VALEZUS
T1200

This guide describes the action to take
when a paper jam or other problem occurs.

Troubleshooting Guide

⚠ CAUTION

The "Safety Precautions" are provided in the User's Guide.
Be sure to read through them prior to use.
After reading this guide, keep it in handy for future reference.

About This Guide

Preface

Thank you for purchasing the VALEZUS T1200.

This guide describes the possible causes and solutions for problems that can occur when using this machine.

Keep this guide handy, such as near the machine, for easy reference.

For troubleshooting of the print controller, see the user's guide for the print controller.

The following manuals are included with this machine.

● **User's Guide**

This guide describes handling precautions and specifications, as well as the operations and settings of each function.

Read this guide for a more detailed understanding of the machine.

● **Administrator's Guide**

This guide describes the settings of the machine and dedicated equipment to be configured by the administrator.

● **Troubleshooting Guide (this guide)**

This guide describes the actions to take when a paper jam or other problem occurs.

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Symbols, Notations, and Screenshots Used in This Guide

■ Symbols Used in This Guide

⚠ Indicates cautions that should be noted for safe use of this machine.

🚫 Indicates important items that should be noted or are prohibited.

✏ Indicates useful or additional information.

■ Names of Keys and Buttons

The names of the following are indicated with square brackets [ ]:

- Hard keys on the operation panel
- Buttons and items displayed on the touch panel screen
- Buttons and items displayed on a computer window

Example: Press the [Stop] key.

■ Names of Dedicated Equipment

In this guide, the names of the dedicated equipment are described using a generic term as shown below. The specific name for each item of equipment is used when its unique features are explained.

Name Used in This Guide	Dedicated Equipment
Standard tray	High capacity feeder
	Double tray feeder (Feed 1, Feed 2)
Stacking tray*	High capacity stacker
	Double tray stacker (Unit 1, Unit 2)

* The stacking tray connected to the right side of the machine.

■ Illustrations and Operating Procedures in This Guide

- The procedures, screen shots, and illustrations in this guide assume that the high capacity feeder and high capacity stacker are connected.
- The screenshots and illustrations in this guide may vary depending on the usage environment including connected equipment.

Contents

Touch Panel Display

The touch panel allows you to perform operations and check the current status of the machine. Use the information described in this section to help with troubleshooting.

[System Info] Screen

You can touch [System Info] on the [Home] screen to check information about the consumables, machine, user, and license.
The [Consumables] screen displays the status of the ink and paper.
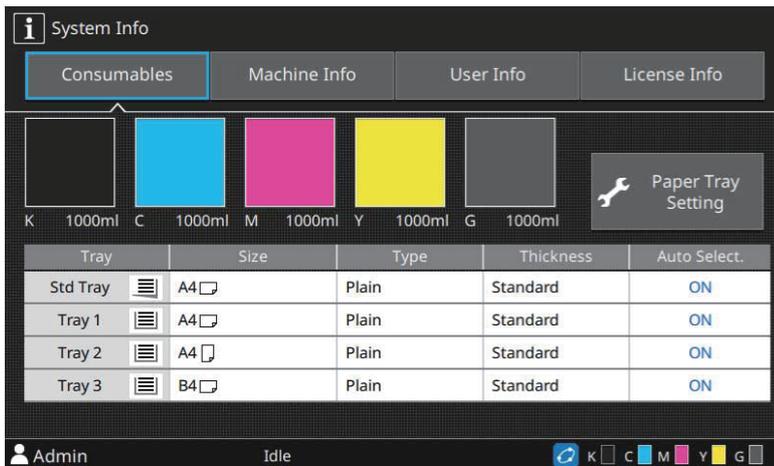
Status Area

The information described below is displayed in the status bar on the touch panel.
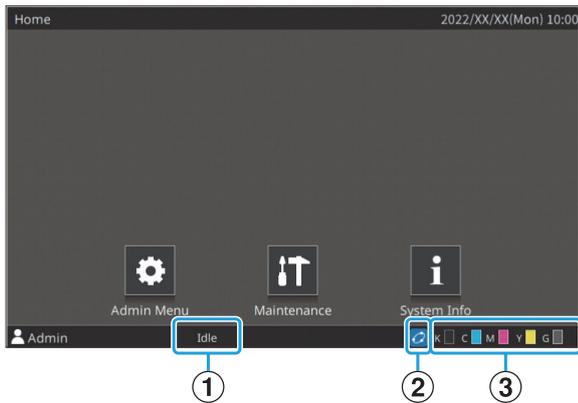
① **Printer status**

The current status of the machine is indicated with a description such as [Idle], [Printing], [Error], or [Some Units Unavailable].

② **FORCEJET™ link icon**

This icon indicates whether all parts required for printing are working correctly.
The display will differ depending on the consumable or configured details.

- (ON): Using RISO ink
- (ON): Using non-RISO ink (Consumables information is entered.)
- (flashing): Using non-RISO ink (Consumables information is not entered.)

For more information on setting the ink information, see "The [Ink Information Input] screen is displayed." (p.34).

③ **Remaining ink indicator**

The bar of each ink indicates the amount of remaining ink. When the bar starts flashing, it is the time to replace the ink cartridge. Prepare a new ink cartridge for the color that flashes.

- The amount of remaining ink cannot be displayed when using non-RISO ink. [--] is displayed instead of the remaining ink indicator.

Job List Icons

The job list on the [Finished] screen displays the following icons according to the job type along with the document name/job name.
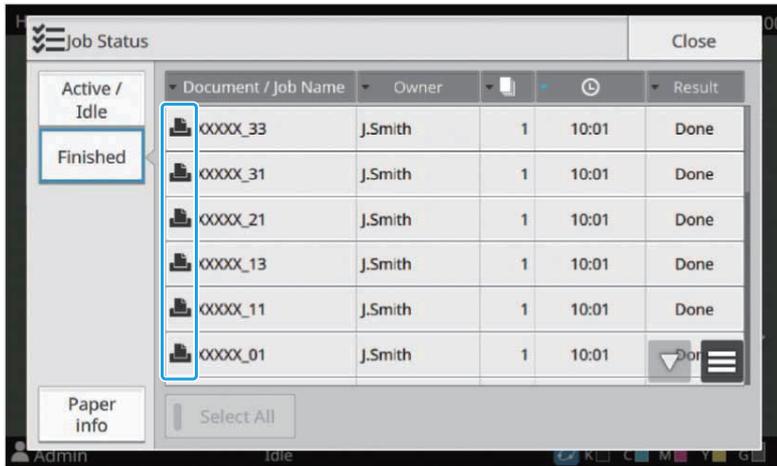
Icon	Job Type
📥	Print job
📑	Broken job (Broken data or data with problems)

Chapter 1   Messages

This chapter describes the reasons why the error LED flashes on the operation panel and messages appear on the touch panel, and what actions to take.
When the message is displayed, resolve the problem following the instructions in the displayed message.

Operation panel error LED
When an error occurs, the error LED flashes in red.

Error LED
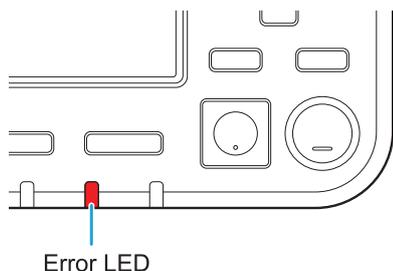
Error Messages on the Touch Panel

A description of the problem and instructions for resolving the problem are displayed, as shown in the illustration below.
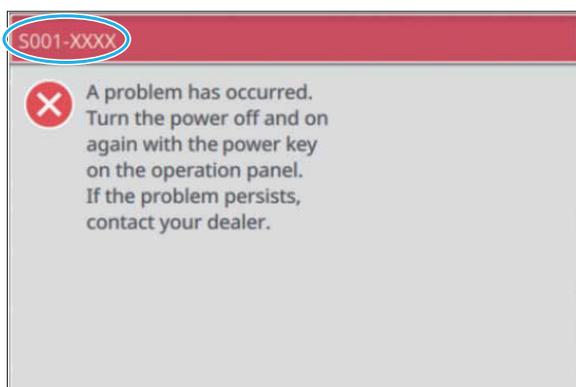
• **An alphanumeric error code is displayed at the top of the error message screen. Be sure to mention this error code when contacting your service representative.**
  - The first letter of the error code indicates the type of problem.
  - The numbers vary depending on the location of the problem.

Examples of the Messages

The following are examples of messages. Follow the instructions in the displayed messages to resolve the problems.

• [Cancel] and [Continue] may be displayed on some message screens. Touch [Cancel] to stop the current operation. Touch [Continue] to resume the current operation.

<S000-0000>Service Call

These error messages are displayed when inspection or repair is required by a service representative.

Message	Action to Take
A problem has occurred. Press the Reset key, or turn the power off and on again with the power key on the operation panel. If the problem persists, contact your dealer.	A problem has occurred. Press the [Reset] key on the operation panel. If this still does not solve the problem, press the [Power] key on the operation panel to restart the machine. If the above two operations for recovery do not solve the error, contact your dealer or authorized service representative. Be sure to mention the error code displayed on the touch panel when contacting your dealer or authorized service representative.
Not enough space in memory. Turn the power off and on again with the power key on the operation panel.	The machine cannot be used because there is not enough available space on the internal solid state drive (SSD). Press the [Power] key on the operation panel to restart the machine. If this does not solve the problem, contact your dealer or authorized service representative. Be sure to mention the error code displayed on the touch panel when contacting your dealer or authorized service representative.

<U000-0000>Unit Error
These error messages are displayed when repair is required by a service representative.

Message	Action to Take
A problem has occurred on the standard tray. You can use another tray to continue printing.	A problem has occurred with the standard tray. Touch [Change Tray] and specify a different paper tray.
A problem has occurred on the Feed 1 (Feed 2). You can continue printing by using another tray.	
A problem has occurred on the paper tray. You can use the standard tray (another tray) to continue printing.	A problem has occurred with the feed tray. Touch [Change Tray] and specify the standard tray (another tray) as the paper tray.
A problem has occurred on feed tray 1 (feed tray 2, feed tray 3). To solve the problem, remove the jammed paper. You can use another tray to continue printing.	A paper jam occurred in the feed tray. See "Troubleshooting for the Feed Tray" (p.29), and remove the jammed paper. To continue printing with another tray, touch [Change Tray] and specify a different paper tray.
A problem has occurred on feed tray 1 (feed tray 2, feed tray 3). To solve the problem, remove the jammed paper, and press the Reset key. Printing using another tray is possible.	A paper jam occurred in the feed tray. See "Troubleshooting for the Feed Tray" (p.29) to remove the jammed paper, and press the [Reset] key on the operation panel. If this still does not solve the problem, press the [Power] key on the operation panel to restart the machine. If the above two operations for recovery do not solve the error, contact your dealer or authorized service representative. Be sure to mention the error code displayed on the touch panel when contacting your dealer or authorized service representative. To continue printing with a different paper tray, press the [Reset] key on the operation panel, change the settings, and send the data.
A problem has occurred on the paper output. You can use another output tray to continue printing.	A problem occurred when paper was output to the face down tray. Touch [Change Output Tray] and specify a different output tray.
A problem has occurred on the paper output to the option. You can use another output tray to continue printing.	A problem occurred when paper was output to the stacking tray. Touch [Change Output Tray] and specify a different output tray.
The external controller has an error. Check.	An error has occurred with the print controller (ComColor Express FS2100C) or the print controller is not connected properly. Press the [Reset] key on the operation panel to turn off the display of the error message and check the LED indicator of the print controller and the connections of its cables.

<X000-0000>Paper Jam

These error messages are displayed when there is a paper jam.

Message	Action to Take
Buttons indicate paper jam locations. To display how to fix, touch the button.	Paper is jammed inside the machine, no paper was fed, or multiple sheets of overlapped paper were fed into the machine. Touch the button indicating the location of the paper jam to display how to remove the jammed paper, and follow the instructions. For more information, see "Paper Jams" (p.19).

<Y000-0000>Consumable Error

These error messages are displayed when it is time to replace consumables or parts that require periodic replacement.

Message	Action to Take
Replace the ink cartridge. Do not set the removed one to prevent failure.	Replace the displayed ink cartridge with the new one. For more information, see "Ink Cartridge Replacement" in the "User's Guide".
The expiration date of the ink cartridge has expired. Replace the ink cartridge.	

<Z000-0000>Installation Error

These error messages are displayed when a cover or tray is not completely closed or an ink cartridge is not properly installed.

Message	Action to Take
Set ink cartridges.	No ink cartridge has been installed, or a non-RISO ink has been installed. Install a RISO ink cartridge, or contact your administrator.
Different color ink is set. Replace the ink cartridge.	The type or color of the installed ink cartridge is not correct. Check the installation position and the color and type of the installed ink cartridge, and install the ink cartridge properly.
The ink cartridge is not correct. Replace the ink cartridge.	If the wrong ink cartridge has been installed, remove it, wipe the ink port clean, attach the cap, and store it horizontally in the proper orientation.

Check the Stripper Unit.

The stripper unit of the high capacity feeder is not installed properly. Reinstall the stripper unit.
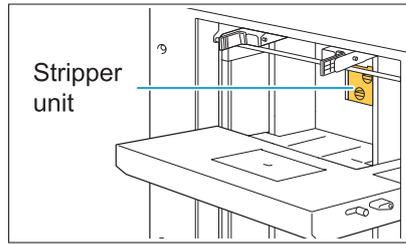
Stripper unit

Installing the stripper unit
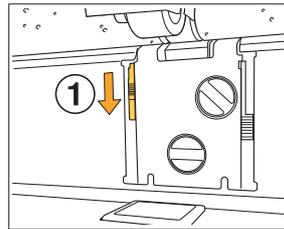
1   Lower the stripper lock knob (①) to unlock the stripper unit.
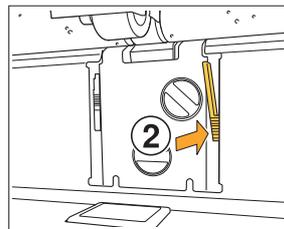
2   Press the stripper release lever (②) and remove the stripper unit.
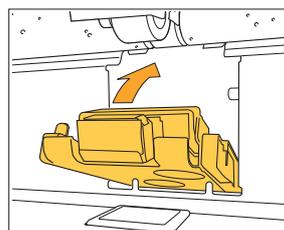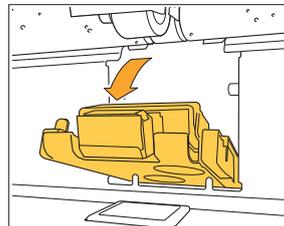
3   Reinstall the stripper unit.

> • **Make sure that the stripper unit is fully inserted.**
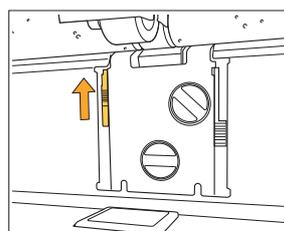
4   Lift the stripper lock knob to lock the stripper unit.
    When the stripper lock knob cannot be locked, the stripper unit is not fully inserted.
    Make sure that the stripper unit is fully inserted.

The stacking tray of the High Capacity Stacker (Double Tray Stacker) is not set. Set the stacking tray.

The stacking tray is not set on the high capacity stacker (double tray stacker).
After setting the stacking tray on the carriage, return this to the high capacity stacker (double tray stacker).

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\<W000-0000\>Warning

These warning messages are displayed when there is no more paper, the output tray is full, a peripheral device is not connected, or there is another problem.

Message	Action to Take
Set paper.	The paper specified for the job is not loaded in the tray available for auto selection. Load the corresponding type and size of paper in the tray available for auto selection. Otherwise, touch [Change Tray] and change [Paper Selection] to a setting other than [Auto], or enable [Auto Selection] for a tray loaded with the specified paper.
Auto tray selection is not available. Select a paper tray, and press the Start key.	Auto selection is not performed if it is not enabled for any of the trays, even when paper tray selection is set to [Auto]. Touch [Paper Selection] and select the tray, or enable [Auto Selection] for the required tray.
The paper size may not be correct. Check the standard tray paper guide, tray, or paper size setting.	The size of paper specified for the job is not loaded. Load the specified size of paper. Otherwise, touch [Change Tray] and enable [Auto Selection] for a tray loaded with the specified paper.
The Standard Tray (Feed Tray 1, Feed Tray 2, Feed Tray 3) is not available. You can use another tray to continue printing.	A problem has occurred with the standard tray (with feed tray 1, feed tray 2, or feed tray 3). Touch [Change Tray] and specify a different paper tray in which an error has not occurred.
Job name: **This paper size cannot be output to the specified tray. Change the output tray or paper size. (The job was deleted.)**	Touch [Close], change the settings, and send the data again. For more information on the paper sizes that can be used with each tray, see "Printing Paper" in the "User's Guide".
This paper size cannot be output to the current output tray. Check the orientation or settings of the set paper.	Touch [Close], change the settings, and send the data again. For more information on the paper sizes that can be used with the output tray, see "Printing Paper" in the "User's Guide".
This paper size cannot be output with offset output. Check the orientation or settings of the set paper.	Touch [Close], change the settings, and send the data again. For more information on the paper that can be used with offset output, see "Printing Paper" in the "User's Guide".
There is no tray to which paper can be output. Remove paper.	The paper output to each tray exceeds the maximum load capacity. Remove paper.
Printing on envelopes is specified. Check whether duplex printing or other settings that cannot be used in combination are configured.	Incompatible settings for the envelope job have been specified. Cancel the following setting and send the data again. • Duplex printing
	In a state where [Thickness] for the type of paper is set to [Envelope], you are trying to print on paper other than an envelope. Touch [Change Tray] and change [Thickness] to [Standard].

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Message	Action to Take
A file containing a large amount of data is still processing. Press "Continue" button to allow processing to finish, or press "Cancel" button to delete the job.	A job with a large amount of data is being processed. When a job contains a large amount of data, it is recommended that you handle it as a waiting job before printing.
Not enough space in SSD. Delete unnecessary jobs to free up space in SSD.	The SSD of the machine is full. Delete completed jobs or unnecessary documents to free up space on the solid state drive.
This is Non-Riso ink cartridge. Using Non-Riso ink may result in serious damage to the printer. Check your service provider's warranty/service agreement if any, as damage caused by Non-Riso supplies could be excluded from coverage. Do you wish to continue using this cartridge?	A non-RISO ink cartridge has been installed. Contact your administrator to determine whether or not to use this ink. To continue using the non-RISO ink cartridge, touch [Yes] and enter the appropriate values in the [Ink Information Input] screen which appears next. For more information, see "The [Ink Information Input] screen is displayed." (p.34).
Paper is not appropriately loaded in the stacking tray of High Capacity Stacker (Double Tray Stacker). Check the stacking tray.	The paper guides of the high capacity stacker (double tray stacker) are not set in their proper positions and the paper is not aligned. Check the printouts. To output irregular sized paper, it is necessary to register the paper size to the machine in advance. Contact your administrator for details.
Paper is left in the High Capacity Stacker (Double Tray Stacker). Print cannot be run. Remove paper from the stacking tray.	There is paper on the stacking tray of the high capacity stacker (double tray stacker). When there is paper on the stacking tray, the paper guides cannot move to the appropriate positions for the next job. Remove paper.
Mixed size paper is stacked in the High Capacity Stacker (Double Tray Stacker). Remove paper from the stacking tray.	• **When the power is turned on or when recovering from the sleep mode, it is necessary to remove the paper on the stacking tray as otherwise the paper guides will not be able to move to their appropriate positions in accordance with the paper size. If you are not removing the printouts every time a print job is completed, it is recommended that the time until entering the sleep mode be set longer with [Power Saving Setting] in the administrator menu. For more information on the power saving setting, see "Power Saving Setting" in the "Administrator's Guide".**
Job Name: This job cannot be ejected in the stacking tray of High Capacity Stacker (Double Tray Stacker). Check the settings. (The job has been deleted.)	The printouts do not come out as the job contains inappropriate settings for the high capacity stacker or double tray stacker (paper size, mixed size originals, or containing settings that cannot be performed). Change the output tray, specify the paper size that can be output, or change the settings so that the sizes are not mixed.

Message	Action to Take
The High Capacity Feeder is overloaded with paper. Check the feed tray.	Paper that exceeds the maximum number of sheets that can be loaded has been loaded in the high capacity feeder (double tray feeder). Remove paper.
The Feed 1 (Feed 2) is overloaded with paper. Check the Double Tray Feeder.	For more information on the maximum number of sheets that can be loaded, see "Printing Paper" in the "User's Guide".
Load paper in High Capacity Feeder or check the paper guides and paper size settings.	• Load the paper in the high capacity feeder (double tray feeder). • The standard tray paper guides do not match the size of the paper. Match the standard tray paper guides with the size of the paper. Otherwise, touch [Change Tray] and check the paper settings.
Load paper in the Feed 1 (Feed 2) of the Double Tray Feeder or check the paper guides and paper size settings.	
The Standard Tray (Feed Tray 1, Feed Tray 2, Feed Tray 3) is not available. (The job has been deleted.)	A problem has occurred with the standard tray (with feed tray 1, feed tray 2, or feed tray 3) in which the slip sheets or cover sheets are loaded. Touch [Close], check the standard tray (feed tray 1, feed tray 2, or feed tray 3), and send the data again.
IP address of LAN0 and LAN1, or network segment may be conflicting. Please check the network settings of LAN0 and LAN1.	The same IP address (segment) is set to LAN0 and LAN1 of the machine. When assigning the IP addresses manually, assign a different IP address to LAN0 and LAN1. Check the IP address from [Network Setting (IPv4)] or [Network Setting (IPv6)] in [Admin Menu].

<I000-0000>Information

These messages are displayed when machine maintenance is required.

Message	Action to Take
The drain tank must be replaced soon. Contact your dealer, and have a new drain tank ready.	The drain tank needs to be replaced. Contact your dealer or authorized service representative. • **Printing cannot be performed when the drain tank is full. Call for service immediately when this message is displayed.**
The transfer belt is dirty. Leaving the belt dirty results in inaccurate printing. Contact your dealer.	The transfer belt needs to be cleaned. Contact your dealer or authorized service representative. • **The paper size and position cannot be detected when the transfer belt is dirty, resulting in improper printing. The cleaning operation needs to be performed by technical support staff. Call for service immediately when this message is displayed.** **Until the transfer belt is cleaned, the margins around the edges of the paper are 5 mm (7/32"), regardless of the printable area setting.**

Message	Action to Take
Ink cartridge is near expiration. It is recommended to use or replace the ink cartridge soon.	For optimal printing quality, use the ink cartridge within approximately 24 months from the date of manufacture (when preserved under room temperature).

Chapter 2   Troubleshooting

This chapter describes what actions to take when problems occur.
Use the information in this chapter to help with troubleshooting.

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Problem	See
Other Problems	
The front cover does not open.	p.33
The printer does not wake up automatically.	p.33
How can I add paper during printing.	p.33
Cannot change the settings of the feed tray.	p.33
The [Ink Information Input] screen is displayed.	p.34

Paper Jams

If a paper jam occurs in the machine or dedicated equipment, printing stops, the error LED on the operation panel flashes in red, and the paper jam location is displayed on the touch panel. Follow the procedure displayed on the touch panel to remove the jammed paper and resume printing.

⚠ CAUTION

Be careful of protruding parts and metal terminals when inserting your hand in the machine, such as when removing jammed paper. Otherwise, an injury might occur.

1 **Touch the button indicating the location of the paper jam to display how to remove the jammed paper.**
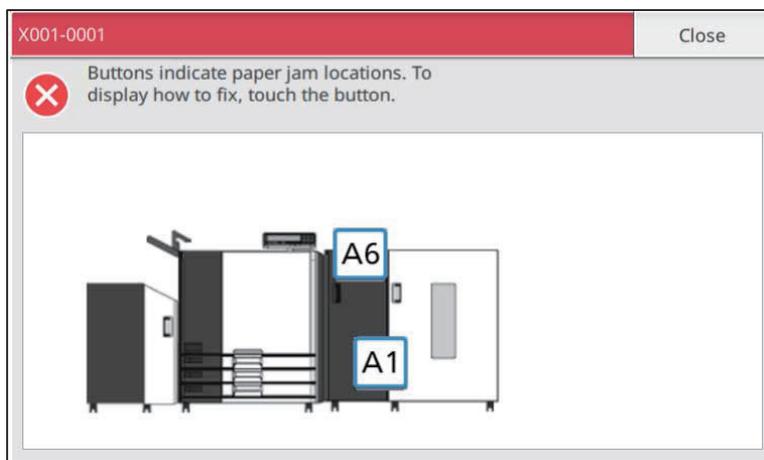
2 **Follow the procedure displayed on the touch panel to remove the paper.**

Touch [Back] or [Next] to display the previous or next page.
The screenshots below are examples of the display when there is a paper jam.
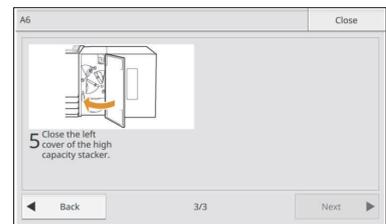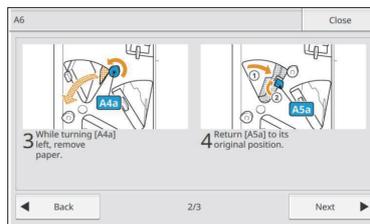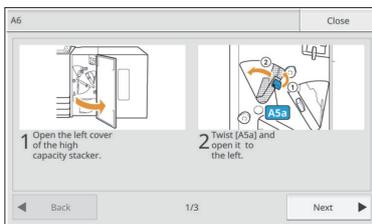
3 **Touch [Close].**

Return to the screen in Step 1. Check that the button indicating the location where the paper was removed has disappeared.
When all of the jammed paper is removed and the cover is closed, the error screen closes and the previous screen is displayed.

> • **As long as alphabet buttons are displayed on the screen, paper still remains in the indicated locations. Repeat Steps 1 to 3 to remove the jammed paper.**

Precautions When Removing Jammed Paper

- Slowly and carefully remove the jammed paper. Be careful not to leave pieces of paper in the machine.
- If a paper jam occurs when printing multiple sheets of paper, the sheet of paper that caused the paper jam as well as other sheets of paper may remain in the transfer path. When using an internal dial to remove jammed paper, turn the dial four or five times after removing the first sheet of paper, to check for other sheets of paper.
- Depending on the jammed locations, it may be easier to remove the jammed paper if you roll up the paper little by little.
- For returning the drawer of the location [Y] to its original position, insert the drawer into the far end of the tray and hold down the handle until you hear a click (as shown with the arrow ② below). The drawer is fixed when it is fully inserted.

Example of how to remove jammed paper at location [Y]
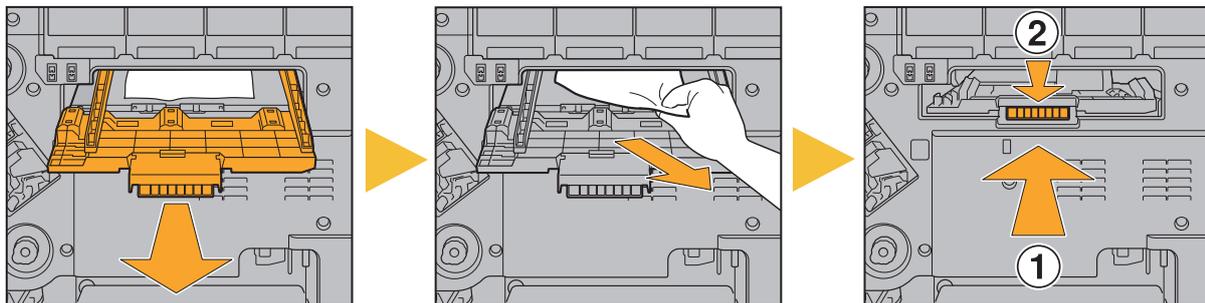
- You can pull out the paper removal opening (as shown in the figure below) only when a paper jam occurs.
- The print heads are located inside the top of the paper removal opening. When removing jammed paper from the opening, avoid touching the print heads to prevent ink from getting on your hand or sleeve.
- Dial "C2" is used when the stacking tray is connected to the right of the machine.

Paper removal opening　　　　**C2**
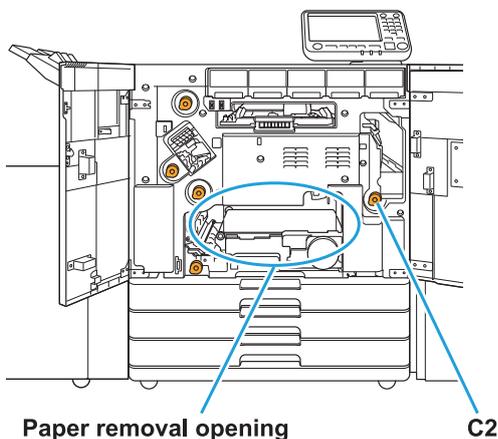
Frequent Paper Jams

If paper jams occur frequently, check the points listed below again.

- The paper on the standard tray or in the feed tray is within the maximum load capacity.
- The paper guides and stopper are positioned correctly, and paper is loaded properly.
  Example of how to set the feed tray:
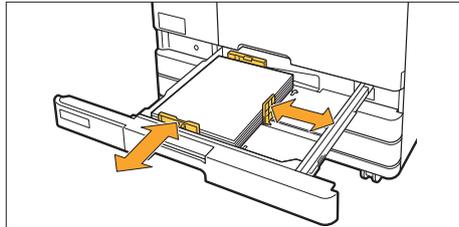
> • The machine detects the size of the paper based on the stopper and paper guides position. Be sure to move the guides and stopper against the edge of paper.

- The paper that is actually loaded matches the settings of [System Info] - [Paper Tray Setting].

> • Some settings such as the timing to feed paper are adjusted to suit the selected paper thickness.

- Usable paper is loaded.
  In particular, wrinkled or curled paper can cause paper jams, so do not use this type of paper.
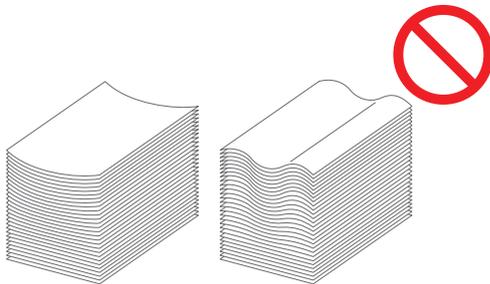
- When using irregular sized paper, the paper size must be registered in advance in the administrator menu. Contact your administrator. To use unregistered irregular sized paper, select [System Info] - [Paper Tray Setting] - [Paper Size], and specify the size in [Manual].
- When using paper that has already been printed on one side or is dark in color, the machine may incorrectly detect a single sheet as if it were multiple sheets of paper being fed. Set [Double-feed Check] to [OFF].

  [Home] screen ▶ [System Info] ▶ [Paper Tray Setting] ▶ set [Double-feed Check] to [OFF]

  > • **Return [Double-feed Check] to [ON] after printing. If you leave [OFF] as is, other problems might occur.**

> • For more information on how to load paper and the types of paper that can be used, see "Loading the Paper" and "Printing Paper" in the "User's Guide".

Paper Feed Path

This section describes the path that paper travels through the machine during printing. See this information when removing jammed paper from the machine.

During printing, paper travels through the machine as shown in the illustration below.

Solid line: Paper feed path during simplex printing
Dashed line: Paper feed path during duplex printing

- The paper feed path indicated by the dotted orange line is used when paper is output with the printed side down during simplex printing.
- The paper feed paths of the feed trays and the dedicated equipment for duplex printing are the same as those (solid line) for simplex printing.

\<When using the high capacity feeder and face down tray\>

\<When using the high capacity feeder and high capacity stacker\>

<When using the double tray feeder and double tray stacker>
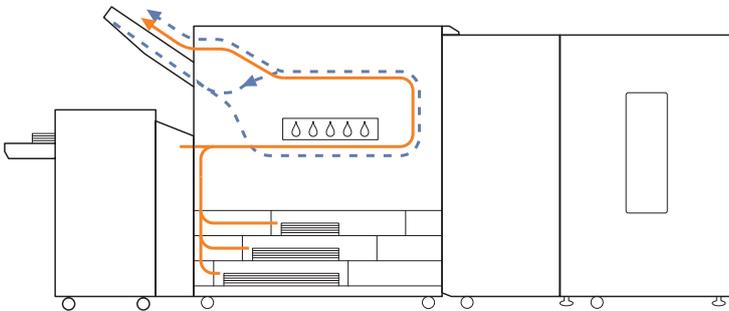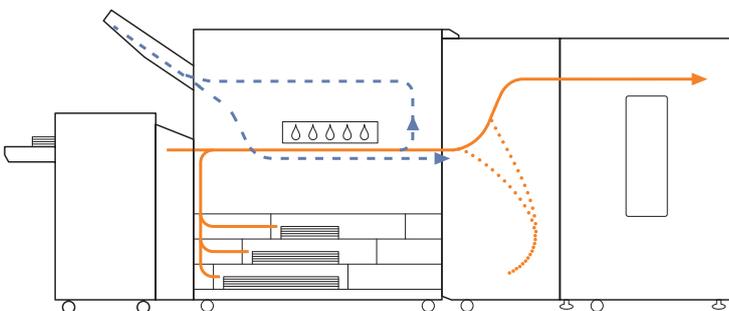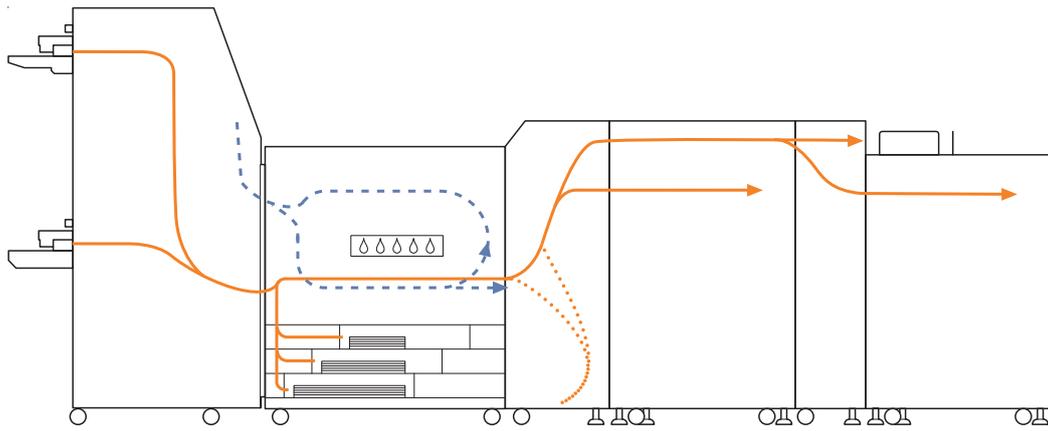
General Troubleshooting for This Machine

This section describes how to troubleshoot general problems that may occur.

❓ The machine does not operate at all. / Nothing is displayed on the touch panel when the power is turned on.

- Make sure that the main power switch is turned on.
- Make sure that the power plug of the machine is properly inserted into the electrical outlet.
- Make sure that the power cord is securely connected to the machine.
- Make sure that the power breaker has not been tripped.

❓ Nothing is displayed on the touch panel, even when the buttons of the operation panel are touched.

The machine may be in sleep state.
If you leave the machine unattended for some time, it automatically enters sleep state according to the administrator settings. Press the [Wake Up] key.

❓ The operation panel freezes while shutting down and won't proceed.

If there is no change on the screen after waiting about 10 minutes, follow the procedure below to restart the machine.

1 Press and hold the [Power] key on the operation panel for at least 10 seconds.

The machine turns off.

2 Press the [Power] key again.

❓ The printing results are light or dark.

The paper type setting may not match the type of paper loaded in the standard tray or feed tray.
Correctly configure the paper type.

> [Home] screen ► [System Info] ► [Paper Tray Setting] ► [Paper Type]

❓ Prints have white streaks or appear blurry.

The print heads may be clogged.
Perform [Print Head Cleaning] to unclog the print heads.

> [Home] screen ► [Maintenance] ► [Print Head Cleaning] ► [Normal Cleaning]
> If this does not fix the problem, perform [Strong Cleaning].

❓ The output results are dirty or have black streaks.

Unusable paper may be loaded in the machine.
Check the type of the paper loaded in the standard tray or feed tray. For more information, see "Printing Paper" in the "User's Guide".

The paper may be curled.
Curled paper can come in contact with the print heads, causing the paper to become dirty. This can damage the print heads, so do not use curled paper.

❓ The paper becomes dirty. / Printing is not aligned properly.

The paper may be too dark.
When printing on dark colored paper, the machine may not be able to detect the paper size, resulting in misaligned printing, image loss, or soiled paper edges.

? A multiple feeding error occurs although multiple sheets of paper were not being fed, or multiple feeding errors occur frequently.

You may be using dark colored paper or paper that is printed on one side.
When using paper that is printed on the back or paper with a dark base color, the machine may incorrectly detect this type of paper as if it were multiple sheets of paper being fed. In this case, set [Double-feed Check] to [OFF].

> **!** • **Return [Double-feed Check] to [ON] after printing. If you leave [OFF] as is, other problems might occur.**

[Home] screen ► [System Info] ► [Paper Tray Setting] ► set [Double-feed Check] to [OFF]

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Troubleshooting for Printing

This section describes how to troubleshoot printing problems.

? Cannot print from the print controller.

The machine may be busy printing another job.
Idle jobs are printed in order from the top of the list on the [Active/Idle] screen.

Is the ink cartridge replacement message being displayed?
You cannot print if the message shows that even one color needs to be replaced. Replace the ink cartridge of the color shown.

? Cannot print properly on irregular sized paper.

The irregular sized paper may not have been registered.
The paper size must be registered in advance in the administrator menu on the machine by the administrator. Contact your administrator.

[Manual] may not have been selected for [Paper Size] in [Paper Tray Setting].
To use irregular sized paper without registering it as a paper size, enter the size of the paper in [Manual].

[Home] screen ► [System Info] ► [Paper Tray Setting] ► [Paper Size] ► [Manual]

? It takes a long time to print. / When printing multiple copies, the printer makes a beep sound after each copy is printed.

The [Collate] check box may have been selected in the [Print] dialog box of the application.
Remove the check mark from [Collate] before printing.

? Cannot reprint a job on the [Job Status] screen.

Reprinting of the job may be restricted.
When reprinting of jobs is restricted in the administrator menu, reprinting cannot be performed. Contact your administrator for details.

? After interrupting a job or turning the machine off and back on, it is unknown how much printing was completed.

You can check the number of copies and pages on the [Details] screen for a finished job.

[Job Status] key ► [Finished] ► select the job that you want to check ► [Details] in the sub menu ► the number of printed pages

? Paper is loaded but the "Set paper." error message is displayed.

[Auto Selection] may have been set to [OFF] for the standard tray or feed trays.
Configure [Paper Tray Setting] on the machine so that auto selection is enabled for the standard tray or feed tray that you are using.

[Home] screen ► [System Info] ► [Paper Tray Setting] ► set [Auto Selection] to [ON]

? The results of color printing are poor.

You may not be using paper that is suitable for printing.
Use paper that is compatible with this machine. For more information on usable paper, see "Printing Paper" in the "User's Guide".

Paper type setting may not be configured properly.
Check that the paper type specified in [Paper Tray Setting] matches the type of paper loaded in the paper tray.

[Home] screen ► [System Info] ► [Paper Tray Setting] ► [Paper Type]

- The machine uses the most suitable color profile setting for each type of paper when printing. As a result, if the [Paper Type] setting does not match the type of paper that is loaded in the machine, the full performance may not be achieved.

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❓ The paper edges become dirty.

[Printable Area] may have been set to [Maximum] in the administrator menu.
The inside of the machine may be soiled with ink. It is recommended that you use the [Standard] setting, particularly in cases where soiling appears after printing data containing an image that extends to the edge of the paper. Contact your administrator for details.

❓ Duplex printing cannot be performed using the paper loaded in the standard tray.

The paper type for the standard tray may have been set to [Envelope].
When the [Thickness] setting in [Paper Type] is set to [Envelope], duplex printing cannot be performed using paper from the standard tray, regardless of the type of paper that is loaded. Configure the settings according to the paper to be used.

[Home] screen ▶ [System Info] ▶ [Paper Tray Setting] ▶ [Paper Type] ▶ [Thickness]

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Troubleshooting for the Feed Tray

This section describes precautions for using the feed tray.

? Paper is jammed in the feed tray. / The tray cannot be pulled out smoothly.

You may need to pull out the feed tray to remove paper jammed at the far end of the feed tray. There is a spring on the right side of the feed tray. When pulling the tray out, hold it in the way shown below, without touching the spring.

> **!** • **To hold the tray with proper balance, place your right hand on the front cover part of the tray, and place your left hand on the left near the back, diagonally across from your right hand. If you hold the front part with both hands and pull the tray, the back end may drop due to the weight of the tray.**
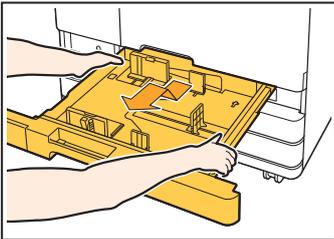
1 **Pull the tray until it stops.**

2 **Lift the front side of the tray diagonally upward, and pull out the tray.**

3 **Remove the jammed paper.**

4 **Align the white projections on both sides of the tray with the rails, and return the tray.**

Lift the front side of the tray diagonally upward, and insert it into the rails. Next, lower the tray to the horizontal position, and push it in.

How to Load A3 (Ledger) Paper and B4 Paper

Install the paper guides in the proper position for the paper size that you are using. To change the position of the paper guides, pinch both sides of the paper guide, slide it out and then slide it into the appropriate hole for the desired paper size.

B4

A3 (Ledger)

When using B4 paper
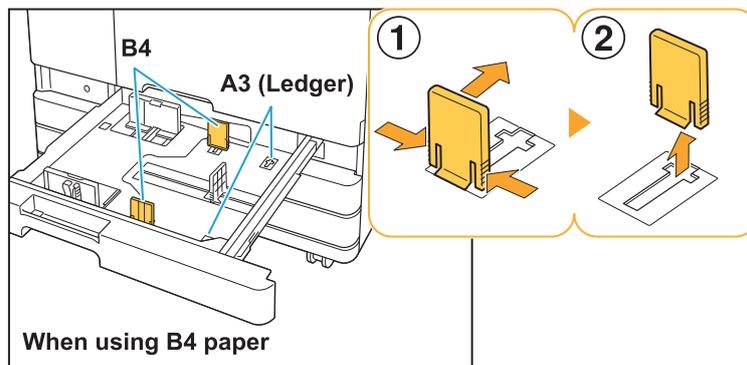
Troubleshooting for the High Capacity Feeder/Double Tray Feeder

This section describes how to troubleshoot problems related to the high capacity feeder and double tray feeder.

❓ Although the paper in the standard tray has run out, the standard tray does not descend to its lowermost position and stops midway.

To lower the standard tray, press the standard tray descent button.
Hold down the standard tray descent button to lower the standard tray to the position you wish to lower it to.

✏️ • The position to which the standard tray is lowered when paper runs out or when the standard tray descent button is operated can be set in the administrator menu.

❓ The paper feed guides cannot be adjusted and cause the paper to bend, warp, or be misaligned.

If a large amount of paper is set at once, the paper feed guides have trouble adjusting and being properly set. (Paper is not aligned because paper is bent or warped.) Load a single pack of paper and load the rest of the paper after adjusting the paper feed guides. For more information on loading a large amount of paper at once, see "When Setting a Large Amount of Paper at Once" in the "User's Guide".

❓ No paper is fed. / The back of a card is damaged. / Multiple sheets of paper are fed.

The [Thickness] setting in [Paper Type] may not match the paper properties (paper thickness).
Correctly configure the [Thickness] setting in [Paper Type].

> [Home] screen ▶ [System Info] ▶ [Paper Tray Setting] ▶ [Paper Type] ▶ [Thickness]

For more information, see "Consumables Screen" in the "User's Guide".

The paper feed pressure or side air may need to be adjusted to suit the paper thickness.
Set the paper feed pressure adjustment lever of the high capacity feeder or the side air adjustment levers of the double tray feeder to "✳ (NORMAL)" or "⬚ (CARD)" based on the type of paper that is loaded.

Paper feed pressure adjustment lever:
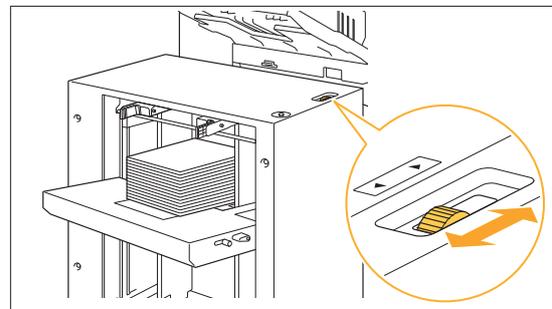
Side air adjustment levers:
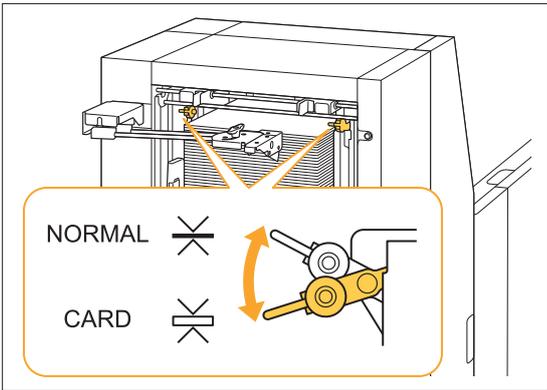
Normally, set the lever to " ✳ (NORMAL)". If paper feeding is a problem, set this to " ✳ (CARD)".
For more information, see "Loading the Paper in the Standard Tray" in the "User's Guide".

The angle of the stripper plate of the high capacity feeder may not be properly adjusted.
Turn the stripper plate angle adjustment dial to adjust the angle of the stripper plate to suit the conditions.

When no paper is fed:
Turn the dial gradually to the left and adjust the angle to a proper angle.
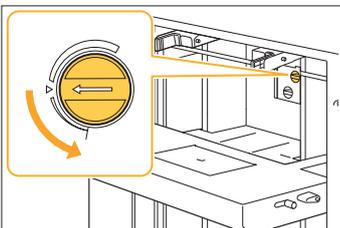
When multiple sheets of paper are fed:
Turn the dial gradually to the right and adjust the angle to a proper angle.
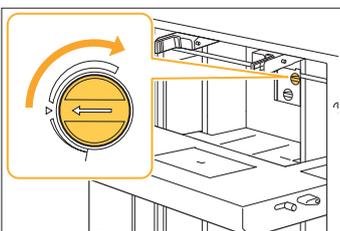
> ❗ • When adjusting the angle, be sure to remove the paper from the standard tray and lower the standard tray all the way to the lowest position.

The paper separation pressure of the high capacity feeder may not be properly adjusted. When no paper is fed, the back of a card is damaged, or paper that can easily generate paper powder is used:
Turn the dial to "A little weak".
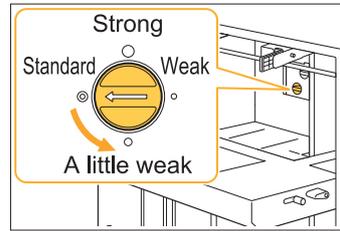
When multiple sheets of paper are fed:
Turn the dial to "Strong".
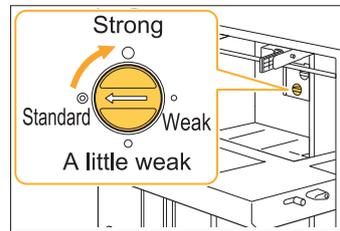
> ❗ • When adjusting the angle, be sure to remove the paper from the standard tray and lower the standard tray all the way to the lowest position.

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Troubleshooting for the High Capacity Stacker/Double Tray Stacker

This section describes how to troubleshoot problems related to the high capacity stacker and double tray stacker.

❓ The stacking tray does not descend and it is difficult to remove the printouts.

To lower the stacking tray, press the stacking tray descent button.
By pressing the stacking tray descent button, the stacking tray will descend to the position at which the carriage is set (lowermost position).

> • Pressing the stacking tray descent button while the stacking tray is descending will stop the descending of the stacking tray.
>
> • Be sure to press the stacking tray descent button when both the right and left covers are closed.
>
> • The position to which the stacking tray is lowered when a print job is completed or paused can be set in the administrator menu.

❓ The stacking tray descends each time a job is printed and it is not possible to continuously print.

The position to which the stacking tray is lowered upon completion of a printing job may be set to [Lower to the carriage] / [Lower to the specified position].
The stacking tray will not descend if [Do not lower] is set for [High Capacity Stacker] or [Double Tray Stacker] in the administrator menu. Contact your administrator for details.

Other Problems

❓ The front cover does not open.

The front cover can only be opened when an error such as ink cartridge replacement or paper jam needs to be resolved.
To open the front cover when an error has not occurred, press [Front Cover Release].

> [Home] screen ▶ [Maintenance] ▶ [Front Cover Release]

❓ The printer does not wake up automatically.

If you try to print in a network environment where Wake On LAN communication is not enabled, the printer does not wake up automatically due to the sleep level setting configured by the administrator. Enable the Wake On LAN setting on the print controller. For the settings of print controller, see the user's guide for the print controller.

❓ How can I add paper during printing.

Press the [Job Status] key on the operation panel. Touch [Paper Info] on the [Job Status] screen to display the tray which is feeding paper. When you want to add paper during printing with the machine, check the available tray on this screen.

❓ Cannot change the settings of the feed tray.

The [Paper Tray Setting] button may be disabled by the administrator when it is not displayed on the [System Info] screen of the operation panel.
Contact your administrator.

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? The [Ink Information Input] screen is displayed.

Follow the on-screen instructions to enter the set values.
To ensure optimal printing quality, the machine obtains information from ink cartridges. If the information cannot be obtained properly, enter the appropriate values on the [Ink Information Input] screen.

- If you replace the ink cartridges or you press the [Power] key on the operation panel to restart the machine, the set values entered on the [Ink Information Input] screen disappear.

  Reconfigure the ink cartridge information.

If the [Ink Information Input] screen is displayed, it means that a non-RISO ink cartridge has been installed. To continue using the non-RISO ink cartridge, enter the appropriate values referring to the following table.

Message	Setting/Description	Set value/Details
Select a temperature adjustment setting for the set ink.	To make the optimal printing available, set the monitor range of the printable temperature for the ink.	[1] (30 °C - 40 °C) [2] (30 °C - 45 °C) [3] (25 °C - 45 °C) [4] (20 °C - 45 °C) [5] (20 °C - 40 °C)
Select a cleaning operation for the set ink.	Set the utmost cleaning cycle for the ink which will not cause the defective printing. • If the set value exceeds the maximum number of sheets, the cleaning cycle setting confirmation screen appears.	[1] (500 to 700 sheets) [2] (500 to 1,500 sheets) [3] (500 to 3,000 sheets) [4] (500 to 5,000 sheets) [5] (500 to 5,000 sheets) The default values are different between [4] and [5] while their selectable ranges are the same. [4]: 2,000 sheets [5]: 3,000 sheets
Set the recommended Use By date of the ink cartridge.	Specify the year and month to make the message appear to indicate that the expiration date of the ink comes close.	[Month]: 1 - 12 [Year] (last two digits): 00 - 99

Simple Questions

◇ **A message indicating that one ink cartridge must be replaced is displayed. Can I continue printing?**

No, you cannot. Printing resumes after the empty ink cartridge has been replaced.
The job data will not be lost when printing is stopped because of an empty ink cartridge.

◇ **How do I turn off the operation sounds?**

The confirmation and error sounds can be turned on or off in the [Beep Sound] setting in the administrator menu.
Contact your administrator.

◇ **The machine logged me out even though I did not perform any action.**

The [Auto Logout Time] setting has been configured for [Login Setting] in the administrator menu. [Auto Logout Time] can be set to between 10 and 3600 seconds. Contact your administrator.

◇ **I have to wait before using the machine, because it is always in sleep state when I try to use it.**

The machine automatically enters sleep state after a fixed period (1 to 60 minutes).
To decrease the transition time from sleep state to ready state, set [Power Consumption (in Sleep)] to [Standard] for [Power Saving Setting] in the administrator menu.

◇ **What is the [Offset Output] setting?**

This function enables the machine to stack each set of printed documents slightly apart from each other when they are output, making them easy to separate.

◇ **Can I print without a margin?**

No, you cannot. Printouts always have a blank margin, regardless of the data size.

◇ **How can I check the current status of a job, or the details of completed jobs?**

Press the [Job Status] key on the operation panel. The [Job Status] screen is displayed. You can check the details of jobs that are being processed, idle jobs, and completed jobs.

◇ **How can I check the IP address of the machine and the version of the firmware?**

You can check them by touching [System Info] - [Machine Info] from the [Home] screen.

RISO

Please contact the following for supplies and service: