Logging in to the Machine as an Administrator"

2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [Device Certificate] in the "Security" category.**
4. **On the "Device Certificate" screen, install a self-signed certificate or certificate issued by a certificate authority by following the instructions below:**

To install a self-signed certificate

Create and install a self-signed certificate.

1. Select the number from the list to create a self-signed certificate.
2. Click [Create] to specify the necessary settings.
   - Common Name: Enter the name of the device certificate to create. You must enter a name.
   - Email Address: To use the device certificate for S/MIME, PDF Digital Signature, or PDF/A Digital Signature, enter the machine administrator's e-mail address.
   - Specify "Organization", "Organizational Unit", and other items as necessary.
3. Click [OK].

   A message appears while settings are being done. You may need to wait a short time before proceeding to the next step.
4. Click [OK].

   "Installed" is displayed in [Certificate Status].

To install a certificate issued by a certificate authority

Request a device certificate from a certificate authority and install it. Follow the same steps to install an intermediate certificate.

1. Select the number from the list to create a device certificate.
2. Click [Request] to specify the necessary settings.
3. Click [OK].

   A message appears while settings are being done. You may need to wait a short time before proceeding to the next step.
4. Click [OK].

   "Requesting" is displayed in "Certificate Status".
5. Apply to the certificate authority for the device certificate.
   - You cannot apply to the certificate authority from Web Image Monitor. The application procedure varies depending on the certificate authority. For details, contact the certificate authority.
   - For the application, click the Details icon and use the information that appears on the "Certificate Details" screen.
   - The issuing location may not be displayed if you request multiple certificates at the same time. When you install a certificate, be sure to check the certificate destination and installation procedure.

6. After the device certificate has been issued by the certificate authority, select the number of the issued certificate from the list on the "Device Certificate" screen, and then click [Install].
7. Enter the contents of the device certificate in the entry fields.
   - To install the intermediate certificate at the same time, enter also the contents of the intermediate certificate.
   - If an intermediate certificate issued by a certificate authority is not installed, an alert message is displayed during network communication. When an intermediate certificate has been issued by a certificate authority, you must install the intermediate certificate.
8. Click [OK].

   "Installed" is displayed in "Certificate Status".

5. **After completing the installation, select the certificate for each application on "Certification".**
6. **Click [OK].**

   A message appears while settings are being done. You may need to wait a short time before proceeding to the next step.
7. **Click [OK].**
8. **Log out of the machine, and then exit the Web browser.**

Note

- To print data in the machine using IPP-SSL, the user must install a certificate in the computer. Select [Trusted Root Certification Authorities] for the certificate store location when accessing the machine by IPP.
- To change [Common Name] of the device certificate when using the Windows standard IPP port, delete any previously configured PC printer beforehand and install the printer driver again. Also, to change the user authentication settings (login user name and password), delete any previously configured PC printer beforehand, change the user authentication settings, and then install the printer driver again.
- On Web Image Monitor, you can upload created device certificates as well. Device certificates in the following file formats are supported. For details about uploading, see Web Image Monitor Help.
  - PKCS#12
  - PEM

Encrypting Transmission Using SSL/TLS

SSL (Secure Sockets Layer) /TLS (Transport Layer Security) is a method to encrypt network communications. SSL/TLS prevents data from being intercepted, cracked, or tampered.

Flow of SSL/TLS encrypted communications

1. The user's computer requests the SSL/TLS device certificate and public key when accessing the machine.
2. The device certificate and public key are sent from the machine to the user's computer.



3. The shared key created on the computer is encrypted using the public key, sent to the machine, and then decrypted using the private key in the machine.



4. The shared key is used for data encryption and decryption, thus achieving secure transmission.



- To enable encrypted communication, install a device certificate in the machine in advance.
- To encrypt communication using SSL/TLS, enable SSL/TLS as follows:

Note

- To check whether SSL/TLS configuration is enabled, enter "https://(the machine's IP address or host name)/" in your Web browser's address bar to access this machine. If the "The page cannot be displayed" message appears, check the configuration because the current SSL/TLS configuration is invalid.
- If you enable SSL/TLS for IPP (printer functions), sent data is encrypted, preventing it from being intercepted, analyzed, or tampered with.

Enabling SSL/TLS

1. **Log in to the machine as the network administrator from Web Image Monitor.**

page 258 "Logging in to the Machine as an Administrator"

2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [SSL/TLS] in the "Security" category.**
4. **Select the protocol to enable encrypted communication on "SSL/TLS" to specify the details about the communication method.**
   - Permit SSL/TLS Communication: Select one of the encryption communication modes below, and then specify whether to activate HSTS. To activate HSTS, specify the max-age attribute in the range of 0 to 31,536,000 seconds as well. While HSTS is activated, HTTPS communication is automatically used for connections from the Web browser to the machine. The max-age attribute is renewed every time Web Image Monitor and HSTS remains active for the same period.
     - Ciphertext Priority: Performs encrypted communication when a device certificate has been created. If encryption is not possible, the machine communicates data in clear text.
     - Ciphertext/Cleartext: Performs encrypted communication when connecting to the machine using an "https" address from a Web browser. Communicates in clear text when connecting to the machine using an "http" address.
     - Ciphertext Only: Allows encrypted communication only. If encryption is not possible for some reason, the machine cannot communicate. If this is the case, press [System Settings] ▶ [Network/Interface] ▶ [Communication Security] ▶ [Permit SSL/TLS Communication] on the control panel, change the communication mode to [Ciphertext/Cleartext] temporarily, and then check the settings.
   - SSL/TLS Version: Specify TLS 1.3, TLS 1.2, TLS 1.1, TLS 1.0, and SSL 3.0 to enable or disable. At least one of these protocols must be enabled.
   - Encryption Strength Setting: Specify the encryption algorithm to apply to AES, CHACHA20, 3DES, and RC4. You must select at least one check box.
   - KEY EXCHANGE: Specify whether to enable or disable exchanging of the RSA key.
   - DIGEST: Specify whether to enable or disable SHA1 DIGEST.
5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

   To encrypt communications with the SMTP server, use the following procedure to change [Use Secure Connection (SSL)] to [SMTP over SSL] or [STARTTLS].

Note

- To use HSTS, a certificate issued by a certificate authority must be installed.
- While HSTS is active, selecting "Close" for "Port 443" of "SSL/TLS" on the "Network Security" screen makes Web Image Monitor inaccessible.

- Depending on the states you specify for TLS 1.3, TLS 1.2, TLS 1.1, TLS 1.0, and SSL 3.0, the machine might not be able to connect to an external LDAP server.

Enabling SSL for SMTP connection

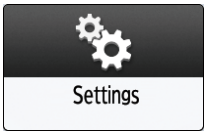
1. **Log in to the machine as the network administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

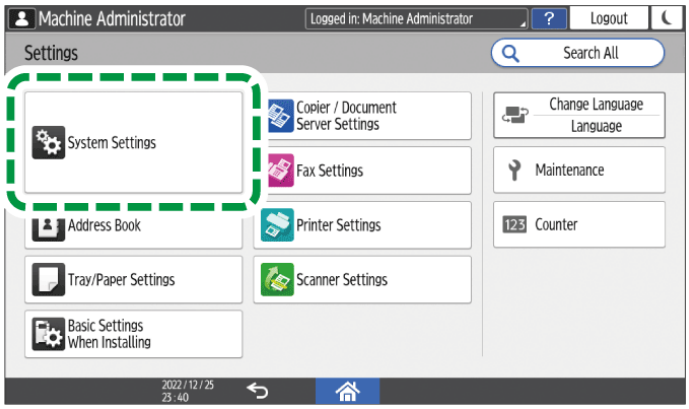
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Send (Email/Folder) privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

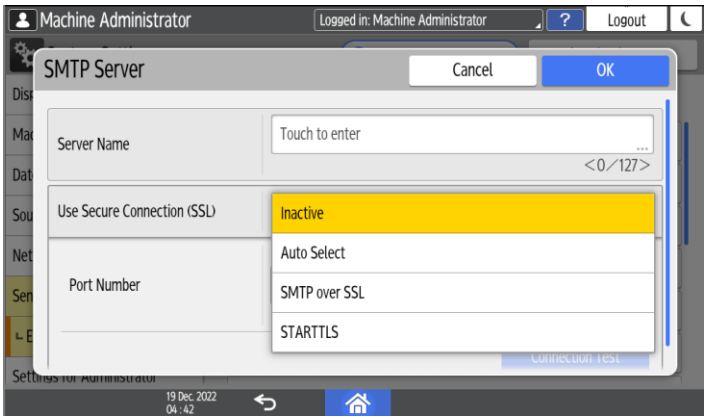
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Send (Email/Folder)] ▶ [Email] ▶ [SMTP Server].**
5. **From the list next to Use Secure Connection (SSL), select [SMTP over SSL] or [STARTTLS].**



- Selecting [SMTP over SSL] changes the port number to 465, and selecting [STARTTLS] changes it to 578.

- When [Auto Select] is specified, the encryption method is determined based on the port number.
- When a number other than 465 or 578 is specified for the port number, encryption using STARTTLS is attempted, but if it fails, the communication is encrypted using SMTP over SSL.

6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

Note

- When SSL is enabled in the SMTP server, e-mails are always sent via the SMTP server.

Encrypting E-mail Sent from the Machine by S/MIME

S/MIME (Secure/Multipurpose Internet Mail Extensions) is an encryption method to improve security of e-mail communications. By specifying S/MIME, you can send an encrypted e-mail attaching an encrypted file or electronic signature.

Important

- **To use S/MIME, you must first specify [System Settings] ▶ [Send (Email/Folder)] ▶ [Email] ▶ [Administrator's Email Address]**



- When you send e-mails to both users whose mail clients support S/MIME and users whose clients does not support it, only e-mails sent to clients supporting S/MIME are encrypted.
- The receiver must use software that supports S/MIME.
- You can apply either an e-mail encryption or electronic signature, or apply both functions together.
- When sending an e-mail attached with an electronic signature, you do not need the user certificate. Install a device certificate, and then specify the electronic signature to attach to the e-mail. For details about installing a device certificate, see page 317 "Installing a Self-signed Certificate/Certificate Issued by a Certificate Authority".
- When using S/MIME, the e-mail size is larger than normal.
- For details about using S/MIME with the Fax and Scanner function, see the section below:

  See "Applying Encryption and Using a Signature for Enhanced Security When Sending an Internet Fax", User Guide in English.

See "Applying Security Settings to an E-mail When Sending a Scanned Document", User Guide in English.

Registering a user certificate to the user that will receive e-mails

To send an encrypted e-mail, first register a user certificate to the user that will receive the e-mail.

Prepare user certification in advance. You can register three types of user certificates to the machine: "DER Encoded Binary X.509", "Base 64 Encoded X.509", and "PKCS #7 certificate".

1. **Log in to the machine as the user administrator from Web Image Monitor.**

   page 258 "Logging in to the Machine as an Administrator"

   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Address Book privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"
2. **Click [Address Book] on the [Device Management] menu.**
3. **Select the user to install the certificate, and then click [Change] on the [Detail Input] tab.**
4. **In the "Email" category, specify the necessary settings.**
   - Email Address: Enter the e-mail address of the user.
   - User Certificate: Click [Change] and specify the user certificate to use.
5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Use the following procedure to specify the details of encryption to be enabled.

Note

- When installing a user certificate to the Address Book using Web Image Monitor, an error message may appear if the certificate file contains more than one certificate. If this is the case, install the certificates one at a time.
- Once the valid period of the selected user certificate elapses, encrypted messages can no longer be sent. Select a certificate that is within its valid period.

Configuring the encryption algorithm and attachment of an electronic signature

1. **Log in to the machine as the network administrator from Web Image Monitor.**

   page 258 "Logging in to the Machine as an Administrator"

2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [S/MIME] in the "Security" category.**
4. **Configure the e-mail encryption and electronic signature.**

   Encryption

   - Encryption Algorithm: Select the encryption algorithm of the shared key used to encrypt e-mails with S/MIME. Select the encryption algorithm that is supported by the user's e-mail software.

   Signature

   - Certificate Status: The certificate specified for S/MIME is displayed.
   - Digest Algorithm: Select the digest algorithm to use for the electronic signature.
   - When Sending Email by Scanner, When Transferring by Fax, When Sending Email by Fax, When Emailing TX Results by Fax, When Transferring Files Stored in Document Server (Utility): Specify whether to select the method for attaching an electronic signature in each function when sending or transferring e-mails or documents.

   Operation Mode

   - Operation Mode: Select the timing at which the validity period of a certificate is checked.
     - Performance Priority: The validity period of a user certificate is checked when you select the address. The validity period of a device certificate is checked when you press [Start]. It does not meet the International Evaluation Regulations for Information Security (CC Authentication), but it responds to the user quicker than when [Security Priority] is selected.
     - Security Priority: The validity period is checked when you select the address and when you press [Start]. It takes some time to respond to the user and performs properly under the conditions that meet the International Evaluation Regulations for Information Security (CC Authentication).
5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Note

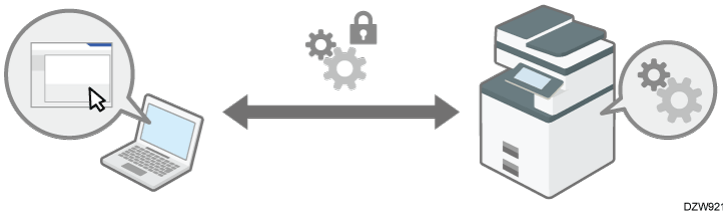
- When attaching an electronic signature to an e-mail, the e-mail address of the administrator is used in [From], and the e-mail address of the user selected as "Sender" is used in [Reply-To].
- If a certificate was valid when transmitted but has expired before the e-mail is retrieved from the mail server to the client computer, the e-mail may not be retrieved.

- If an error occurs outside the validity period of the certificate when an e-mail is sent automatically using Memory Transmission or at a specified time, an error will be reported by clear text e-mail to the e-mail address of the sender or administrator. When the job log collection function is enabled, you can view the error details in the job log.

  See "Collecting Logs", User Guide in English.
- If the selected device certificate expires, signatures cannot be attached to PDFs. Select a certificate that is within its valid period.
- The signature algorithm for the device certificate's digital signature that can be attached to PDF/A files is "sha1WithRSA-1024".

Encrypting Data Communicated with Machine Management Software Via SNMPv3

When monitoring devices using Device Manager NX via a network, you can encrypt the transmitted data by using the SNMPv3 protocol.

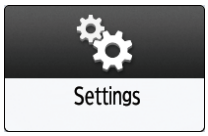


1. **Log in to the machine as the network administrator on the control panel.**

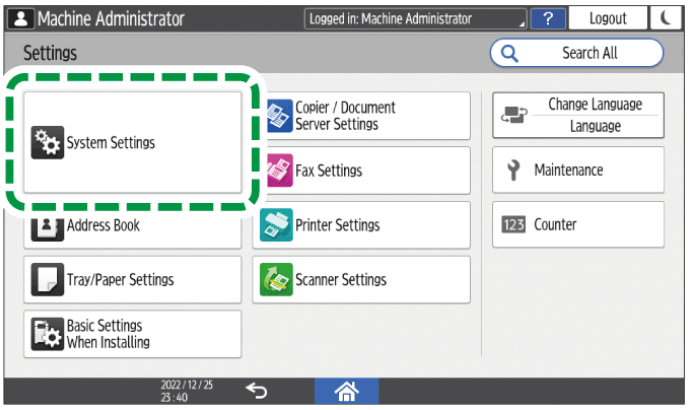
   page 258 "Logging in to the Machine as an Administrator"

   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Network/Interface privilege as well.

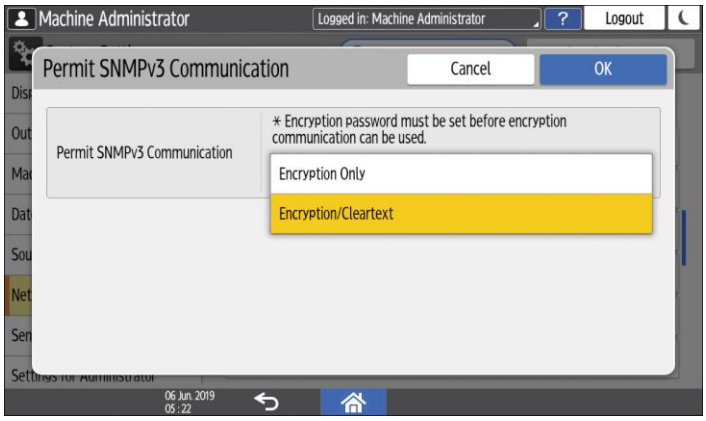
   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Network/Interface] ▶ [Permit SNMPv3 Communication].**
5. **From the list next to Permit SNMPv3 Communication, select [Encryption Only].**



6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

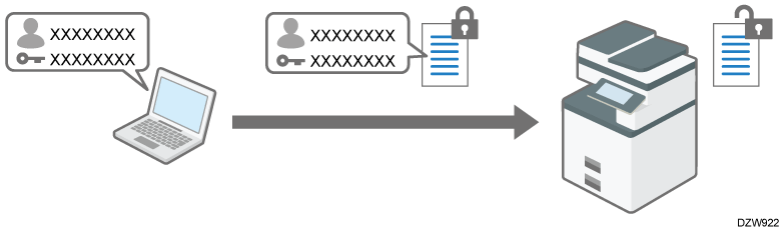
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Note

- If network administrator's encryption password is not specified, the data for transmission may not be encrypted or sent. For details about specifying the network administrator's Encryption Password setting, see page 260 "Adding Built-in Administrators or Changing the Privileges".

Encrypting the Login Password of Print Jobs

You can encrypt the login password for the printer driver and the password for IPP printing to increase security against password cracking.



- To perform printing from a LAN inside the office, specify the driver encryption key.
- To perform IPP printing from an external network, encrypt the password of IPP printing.

Specifying a Driver Encryption Key to Encrypt Passwords

Specify the driver encryption key specified in the machine also to the printer driver to encrypt and decrypt passwords.

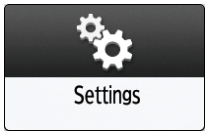
1. **Log in to the machine as the network administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

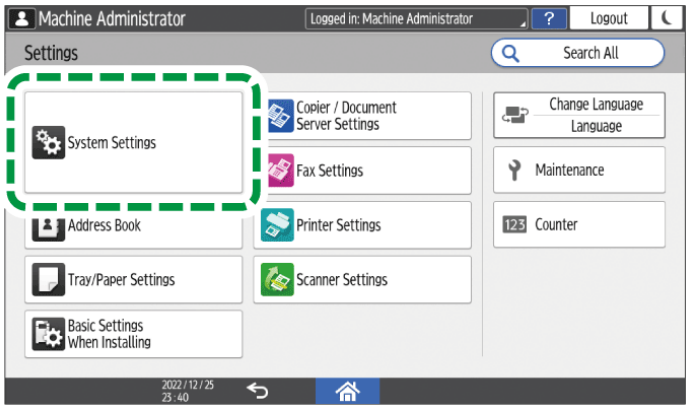
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Security privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Security] ▶ [Extended Security Settings].**

5. **Press [Change] next to Driver Encryption Key.**



6. **Enter the password to be used as the driver encryption key.**
7. **Enter the password for Confirm Password again.**
8. **Press [OK] twice.**
9. **Press [Home] (), and then log out of the machine.**
10. **The network administrator must give users the driver encryption key specified on the machine so they can register it on their computers.**
    - Make sure to enter the same driver encryption key as that specified on the machine.
    - When using a PCL 6 printer driver, you can enter the driver encryption key on [Printer Properties] ▶ the [Advanced Options] tab ▶ [User Authentication].

Note

- For details about specifying the encryption key on the printer, TWAIN, or LAN-Fax driver, see the driver help.

Encrypting the password of IPP printing

When printing using the IPP protocol, specify the authentication method to [DIGEST] to encrypt the IPP authentication password. Register the user name and password for IPP authentication separately from the user information in the Address Book.

1. **Log in to the machine as the network administrator from Web Image Monitor.**

   page 258 "Logging in to the Machine as an Administrator"
2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [IPP Authentication] in the "Security" category.**
4. **Select [DIGEST] in "Authentication".**
5. **Enter User Name and Password.**
   - Click [On] of "User Authentication Function of Main Unit" to use the user authentication information specified on the machine instead of the username and password for IPP authentication.
6. **Click [OK].**

   A message appears while settings are being done. You may need to wait a short time before proceeding to the next step.
7. **Click [OK].**
8. **Log out of the machine, and then, exit the Web browser.**

Encrypting Communication Between KDC and the Machine

You can encrypt communications between the machine and the Key Distribution Center (KDC) server when using Kerberos authentication with Windows or LDAP authentication to secure communication.

The supported encryption algorithm differs depending on the type of KDC server.

1. **Log in to the machine as the machine administrator from Web Image Monitor.**
   page 258 "Logging in to the Machine as an Administrator"
2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [Kerberos Authentication] in the "Device Settings" category.**
4. **Select the encryption algorithm to enable.**
   - Only Heimdal supports DES3-CBC-SHA1.
   - To use DES-CBC-MD5 in the Windows Server operating system, enable it in the operating system settings.
5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Preventing Information Leaks

Taking Measures to Prevent Information Leaks

Information leaks may be caused by loss of documents or data, or by human error. The information asset in the machine will be safer by decreasing these problems and promoting user awareness of file management.

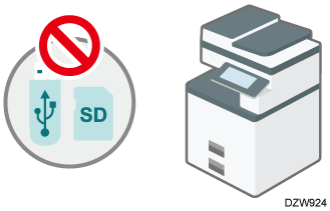
Restricting access to the Address Book



Restricts the method to specify destinations with the Fax or Scanner function to avoid sending data to an unintended address.

page 333 "Preventing Information Leaks by Sending Data to a Wrong Destination"

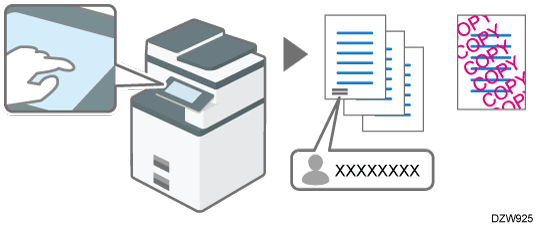
Restricting use of the media slot



Disables the USB port on the side of the control panel to store scanned data and avoid data leaks.

page 335 "Preventing Information Leaks from the Media Slot"

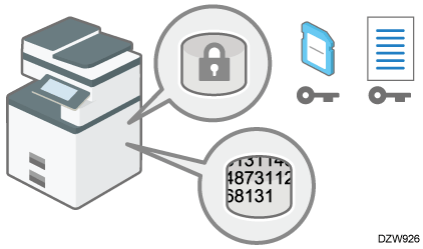
Specifying the function to avoid leaving documents or unauthenticated copies



- To avoid leaving printed documents in the machine, specifies to print the name of the user who performed printing on the output sheet or to use the control panel to perform printing.
- Specifies also to print embedded text to warn of unauthorized copying.

page 336 "Preventing Data Leaks from Printed Sheets"

Encrypting data in the internal storage or deleting data by overwriting



The internal storage of the machine stores all data about documents and users in the Address Book. The data in the internal storage can be encrypted or temporary data can be deleted by overwriting to avoid restoring the data.

page 346 "Encrypting Data to Prevent Data Leaks Caused by a Stolen or Disposed Machine"

Note

- See also the sections below on how to prevent information leaks:

  page 345 "Controlling Access to Untrusted Websites from the Control Panel"

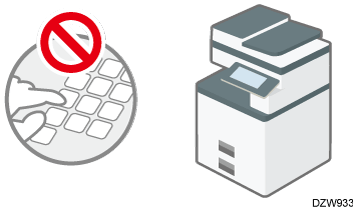
  page 344 "Preventing Printing Personal Information in Fax Reports"

  page 352 "Restricting Operations of the Customer Engineer without the Supervision of the Machine Administrator"

Preventing Information Leaks by Sending Data to a Wrong Destination

You can restrict the method to specify destinations with the Fax or Scanner function to avoid sending data to an unintended address.

Restricting manual entry of destinations (Restrict Use of Destinations)



- Select the destination to send data and prevent incorrect entry.

Restricting new registration of destinations in the Address Book (Restrict Adding of User Destinations)



- If a wrong destination is registered, you may send data to an unintended destination repeatedly. Disable registering or editing destinations in the address book to avoid sending data repeatedly to a wrong destination.
- The user administrator can change the registered information, and the users can change their own password.

Note

- You can prevent a fax transmission to a wrong destination with the Fax function.

  See "Preventing a Fax Transmission to the Wrong Destination", User Guide in English.

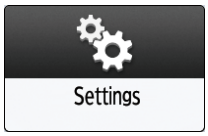
1. **Log in to the machine as the user administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

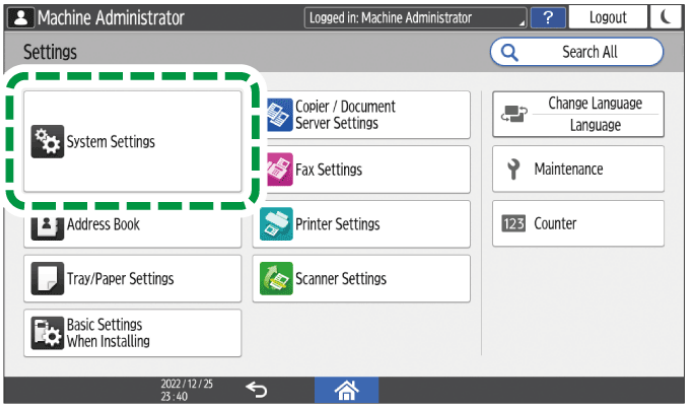
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Security privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Security] ▶ [Extended Security Settings].**
5. **From the list next to Restrict Use of Destinations (Fax) or Restrict Adding of User Destinations (Fax), select [On].**

   To restrict the method to specify destinations with the Scanner function, select [On] from the list next to Restrict Use of Destinations (Scanner) or Restrict Adding of User Destinations (Scanner).



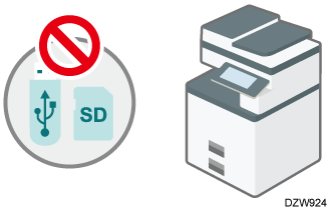
   When specifying Restrict Adding of User Destinations first, you can also specify Restrict Use of Destinations.

6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

Preventing Information Leaks from the Media Slot

You can restrict use of the media slot to prevent information leaks.

Documents scanned on the machine can be stored to a USB memory device using the media slot on the side of the control panel. This function is useful, but it also increases the possibility of information leaks due to misplaced or stolen storage devices. Restrict the functions of the media slot according to your security policy.



- The media slot can be used to store scanned documents to an external media or print documents stored on the media. You can disable only the scanning feature or disable both the scanning and printing features.

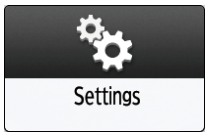
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

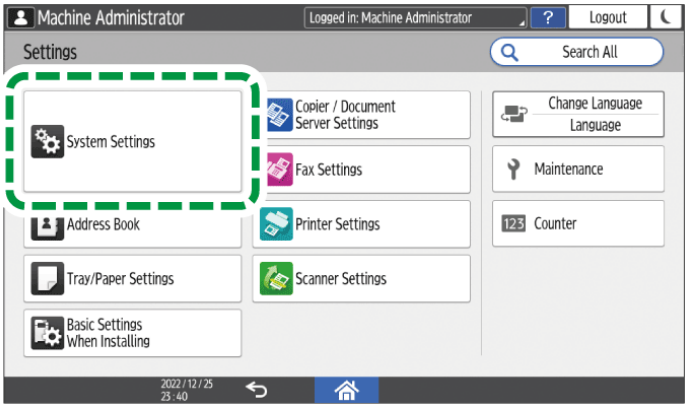
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Machine privilege as well.

page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Machine] ▶ [External Device] ▶ [Allow Media Slots Use].**
5. **For each condition, select whether to prohibit from the list.**



- Store to Memory Storage Device: Select [Prohibit] to disable storing documents in memory storage devices.
- Print from Memory Storage Device: Select [Prohibit] to disable printing documents stored in memory storage devices.

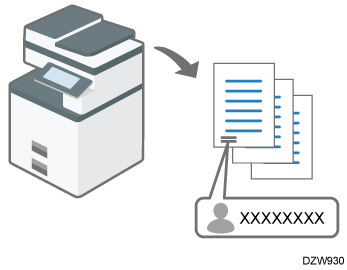
6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

Preventing Data Leaks from Printed Sheets

Confidential or private information printed on paper may be copied improperly or stolen, leading to data leaks.

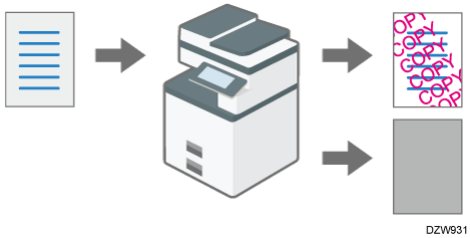
The following functions in the machine can promote user awareness of file management and discourage unauthorized copying or leaving of printed sheets.

Adding the name of the user printing the job on printed sheets (Compulsory Security Stamp)



Always adding a printed name can promote user awareness of file management.

Warning unauthorized copying (Unauthorized Copy Prevention/Data Security for Copying)



You can add specified text to documents copied or printed in the machine. See the sections below for details about these functions:

- Copier/Document Server function:

  See "Preventing Unauthorized Copies by Embedding Text and a Pattern", User Guide in English.

- Printer function:

  See "Applying the Unauthorized Copy Prevention Function When Printing", User Guide in English.

You can enable these functions even if users do not use them.

Always storing print jobs in the machine

The print jobs are always stored in the machine before printing on paper regardless of the settings on the printer driver.

Users must operate the control panel on the machine to perform print jobs. The user can retrieve the printed sheets soon after printing.

Specifying the Compulsory Security Stamp Function

Specify the location to stamp user information such as a login user name.

Compulsory Security Stamp can be used with the Copier, Document Server, Fax, and Printer functions.

1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

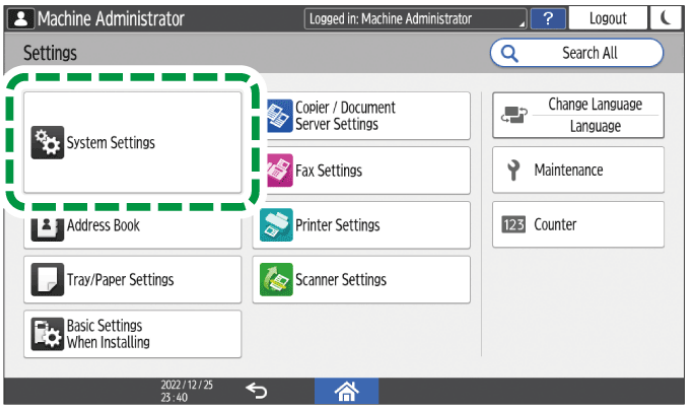
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Security Pattern/Stamp privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**

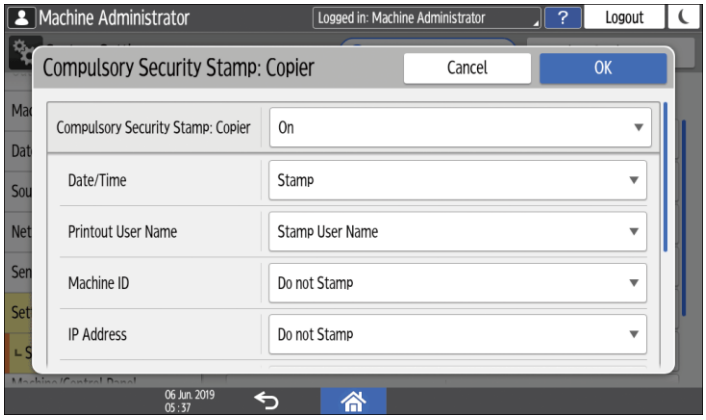


4. **Press [Settings for Administrator] ▶ [Security Pattern/Stamp] ▶ [Compulsory Security Stamp: Copier].**

   To specify the compulsory security stamp function for the functions other than the Copier function, press [Compulsory Security Stamp: Document Server], [Compulsory Security Stamp: Fax], or [Compulsory Security Stamp: Printer].

5. **From the list next to Compulsory Security Stamp: Copier, Compulsory Security Stamp: Document Server, Compulsory Security Stamp: Fax, or Compulsory**

Security Stamp: Printer, select [On], and then specify the stamp information and position.



- Date/Time: Prints the job output time.
- Printout User Name:
  - Stamp User Name: Prints the name in the address book.
  - Stamp Login User Name: Prints the user code or login user name in the authentication information in the address book.
- Machine ID: Prints the serial number of the machine. You can view the serial number by using Web Image Monitor.

  See "Checking the Serial Number of the Machine Using Web Image Monitor", User Guide in English.
- IP Address: Prints the IP address of the machine.
- Stamp Position: Select the stamp position.
- Adjust Stamp Position: Enter a value or adjust the position by pressing the arrow button.

6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

Specifying the Unauthorized Copy Prevention Function

This function can be used with the Copier, Document Server, Fax, and Printer functions.

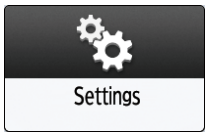
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

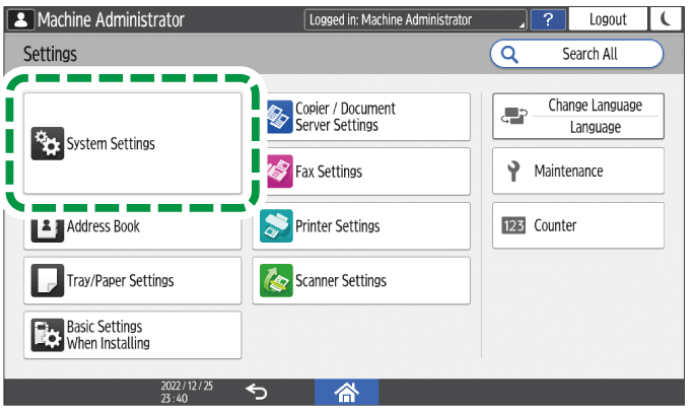
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Security Pattern/Stamp privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**



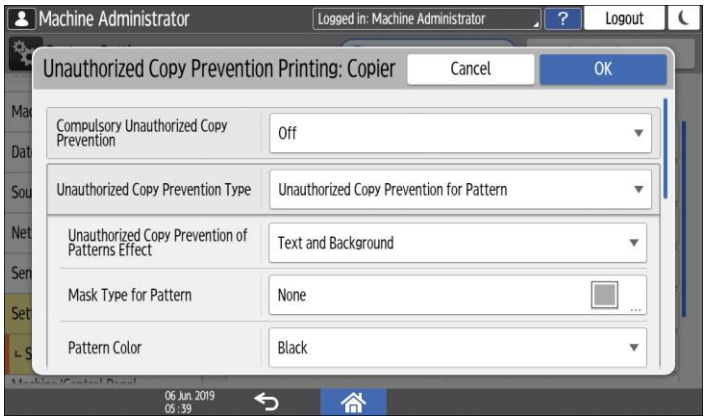
3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Security Pattern/Stamp] ▶ [Unauthorized Copy Prevention Printing: Copier].**

   To specify the unauthorized copy prevention function for the functions other than the Copier function, press [Unauthorized Copy Prevention Printing: Document Server] or [Unauthorized Copy Prevention Printing: Printer].

5. **Specify the unauthorized copy prevention function.**



Basic settings of [Unauthorized Copy Prevention Printing: Copier] / [Unauthorized Copy Prevention Printing: Document Server]

- Compulsory Unauthorized Copy Prevention: Select whether to make printing of the embedded pattern mandatory.
  - Off:

    Printing of the embedded pattern is not mandatory. Users can specify whether to print with the embedded pattern and can specify its settings from the Copier/Document Server screen.
  - On: User Can Change Some Settings:

Printing of the embedded pattern is mandatory. Users can specify the embedded pattern settings except for type and thickness from the Copier/Document Server screen.

- On: User Cannot Change Settings:

  Printing of the embedded pattern is mandatory. Users cannot specify the embedded pattern settings from the Copier/Document Server screen.

- Unauthorized Copy Prevention Type: Select the type of unauthorized copy prevention.
  - Data Security for Copying:

    Protects documents by printing a gray pattern when making unauthorized copies.

  - Unauthorized Copy Prevention for Pattern:

    Adds text or a pattern to unauthorized copies of documents. When you select an unauthorized copy prevention pattern, you need to specify the effect, mask pattern, density, and so on.
    - Unauthorized Copy Prevention of Patterns Effect: Specify a combination of text and a pattern.
    - Mask Type for Pattern: Select from among 11 types.
    - Pattern Color: Select a color from among Black, Cyan, and Magenta.
    - Pattern Density: Select one of 5 levels of gradation.
- Data Security for Copying Effect: Specify a combination of text and a pattern.
- Text Selection: Select a text string for Text Selection from among the standard text strings such as User Name, Date & Time, or custom text. You can specify the point size, text position, and angle for the selected text string, as well as whether to repeat the selected text string. When repeating the selected text string, you can also specify the carriage return space.

Basic settings of [Unauthorized Copy Prevention Printing: Printer]

- Unauthorized Copy Prevention Setting: Specify whether to enable unauthorized copy prevention.
  - On:

    Enables the unauthorized copy prevention function specified in the machine regardless of the settings on the printer driver.

  - Off:

    Disables the unauthorized copy prevention function specified in the machine. If the unauthorized copy prevention function is specified in the printer driver, the machine performs print jobs according to the specified settings.
- Compulsory Unauthorized Copy Prevention: Select the contents of unauthorized copy prevention and their priority.

- Driver/Command:

  The added pattern is not printed. Specify the unauthorized copy prevention function on the control panel or in the printer driver as necessary.

- Driver/Command (Most Settings):

  The settings specified in the machine are applied to the mask type for pattern, color, and density, and the settings specified on the control panel or in the printer driver are applied to the other items.

- Machine Setting(s):

  The settings specified in the machine are applied to printing.

- Unauthorized Copy Prevention Type: Select the type of unauthorized copy prevention.
  - Data Security for Copying:

    Protects documents by printing a gray pattern when making unauthorized copies.

  - Unauthorized Copy Prevention for Pattern:

    Adds text or a pattern to unauthorized copies of documents. When you select an unauthorized copy prevention pattern, you need to specify the effect, mask pattern, density, and so on.

    - Unauthorized Copy Prevention of Patterns Effect: Specify a combination of text and a pattern.
    - Mask Type for Pattern: Select from among 11 types.
    - Pattern Color: Select a color from among Black, Cyan, and Magenta.
    - Pattern Density: Select one of 5 levels of gradation.
- Data Security for Copying Effect: Specify a combination of text and a pattern.
- Text Selection: Select a text string for Text Selection from among the standard text strings such as User Name, Date & Time, custom text, or "Do not copy". You can specify the font, point size, text position, and angle for the selected text string, as well as whether to repeat the selected text string. When repeating the selected text string, you can also specify the carriage return space.

6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

Note

- To gray out the contents of the original embedded with the text for Data Security for Copying when the original is scanned by the Copier or Scanner function or stored it in the Document Server, press [System Settings] ▶ [Settings for Administrator] ▶ [Security Pattern/Stamp] ▶ [Detect Data Security for Copying], and then specify [On].

Specifying the Restrict Direct Print Jobs Function

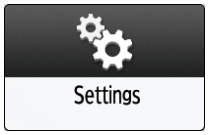
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

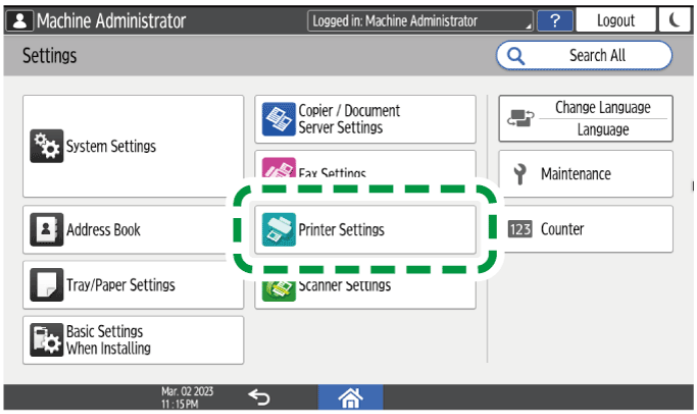
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Printer Settings privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**

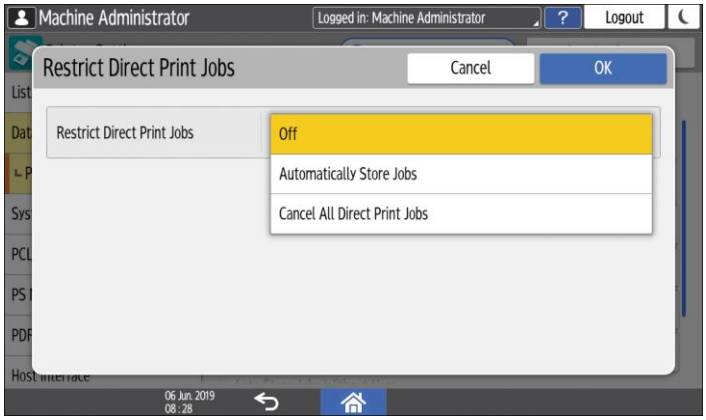


3. **Press [Printer Settings].**



4. **Press [Data Management/Maintenance] ▶ [Print Jobs] ▶ [Restrict Direct Print Jobs].**

5. **From the list next to Restrict Direct Print Jobs, select [Automatically Store Jobs].**



If you select [Cancel All Direct Print Jobs], all print jobs to print are canceled without being stored.

6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

Preventing Printing Personal Information in Fax Reports

You can specify not to print destinations or sender names in the reports output in the Fax function such as communication result reports or communication failure reports.

In some settings of the Fax function, lists and reports are printed automatically and may be left in the output tray. They can be carried away or lost. Specify not to print personal information in these lists and reports to prevent information leaks.

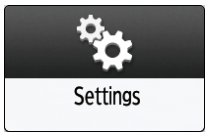
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

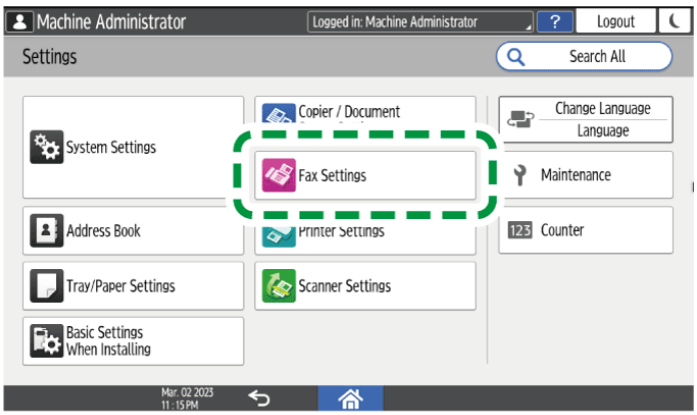
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Fax Settings privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

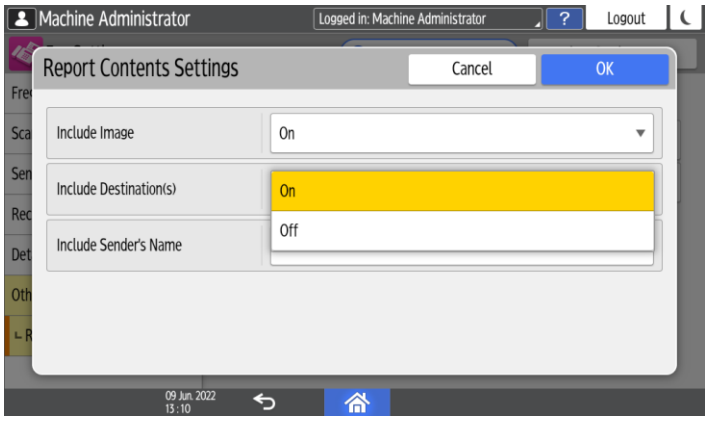
2. **On the Home screen, press [Settings].**



3. **Press [Fax Settings].**



4. **Press [Others] ▶ [Report Output Settings] ▶ [Report Contents Settings].**
5. **From the list next to Include Destination(s), select [Off].**

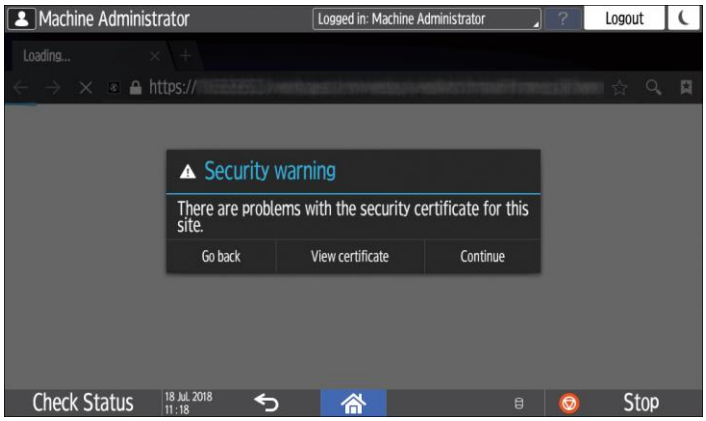


6. **From the list next to Include Sender's Name, select [Off].**
7. **Press [OK].**
8. **Press [Home] (), and then log out of the machine.**

Controlling Access to Untrusted Websites from the Control Panel

You can specify to display a warning message on the screen when a user accesses an untrusted Website.

Reminding users not to access Websites whose security or script is not certain decreases the possibility of data leaks and tampering.



Websites with at least one of the following conditions cannot be trusted:

- It does not issue a certificate.
- An unknown source issues the site's certificate.
- The site's certificate has expired.

Important

- **You need a root certificate (root CA certificate). In advance, prepare a certificate issued by the certificate authority who signed the server certificate or a certificate from a higher certificate authority.**

- **A PEM (Base64 Encoded X.509) root certificate can be imported.**
- **Enable SSL/TLS on the machine in advance.**
  page 316 "Encrypting Network Communication"

Install the certificate of the Website to enable the Root Certificate Check function.

1. **Log in to the machine as the network administrator from Web Image Monitor.**
   page 258 "Logging in to the Machine as an Administrator"
2. **Click [Configuration] on the [Device Management] menu.**
3. **Click [Root Certificate] in the "Security" category.**
4. **Click [Active] of "Root Certificate Check" to import the site certificate.**
   1. For "Root Certificate to Import", select a root certificate file to import.
   2. Click [Import].
      Check that the imported certificate's status is "Trustworthy".
5. **Click [OK].**
6. **Log out of the machine, and then exit the Web browser.**

Encrypting Data to Prevent Data Leaks Caused by a Stolen or Disposed Machine

By encrypting data on the internal storage of the machine, you can prevent possible data leaks when you replace or dispose of the machine, or even if the machine were to be stolen.

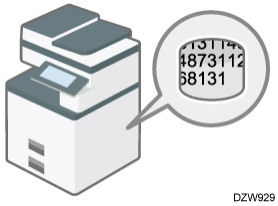
Encrypting data on the internal storage



DZW928

Encryption is an effective measure against data leaks. Be sure to keep the encryption key secure to use for decryption. Print it on a sheet or save it to a USB flash memory device.

Overwriting data to prevent restoration



DZW929

You can delete data that you do not want to be restored. The Erase All Memory function deletes all data and initializes the internal storage of the machine.

Encrypting Data on the Internal Storage

CAUTION

- Keep SD cards and USB flash memory devices out of reach of children. If a child accidentally swallows an SD card or USB flash memory device, consult a doctor immediately.

You can encrypt data contained in the Address Book, authentication information, and stored documents to prevent data leaks in case the internal storage is removed from the machine.

Once encryption is enabled, all data subsequently stored on the machine will be encrypted.

The encryption algorithm used in the machine is AES-256.

Important

- **The machine cannot be operated while encrypting data or canceling encryption.**
- **Do not turn off the power of the machine while encrypting data or canceling encryption. If you turn off the power, the internal storage may be damaged and all data may be unusable.**
- **After completing this procedure on the machine's control panel, turn off the main power and restart the machine to enable the new settings by turning it back on. Restarting can be slow when there is data to be carried over to the internal storage.**
- **The process for encrypting the internal storage takes several minutes.**
- **The encryption key is required for data recovery or migration to another machine. Be sure to keep the encryption key secure by printing it on a sheet or storing it in a USB flash memory device.**
- **To transfer data from the machine to another machine, you must decrypt the encrypted data. Contact your service representative for data migration.**
- **If you specify both the Erase All Memory function and the encryption function, the Erase All Memory function is performed first. Encryption starts after the Erase All Memory function has been completed and the machine has been rebooted.**
- **When you execute encryption/decryption function, the data in the internal storage will be initialized, so the device certificate will be deleted. After completing the encryption/decryption, install device certificate again and restart the machine as necessary.**

  page 317 "Installing a Self-signed Certificate/Certificate Issued by a Certificate Authority"

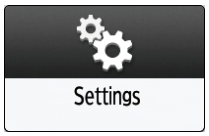
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

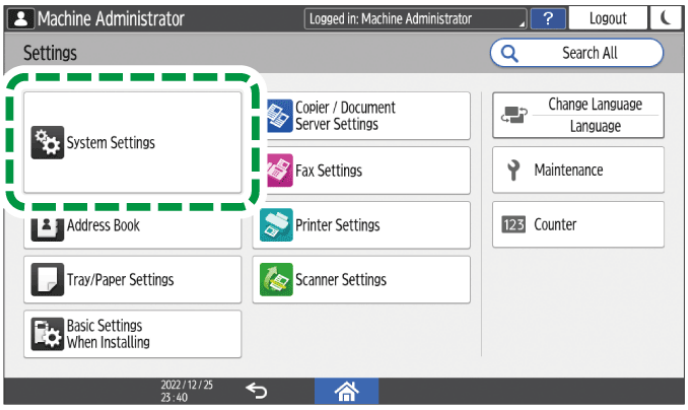
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the File Management privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

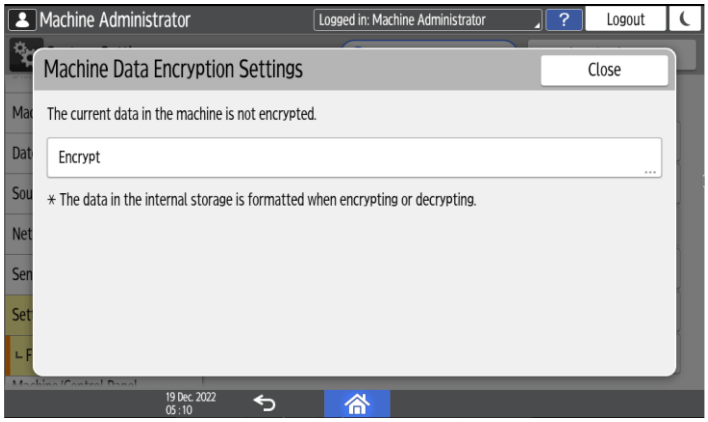
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**

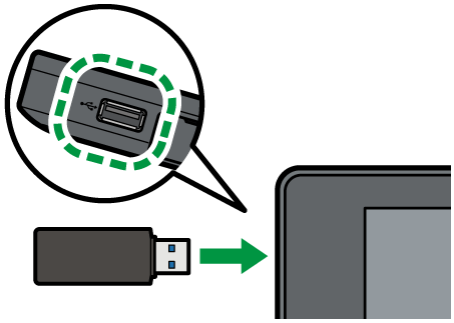


4. **Press [Settings for Administrator] ▶ [File Management] ▶ [Machine Data Encryption Settings].**
5. **Press [Encrypt].**



- If the data has been encrypted, you can decrypt the data or back up the data.
  - Cancel Encryption: Cancels encryption.
  - Back Up Encryption Key: Makes a backup of the encryption key. The encryption setting is not changed.

6. **Select the location to store the encryption key.**
   - Save to Media: Saves the encryption key to a USB flash memory device. Insert a USB flash memory device into the media slot, and then press [Save to Media] ▶ [OK].



   - Print on Paper: Prints the encryption key on a sheet of paper. Press [Print on Paper] ▶ [Print].
7. **Press [OK].**
8. **When the confirmation dialog is displayed, press [Exit].**
9. **Press [Home] (), and then log out of the machine.**
10. **Turn off the main power of the machine, and then turn it back on.**

    When the main power is turned on, the machine starts to convert the data on the memory. Wait until the message "Memory conversion complete. Turn the main power switch off." appears. After that, turn off the main power again.

Initializing the Machine with the Erase All Memory Function

Overwrite and erase all data stored on the internal storage when you relocate or dispose of the machine. The device settings stored on the machine's memory are initialized.

For details about using the machine after executing Erase All Memory, contact your service representative.

Important

- **If the main power switch is turned off before the Erase All Memory process is completed, overwriting will be stopped and data will be left on the internal storage. Do not stop the overwrite mid-process. Doing so will damage the internal storage.**
- **Before you start the Erase All Memory process, we recommend that you back up the user codes, the counters for each user code, and the Address Book. You can back up the user codes and the counters for each user code using Device Manager NX. For details, see Device Manager NX Help. You can back up the Address Book using the control panel.**

  See "Backing Up/Restoring the Address Book Using Control Panel", User Guide in English.

- **If the method of Random Numbers is selected and overwrite three times is set, the Erase All Memory process takes up to 2 hours and 15 minutes. You cannot operate the machine during overwriting.**
- **The Erase All Memory function also clears the machine's security settings, so that neither machine nor user administration will be possible. Ensure that users do not save any data on the machine after the Erase All Memory process is completed.**

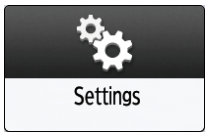
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

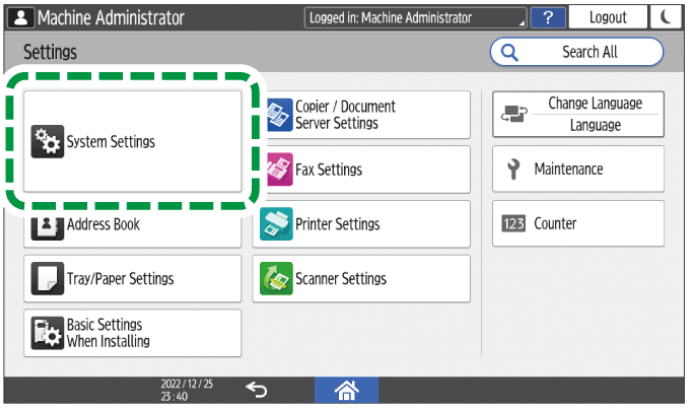
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Data Management privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

2. **On the Home screen, press [Settings].**

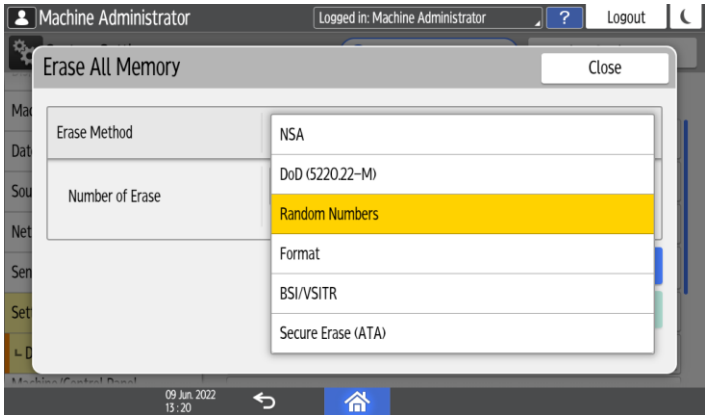


3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Data Management] ▶ [Erase All Memory].**
5. **From the list next to Erase Method, select an erase method.**

   The default erase method is [Random Numbers], and the default number of overwrites is [3].



- NSA[*1]: Overwrites data twice with random numbers and once with zeros.
- DoD (5220.22-M)[*2]: Overwrites data with a random number, then with its complement, then with another random number, and the data is verified.
- Random Numbers: Overwrites data multiple times with random numbers. Select the number of overwrites from one to nine.
- Format: Formats the internal storage. Data is not overwritten.
- BSI/VSITR: Overwrites data seven times with the fixed value (for example: 0x00).
- Secure Erase (ATA): Overwrites data using an algorithm that is built in to the internal storage.

*1 National Security Agency (U.S.A)

*2 Department of Defense (U.S.A)

6. **Press [Erase].**
7. **Press [Yes].**
8. **When the Erase All Memory process is completed, press [Exit], and then turn off the main power of the machine.**

Note

- If the main power of the machine is turned off before the Erase All Memory process is completed, overwriting will start over when the main power is turned back on.
- If an error occurs before overwriting is completed, turn off the main power of the machine. Turn it back on, and then repeat from Step 1.
- To print the erase result, press [System Settings] ▶ [Settings for Administrator] ▶ [Data Management] ▶ [Erase All Memory], and then press [Print Report].
- Initialize the settings on the control panel as necessary. Press [System Settings] ▶ [Settings for Administrator] ▶ [Data Management] ▶ [Restore Default Control Panel Settings] to initialize the data, including the individual application settings and cache memory.

Restricting Operations of the Customer Engineer without the Supervision of the Machine Administrator

You can restrict the customer engineer's access to the service mode when performing inspection or repair.

A customer engineer needs permission from the machine administrator to use the service mode. This ensures that the machine cannot be operated without the supervision of the machine administrator.

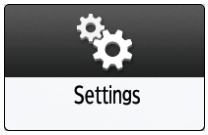
1. **Log in to the machine as the machine administrator on the control panel.**

   page 258 "Logging in to the Machine as an Administrator"

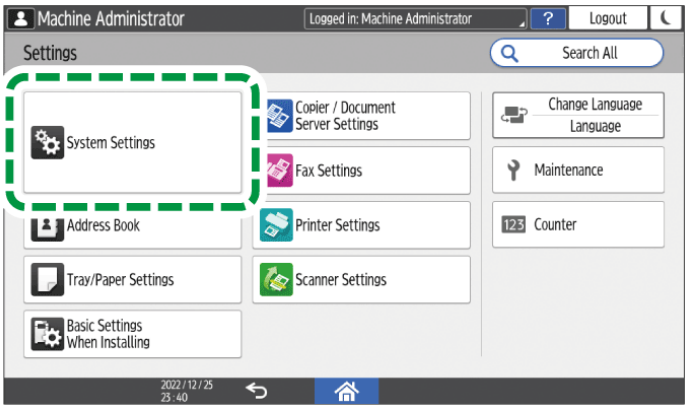
   When custom-privileges administrators are registered, you can log in to the machine as a custom-privileges administrator with the Security privilege as well.

   page 270 "Logging in to the Machine as a Custom-Privileges Administrator"

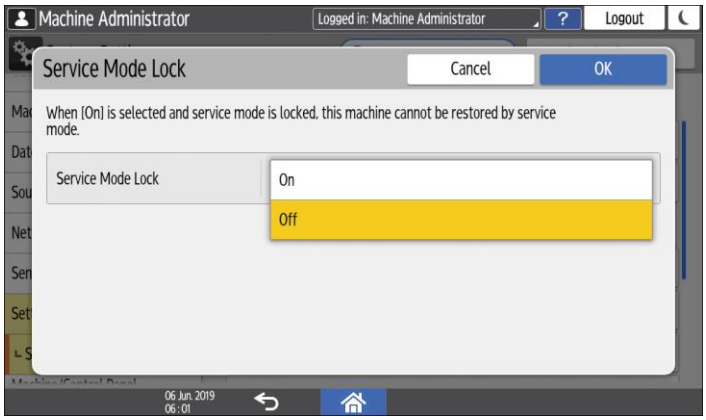
2. **On the Home screen, press [Settings].**



3. **Press [System Settings].**



4. **Press [Settings for Administrator] ▶ [Security] ▶ [Service Mode Lock].**
5. **From the list next to Service Mode Lock, select [On].**



6. **Press [OK].**
7. **Press [Home] (), and then log out of the machine.**

10. Specifications

Specifications for Paper

Recommended Paper Sizes and Types

The recommended paper sizes and types for each tray are as described below.

Note

- When performing multiple sheet feeding, fan sheets thoroughly or load sheets one by one from the bypass tray.
- The printing speed may be lower depending on the paper size or paper type.

Tray 1

Paper type and weight	Paper size	Paper capacity
60–200 g/m^2 (Approx. 16 lb. Bond–74 lb. Cover) Thin Paper–Thick Paper 2	Select the paper size using the Tray Paper Settings menu: A4, A5, A6, B5 JIS, B6 JIS, 8^1/$_2$ × 11, 8 × 10, 7^1/$_4$ × 10^1/$_2$, 5^1/$_2$ × 8^1/$_2$, 16K Custom size: Region A (mainly Europe and Asia)/Region B (Taiwan) Vertical: 148.0–297.0 mm Horizontal: 98.0–216.0 mm Region B (mainly North America) Vertical: 5.83–11.69 inches Horizontal: 3.86–8.50 inches	250 sheets (When the paper being used is 80 g/m^2, Approx. 20 lb. Bond or 0.1 mm (0.1 inches) thick)
Label paper (adhesive labels)	Select the paper size using the Tray Paper Settings menu: A4, A5, A6, B5 JIS, B6 JIS, 8^1/$_2$ × 11, 8 × 10, 7^1/$_4$ × 10^1/$_2$, 5^1/$_2$ × 8^1/$_2$, 16K Custom size: Region A (mainly Europe and Asia)/Region B (Taiwan)	*1

Paper type and weight	Paper size	Paper capacity
	Vertical: 148.0–297.0 mm Horizontal: 98.0–216.0 mm Region B(mainly North America) Vertical: 5.83–11.69 inches Horizontal: 3.86–8.50 inches	
Envelopes	Select the paper size using the Tray Paper Settings menu: $4^1/_8 \times 9^1/_2$, $3^7/_8 \times 7^1/_2$, C5 Env, C6 Env, DL Env	*1

*1 Do not stack over the limit mark. The number of sheets you can load in the paper tray varies depending on the weight and condition of the paper.

Lower Paper Tray (Trays 2)

For details about the names of the options, see the following.

page 7 "Abbreviated Names of Options"

Paper type and weight	Paper size	Paper capacity
60–200 g/m^2 (Approx. 16 lb. Bond–74 lb. Cover) Thin Paper–Thick Paper 2	Select the paper size using the Tray Paper Settings menu: A4, A5, B5 JIS, $8^1/_2 \times 14$, $8^1/_2 \times 13$, $8^1/_2 \times 11$, $8^1/_4 \times 14$, $8^1/_4 \times 13$, 8×13, 8×10, $7^1/_4 \times 10^1/_2$, $5^1/_2 \times 8^1/_2$, 16K, $8^1/_2 \times 12$, $8^1/_2 \times 13^2/_5$ Custom size: Region A(mainly Europe and Asia)/Region B(Taiwan) Vertical: 210.0–356.0 mm Horizontal: 139.7–216.0 mm Region B(mainly North America) Vertical: 8.27–14.01 inches Horizontal: 5.50–8.50 inches	500 sheets (When the paper being used is 80 g/m^2, Approx. 20 lb. Bond or 0.1 mm (0.1 inches) thick)

Paper type and weight	Paper size	Paper capacity
Label paper (adhesive labels)	Select the paper size using the Tray Paper Settings menu: A4□, A5□, B5 JIS□, $8^1/_2 \times 14$□, $8^1/_2 \times 13$□, $8^1/_2 \times 11$□, $8^1/_4 \times 14$□, $8^1/_4 \times 13$□, 8 × 13□, 8 × 10□, $7^1/_4 \times 10^1/_2$□, $5^1/_2 \times 8^1/_2$□, 16K□, $8^1/_2 \times 12$□, $8^1/_2 \times 13^2/_5$□ Custom size: Region A(mainly Europe and Asia)/Region B(Taiwan) Vertical: 210.0–356.0 mm Horizontal: 139.7–216.0 mm Region B(mainly North America) Vertical: 8.27–14.01 inches Horizontal: 5.50–8.50 inches	1 sheet

Bypass Tray

Paper type and weight	Paper size	Paper capacity
60–200 g/m^2 (Approx. 16 lb. Bond–74 lb. Cover) Thin Paper–Thick Paper 2	Specify the paper size*1: A4□, A5, A6□, B5 JIS□, B6 JIS, $8^1/_2 \times 14$□, $8^1/_2 \times 13$□, $8^1/_2 \times 11$□, $8^1/_4 \times 14$□, $8^1/_4 \times 13$□, 8 × 13□, 8 × 10□, $7^1/_4 \times 10^1/_2$□, $5^1/_2 \times 8^1/_2$, 16K□, $8^1/_2 \times 12$□, $8^1/_2 \times 13^2/_5$□ Custom size: Region A(mainly Europe and Asia)/Region B(Taiwan) • Vertical: 127.0–356.0 mm (When using copy, document server)	50 sheets (When the paper being used is 80 g/m^2, Approx. 20 lb. Bond or 0.1 mm (0.1 inches) thick) 5 sheets (Thick Paper 2)

Paper type and weight	Paper size	Paper capacity
	• Vertical: 148.0–297.0 mm (When using printer, facsimile) • Horizontal: 76.2–216.0 mm Region B (mainly North America) • Vertical: 5.00–14.01 inches (When using copy, document server) • Vertical: 5.9–11.7 inches (When using printer, facsimile) • Horizontal: 3.00–8.50 inches	
Label paper (adhesive labels)	Specify the paper size*1: A4□, A5, A6□, B5 JIS□, B6 JIS, $8^1/_2 \times 14$□, $8^1/_2 \times 13$□, $8^1/_2 \times 11$□, $8^1/_4 \times 14$□, $8^1/_4 \times 13$□, 8×13□, 8×10□, $7^1/_4 \times 10^1/_2$□, $5^1/_2 \times 8^1/_2$, 16K□, $8^1/_2 \times 12$□, $8^1/_2 \times 13^2/_5$□ Custom size: Region A (mainly Europe and Asia)/Region B (Taiwan) • Vertical: 127.0–356.0 mm (When using copy, document server) • Vertical: 148.0–297.0 mm (When using printer, facsimile) • Horizontal: 76.2–216.0 mm Region B (mainly North America) • Vertical: 5.00–14.01 inches (When using copy, document server) • Vertical: 5.9–11.7 inches (When using printer, facsimile)	*2

Paper type and weight	Paper size	Paper capacity
	• Horizontal: 3.00–8.50 inches	
Envelopes	Specify the paper size[*1]: $4^{1}/_{8} \times 9^{1}/_{2}$□, $3^{7}/_{8} \times 7^{1}/_{2}$□, C5 Env□, C6 Env□, DL Env□	*2*3

*1 Specify the paper size.

Using the Copy function.

page 83 "Basic Procedure for Copying Documents"

Using the Printer function.

page 127 "Basic Procedure for Printing Documents"

*2 Do not stack over the limit mark. The number of sheets you can load in the paper tray varies depending on the weight and condition of the paper.

*3 When loading envelopes with closed flaps, make sure that the thickness of the envelopes, including the flaps, does not exceed the limit mark.

Notes on Special Paper

Paper Type	Note
Setting thick paper	page 362 "Recommended Conditions for Loading Thick Paper"
Setting envelopes	page 362 "Envelope Orientation and Recommended Status"
Setting letterhead paper	page 364 "Loading Orientation-fixed Paper or Two-sided Paper"
Setting label paper (adhesive labels)	We recommend that you use specified label paper. If paper other than the specified one is used, normal operation and quality cannot be guaranteed. To feed label paper from the lower paper tray, you need to load just one sheet at a time.
Setting coated paper	• Specify "Paper Type" to [Coated Paper] and an appropriate item for "Paper Thickness" in paper type setting for each tray under [Tray/Paper Settings].

Paper Type	Note
	• If a paper jam occurs or if the machine makes a strange noise, feed the coated paper from the bypass tray one sheet at a time.

Paper Thickness for Each Paper Weight

Paper Thickness	Paper weight
Thin Paper	60–65 g/m^2 (Approx. 16–18 lb. Bond)
Plain Paper 1	66–74 g/m^2 (Approx. 18–20 lb. Bond)
Plain Paper 2	75–90 g/m^2 (Approx. 20–24 lb. Bond)
Middle Thick	91–128 g/m^2 (Approx. 24–34 lb. Bond)
Thick Paper 1	129–163 g/m^2 (Approx. 34 lb. Bond–90 lb. Index)
Thick Paper 2	164–200 g/m^2 (Approx. 90 lb. Index–74 lb. Cover)

Unusable Paper

⚠CAUTION

- Do not use stapled sheets of paper, aluminum foil, carbon paper, or any kind of conductive paper. Doing so can result in fire.

Paper causing faults

Do not use any of the following kinds of treated paper. Doing so may cause faults.

- Paper for inkjet printers
- Thermal paper
- Art paper
- Aluminum foil
- Carbon paper
- Conductive paper
- Paper with perforated lines
- Hemmed-edge paper
- Window envelopes
- Tab stock
- OHP transparencies

- Translucent paper

Do not copy or print onto sides that are already printed.

Paper causing paper jam

Do not use the following kinds of paper. It may cause a paper jam.

- Bent, folded, or creased paper
- Perforated paper
- Slippery paper
- Torn paper
- Rough paper
- Thin paper with little stiffness
- Paper with a dusty surface

If you use paper curled by humidity or drying, the paper may jam.

Do not load sheets that have already been printed onto by another machine. Doing so may interfere with loading of paper because the powder for preventing offset may attach to the paper roller.

Note

- A paper jam may occur depending on the condition of the paper even when using the recommended paper.

Paper Storage

When storing paper, the following precautions should always be followed:

- Do not store paper where it will be exposed to direct sunlight.
- Store paper in a dry environment (humidity: 70% or less).
- Store on a flat surface.
- Do not store paper vertically.
- Once opened, store paper in a plastic bag.

Saving Printouts

- Prints will fade if exposed to strong light or dampness and humidity for extended periods of time. Preserve the quality of your copies by storing them in a binder in a dark, dry place.
- When folding prints, toner in the folds will come off.
- If the prints are stored in the conditions described below, toner may melt:
  - When a print and a half-dried print are put on top of each other
  - When solvent-type adhesive agents are used for pasting prints

- When prints are placed on mats made of chlorinated plastic in locations of high temperature for long periods of time
- When prints are placed in locations of extremely high temperatures, such as near a heater

Recommended Conditions for Loading Thick Paper

When loading thick paper of 129–200 g/m^2 (Approx. 34 lb. Bond–74 lb. Cover) in the paper trays, or in the bypass tray, follow the recommendations below to prevent misfeeds and loss of image quality.

Paper Storage

- Temperature: 20–25°C (68–77°F)
- Humidity: 30–65%.

Do not use together paper that has been stored in different environments.

After loading paper, position the side fences flush against the paper stack.

Note

- When printing on thick, smooth paper, be sure to fan the paper thoroughly before loading. If you do not fan thick paper, jams and misfeeds can occur. If paper continues to become jammed or feed in together even after they are fanned, load them one by one from the bypass tray.
- Proper performance and quality may not be achieved under the recommended conditions depending on the paper.
- The printed sheet may curl. If the printed sheet curls, correct it.

Envelope Orientation and Recommended Status

The way to place an original on the exposure glass and load envelopes varies depending on the shape and orientation of the envelopes.

Important

- **Do not print on the following envelopes:**
  - **Window envelopes**
  - **Envelopes with moisture**

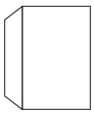
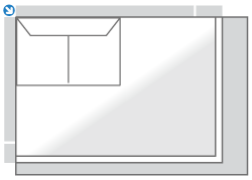
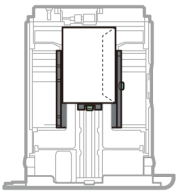
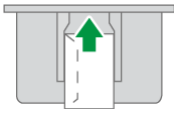
Before setting envelopes

- Before loading envelopes, press down on them to remove any air from inside and flatten out all four edges. If they are bent or curled, flatten their leading edges (the edge going into the machine) by running a pencil or ruler across them.

Note

- For information about recommended envelopes, contact your local dealer.
- The Duplex function cannot be used with envelopes.
- Set the margins on the top and the bottom to be 15 mm or more, and set the left and right to be 10 mm or more, so as to print with adequate quality.
- An image may not be printed clearly on a sheet whose thickness is uneven. Print a few sheets and check the result.
- The printing result may not be adequate or the envelope may become wrinkled when the temperature or humidity is high.
- The printing result may not be adequate or output envelopes may become wrinkled depending on the printing environment even when using the recommended envelopes.
- When printing onto paper other than an envelope after printing onto several envelopes, you may have to wait about one minute until printing starts to allow the machine to make adjustments.

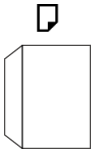
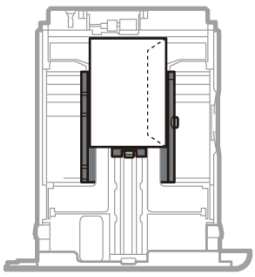
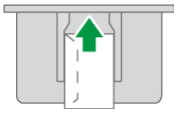
Using the Copy Function

Orientation of Envelopes	Exposure Glass	Tray 1	Bypass Tray
Side-opening envelopes 	 Flaps: closed Side to be scanned: face down Bottom side of envelopes: toward the front of the machine	 Flaps: closed Side to be printed: face up Bottom side of envelopes: toward the left of the machine	 Flaps: closed Side to be printed: face up Bottom side of envelopes: toward the right of the machine

When loading envelopes, specify the envelope size and thickness.

page 100 "Copying onto Envelopes"

Using the Printer Function

Orientation of Envelopes	Tray 1	Bypass Tray
Side-opening envelopes 	 Flaps: closed Side to be printed: face up Bottom side of envelopes: toward the left of the machine	 Flaps: closed Side to be printed: face up Bottom side of envelopes: toward the right of the machine

Loading Orientation-fixed Paper or Two-sided Paper

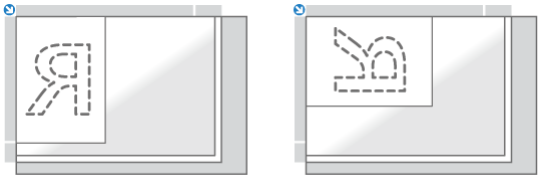
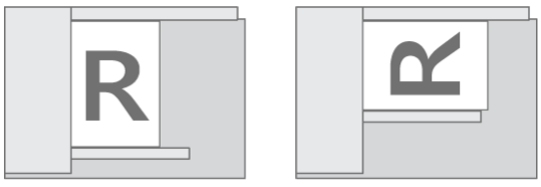
To print onto letterhead paper or business letter paper on which logos or patterns are printed, confirm how to set the paper or the settings of this machine so that the original is printed onto the orientation-fixed (top to bottom) or two-sided paper correctly.

Copying onto Letterhead Paper

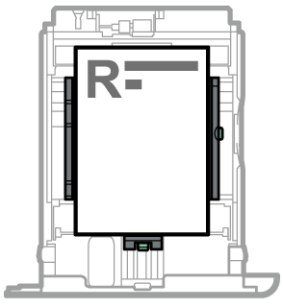
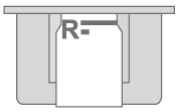
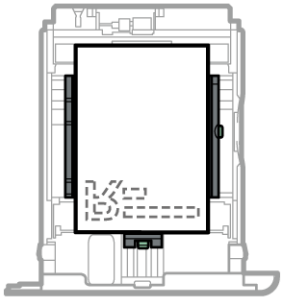
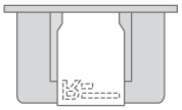
Specify the settings of this machine as described below, and then place an original and load the paper.

- [Settings] ▶ [Copier / Document Server Settings] ▶ [Paper/Paper Input] ▶ [Letterhead Setting] ▶ [Yes]

Original Orientation

Exposure Glass	ADF
 DZB776	 DZB777

Paper Orientation

Copy Side	Tray 1–2	Bypass Tray
One-sided originals		
Two-sided originals *1		

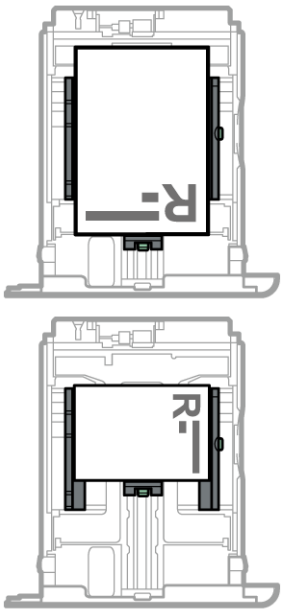
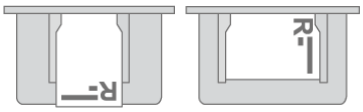
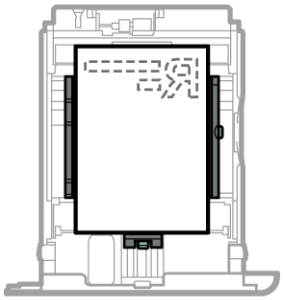
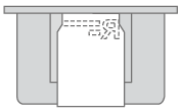
*1 When printing the first page onto the letterhead side

Printing onto Letterhead Paper Using the Printer Driver

Specify the settings of this machine as described below.

- [Settings] ▶ [Printer Settings] ▶ [System] ▶ [Paper In/Out] ▶ [Letterhead Setting] ▶ [Auto Detect]

Paper Orientation

Copy Side	Tray 1-2	Bypass Tray
One-sided originals		
Two-sided originals		

Note

- When you set [Letterhead Setting] to [On (Always)], you can print onto letterhead paper when the paper type in the printer driver's settings is set to [Letterhead].
- If a print job is changed partway through printing from one-sided to two-sided printing, one-sided output after the first copy may be printed facing a different direction. To ensure all paper is output facing the same direction, specify different input trays for one-sided and two-sided printing. Note also that two-sided printing must be disabled for the tray specified for one-sided printing.

Specifications for Originals

Recommended Original Size and Weight

Region A(mainly Europe and Asia)/ Region B(Taiwan)

Original location		Original size	Original weight
Exposure glass		Up to A4	-
ADF	One-sided originals/Two-sided originals	A4–A6, $8^1/_2$ × 14–$5^1/_2$ × $8^1/_2$	52-105 g/m^2 (Approx. 14-28 lb. Bond)

Region B(mainly North America)

Original location		Original size	Original weight
Exposure glass		Up to $8^1/_2$ × 11	-
ADF	One-sided originals/Two-sided originals	$8^1/_2$ × 14–$5^1/_2$ × $8^1/_2$, A4–A6	52-105 g/m^2 (Approx. 14-28 lb. Bond)
	Mixed Sizes mode	$8^1/_2$ × 11, $8^1/_2$ × 14	52-105 g/m^2 (Approx. 14-28 lb. Bond)

Note

- An original whose size is within the range of the maximum original scan area can be placed.

  page 369 "Specifications for the Main Unit"
- On all sides of the original, there is a missing image area. Even if you place originals on the exposure glass or in the ADF correctly, the missing image area on all four sides of the original might not be copied.

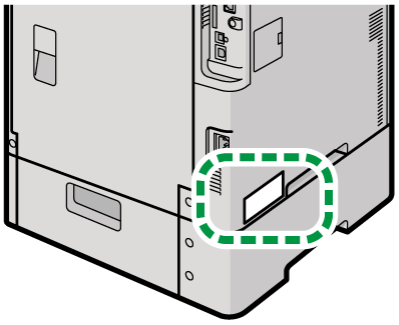
  page 369 "Specifications for the Main Unit"
- You can place originals of two different sizes only in Mixed Sizes mode.

Machine and Options Specifications

Model-Specific Information

This section explains how you can identify the region your machine belongs to.

There is a label on the rear of the machine, located in the position shown below. The label contains details that identify the region your machine belongs to. Read the label.



The following information is region-specific. Read the information under the symbol that corresponds to the region of your machine.

Region A (mainly Europe and Asia)

If the label contains the following, your machine is a region A model:

- CODE XXXX -27, -29, -25, -21
- 220–240 V

Region B (mainly North America and Taiwan)

If the label contains the following, your machine is a region B model:

- CODE XXXX -17, -19
- 120-127 V (mainly North America)
- 110 V (Taiwan)

Note

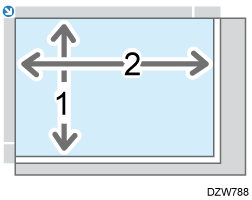
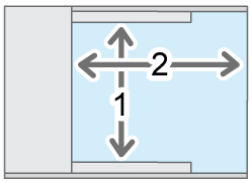
- If your machine is a region A model and "CODE XXXX -27" is printed on the label, see "Region A (mainly Europe)" also.
- If your machine is a region A model and "CODE XXXX -29, -25, -21" is printed on the label, see "Region A (mainly Asia)" also.
- If your machine is a region A model and "CODE XXXX -21" is printed on the label, see "Region A (China)" also.
- If your machine is a region B model and "CODE XXXX -17" is printed on the label, see "Region B (mainly North America)" also.
- If your machine is a region B model and "CODE XXXX -19" is printed on the label, see "Region B (Taiwan)" also.

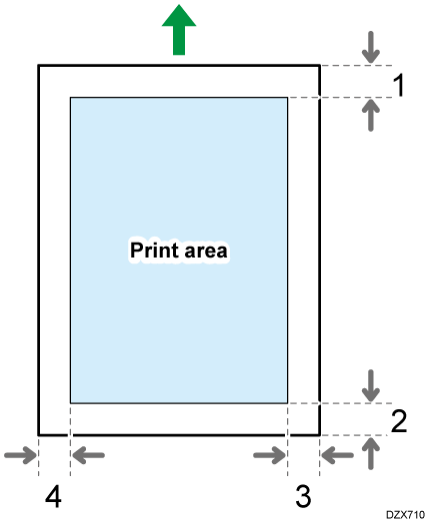
- Dimensions in this manual are given in two units of measure: metric and inch. Refer to the units that are used in your country/region.

List of Specifications

Specifications for the Main Unit

Item	Specifications
Configuration	Desktop
Memory	6 GB (2 GB on the main unit and 4 GB on the control panel)
Internal storage size	128 GB
Color	Full Color
Photosensitivity type	OPC drum
Copy process	Laser beam scanning and electro-photographic printing
Exposure glass	Stationary original exposure type
Scan method	Flatbed scanning
Warm-up time	• Normal mode: 45 seconds • Quick mode: 30 seconds (23 °C (73.4 °F), rated voltage)
First copy time	Full color: 6.6 seconds / B&W: 5.8 seconds
Copy/print speed (per minute)	32 sheets/minute (A4)
Maximum original size	Region A (mainly Europe and Asia)/Region B(Taiwan) A4 Region B (mainly North America) $8^{1}/_{2} \times 14$

Item	Specifications
Original scanning area	• Exposure Glass  1. Vertical: Up to 216 mm (8.6 inches) 2. Horizontal: Up to 297 mm (11.7 inches) • ADF  1. Vertical: 105 to 216 mm (4.2 to 8.6 inches) 2. Horizontal: 140 to 356 mm (5.6 to 14.1 inches)
Originals	Sheet, book
Copy size	• Tray 1 and the bypass tray: page 355 "Recommended Paper Sizes and Types" • Duplex: A4□, A5□, B5 JIS□, $8^1/_2 \times 14$□, $8^1/_2 \times 13$□, $8^1/_2 \times 11$□, $8^1/_4 \times 14$□, $8^1/_4 \times 13$□, 8 × 13□, 8 × 10□, $7^1/_4 \times 10^1/_2$□, $5^1/_2 \times 8^1/_2$□, 16K□, $8^1/_2 \times 12$□, $8^1/_2 \times 13^2/_5$□ • Duplex (Custom Size): Vertical: 210.0–356.0 mm (8.3–14.0 inches) Horizontal: 148.0–216.0 mm (5.8–8.5 inches)
Paper weight	• Tray 1 and the bypass tray: page 355 "Recommended Paper Sizes and Types" • Duplex: 60–163 g/m^2 (Approx. 16–40 lb. Index) *1 *1 Paper types that cannot be used for two-sided print: coated paper, envelopes, and label paper

Item	Specifications
Missing image area (Copy)	 1. Leading edge: 4.2±1.5 mm (0.17±0.06 inches) Leading edge(thin paper): 3.8 mm (0.2 inches) or more 2. Trailing edge: 4.0±2.5 mm (0.2±0.1 inches) Trailing edge (Two Sided): 3.2–6.0 mm (0.2–0.3 inches) 3. Right edge: 3.0±2.0 mm (0.2±0.1 inches) 4. Left edge: 3.0±2.0 mm (0.2±0.1 inches)
Paper output capacity of the internal tray	150 sheets (80 g/m^2)
Preset reproduction ratio	Region A(mainly Europe and Asia)/ Region B(Taiwan) Preset reproduction ratios (%): • Enlargement: 200, 141 • Full size: 100 • Reduction: 93, 71, 50 Region B(mainly North America) Preset reproduction ratios (%): • Enlargement: 155, 129 • Full size: 100 • Reduction: 93, 78, 65
Reproduction ratio (zoom)	From 25–400% in increments of 1%

Item	Specifications
Resolution (scanning originals)	• Exposure Glass: 600 × 600dpi, 300 × 600dpi • ADF: 300 × 600dpi, 300 × 400dpi
Resolution (copying)	1200 × 600dpi, 600 × 600dpi
Tone	256 tones
Paper capacity (80 g/m^2, Approx. 20 lb. Bond)	page 355 "Recommended Paper Sizes and Types"
Continuous copy run	1–999 sheets
Duplex	Standard
Power requirements	Region A (mainly Europe and Asia) 220-240 V, 6 A, 50/60 Hz Region B (mainly North America) 120–127 V, 12 A, 60 Hz Region B (Taiwan) 110V, 12 A, 60Hz
Power consumption (Main unit only)	Region A (mainly Europe and Asia) Ready: 28.3 W During printing: B&W: 452 W / Color: 469 W Maximum: 1420 W The power level when the main switch is turned off and the power cord is plugged into an outlet: 1 W or less Region B (mainly North America and Taiwan) Ready: 23.8 W During printing: B&W: 425 W / Color: 464 W Maximum: 1500 W The power level when the main switch is turned off and the power cord is plugged into an outlet: 1 W or less

Item	Specifications
Power consumption (Complete system)	Region A (mainly Europe and Asia) Maximum: 1420 W or less The complete system consists of the main unit. Region B (mainly North America and Taiwan) Maximum: 1500 W or less The complete system consists of the main unit.
Dimensions	W × D × H up to ADF: 410 × 429 × 483 mm (16.2 × 16.9 × 19.1 inches)
Space for main unit (W × D)	410 × 640 mm (16.2 × 25.2 inches) or less (When the bypass tray is open.)
Noise emission (Sound power level: Main unit only)	Stand-by: 25.4 dB Copying: B&W: 64.4 dB / Color: 64.5 dB
Noise emission (Sound power level: Complete system)	Stand-by: 23.4 dB Copying: 70.1 dB
Noise emission (Sound pressure level: Main unit only)	Stand-by: 19.2 dB Copying: B&W: 54.8 dB / Color: 54.6 dB
Noise emission (Sound pressure level: Complete system)	Stand-by: 14.6 dB Copying: 59.7 dB
Noise emission (Sound pressure level)	Note • Sound power levels and sound pressure levels are actual values measured in accordance with ISO 7779. • Sound pressure levels are measured from the position of the bystander. • The complete system consists of the main unit and lower paper tray.
Weight	Approx. 30 kg (66.2 lb.)

Specifications for the Document Server

Item	Specifications
Internal storage (Document Server)	Approx. 4 GB Maximum: 9,000 pages (Total number of pages that can be stored with all functions combined.) Copy/B&W/A4 original: Approx. 4,500 pages Copy/Full Color/A4 original: Approx. 1,000 pages Printer/Full Color/A4/600 dpi, 2 bits: Approx. 2,000 pages Scanner/Full Color/A4/200 dpi, 8 bits/JPEG: Approx. 100 pages (Under the printer and scanner modes, the number of the pages that can be stored depends on the print image and original.)
Maximum number of stored documents	3,000 documents
Number of pages supported by memory sorting	Maximum: 2,000 pages Copy/B&W/A4 original: Approx. 2,000 pages Printer/B&W/A4/600 dpi, 4 bits: Approx. 2,000 pages (Under the printer mode, the number of pages that can be sorted depends on the print image.)

Note

- After the documents have been stored up to the maximum, no more document can be stored. Delete unneeded documents.

Specifications for Facsimile

This function may not be used depending on the telephone line or area status.

Note

- To connect the machine to the network, use a LAN cable supporting 1000BASE-T, 100BASE-TX, and 10BASE-T. The length of the usable cable is up to 100 m.

Fax Transmissions and Reception

Item	Specifications
Standard	G3
Resolution	8 × 3.85 lines/mm, 200 × 100 dpi (Standard character), 8 × 7.7 lines/mm, 200 × 200 dpi (Detail character)

Item	Specifications
Transmission time	3 seconds at 28,800 bps, Standard resolution
Data compression method	MH, MR, MMR
Maximum original size	Standard: A4⊐ or $8^1/_2$ × 14⊐ Custom (h × w): 216 × 356 mm (8.6 × 14.1 inches)
Maximum scanning size	216 × 356 mm (8.6 × 14.1 inches)
Print process	Laser beam scanning and electro-photographic printing
Transmission speed	33,600 / 31,200 / 28,800 / 26,400 / 24,000 / 21,600 / 19,200 / 16,800 / 14,400 / 12,000 / 9,600 / 7,200 / 4,800 / 2,400 bps (auto shift down system)

Internet Fax Transmissions and Reception

Item	Specifications
Network	• Standard: Ethernet (10BASE-T/100BASE-TX/1000BASE-T) • Option: IEEE802.11a/b/g/n/ac wireless LAN interface Wired LAN and wireless LAN cannot be used at the same time.
Transmit function	E-mail
Scan line density	200 × 100 dpi (Standard character), 200 × 200 dpi (Detail character)
Original size: Scanning width	-
Communication Protocols	• Transmission: SMTP, TCP/IP • Reception: POP3, SMTP, IMAP4, TCP/IP
E-mail format	Single/Multi-part, MIME Conversion Attached file forms: TIFF-F (MH, MR[*1], MMR[*1] compression)

Item	Specifications
Internet communication	Send and receive e-mail with a computer that has an e-mail address
Encryption method (for forwarding)	S/MIME
Internet Fax send functions:	Automatic conversion of sent documents to e-mail format and e-mail transmission. Memory transmission only.
Internet Fax receive functions	Automatic detection and printing of appended TIFF-F (MH) files and ASCII text. Memory reception only.

*1 Full mode

IP-Fax Transmissions and Reception

Item	Specifications
Network	• Standard: Ethernet (10BASE-T/100BASE-TX/1000BASE-T) • Option: IEEE802.11a/b/g/n/ac wireless LAN interface Wired LAN and wireless LAN cannot be used at the same time.
Scan line density	8 × 3.85 lines/mm, 200 × 100 dpi (Standard character), 8 × 7.7 lines/mm, 200 × 200 dpi (Detail character)
Maximum original size	Standard: A4 or $8^1/_2$ × 14 Custom (h × w): 216 × 356 mm (8.6 × 14.1 inches)
Maximum scanning size	216 × 356 mm (8.6 × 14.1 inches)
Transmission protocol	Recommendation: T.38, TCP, UDP/IP communication, SIP (RFC 3261 compliant), H.323 v2
Compatible machines	IP-Fax compatible machines
IP-Fax transmission function	Specify an IP address and send faxes to an IP-Fax compatible fax through a network. Also capable of sending faxes to a G3 fax connected to a telephone line via a VoIP gateway.

Item	Specifications
IP-Fax reception function	Receive faxes sent from an IP-Fax compatible fax through a network. Also capable of receiving faxes from a G3 fax connected to a telephone line via a VoIP gateway.

Validated Peripherals

Item	Specifications
Gateway (T.38 compliant)	• InnovaPhone VoIP-Gateway IP305 Software version: v7 hotfix (09-70300.17) • Cisco VoIP-Gateway (Operation confirmed with H.323) Software version: IOS12.3 (5) Platform: Cisco2600XM, 3725, 847-4V, 26XX, 36XX, 37XX, 7200, AS5300, ICS 7750 • Siemens VoIP-Gateway RG8300 (Operation confirmed with SIP) Software version: Version 5
Gatekeeper	• InnovaPhone VoIP-Gateway IP305 Software version: v7 hotfix (09-70300.17) • Cisco Gatekeeper Software version: IOS12.1 (2) T Platform: Cisco2600XM, 3620, 3640, 3660, 3725, 3745, 7200, 7400
SIP server	• Cisco SIP proxy server Software version: Version 2.0 • Cisco VoIP-Gateway Software version: IOS12.3 (17) a Platform: Cisco3725 (256Mbyte RAM), Cisco2621XM (128Mbyte RAM) • Cisco unified CallManager Software version: Ver6.2 • InnovaPhone VoIP-Gateway IP305 Software version: v7 hotfix (09-70300.17) • Siemens HiPath8000 (Operation confirmed with SIP) Software version: Voice redundant v4

Note

- You can assign multiple addresses of the machine in the IPv6 environment, but only one address can receive IP-fax.
- The SIP connection is specified to connect to either IPv4 or IPv6 depending on the environment of the machine. To change the setting, contact your local dealer.

E-mail Transmission and Folder Transmission

Item	Specifications
Network	• Standard: Ethernet (10BASE-T/100BASE-TX/1000BASE-T) • Option: IEEE802.11a/b/g/n/ac wireless LAN interface Wired LAN and wireless LAN cannot be used at the same time.
Scan line density	200 × 100 dpi (Standard character)*1, 200 × 200 dpi (Detail character)
Maximum original size	Standard: A4 or $8^1/_2$ × 14 Custom (h × w): 216 × 356 mm (8.6 × 14.1 inches)
Maximum scanning size (h × w)	216 × 356 mm (8.6 × 14.1 inches)
E-mail transmission protocols	SMTP, TCP/IP
Protocols for sending files to folders	SMB, FTP, TCP/IP
E-mail format	Single/Multi-part, MIME Conversion
File formats	TIFF (MH, MR, MMR compression), PDF, PDF/A When you select PDF or PDF/A for the file format, you can attach a digital signature.
Authentication methods	SMTP-AUTH, POP before SMTP
Encryption method	S/MIME
E-mail sending functions	Automatically converts documents to e-mail format and sends them as e-mail.

Item	Specifications
Sending to folder functions	Sends scanned files over the network to shared folders or FTP server folders.

*1 When you send documents in TIFF format.

E-mail Reception

Item	Specifications
Network	• Standard: Ethernet (10BASE-T/100BASE-TX/1000BASE-T) • Option: IEEE802.11a/b/g/n/ac wireless LAN interface Wired LAN and wireless LAN cannot be used at the same time.
E-mail reception protocols (Mail to Print)	POP3, SMTP, IMAP4, TCP/IP
E-mail format	Single/Multi-part, MIME Conversion
File formats (Mail to Print)	JPEG (JFIF), PDF
Authentication methods	A-POP
Encryption method	S/MIME
E-mail receiving functions	Automatically detects and outputs JPEG and PDF documents attached to received e-mail.

Specifications for Printer

Item	Specifications
Printing speed	32 sheets/minute (A4□, plain paper, one-side printing)
Resolution	200 dpi, 300 dpi, 400 dpi, 600 dpi, 1,200 dpi

Item	Specifications
Printer language	• Standard: PCL5c/6(XL), PostScript 3 Emulation, PDF Emulation, MediaPrint (TIFF) • Option: Genuine Adobe PostScript 3, PDF Direct from Adobe
Interface	• Standard: Ethernet (10BASE-T/100BASE-TX/1000BASE-T) USB2.0 (Type B) port USB2.0 (Type A) port (on the control panel) • Option: IEEE 802.11a/b/g/n/ac wireless LAN interface
Network protocol	TCP/IP (IPv4, IPv6)
USB interface	• Transmission spec: USB 2.0 Standard • Connectable device: Devices corresponding to USB 2.0 Standard
Operating system	• Windows 10/11 • Windows Server 2012/2012 R2/2016/2019/2022 • macOS 11 or later
Fonts	• PCL 5c/6(XL): 80 fonts, 13 International fonts • PostScript 3 Emulation: 80 fonts, 13 International fonts • PDF Emulation: 80 fonts, 13 International fonts • Genuine Adobe PDF: 136 fonts • Genuine Adobe PostScript 3: 136 fonts
Store function	Total number of documents that can be stored: Up to 50 documents Number of pages for each document that can be stored: Up to 2,000 pages Total number of pages of all documents that can be stored: Up to 9,000 pages
Sort function	Number of pages that can be sorted: Up to 100 pages Number of copies that can be sorted: Up to 999 copies

Note

- To connect the machine to the network, use a LAN cable supporting 1000BASE-T, 100BASE-TX, and 10BASE-T. The maximum length for the cable connecting the machine to an Ethernet network is 100 meters.
- When the resolution is 1200 dpi, the printing speed may be slower.

Specifications for Scanner

Note

- To connect the machine to the network, use a LAN cable supporting 1000BASE-T, 100BASE-TX, and 10BASE-T. The length of the usable cable is up to 100 m.

Scanning

Item	Specifications
Type	Full-color scanner
Scan method	Flatbed scanning
Image sensor type	CIS sensor
Scan type	Sheet, book
Original sizes that can be scanned	• Exposure glass Length: 10–216 mm (0.4–8.6 inches), Width: 10–297 mm (0.4–11.7 inches) • ADF Length: 105–216 mm (4.2–8.6 inches), Width: 140–356 mm (5.6–14.1 inches)
Scan sizes automatically detectable	-
Scan speed	• When scanning one-sided originals (black and white, full color) 30 pages/minute • When scanning two-sided originals (black and white, full color) 60 pages/minute When using the E-mail, Scan to Folder, or Scan to Removable device (Original size: A4⬓/8 1/2 × 11, Resolution: 200dpi) • Black and white Original Type: B & W two-value, Compression (MMR): Compressed, ITU-T No1 Chart

Item	Specifications
	• Full Color Original type: Text/Photo, Compression (Gray Scale/Full Color): Default, Original Chart Scanning speed differs depending on the operating environment of the machine and computer, scan settings, and the content of originals.
Tone	• Black & White: 2 tones • Full Color/Gray Scale: 256 tones
Basic scanning resolution:	200 dpi
Image compression type for black and white (two-value)	MH, MR, MMR, JBIG2
Image compression type for gray scale/full color	JPEG, JPEG2000
Number of pages that can be scanned in 1 job	100 pages
Interface	• Standard: Ethernet (10BASE-T/100BASE-TX/1000BASE-T) USB 2.0 (Type A) port (on the control panel) • Option: IEEE 802.11a/b/g/n/ac wireless LAN interface Wired LAN and wireless LAN cannot be used at the same time.
Network protocol	TCP/IP

E-mail transmission

Item	Specifications
Scanning resolution	100 dpi, 200 dpi, 300 dpi, 400 dpi, 600 dpi

Item	Specifications
Protocol*1	POP, SMTP*2, IMAP4
Output format	TIFF, JPEG, PDF, High Compression PDF, PDF/A, Searchable PDF*3*4

*1 Supporting Web mail transmission

*2 Supporting SMTP over SSL

*3 To perform OCR, the OCR unit is required.

*4 The number of characters that can be scanned optically is about 40,000 characters per page.

Note

- When you select [PDF], [High Comp. PDF], or [PDF/A] for the file format, you can attach a digital signature. You can also specify the security settings for [PDF] or [High Comp. PDF].

  See "Scanning an Original as a PDF with Security Settings Specified", User Guide in English.

- To specify High Compression PDF for the PDF type, the following settings are required:
  - Selecting Gray Scale or Full Color for [Original Type] under [Send Settings]
  - Selecting [100%] for [Scan Ratio] under [Send Settings]
  - Selecting [200 dpi], [300 dpi], [400 dpi], or [600 dpi] for [Resolution] under [Send Settings]
  - Selecting other than [Preview]
  - Specifying [PDF File Type: PDF/A Fixed] under [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [File Management] to [Off]

Scan to Folder

Item	Specifications
Scanning resolution	100 dpi, 200 dpi, 300 dpi, 400 dpi, 600 dpi
Protocol	SMB, FTP
Output format	TIFF, JPEG, PDF, High Compression PDF, PDF/A, Searchable PDF*1*2
Operating system	• Windows 10/11 • Windows Server 2012/2012 R2/2016/2019/2022 • macOS 11 or later

*1 To perform OCR, the OCR unit is required.

*2 The number of characters that can be scanned optically is about 40,000 characters per page.

Note

- When you select [PDF], [High Comp. PDF], or [PDF/A] for the file format, you can attach a digital signature. You can also specify the security settings for [PDF] or [High Comp. PDF].

  See "Scanning an Original as a PDF with Security Settings Specified", User Guide in English.
- To specify High Compression PDF for the PDF type, the following settings are required:
  - Selecting Gray Scale or Full Color for [Original Type] under [Send Settings]
  - Selecting [100%] for [Scan Ratio] under [Send Settings]
  - Selecting [200 dpi], [300 dpi], [400 dpi], or [600 dpi] for [Resolution] under [Send Settings]
  - Selecting other than [Preview]
  - Specifying [PDF File Type: PDF/A Fixed] under [Settings] ▶ [System Settings] ▶ [Settings for Administrator] ▶ [File Management] to [Off]

Network TWAIN Scanner

Item	Specifications
Scanning resolution	100–600 dpi*1
Protocol	TCP/IP
Operating system	• Windows 10/11 • Windows Server 2012/2012 R2/2016/2019/2022 (TWAIN scanner runs in 32-bit compatible mode on a 64-bit operating system, so TWAIN scanner is not compatible with 64-bit applications. Use 32-bit applications. IC card Authentication System is not compatible with 64-bit operating system.)

*1 The maximum resolution depends on the scan size.

WIA scanner

Item	Specifications
Scanning resolution (Main scanning × Sub-scanning)	100–1,200 dpi*1

Item	Specifications
Protocol	TCP/IP
Operating system	• Windows 10/11 • Windows Server 2012/2012 R2/2016/2019/2022 (WIA scanner can function under both 32- and 64-bit operating systems.)

*1 The maximum resolution depends on the scan size.

Specifications for ADF

Item	Specifications
Mode	Region A(mainly Europe and Asia)/ Region B(Taiwan) Batch mode, SADF mode, Custom Size originals mode, Original Orientation mode Region B(mainly North America) Batch mode, SADF mode, Mixed Sizes mode, Custom Size originals mode, Original Orientation mode
Original size	Region A(mainly Europe and Asia)/ Region B(Taiwan) A4–A6, B5 JIS–B6 JIS, $8^1/_2 \times 14$–$5^1/_2 \times 8^1/_2$ Region B(mainly North America) $8^1/_2 \times 14$–$5^1/_2 \times 8^1/_2$, A4–A6, B5 JIS–B6 JIS
Original weight	52–105 g/m^2 (Approx. 14–28 lb. Bond)
Number of originals to be set	50 sheets (80 g/m^2, Approx. 20 lb. Bond)

Specifications for Lower Paper Tray

For details about the names of the options, see the following.

page 7 "Abbreviated Names of Options"

Item	Specifications
Page size	page 355 "Recommended Paper Sizes and Types"
Paper capacity	page 355 "Recommended Paper Sizes and Types"
Paper weight	page 355 "Recommended Paper Sizes and Types"

Item	Specifications
Power requirements	Power is supplied from the main unit.
Maximum power consumption	14 W or less
Dimensions (W × D × H)	410 × 429 × 127 mm (16.2 × 16.9 × 5.0 inches)
Weight	Approx. 6 kg (13.3 lb.)

Specifications for Caster Table

For details about the names of the options, see the following.

page 7 "Abbreviated Names of Options"

Item	Specifications
Dimensions (W × D × H)	410 × 429 × 89 mm (16.2 × 16.9 × 3.6 inches) (except protruding parts)
Weight	Approx. 5 kg (11.1 lb.)

Specifications for Wireless LAN Board

Important

- **Note that the available channels (frequency ranges) and locations to use the wireless LAN are subject to the regulations of the country or region where the printer is used. Be sure to use the wireless LAN according to the applicable regulations.**

For details about the names of the options, see the following.

page 7 "Abbreviated Names of Options"

Item	Specifications
Transmission spec	Based on IEEE 802.11a/b/g/n/ac (wireless LAN)
Transmission rate	• 2.4 GHz band: 72.2 Mbps (maximum) • 5 GHz band: 433.3 Mbps (maximum)

Item	Specifications

Frequency range (Center Frequency)	IEEE 802.11a
	• 5180–5240 MHz (36, 40, 44, and 48 channels)
	• 5260–5320 MHz (52, 56, 60, and 64 channels)
	• 5500–5700 MHz (100, 104, 108, 112, 116, 120, 124, 128, 132, 136, and 140 channels)
	• 5745–5825 MHz (149, 153, 157, 161, and 165 channels)
	IEEE 802.11b/g
	• 2412–2472 MHz (1–13 channels)
	IEEE 802.11n
	• HT20
	  • 2412–2472 MHz (1–13 channels)
	  • 5180–5240 MHz (36, 40, 44, and 48 channels)
	  • 5260–5320 MHz (52, 56, 60, and 64 channels)
	  • 5500–5700 MHz (100, 104, 108, 112, 116, 120, 124, 128, 132, 136, and 140 channels)
	  • 5745–5825 MHz (149, 153, 157, 161, and 165 channels)
	• HT40
	  • 5190–5310 MHz (38, 46, 54, and 62 channels)
	  • 5510–5670 MHz (102, 110, 118, 126, and 134 channels)
	  • 5755–5795 MHz (151 and 159 channels)
	IEEE 802.11ac (VHT80)
	• 5210–5290 MHz (42 and 58 channels)
	• 5530–5610 MHz (106 and 122 channels)
	• 5775 MHz (155 channel)

Transmission mode	• Infrastructure mode • Direct Connection Mode • Direct Connection: Group Owner Mode

Note

- Web Image Monitor is supported.
- Some frequency may not be available due to regulations in each country.
- You may violate the local law or regulation if you specify the wireless LAN setting incorrectly. For details, see "Connecting to a Wireless LAN", User Guide in English.

The Setting Values of the Transmission Function

The values for each item that can be set when sending using the scanner function are as follows.

Note

- Depending on the type or settings of a document or original, you may not be able to specify or enter the maximum number of destinations or characters.

Send Email

Item	Value	Remarks
Maximum number of characters entered in a subject	128 alphanumeric characters	-
Maximum number of characters entered in the an e-mail message	• When selecting an item from the standard message: 396 alphanumeric characters (79 alphanumeric characters × 5 lines) • When entering manually: 80 alphanumeric characters	You cannot select an item from the standard message and enter the value manually at the same time.
Maximum number of characters entered in an e-mail address	128 alphanumeric characters	An e-mail; address that has been searched from the LDAP server and exceeds 128 alphanumeric characters cannot be specified correctly as the destination.
Number of destinations that can be specified at one time	100	Up to 50 items can be specified when entering an item manually (including the items specified by LDAP search) For the rest, select up to 50 items from the registered destinations.

Item	Value	Remarks
Size of a document that can be sent	Up to 31 MB per document	-

Send to Folder

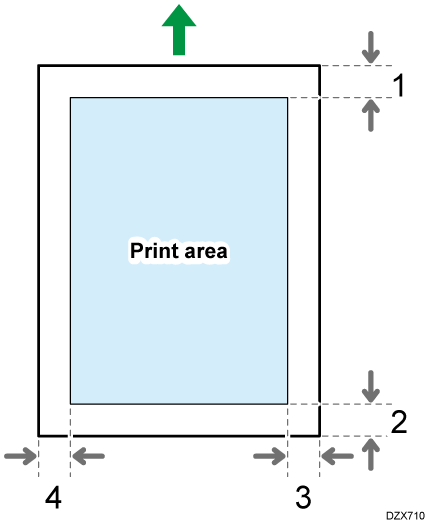
Item	Value	Remarks
Maximum number of characters in a path name specified for the SMB protocol	256 characters	-
Maximum number of characters in a user name specified for the SMB protocol	64 characters	-
Maximum number of characters in a password specified for the SMB protocol	64 characters	-
Maximum number of characters in a server name specified for the FTP protocol	64 characters	-
Maximum number of characters in a path name specified for the FTP protocol	256 characters	-
Maximum number of characters in a user name specified for the FTP protocol	64 alphanumeric characters	-
Maximum number of characters in a password specified for the FTP protocol	64 alphanumeric characters	-
Number of destinations that can be specified at one time	32	Up to 32 items can be entered also when entering the items manually.

Item	Value	Remarks
Size of a document that can be sent	81.55 MB per document	-

Broadcast Transmission

Item	Value	Remarks
Total number of destinations that can be specified for Send Email and Send to Folder	132	-
Number of destinations that can be specified when sending a document by Send Email	100	Up to 50 items can be specified when entering an item manually (including the items specified by LDAP search)
Number of destinations that can be specified when sending a document by Send to Folder	32	-

Printable Area and Margin



1. Leading edge: 4.2±1.5 mm (0.17±0.06 inches)
   Leading edge (thin paper): 3.8 mm (0.2 inches) or more

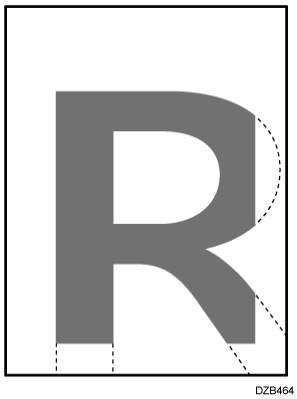
2. Trailing edge: 4.0±2.5 mm (0.2±0.1 inches)

   Trailing edge (Two Sided): 3.2–6.0 mm (0.2–0.3 inches)
3. Right edge: 3.0±2.0 mm (0.2±0.1 inches)
4. Left edge: 3.0±2.0 mm (0.2±0.1 inches)

Note

- The machine does not support edge-to-edge printing. To minimize the margins, specify the maximum printable area with the settings on the printer driver.

  See "Maximizing the Printable Area When Printing", User Guide in English.
- The maximum width of the printable area perpendicular to the feeding direction is 216 mm (8.6 inches). Printing starts from the upper left corner of the paper in relation to the feed direction. Accordingly, the right and bottom edges of an image will be cropped if the width of the image exceeds the maximum width of a printable area.



- The printable area may vary due to the paper size or settings of the printer driver.
- The outside of the printable area can be printed due to the settings of the printer driver or printing condition; however, the print result may be different from the intended one or the paper may not be fed correctly.

Machine Options

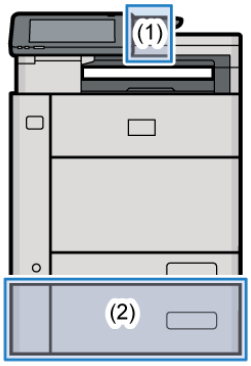
Note

- For details about the names and the abbreviated names of the options described in this manual, see the following.

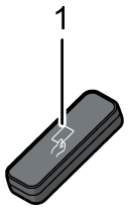
  page 7 "Abbreviated Names of Options"

Guide to Functions of the Machine's External Options

Options that can be attached to the machine differ depending on the machine type.

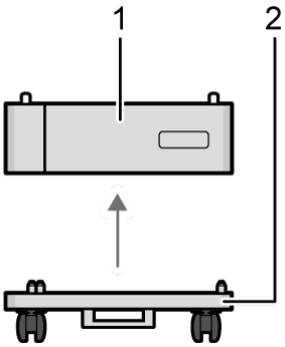


(1) Options Mounted on the Machine's Side Panel



No.	Option	Description
1	NFC card reader	Pass an IC card over the card reader to log in to the machine. page 37 "Logging In from the Control Panel"

(2) Options Mounted on the Machine's Bottom



No.	Option	Description
1	Lower Paper Tray	Paper is loaded here. You can load up to 500 sheets of paper.
2	Caster Table (Region A (mainly Asia)/Region B (Taiwan))	You can attach it to the main unit or the lower paper tray. Allows you to move the machine easily.

Guide to Functions of the Machine's Internal Options

- Fax Memory Unit

  Provides 60 MB of additional memory for the facsimile function. (Standard 4 MB)

  This enables you to increase the number of sheets of originals that can be stored in memory.
- PostScript 3 unit

  Allows you to output using Genuine Adobe PostScript 3.
- OCR unit

  Recognizes the scanned originals optically, and creates a PDF with the text data embedded.
- Wireless LAN board

  Allows you to communicate over wireless LAN.

  Wired LAN and wireless LAN cannot be used at the same time.
- SSD Option

  Allows you to add 256 GB of internal storage. Allows you to download documents that are stored in the Document Server to the computer.

Functions Requiring Optional Configurations

When options are installed, the functions and interface of this machine can be expanded.

- The options that can be installed differ depending on the models.

  page 391 "Machine Options"

Copy Function

Function/Reference	Option
Job Preset page 88 "Reserving a Copy Job While Executing Another Copy Job"	SSD option

Printer Function

Functions	Option
Genuine Adobe PostScript 3*1	PostScript 3 unit

*1 If an optional Genuine Adobe PostScript 3 is installed, the built-in standard PostScript 3 cannot be used.

Scanner Function

Functions	Option
Creating PDF files with OCR text information See "Scanning an Original as a PDF File with Embedded Text Data", User Guide in English.	OCR unit

Interface

Functions	Option
Wireless LAN communication See "Connecting to a Wireless LAN", User Guide in English.	Wireless LAN board

Others

Functions	Option
Quick Card Authentication page 297 "Logging in to the Machine Using an IC Card or a Smart Device"	NFC card reader

Function Compatibility

Function Compatibility

The chart shows Function Compatibility when [Interleave Print Priority] is set to [Switch Every Specified No.].

△ : Simultaneous operations are possible.
● : Operation is enabled when the relevant function key is pressed and remote switching (of the scanner/external extension) is done.
○ : Operation is enabled when the [Interrupt] key is pressed to interrupt the preceding operation.
→ : Operation is performed automatically once the preceding operation ends.
× : The operation must be started once the preceding operation ends. (Simultaneous operations are not possible.)

Mode before you select \ Mode after you select			Copy		Interrupt Copying		Fax						Printer		Scanner		TWAIN	Document Server			DeskTop Binder		Web Document Server
								Transmission			Reception			Print									
			Operations for Copying	Copying	Operations for Copying	Copying	Transmission Operation/ Manual Reception Operation	Scanning an Original for Memory Transmission	Memory Transmission	Immediate Transmission	Memory Reception	Printing Received Data *6	Data Reception	Printing	Operations for Scanning	Scanning	Scanning	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing from Document Server	Sending a Fax from Document Server	Printing
Copy	Operations for Copying		×	×	○	○	●	●	△	●	△	△	△	△	●	●	●	●	●	●	△	△	●
	Copying		△*1	→*1	○	○	●	●*2	△	●*2	△	△	△	△	●	●*2	●*2	●	●*2	→	△	△	△
Interrupt Copying	Operations for Copying		○	○	×	×	×	×	△	×	△	△	△	△	×	×	×	×	×	×	△	△	×
	Copying		○	○	×	×	×	×	△	×	△	→	△	→	×	×	×	×	×	×	→	△	×
Fax	Transmission/Manual Reception Operation		●	●	○	○	×	×	△	×	△	△	△	△	●	●	●	●	●	●	△	△	△
	Transmission	Scanning an Original for Memory Transmission	×	×	×	×	×	×	△	×	△	△	△	△	×	×	×	×	×	×	△	△	△
		Memory Transmission	△	△	△	△	△	△	△*3	△*3	△*3	△	△	△	△	△	△	△	△	△	△	→	△
		Immediate Transmission	×	×	×	×	×	×	△*3	×	△*3	△	△	△	×	×	×	×	×	×	△	→	△
	Reception	Memory Reception	△	△	△	△	△	△	△*3	△*3	△*3	△	△	△	△	△	△	△	△	△	△	△	△
		Printing Received Data *6	△	△	△	△	△	△	△*4	△	△*4	→*5	△	△	△	△	△	△	△	△	△	△	△
Printer	Data Reception		△	△	△	△	△	△	△	△	△	△	→	→	△	△	△	△	△	△	△	△	△
	Print	Printing	△	△	○	○	△	△	△	△	△	△*7	△	→	△	△	△	△	△	△	△	△	△
Scanner	Operations for Scanning		●	●	○	○	●	●	△	●	△	△	△	△	×	×	●	●	●	●	△	△	△
	Scanning		●	●*2	○*2	○*2	●	●*2	△	●*2	△	△	△	△	×	×	×	●	●	●	△	△	△
TWAIN	Scanning		×	×	×	×	×	×	△	×	△	△	△	△	×	×	×	×	×	×	△	△	△
Document Server	Operations for Document Server		●	●	○	○	●	●	△	●	△	△	△	△	●	●	●	×	×	×	△	△	△
	Scanning a Document to Store in Document Server		●	×	○	○	●	×	△	×	△	△	△	△	●	×	×	×	×	×	△	△	△
	Printing from Document Server		●	→	○	○	●	△	△	△	△	△*7	△	△	△	△	△	×	×	×	△	△	△
DeskTop Binder	Printing from Document Server		△	△	△	△	△	△	△	△	△	△*7	△	△	△	△	△	△	△	△	×	△	△
	Sending a Fax from Document Server		△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	×	△
Web Document Server	Printing		△	△	△	△	△	△	△	△	△	△*7	△	△	△	△	△	△	△	△	△	△	△

*1 Simultaneous operations are only possible after the preceding job documents are all scanned and [Reserve] appears.

*2 You can scan a document after the preceding job documents are all scanned.

*3 Simultaneous operations can be performed when a different line is used.

*4 During parallel reception, any subsequent job is suspended until the reception is completed.

*5 If a received document is being printed automatically and you manually print another received document at the same time, manually printing a document takes priority.

*6 This includes the printing of data sent via LAN-Fax driver.

*7 If the previous print job does not finish within the time specified in "the reprinting time of stored documents in memory that could not be printed using LAN-Fax Driver" when printing from the LAN-Fax Driver, printing will stop.

Note

- The scanning speed may become slower when scanning an original with another function while executing printing.

Copy Function Compatibility

Blank: These modes can be used together.
- ● : These modes cannot be used together. The second mode selected will be the mode you are working in.
- × : These modes cannot be used together. The first mode selected will be the mode you are working in.

Function selected first \ Function selected second	Letter/Legal Mixed Sizes*1	Regular Size Originals	Custom Size Originals	Original Orientation	Auto Image Density	Image Density (Manual)	Full Color	Black & White	Auto Color Select	Paper Select	Bypass Tray	Auto Reduce / Enlarge	Reduce / Enlarge	Create Margin	2 Sided Original	Poster	2 Sided	Combine	Booklet	Magazine	ID Card Copy	Image Repeat	Margin Adjustment	Positive / Negative	Centering	Erase Center/ Border	Mirror Image	Erase Color	Convert Color	Color Overlay	Background Numbering	Stamp*2	Unauthorized Copy Prevention	Sort	Storing
Letter/Legal Mixed Sizes*1		×	×									×	×	×		×		×	×	×	×	×			×	×									
Regular Size Originals	×		●													×																				
Custom Size Originals	×	●														×																				
Original Orientation																																			
Auto Image Density																●												●							
Image Density (Manual)																																			
Full Color								●	●																										
Black & White							●		●																				x						
Auto Color Select							●	●								x						x						x	x	x					
Paper Select											●																								
Bypass Tray										●									x	x											x				x
Auto Reduce / Enlarge	x												●								●	●													
Reduce / Enlarge	x											●				●																			
Create Margin	x															x					x				x		x								
2 Sided Original																●					x														
Poster	x		x		x				x				x	x	●		●	●	●	●	x	x	x		x	x	x					x	x			
2 Sided																●		●	●	●	x														
Combine	x															●	●		●	●	x	x													
Booklet	x										x					●	●	●		●	x	x													x
Magazine	x										x					●	●	●	●		x	x													
ID Card Copy	x											x		x	x	x	x	x	x	x		x			x	x									
Image Repeat	x								x			x				x		x	x	x	x														x
Margin Adjustment																x											x	*3	*3	*3					
Positive / Negative																																			
Centering	x													x		x					x						x								
Erase Center/ Border	x															x					x														
Mirror Image														x		x						x			x										x
Erase Color					x				x													*3													
Convert Color								x	x													*3													
Color Overlay									x													*3													
Background Numbering																x																			
Stamp*2											x					x																			
Unauthorized Copy Prevention																																			
Sort																																			
Storing											x								x			x					x								

*1 Region B (mainly North America) only

*2 Stamps include Preset Stamp, User Stamp, Date Stamp, Page Numbering, and Stamp Text.

*3 Color processing cannot be performed on the areas that are not printed.

Legal and Contact Information

Environmental Regulations

ENERGY STAR Program(mainly North America)

ENERGY STAR® Program Requirements for Imaging Equipment

	This company is a participant in the ENERGY STAR® Program. This machine is compliant with the regulations specified by the ENERGY STAR® Program.

The ENERGY STAR® Program Requirements for Imaging Equipment encourage energy conservation by promoting energy efficient computers and other office equipment.

The program backs the development and dissemination of products that feature energy saving functions.

It is an open program in which manufacturers participate voluntarily.

Energy Star standards and logos are internationally uniform.

Energy Saving Functions

If this machine remains idle for a specified period of time or when [Energy Save] ( ) is pressed, it enters Sleep mode to further reduce its electrical consumption. This is called "Sleep Mode".

- The default delay time the machine waits before entering Sleep mode is one minute.
- The machine can print jobs from computers and receive faxes while in Sleep mode.
- The time it takes to recover from the energy saving functions and low power consumption in Sleep Mode may differ depending on the machine.

Region A (mainly Europe and Asia)

Model Name	Power Consumption	Time to Recover from Sleep Mode	Duplex Function*1
IM C320F	0.31 W	7.0 seconds	Standard

Region B (mainly North America and Taiwan)

Model Name	Power Consumption	Time to Recover from Sleep Mode	Duplex Function*1
IM C320F	0.32 W	7.0 seconds	Standard

*1 Achieves ENERGY STAR energy savings; product fully qualifies when packaged with (or used with) a duplex tray and the duplex function is enabled as an option.

Note

- You can change the amount of time that the machine waits before entering Sleep mode under [Sleep Mode Timer].

  See "Date/Time/Timer", User Guide in English.
- It may take longer than the specified time to enter Sleep mode according to the type of Embedded Software Architecture application installed in the machine.

User Information on Electrical and Electronic Equipment (mainly Europe)

Users in the countries where this symbol shown in this section has been specified in national law on collection and treatment of E-waste

Our Products contain high quality components and are designed to facilitate recycling.

Our products or product packaging are marked with the symbol below.



The symbol indicates that the product must not be treated as municipal waste. It must be disposed of separately via the appropriate return and collection systems available. By following these instructions you ensure that this product is treated correctly and help to reduce potential impacts on the environment and human health, which could otherwise result from inappropriate handling. Recycling of products helps to conserve natural resources and protect the environment.

For more detailed information on collection and recycling systems for this product, please contact the shop where you purchased it, your local dealer or sales/service representatives.

All Other Users

If you wish to discard this product, please contact your local authorities, the shop where you bought this product, your local dealer or sales/service representatives.

For Turkey only

AEEE Yönetmeliğine Uygundur. Bu sistem sarf malzemeleri ve yedek parçaları da dahil olmak üzere AEEE Yönetmeliğine Uygundur.

Üretici:

Ricoh Company, Ltd.

3-6, Nakamagome 1-chome,

Ohta-ku, Tokyo 143-8555 Japan

+81-3-3777-811(English only/Sadece İngilizce)

Note for the Battery and/or Accumulator Symbol (For EU countries only) (mainly Europe)



In accordance with the Battery Directive 2006/66/EC Article 20 Information for end-users Annex II, the above symbol is printed on batteries and accumulators.

This symbol means that in the European Union, used batteries and accumulators should be disposed of separately from your household waste.

In the EU, there are separate collection systems for not only used electrical and electronic products but also batteries and accumulators.

Please dispose of them correctly at your local community waste collection/recycling centre.

Environmental Advice for Users (mainly Europe)

Users in the EU, Switzerland and Norway

Consumables yield

Please refer to either the User's Manual for this information or the packaging of the consumable.

Recycled paper

The machine can use recycled paper which is produced in accordance with European standard EN 12281:2002 or DIN 19309. For products using EP printing technology, the machine can print on 64 g/m^2 paper, which contains less raw materials and represents a significant resource reduction.

Duplex printing (if applicable)

Duplex printing enables both sides of a sheet of paper to be used. This saves paper and reduces the size of printed documents so that fewer sheets are used. We recommend that this feature is enabled whenever you print.

Toner and ink cartridge return program

Toner and ink cartridge for recycling will be accepted free of charge from users in accordance with local regulations.

For details about the return program, please refer to the Web page below or consult your service person.

https://www.ricoh-return.com/

Energy efficiency

The amount of electricity a machine consumes depends as much on its specifications as it does on the way you use it. The machine is designed to allow you to reduce electricity costs by switching to Ready mode after it prints the last page. If required, it can immediately print again from this mode. If no additional prints are required and a specified period of time passes, the device switches to an energy saving mode.

In these modes, the machine consumes less power (watts). If the machine is to print again, it needs a little longer to return from an energy saving mode than from Ready mode.

For maximum energy savings, we recommend that the default setting for power management is used.

Notes to users in the state of California (Notes to Users in USA) (mainly North America)

Perchlorate Material - special handling may apply. See:
www.dtsc.ca.gov/hazardouswaste/perchlorate

Information for China energy efficiency label (China)

Specification model	IM C320F
Manufacturer name	Ricoh Company, Ltd.
Energy efficiency index	1
Typical energy consumption (kW/h)	1.16
According to the national standards	GB21521-2014

Notes for wireless LAN and Bluetooth

This product is equipped with wireless LAN and Bluetooth functions.

Depending on the machine type, wireless LAN or Bluetooth are optional.

The product uses the 2.4/5 GHz frequency range for wireless LAN communication and the 2.4 GHz frequency range for Bluetooth communication. Communications using radio waves may be interrupted by noise or interference. If you want to use this product for external communication, please be aware that communication failures may occur.

It is prohibited by law to disassemble or modify this product. The company takes no responsibility for illegal modifications that are made to the wireless module of this product.

No measures to prevent or block data tampering are available for devices that use radio waves for communication. The company takes no responsibility for security problems arising due to wireless LAN and Bluetooth specifications or other conditions.

The frequency range used by this product may also be used by other products (industrial, scientific, or medical devices) manufactured by other companies. The outdoor use of wireless devices may be restricted. Pay attention to where you use this function.

Some applications of this product use the wireless function. Depending on the environment where you use the wireless function, communication may be interrupted due to radio wave interference.

The Bluetooth unit is not guaranteed to work with all supported devices.

In infrastructure mode, the wireless LAN function's usable frequencies vary depending on the access point you use.

Copyright Information about Installed Software

Open source software is used in the machine and applications that can be downloaded from the Application Site. You can check their copyright information in the following settings or applications.

- Some information about software used in the control panel

  [Settings] ▶ [System Settings] ▶ [Machine/Control Panel Information] ▶ [About Control Panel] ▶ [Legal information]

- Some information about software used in the control panel and information about software used in the machine

  [Status/Information] ▶ [Device Info] in Web Image Monitor

Note

- You may be able to check some software information on the screens of each application, rather than on the control panel or Web Image Monitor.

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The proper name of Edge is Microsoft® Edge™.

The proper names of the Windows operating systems are as follows:

- The product names of Windows 10 are as follows:

  Microsoft® Windows® 10 Home

  Microsoft® Windows® 10 Pro

  Microsoft® Windows® 10 Pro for Workstations

  Microsoft® Windows® 10 Enterprise

  Microsoft® Windows® 10 Education

- The product names of Windows 11 are as follows:

  Microsoft® Windows® 11 Home

  Microsoft® Windows® 11 Pro

  Microsoft® Windows® 11 Pro Education

  Microsoft® Windows® 11 Pro for Workstations

  Microsoft® Windows® 11 Enterprise

  Microsoft® Windows® 11 Education

- The product names of Windows Server 2012 are as follows:

  Microsoft® Windows Server® 2012 Foundation

  Microsoft® Windows Server® 2012 Essentials

  Microsoft® Windows Server® 2012 Standard

- The product names of Windows Server 2012 R2 are as follows:

  Microsoft® Windows Server® 2012 R2 Foundation

  Microsoft® Windows Server® 2012 R2 Essentials

  Microsoft® Windows Server® 2012 R2 Standard

- The product names of Windows Server 2016 are as follows:

  Microsoft® Windows Server® 2016 Essentials

  Microsoft® Windows Server® 2016 Standard

  Microsoft® Windows Server® 2016 Datacenter

  Microsoft® Windows Server® 2016 MultiPoint® Premium Server

- The product names of Windows Server 2019 are as follows:

  Microsoft® Windows Server® 2019 Datacenter

  Microsoft® Windows Server® 2019 Standard

  Microsoft® Windows Server® 2019 Essentials

- The product names of Windows Server 2022 are as follows:

  Microsoft® Windows Server™ 2022 Standard

  Microsoft® Windows Server™ 2022 Datacenter

  Microsoft® Windows Server™ 2022 Datacenter: Azure® Edition

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Wi-Fi Direct® is a registered trademark of Wi-Fi Alliance.

Wi-Fi Protected Setup™ is a trademark of Wi-Fi Alliance.

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WPA3™ is a trademark of Wi-Fi Alliance.

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

Microsoft product screen shots reprinted with permission from Microsoft Corporation.

11. Driver Installation Guide

Installing the Printer Driver

Installing the Printer Driver by Using Device Software Manager Installer

Device Software Manager is a support utility for driver installation in Windows. Device Software Manager helps you to detect the latest driver via the internet automatically according to the computer you are using and install it with a simple procedure.

Important

- **Manage Printers permission is required to install the drivers. Log on as an Administrators group member.**
- **Device Software Manager supports Windows OS only. To install the printer driver on macOS, see the following sections:**

  page 413 "Installing the Printer Driver for Network Connection (macOS)"

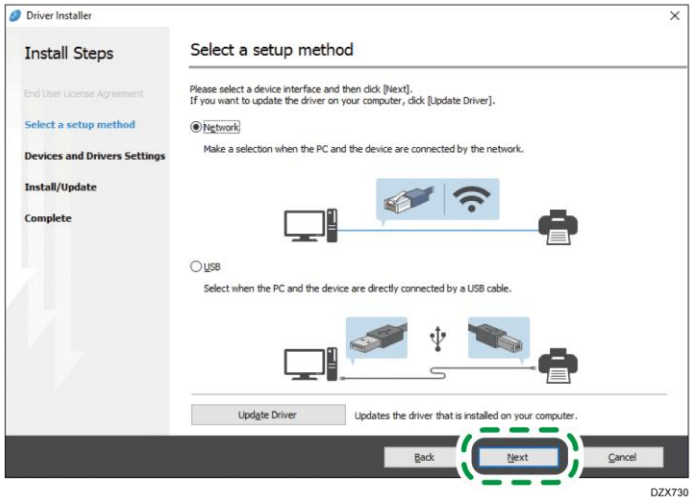
  See "Installing the Printer Driver for USB Connection (macOS)", User Guide in English.
- **Follow the instructions of the installer to connect the USB cable.**

Installing Device Software Manager from the Downloaded File

1. **Download Device Software Manager from the manufacturer's website.**
2. **Double-click the downloaded file.**
   - If the "Security Warning" screen is displayed, click [OK].
   - If the "User Account Control" screen is displayed, click [Yes] or [Allow].
3. **Select the [Run Driver Installer after installation] check box, and then click [Accept Agreement and Install].**
4. **On the "Quality Improvement Program" screen, select [I will participate in the Quality Improvement Program] or [I will not participate in the Quality Improvement Program], and then click [Next].**
5. **On the "Driver Update Notification Setting" screen, specify whether to display the message about the driver update, and then click [Next].**

   The process of installing Device Software Manager starts.

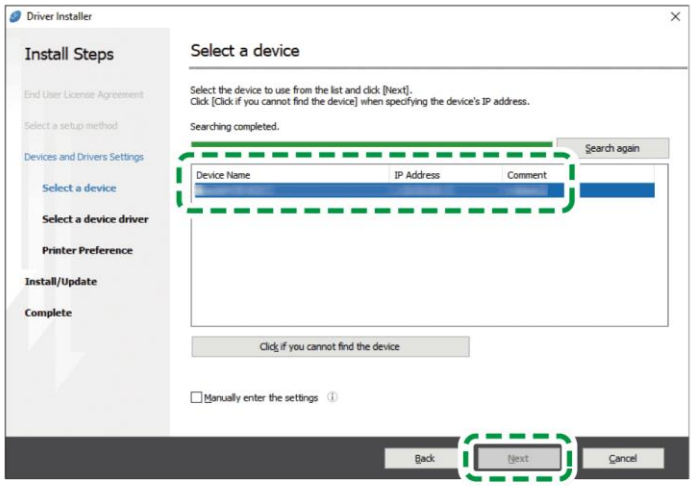
6. **On the "End User License Agreement" screen, click [Agree and Go to Next].**
7. **Select the connection between the machine and computer, and then click [Next].**



DZX730

- Network: Search for devices connected to the network.
- USB: Following the instructions on the "Connection with device" screen, connect the machine and the computer with the USB cable to search for the machine.

8. **Select this machine from among the detected devices, and then click [Next].**



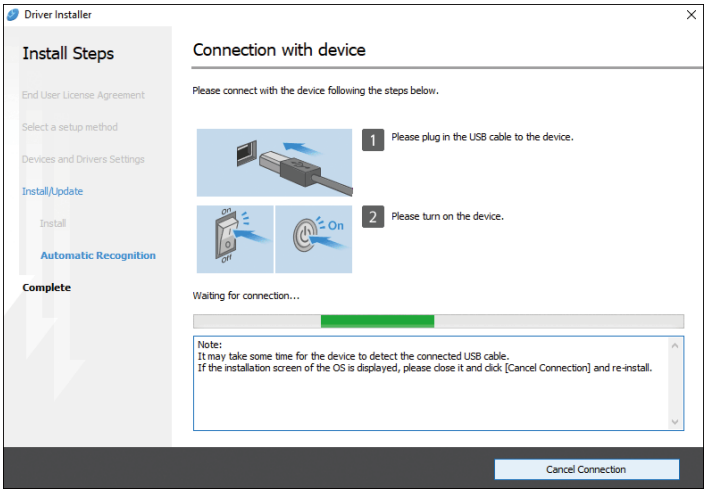
D0CZDM0202

The installation of the driver starts.

- If the machine cannot be found at the network connection setup, see the following section.

  page 410 "If the Machine Cannot Be Found"
- If "The publisher could not be verified" is displayed at the beginning of installation, continue the installation. There is no problem with the started installer that is downloaded from the manufacturer's website. Continue the installation.

- When you connect the machine and the computer with a USB cable, follow the instructions on the installer screen.



If the machine is not detected, click [Cancel Connection]. Even if the connection is canceled, the installation is complete. After the installer screen is closed, the machine is added automatically when it is connected to the computer with the USB cable.

9. **When the installation is complete, click [Finish].**

Note

- Double-click the Device Software Manager icon created on the Finder of the computer to update the printer driver.

  See "Updating the Driver (Windows)", User Guide in English.



Installing the Printer Driver for Network Connection (Windows)

When the machine and the computer are connected to the same network, the installer searches for the machine to install the printer driver. If the installer cannot find the machine, specify the IP address or machine name to install the printer driver.

Important

- **Manage Printers permission is required to install the driver. Log on as an Administrators group member.**

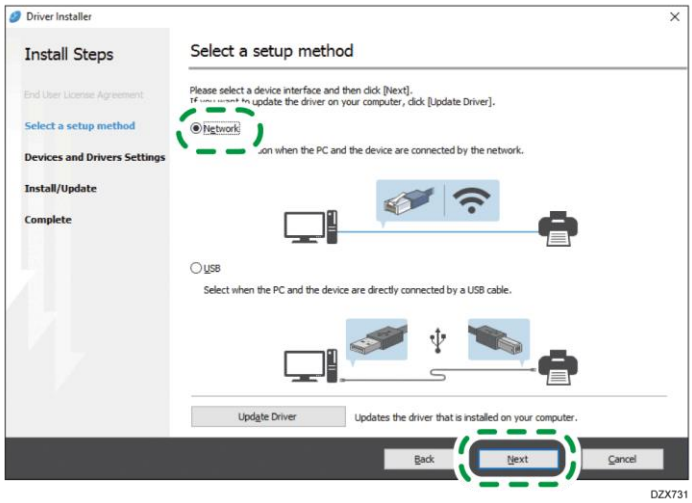
Note

- If the "User Account Control" dialog box appears during the driver installation procedure, click [Yes] or [Continue].

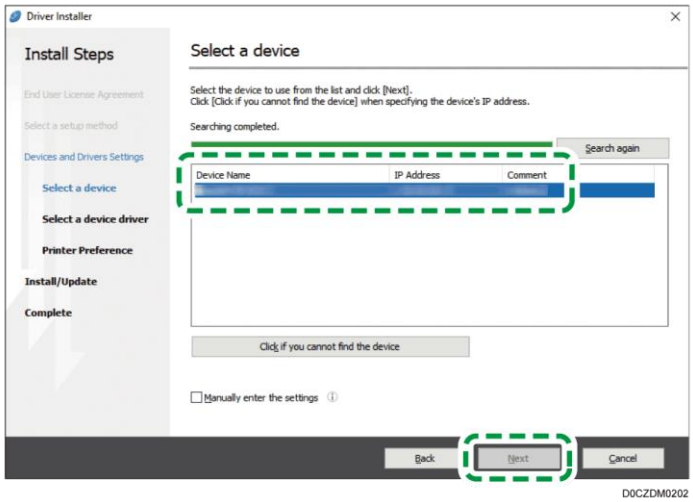
- If the "Windows Security" dialog box appears during the driver installation procedure, click [Install this driver software anyway].

Installing the PCL 6/PostScript 3 Printer Driver from the Downloaded File

1. **Download the latest printer driver from the manufacturer's website.**
2. **Double-click the downloaded file.**
   - If the "Security Warning" screen is displayed, click [OK].
   - If the "User Account Control" screen is displayed, click [Yes] or [Allow].
3. **On the "End User License Agreement" screen, click [Agree and Go to Next].**
4. **Select [Network], and then click [Next].**



   - The search detects devices connected to the network.
   - If the error screen is displayed, see page 410 "If the Machine Cannot Be Found".
5. **Select this machine from among the detected devices, and then click [Next].**



Printer driver installation starts.

- If the machine cannot be found at the network connection setup, see the following section.

  page 410 "If the Machine Cannot Be Found"

6. **When prompted to select whether to install Device Software Manager, select whether to install Device Software Manager.**

   To install Device Software Manager select the [Install Device Software Manager] check box, and then click [Next]. Follow the instructions on the screen to install Device Software Manager.

   To not install Device Software Manager clear the [Install Device Software Manager] check box, and then click [Next].

7. **When the installation is complete, click [Finish].**

Installing the Printer Driver for Windows

1. **Download the latest printer driver from the manufacturer's website.**
2. **Double-click the downloaded file.**
   - If the "Security Warning" screen is displayed, click [OK].
   - If the "User Account Control" screen is displayed, click [Yes] or [Allow].

3. **Click [Cancel] to exit the installer.**
4. **Display the "Devices and Printers" screen.**

   ### Windows 11

   1. On the [Start] menu, click [All apps] ▶ [Windows Tools] ▶ [Control Panel]
   2. Click [View devices and printers].

   ### Windows 10 (version 1703 or later)

   1. On the [Start] menu, click [Windows System] ▶ [Control Panel].
   2. Click [View devices and printers].

   ### Windows 10 (earlier than version 1703)

   1. Right-click [Start], and then click [Control Panel].
   2. Click [View devices and printers].
5. **Click [Add a printer].**
6. **Click [The printer that I want isn't listed].**
7. **Select [Add a local printer or network printer with manual settings], and then click [Next].**
8. **Select [Standard TCP/IP Port] on [Create a new port:], and then click [Next].**
9. **Enter the IP address of this machine in [Host Name or IP address].**
10. **Clear the [Query the printer and automatically select the driver to use] check box, and then click [Next].**

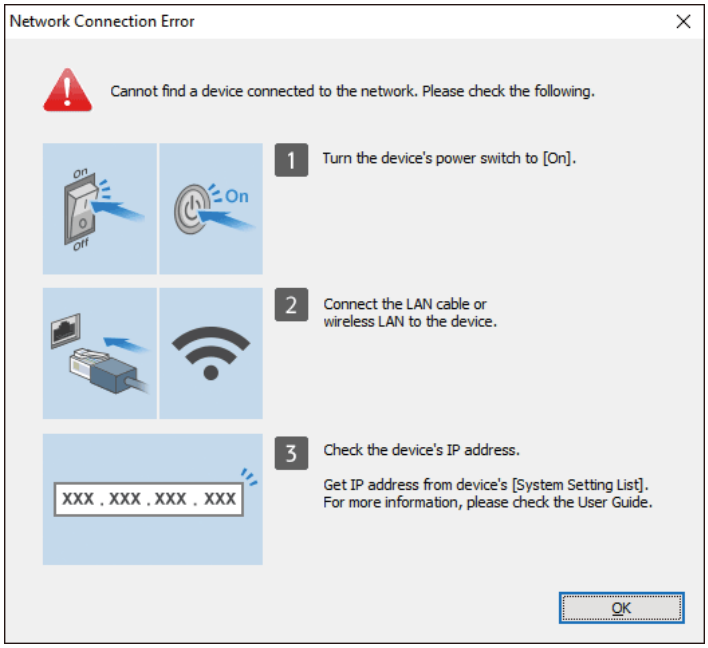
    Searching for the TCP/IP port starts.
11. **When the "Additional port information required" screen is displayed, select [RICOH Network Printer C model], and then click [Next].**
12. **Click [Have Disk...] ▶ [Browse...] to specify the driver (INF file), and then click [OK].**

    The driver is stored in the [DISK1] folder in the folder that was created when unzipping the downloaded file.
13. **Select a printer driver to install, and then click [Next].**
14. **Enter the printer name as necessary, and then click [Next].**

    Printer driver installation starts.
15. **Specify the printer as a shared printer as necessary, and then click [Next] ▶ [Finish].**

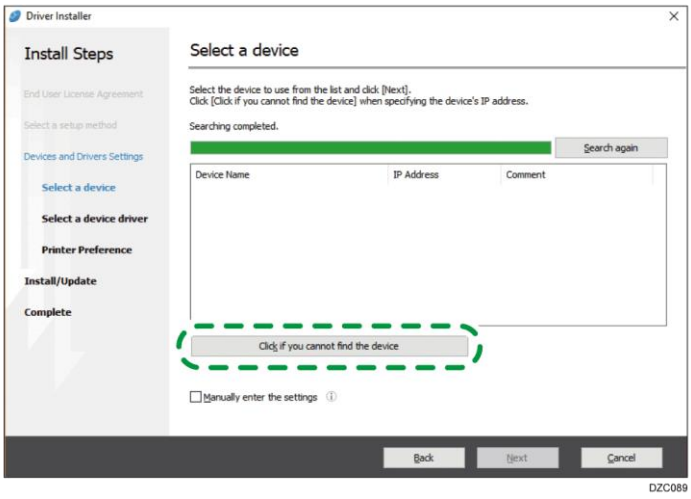
If the Machine Cannot Be Found

The "Network Connection Error" screen is displayed.



Confirm and perform 1 to 3, and then click [OK]. If the machine still cannot be found, specify the IP address or machine name to install the printer driver.

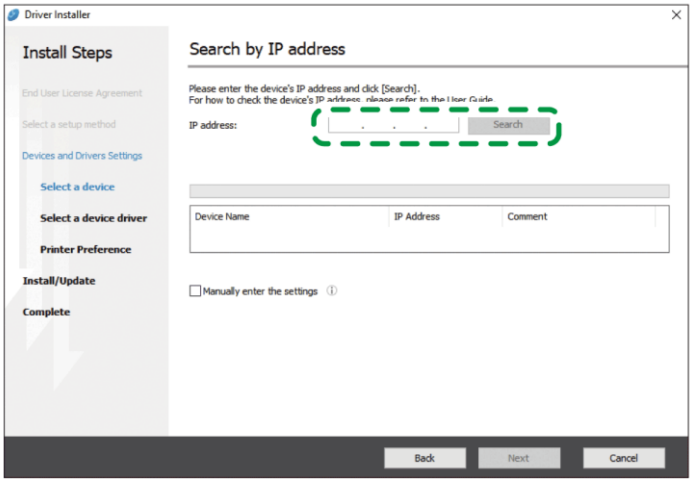
1. **Click [Click if you cannot find the device].**



2. **Select [Specify device IP address] or [Specify device name], and then click [Next].**

When specify the machine IP address

1. Enter the IP address of the machine and click [Search].



DZC091

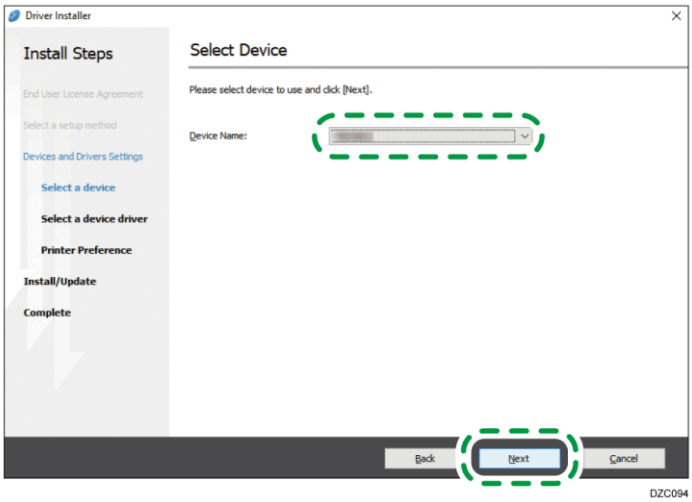
You can check the machine IP address in [Check Status]▶[Network] on the control panel.

2. When the machine is detected, click [Next].

   Printer driver installation starts.

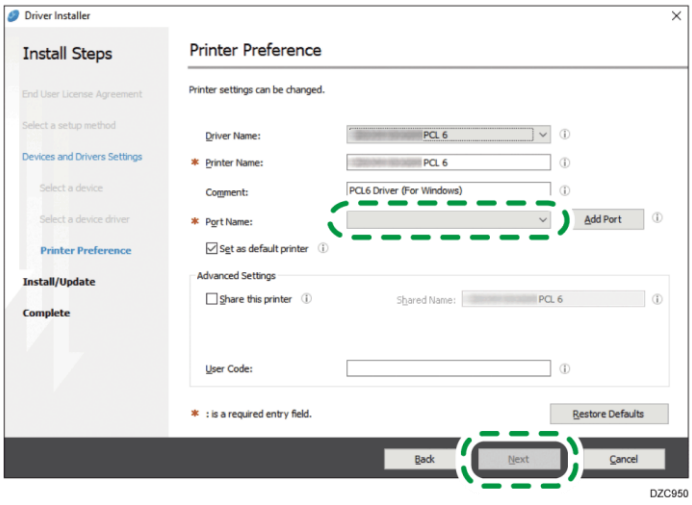
When specify the machine name

1. Select the machine to use, and then click [Next].



DZC094

2. On the "Printer Preference" screen, select one of the port names from among "Port Name", and then click [Next].



Printer driver installation starts.

For details about the procedure for specifying the IP address after installing the printer driver, see the following section:

See "When You Cannot Print a Document even if the Printer Driver is Installed", User Guide in English.

3. **When prompted to select whether to install Device Software Manager, select whether to install Device Software Manager.**

   To install Device Software Manager select the [Install Device Software Manager] check box, and then click [Next]. Follow the instructions on the screen to install Device Software Manager.

   To not install Device Software Manager clear the [Install Device Software Manager] check box, and then click [Next].

4. **When the installation is complete, click [Finish].**

Installing the Printer Driver for Network Connection (macOS)

Install the PPD file (printer driver) under macOS, and then register the machine on the computer from the system preferences.

Important

- **You need an administrator name and a password (phrase). For details, consult your network administrator.**

Note

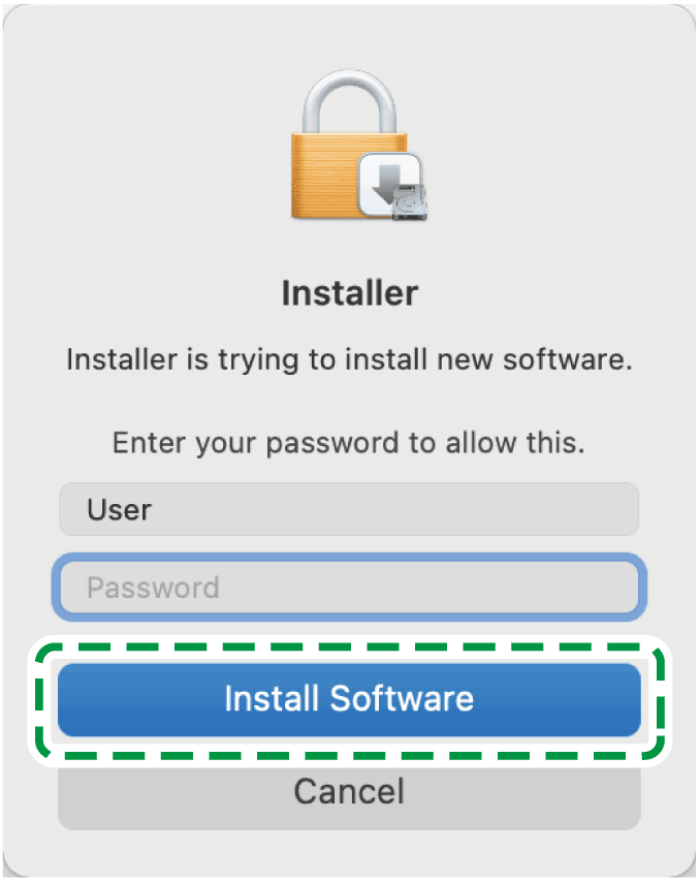
- Setting procedures using macOS 12.2 are shown as an example. The actual procedure may differ depending on the OS version you are using.

Installing the PPD file (Network Connection)

1. **Download the latest printer driver from the manufacturer's website.**
2. **Double-click the downloaded file.**
3. **Double-click the package file.**



4. **On the "Introduction" screen, click [Continue].**
5. **On the "License" screen, click [Continue] and then click [Agree].**
   - When prompted to select where to install the driver, specify the install location, and click [Continue].
6. **Click [Install].**
7. **Enter the administrator's user name and password, and then click [Install Software].**



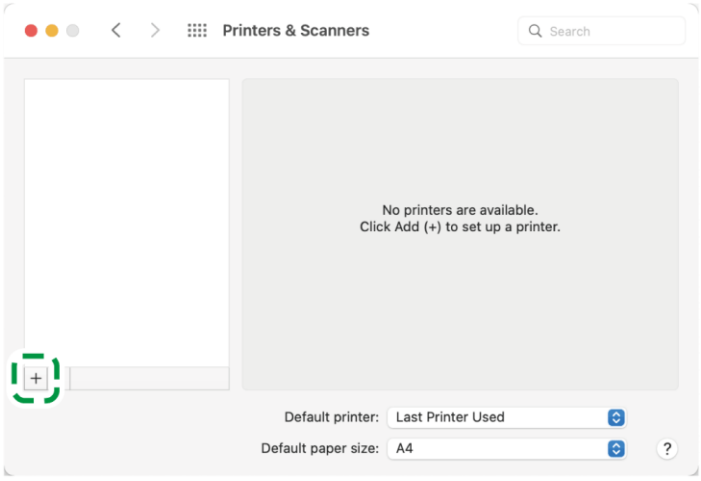
The installation of the PPD file starts.

8. **When the installation is complete, click [Close].**

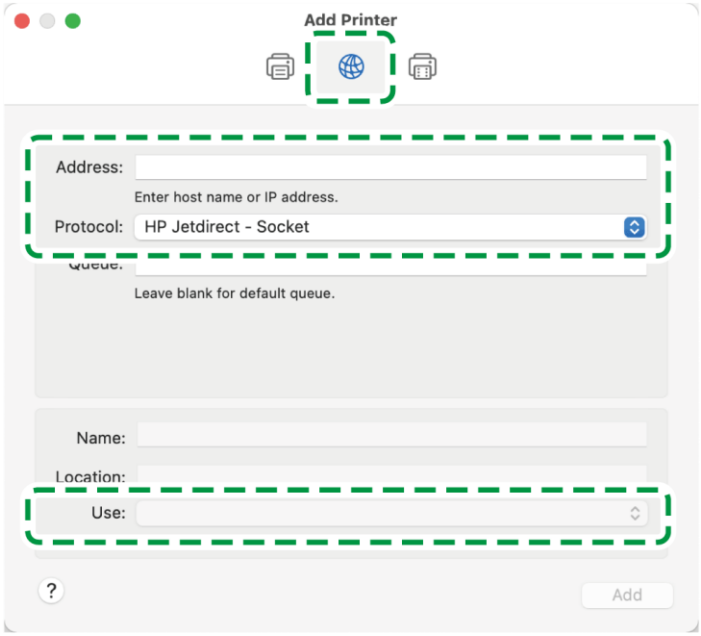
Registering the Machine in [Printers & Scanners] (Network Connection)

Register the PPD file of the machine in the system preferences to enable printing.

1. **Select [System Preferences...] from the Apple menu.**
2. **Click [Printers & Scanners].**
3. **Click [+].**



4. **Click (IP), and configure the information of the machine.**



- Address: Enter the IP address of the machine.
- Protocol: Select [HP Jetdirect-Socket].
- Use: Check that the machine name is displayed. If "Generic PostScript Printer" is displayed, the entered IP address may not be correct.

When "Generic PostScript Printer" is displayed even though the IP address is correct

Check the network connection of the machine and the computer, and then register again.

- When the machine is connected to a wired LAN.

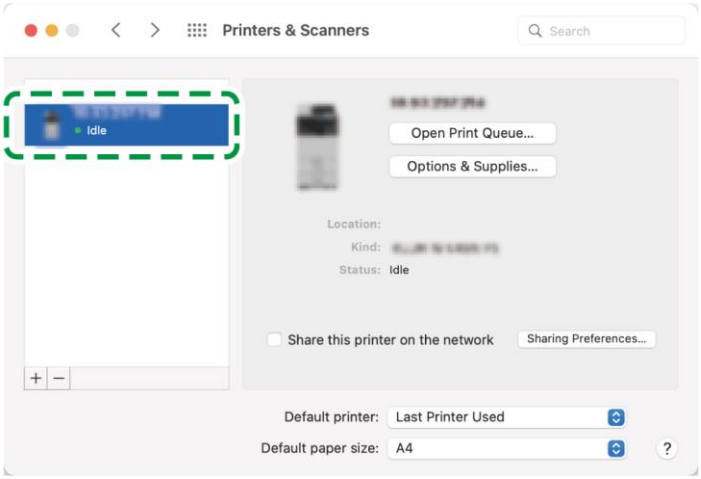
  Check that the cable is connected to the machine correctly.

5. **Click [Add].**

   The progress screen is displayed.

   - If the progress screen does not close after a while, click [Configure...] and configure the option configuration of the printer. For the procedure of the option configuration, see page 416 "Specifying the Option Configuration of the Machine to the Printer Driver (Network Connection)".

6. **Check that the machine name is added to the [Printers & Scanners] screen.**

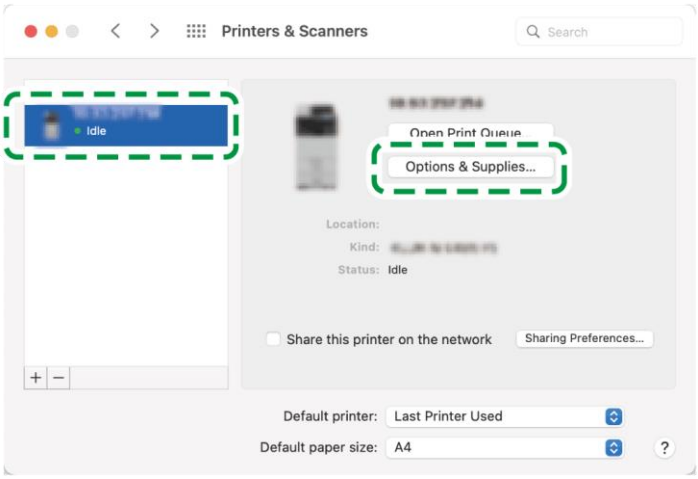


7. **Close the system preferences screen.**

Specifying the Option Configuration of the Machine to the Printer Driver (Network Connection)

If the option configuration of the machine is not automatically reflected, select the option installed on the machine in [Printers & Scanners].

1. **Select [System Preferences...] from the Apple menu.**
2. **Click [Printers & Scanners].**
3. **Select the machine from the list, and then click [Options & Supplies...].**



4. **Click [Options], select the option installed on the machine, and then click [OK].**
   - If the usable options are not displayed, the IP address has not been entered correctly or the PPD file has not been registered properly. To enter the IP address or register the PPD file, see page 415 "Registering the Machine in [Printers & Scanners]".
5. **Close the system preferences screen.**

Note

- If the option you want to select is not displayed, PPD files may not be set up correctly. To complete the setup, check the name of the PPD file displayed in the dialog box.
- To specify an optional Adobe PostScript when using a PostScript 3 printer driver, select [Adobe PostScript] in the "PostScript:" list on the [Options] tab.

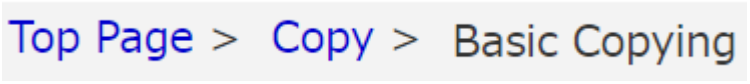
12. How to use this manual

Moving pages



Click to expand or collapse all the items in the table of contents at once.

To expand or collapse items individually, click ⊞ or ⊟ next to each title in the table of contents.



Indicates which chapter and items are shown on the current page. You can click a page to move to it.



Click to move to the previous or next page in the table of contents.

Displaying pages with smart devices



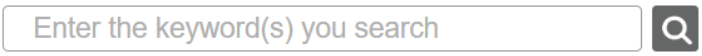
Click to display the URL of the current page as a QR code.

Changing the size of characters



Changes the size of characters in 3 stages. Each time you click, the size of the characters changes.

Searching for keywords



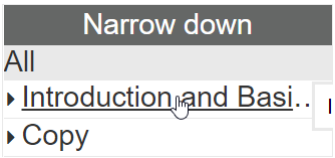
Pages including the entered keyword are displayed as the search results.

Substitute words and related keywords appear according to the entered keywords.

To refine the search results:

Enter multiple keywords (up to three keywords). (Pages including all keywords are searched for.)

- Select the title from the "Narrow down" list on the search result screen, and then click the search button ( ) again to limit the scope of searching within the selected title.



Meanings of the used symbols

⚠WARNING

Indicates a potentially hazardous situation which, if instructions are not followed, could result in death or serious injury.

⚠CAUTION

Indicates a potentially hazardous situation which, if instructions are not followed, may result in minor or moderate injury or damage to property.

Important

Indicates points to pay attention to when using functions. This symbol indicates points that may result in the product or service becoming unusable or result in the loss of data if the instructions are not obeyed. Be sure to read these explanations.

Note

Indicates supplementary explanations of the product's functions and instructions on resolving user errors.

[ ]

Indicates the names of keys or buttons on the product or display.

#Sample screenshots are used.

MEMO

MEMO

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