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You can read the recommendations in the user guide, the technical guide or the installation guide for RICOH AFICIO 2020. You'll find the answers to all your questions on the RICOH AFICIO 2020 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual RICOH AFICIO 2020
User guide RICOH AFICIO 2020
Operating instructions RICOH AFICIO 2020
Instructions for use RICOH AFICIO 2020
Instruction manual RICOH AFICIO 2020

Printer/Scanner Unit Type 2018

Operating Instructions
Printer Reference 2

1 Setting Up the Printer Driver and Canceling a Print Job
2 Troubleshooting
3 Printer Features
4 Appendix

Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read the Safety Information in the "Copy Reference" before using the machine.

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Manual abstract:

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Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights in those marks. The proper names of the Windows operating systems are as follows: · The product name of Windows® 95 is Microsoft®Windows® 95 · The product name of Windows® 98 is Microsoft®Windows® 98 · The product name of Windows® Me is Microsoft®Windows®Millennium Edition (Windows Me) · The product names of Windows® 2000 are as follows: Microsoft® Windows® 2000 Advanced Server Microsoft® Windows® 2000 Server Microsoft® Windows® 2000 Professional · The product names of Windows® XP are as follows: Microsoft®Windows® XP Professional Microsoft®Windows® XP Home Edition · The product names of Windows ServerTM 2003 are as follows: Microsoft® Windows ServerTM 2003 Standard Edition Microsoft® Windows ServerTM 2003 Enterprise Edition Microsoft® Windows ServerTM 2003 Web Edition · The product names of Windows® NT are as follows: Microsoft® Windows NT® Server 4.0 Microsoft® Windows NT® Workstation 4.0 Microsoft® Windows NT® Workstation operating system Version 4.0 Notes: Some illustrations in this manual might be slightly different from the machine. Certain options might not be available in some countries. For details, please contact your local dealer. Manuals for This Machine The following manuals describe the operational procedures of this machine. For particular functions, see the relevant parts of the manual.

Note Manuals provided are specific to machine type. Adobe Acrobat Reader is necessary to view the manuals as a PDF file. Three CD-ROMs are provided: · CD-ROM 1"Operating Instructions for Printer/Scanner" · CD-ROM 2"Scanner Driver & Document Management Utilities" · CD-ROM 3"Operating Instructions for General Settings and Facsimile" General Settings Guide (PDF file - CD-ROM3) Provides an overview of the machine and describes System Settings (paper trays, Key Operator Tools, etc.), and troubleshooting. Refer to this manual for Address Book procedures such as registering fax numbers, e-mail addresses, and user codes. Network Guide (PDF file - CD-ROM1) Describes procedures for configuring the machine and computers in a network environment. Copy Reference Describes operations, functions, and troubleshooting for the machine's copier function. Facsimile Reference <Basic Features> Describes operations, functions, and troubleshooting for the machine's facsimile function. Facsimile Reference <Advanced Features> (PDF file - CD-ROM3) Describes advanced functions and settings for key operators. Printer Reference 1 Describes system settings and operations for the machine's printer function. Printer Reference 2 (PDF file - CD-ROM1) (this manual) Describes operations, functions, and troubleshooting for the machine's printer function. Scanner Reference (PDF file - CD-ROM1) Describes operations, functions, and troubleshooting for the machine's scanner function. i Manuals for DeskTopBinder Lite DeskTopBinder Lite is a utility included on the CD-ROM labeled "Scanner Driver & Document Management Utilities". · DeskTopBinder Lite Setup Guide (PDF file - CD-ROM2) Describes installation of, and the operating environment for DeskTopBinder Lite in detail. This guide can be displayed from the [Setup] dialog box when DeskTopBinder Lite is installed.

· DeskTopBinder Lite Introduction Guide (PDF file - CD-ROM2) Describes operations of DeskTopBinder Lite and provides an overview of its functions. This guide is added to the [Start] menu when DeskTopBinder Lite is installed. · Auto Document Link Guide (PDF file - CD-ROM2) Describes operations and functions of Auto Document Link installed with DeskTopBinder Lite. This guide is added to the [Start] menu when DeskTopBinder Lite is installed. Manuals for ScanRouter V2 Lite ScanRouter V2 Lite is a utility included on the CD-ROM labeled "Scanner Driver & Document Management Utilities".

· ScanRouter V2 Lite Setup Guide (PDF file - CD-ROM2) Describes installation of, settings, and the operating environment for ScanRouter V2 Lite in detail. This guide can be displayed from the [Setup] dialog box when ScanRouter V2 Lite is installed. · ScanRouter V2 Lite Management Guide (PDF file - CD-ROM2) Describes delivery server management and operations, and provides an overview of ScanRouter V2 Lite functions. This guide is added to the [Start] menu when ScanRouter V2 Lite is installed. Other manuals · PostScript 3 Supplement (PDF file - CD-ROM1) · UNIX Supplement (available from an authorized dealer, or as a PDF file on our Web site) ii TABLE OF CONTENTS Manuals for This Machine .....

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. 44 iii iv How to Read This Manual Symbols In this manual, the following symbols are used: R WARNING: This symbol indicates a potentially hazardous situation which, if instructions are not followed, could result in death or serious injury. R CAUTION: This symbol indicates a potentially hazardous situation which, if instructions are not followed, may result in minor or moderate injury, or damage to property. * The statements above are notes for your safety. Important If this instruction is not followed, paper might misfeed, originals might be damaged, or data might be lost.
Be sure to read this. Preparation This symbol indicates prior knowledge or preparation is required before operation. Note This symbol indicates precautions for operation, or actions to take after mal-operation. Limitation This symbol indicates numerical limits, functions that cannot be used together, or conditions in which a particular function cannot be used. Reference This symbol indicates a reference.
[ ] Keys and buttons that appear on the computer's display. [ ] Keys that appear on the machine's display. { } Keys built into the machine's control panel. { } Keys on the computer's keyboard. 1 Names of Major Options Major options of this machine are referred to as follows in this manual: · IEEE 1394 Interface Board Type B IEEE 1394 interface board · IEEE 802.11b Interface Unit Type D IEEE 802.11b interface unit · IEEE 1284 Interface Board Type A IEEE 1284 interface board · PostScript3 Unit Type 2018 PostScript 3 unit · BlueTooth Unit Type 2238 Bluetooth interface unit The following software products are referred to using a general name: · DeskTopBinder Lite and DeskTopBinder Professional* DeskTopBinder · ScanRouter V2 Lite, ScanRouter EX Professional* and ScanRouter EX Enterprise* the ScanRouter delivery software * Optional 2 1. Setting Up the Printer Driver and Canceling a Print Job Accessing Printer Properties Windows 95/98/Me Accessing Printer Properties Changing default settings Making serequires Full Control access permission. Members of Administrators, Server Operators, Print Operators, and Power Users groups have Full Control permission by default. When you set up options, log on using an account that has Full Control permission.

Making settings from an application To make settings for a specific application, open the [Print] dialog box from that application. The following example describes how to make settings for the WordPad application that comes with Windows 2000/XP and Windows Server 2003. Note Actual procedures for opening the [Print] dialog box vary depending on the application. For more information, see the operating instructions that come with the application you are using. Any setting you make in the following procedure is valid for the current application only. A On the [Start] menu, point to [Settings], and then click [Printers]. The [Printers] window appears. B Click the icon of the machine whose default you want to change. A On the [File] menu, click [Print.. .]. The [Print] dialog box appears. C On the [File] menu, click [Properties]. The printer properties dialog box appears.
B In the [Select Printer] list, select the machine you want to use, and then click the tab for which you want to change print settings. D Make the settings you require, and then click [OK]. Note Normally you do not have to change the "Form to Tray Assignment" settings on the [Device Settings] tab in the PostScript 3 printer driver. Note In Windows XP and Windows Server 2003, click [Preference] to open the Printing Preferences dialog box. C Make the settings you require.
Settings you make here are used as default for all applications. 5 Setting Up the Printer Driver and Canceling a Print Job Changing the default settings - Default document properties Making settings from an application To make settings for a specific application, open the printer properties dialog box from that application. The following example describes how to make settings for the WordPad application that come with Windows NT 4.0. Note Actual procedures for opening the printer properties dialog box vary depending on the application. For more information, see the operating instructions that come with the application you are using. 1 Limitation Changing machine settings requires Full Control access permission. Members of the Administrators, Server Operators, Print Operators, and Power Users groups have Full Control permission by default. When you set up options, log on using an account that has Full Control permission. A On the [Start] menu, point to [Settings], and then click [Printers].

The [Printers] window appears. B Click the icon of the machine whose default you want to change. Any setting you make in the following procedure is valid for the current application only. C On the [File] menu, click [Document Defaults]. The [Default] dialog box appears. A On the [File] menu, click [Print]. The [Print] dialog box appears. D Make B In the [Name] list, select the ma- the settings you require, and then click [OK]. Note Settings you make here are used as default for all applications. chine you want to use, and then click [Properties].
The printer properties dialog box appears. the settings you require, and then click [OK]. C Make D Click [OK] to start printing. 6 Accessing Printer Properties Macintosh - Setting Up for Printing Making paper settings from an application Setting up for printing from an application A Open the file you want to print. B On the [File] menu, click [Print].
The [Printer Features] dialog box appears. 1 A Open the file you want to print. B On the [File] menu, click [Page Setup]. The [AdobePS Page Setup] dialog box appears. C Make sure the machine is selected in the [Printer:] box.
D Make C Make sure the machine you want to use is shown in the [Printer:] box. Note In Mac OS X, this is called [Format for:]. If the machine is not shown in the [Printer:] box, use the pop-up menu to display a list of available machines. Reference The actual appearance of Page Setup depends on the application

you are using. See the operating instructions that come with the Macintosh for more information. the settings you require, and then click [Print] to start printing. D In the [Paper:] box, select the paper size.

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Note In Mac OS X, this is called [Paper Size]. E Make the settings you require, and then click [OK]. 7 Setting Up the Printer Driver and Canceling a Print Job Canceling a Print Job 1 Windows - Canceling a Print Job F Press [Current].

A Double-click the printer icon on the Windows taskbar. A window appears, showing all print jobs currently queued for printing. Check the current status of the job you want to cancel. the name of the job you want to cancel. B Select C On · [Current]: cancels the print job currently being processed. · [Resume]: resumes printing jobs. A confirmation message appears. G Press [Yes] to cancel the print job. the [Document] menu, click [Cancel Printing]. Note In Windows 2000/XP, Windows Server 2003, and Windows NT, click [cancel] on the [Document] menu.
In Windows 95/98/Me/2000/ XP, Windows Server 2003, or NT 4.0, you can also open the print job queue window by double-clicking the machine icon in the [Printers] machine window (the [Printers and Faxes] window under Windows XP and Windows Server 2003). Note Press [No] to return to the previous display. Important If the machine is shared by multiple computers, be careful not to accidentally cancel someone else's print job. Note You cannot stop printing data that has already been processed.
For this reason, printing may continue for a few pages after you press [JobReset]. A print job containing a large volume of data may take considerable time to stop. D Press the {Printer} key. } E Press [JobReset]. 8 Canceling a Print Job Macintosh - Canceling a Print Job Mac OS G Press [Yes] to cancel the print job.
1 Note Press [No] to return to the previous display. Important If the machine is shared by multiple computers, be careful not to accidentally cancel someone else's print job. Note You cannot stop printing data that has already been processed. For this reason, printing may continue for a few pages after you press [JobReset]. A print job containing a large volume of data may take considerable time to stop. A Double-click the printer icon on the desktop. A window appears, showing all print jobs currently queued for printing. Check the current status of the job you want to cancel. the name of the job you want to cancel. the pause icon, and then click the trash icon.

B Select C Click D Press the {Printer} key. } E Press [JobReset]. F Press [Current]. Mac OS X A Start [Print Center]. The [Printer List] window appears. B Double-Click the machine in use. The printer dialog appears. · [Current]: cancels the print job currently being processed. · [Resume]: resumes printing jobs. A confirmation message appears.
C Click the print job you want to delete. D Click [Delete]. E Press the {Printer} key. } 9 Setting Up the Printer Driver and Canceling a Print Job F Press [JobReset]. 1 G Press [Current].
· [Current]: cancels the print job currently being processed. · [Resume]: resumes printing jobs. A confirmation message appears. H Press [Yes] to cancel the print job. Note Press [No] to return to the previous display.
Important If the machine is shared by multiple computers, be careful not to accidentally cancel someone else's print job. Note You cannot stop printing data that has already been processed. For this reason, printing may continue for a few pages after you press [JobReset]. A print job containing a large volume of data may take considerable time to stop. 10 2. Troubleshooting Error & Status Messages on the Display This section describes the principal messages that appear on the display. If a message not described here appears, act according to the message. Reference Before turning the main power off, see Turning On the Power', Copy Reference. Status messages Message Hex Dump Mode Status In Hex Dump mode, the machine prints received data in hexadecimal format. After printing, turn off the machine and then back on again.

Hex Dump mode is used for advanced troubleshooting. The machine is offline. To start printing, switch the machine online by pressing {Online} on the control panel. } Wait a while. The machine is printing. Wait a while. This is the default ready message. The machine is ready for use. No action is required. The machine is resetting the print job.
Wait until "Ready" appears on the display. The machine settings are being changed. Wait a while. The machine is waiting for the next data to print. Wait a while.
Offline Please wait. Printing... Ready Resetting job.
.. Setting change... Waiting... 11 Troubleshooting Alert messages Messages/Second messages Add toner Out of toner. Follow instructions inside and replace toner Causes Toner is running out.

Solutions It is time to supply toner. 2 Change Tray # to the following settings: xxx yyy The settings of the selected pa- Press [JobReset] to change the paper tray settings, or press per tray are different from [FormFeed] to print regardless. those specified for printing. For details about the paper xxx indicates the tray number. tray settings, see General Settings Guide. yyy indicates the paper size. # indicates the tray number. Connect failed: IEEE802.11b Turn power off, check card The IEEE 802.11b card may have come off, or an error may have occurred in the IEEE 802.
11b card. Turn off the main power switch, and check the card is installed correctly. If the message appears again, contact your sales or service representative. Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
Collate cancelled. The collate print function has been canceled. Collate: Page max The maximum number of pag- Turn off the main power es has been exceeded for colla- switch, and back on again. Retion. duce the number of pages to be printed.
Or, increase memory capacity. When installing a memory module in the machine, contact your sales or service representative. Cover open Cover is open as shown. Close it. Duplex cancelled. The cover indicated on the dis- Close the cover. play is open. Duplex printing has been can- Check the paper used is suitaceled. ble for duplex printing. Or, increase memory capacity.

When installing a memory module in the machine, contact your sales or service representative. 12 Error & Status Messages on the Display Messages/Second messages Duplex mode is in off position for Tray # Causes The selected paper tray has not been configured for duplex printing. # indicates the tray number. Solutions Press [JobReset] to change the paper tray settings or do single-sided printing. For details about the tray settings, see General Settings Guide. Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative. Ethernet Board Error An error has occurred in the Ethernet interface. 2 Exceeded max. print size.
Press FormFeed/JobReset I/O buffer overflow. The page images to be printed Press [JobReset] to change the exceed the maximum print ar- paper tray settings, or press ea.

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[FormFeed] to print regardless. The maximum size of the I/O buffer has been exceeded. Increase the size of the I/O buffer through the Host Interface menu. Load paper in Tray # There is no paper in the select- Load the tray with paper. ed paper tray. # indicates the tray number. An error has occurred in the printer. Turn off the main power switch, and back on again.

If the message appears again, call your sales or service representative. Select the correct output tray. NV-RAM Error Output Tray changed. The output tray has been changed because of the paper size limitation of the selected tray. There is a misfeed in the duplex unit. Paper in duplex unit. Open cover and remove the paper. Paper size/type mismatch Change settings to: xxx yyy Open the cover of the duplex unit, and remove the misfed paper. There is no paper tray that Press [JobReset] to change the matches the paper settings se- paper tray settings, or press lected under Auto Tray Select. [FormFeed] to print regardless.

xxx indicates the tray number. For details about the paper tray settings, see General Setyyy indicates the paper size tings Guide. and the paper type. An error has occurred in the parallel interface board. An error has occurred in the font file. Contact your sales or service representative. Turn off the main power switch, and back on again. If the message appears again, call your sales or service representative. Parallel I/F Error Printer Font Error 13 Troubleshooting Messages/Second messages Print overrun. Causes Solutions The image data has been Increase memory capacity.

thinned out due to image com- When installing a memory pression. module in the machine, contact your sales or service representative. Turn off the main power switch, and back on again. If the message appears again, An error may have occurred in contact your sales or service the IEEE 802.11b card. representative. An error may have occurred in the IEEE 802.11b board. The specified paper tray is in use by another function, such as the copier function. Wait until the other function has finished using the specified paper tray.

An error may have occurred in the IEEE 1394 board. Problem:IEEE1394 board 2 Problem:IEEE802.11b card Problem:IEEE802.11b board Paper Tray is in use. Reset paper tray correctly. DToner is almost empty Add toner Tray # Error The selected paper tray does Set the paper tray correctly. not exist or is not set correctly. The toner has almost run out. Replace the toner cartridge soon to prevent poor print quality. Press [JobReset] to change the paper tray settings, or press [FormFeed] to select another paper tray and print using that.

Check the User Code permission status. Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative. An error has occurred with the paper tray. # indicates the tray number. Unauthorized user access. USB Error Print job canceled due to user restrictions. An error has occurred in the USB interface. 14 The Machine Does Not Print The Machine Does Not Print Possible Cause Is the power on? Solutions Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.

Is the machine online? Does the Printer key stay red? Is there a warning status or error message on the display? If not, press {fOnline} on the control panel. } If so, check the error message on the display and take required action. If so, check the error message or warning status on the display and take the required action. 2 Can you print a configura- If you cannot print a configuration page, there maybe a machine tion page? malfunction. Contact your sales or service representative.

See p.26 "Printing the configuration page" for printing a configuration page. Is the interface cable connected securely to the machine and computer? Are you using the correct interface cable? Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting the Machine", Printer Reference 1.

The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting the Machine", Printer Reference 1. Was the interface cable connected after the machine was turned on? Is the signal status satisfactory when using wireless LAN in infrastructure mode ? Connect the interface cable before turning on the machine. To check signal status, press the {User Tools/Counter} key, and then } select [System Settings] using {U} or {T}. On the [Interface Settings], select [IEEE802.11b], and then select [Wireless LAN Signal] using {U}or {T}. If signal quality is poor, remove objects that might cause interference. Note You can check signal status only when using wireless LAN in infrastructure mode.

When using wireless LAN, is the SSID correctly set? When using wireless LAN, is the access point correctly set? Check using the machine's control panel that the SSID is correctly set. See "Interface Settings/IEEE 802.11b (Option)", Network Guide. Check access point settings when in infrastructure mode. Depending on the access point, client access may be limited by MAC address. @@Is the wireless LAN being used in ad hoc mode? @@Turn the main power off and back on. See "Turning On the Power", Copy Reference. @@See "Setting Up the Machine on a Network", Network Guide. Did you change the option settings on the machine? @@@@@@@@@For parallel port connection, port LPT1 or LPT2 should be set. @@@@@@@On the [File] menu, click [Properties].

C Click the [Ports] tab. @@@@On the [File] menu, click [Properties]. C Click the [Ports] tab. @@@@On the [File] menu, click [Properties]. C Click the [Ports] tab.

@@@@On the [File] menu, click [Properties]. C Click the [Ports] tab. 17 Troubleshooting Problem Is the Data In indicator blinking or lit after starting the print job? @@@@@@· PCL 6/5e and PostScript 3 Select [Thick] in the [Type:] list on the [Paper] tab. · RPCSTM Select [Thick] in the [Paper type:] list on the [Print Settings] tab. When printing graphics, the output and the screen are different.

If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print. If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help. Print areas differ depending on machine used. Information that fits on a single page on one machine may not fit on a single page of another machine. Adjust the [Printable area:] setting in the [Printer Configuration...] dialog box on the [Print Settings] tab in the RPCSTM printer driver. See the printer driver Help.

Page layout is not as expected. Duplex printing is not possible. · Duplex printing cannot be done with paper set in the bypass tray. When using duplex printing, make settings to use paper from a tray other than the bypass tray.

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· Duplex printing cannot be done with thick paper, OHP transparencies, or labels specified as the paper type. Specify another paper type. · Duplex printing cannot be done using a tray for which [Duplex] is not selected as the paper type in [Tray Paper Settings] in [System Settings]. Select [Duplex] as the paper type in [Tray Paper Settings]. See General Settings Guide. 19 Troubleshooting Problem When using Windows 95/98/Me, Windows 2000/XP, or Windows NT 4.

0, either combined printing or booklet print does not come out as expected. When using Windows 95/98/Me, Windows 2000/XP, or Windows NT 4.0, Auto Reduce/Enlarge print does not come out as expected. A print instruction was issued from the computer, but printing did not start. The print job is not canceled even when the machine is switched to offline status.

Photo images are coarse. Images are cut off, or excess is printed. User code management may have been set. Ask the administrator about valid user codes. To print, the user code must be entered from the printer driver.

Causes and Solutions Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation. 2 Even when the machine is offline, printing is performed when [Job acceptance priority] is selected for [Signal Control] in [Parallel Interface] in [Interface Settings] in [System Settings]. Select [Printer priority] for [Signal Control]. See "User Tools (System Settings)", General Settings Guide. Some applications reduce print resolution. You may be using paper smaller than the size selected in the application. Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.

20 Other Printing Problems Problem It takes a long time to complete a print job. Causes and Solutions Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data. Changing the following settings with the printer driver may help speed up printing: · PCL 6/5e Select the lowest value for [Resolution] on the [Print Quality] tab in the printer properties dialog box. 2 Note Under Windows 2000/XP, select the lowest value for [Resolution] on the [Print Quality] tab in the [Printing Preferences] dialog box. Under Windows NT 4.0, select the lowest value for [Resolution] on the [Print Quality] tab in the [Document Defaults...] dialog box. · PostScript 3 Select the lowest value for [Resolution] on the [Print Quality] tab in the printer properties dialog box.

Select [PostScript (optimize for speed)]for [PostScript output format:] on the [PostScript] tab in the printer properties dialog box. Note Under Windows 2000/XP, click [Advanced...] on the [Paper/Quality] tab in the [Printing Preferences] dialog box, and then select [PostScript output options : optimize for speed] for [PostScript Options] in the [Advanced.

..] dialog box. Under Windows NT 4.0, click [Advanced.

..] in the [Document Defaults] dialog box, and then select [PostScript output options : optimize for speed] for [PostScript Options] in the [Advanced...] dialog box. · RPCSTM Click [Change User Settings...] on the [Print Quality] tab in the printer properties dialog box, and then select the lowest value for [Resolution:] on the [Image Adjustments] tab in the [Change User Settings.

..] dialog box. Select [Fast] in the [Document type] list on the [Print Quality] tab in the printer properties dialog box. Note Under Windows 2000/XP, click [Change User Settings...] on the [Print Quality] tab in the [Printing Preferences] dialog box, and then select the lowest value for [Resolution:] on the [Image Adjustments] tab in the [Change User Settings...

] dialog box. Select [Fast] in the [Document type] area on the [Print Quality] tab in the [Printing Preferences] dialog box. Under Windows NT 4.0, click [Change User Settings..

.] on the [Print Quality] tab in the [Document Defaults] dialog box, and then select the lowest value for [Resolution:] on the [Image Adjustments] tab in the [Change User Settings...] dialog box.

Select [Fast] in the [Document type] area on the [Print Quality] tab in the [Document Defaults] dialog box. See the printer driver Help. The data is so large or complex that it takes time to process. If the Data In indicator is blinking, data is being processed. Simply wait until printing resumes. 21 Troubleshooting Problem It takes too much time to resume printing. Causes and Solutions The data is so large or complex that it takes time to process. If the Data In indicator is blinking, data is being processed. Simply wait until printing resumes. The machine was in Energy Saver mode.

To resume from Energy Saver mode, it has to warm up, and this takes time. See General Settings Guide. 2 Paper is not fed from the selected tray. When you are using a Windows operating system, printer driver settings override those set using the control panel. Set the desired input tray using the printer driver. See the printer driver Help. Optional compo- You have to configure the option setup in printer properties when bidirecnents connected to tional transmission is not enabled. the machine are See the printer driver Help. not recognized when using Windows 95/98/Me, Windows 2000/XP, and Windows NT 4.0.

Images are printed in the wrong orientation. The printed image is different from the image on the computer's display. The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same. Set the machine's feed orientation and the printer driver's feed orientation accordingly. See the printer driver Help.

With certain functions, such as enlargement and reduction, image layout might be different to that on the computer display. You might have selected to replace True Type fonts with machine fonts in the printing process. To print an image similar to that of the computer display, make settings to print True Type fonts as an image. See the printer driver Help. No transmission when using 1394 interface connection Check using the following procedure: A Confirm the IEEE 1394 interface cable is connected securely.

B Restart the computer. If the error occurs even after executing the above operation, proceed to the following steps. C Unplug the IEEE 1394 interface cable connected to the computer. D Run the utility tool for the IEEE 1394 interface board, which is stored in the following path on the CD-ROM "Printer Drivers and Utilities": \UTILITY\1394\ Reference For more information about using the utility tool for IEEE 1394, see the README file in the same directory on the CD-ROM. E Restart the computer. Note If the problem cannot be solved, contact your sales or service representative. 22 3. Printer Features Reference For more information about copier features and system settings, see Copy Reference and General Settings Guide.

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Printer Features Menu There are seven menu items in the Printer Features menu: · Paper Input · List/Test Print · Maintenance · System · Host Interface · PCL Menu · PS Menu (optional) You can select the functions in the following table: Menu Paper Input See p.26 "Paper Input".

*List/Test Print See p.26 "List/Test Print". Multiple Lists Config. Page Error Log Menu List PCL Config./Font Page PS Config./Font Page *1 Hex Dump Maintenance See p.29 "Maintenance". Menu Protect Bypass Paper Size Default 23 Printer Features Menu System See p.31 "System". Print Error Report Auto Continue Memory Overflow Memory Usage Duplex *2 Copies Edge Smoothing Default 3 Toner Saving Printer Language *1 Sub Paper Size Page Size Letterhead Setting Edge-Edge Print Default Printer Lang.*

Host Interface I/O Buffer See p.33 "Host Interface". I/O Timeout PCL Menu See p.34 "PCL Menu". Orientation Form Lines Font Source Font Number Point Size Font Pitch Symbol Set Courier Font Ext.

*A4 Width Append CR to LF Resolution PS Menu (optional) See p.35 "PS Menu". *1 *2 Data Format Resolution Appears when the PostScript 3 unit (optional) is installed. Appears on Type 3 machine only. Check your machine type.*

24 Adjusting Printer Features Adjusting Printer Features Printer Features allows basic adjustment of operations when using the machine as a printer. Although factory default settings are suitable for most printing jobs, Printer Features gives you access to a number of settings that control basic printer operations. Printer Features settings you make are retained even when you turn off the machine. For more information about copier features and system settings, see Copy Reference and General Settings Guide. A Press the {User Tools/Counter} key. } B Select [Printer Features] using {U} or {T}, and then press the {OK} key. } 3 C Select the desired item using {U} or {T}, press the {OK} key, and then } change its settings. Note [OK]: Press to make new settings and go back to previous menus. [Cancel]: Press to return to a previous menu without changing any setting. D After changing the Printer Features settings, press the {User Tools/Counter} } key.

Note Changes made to functions remain in effect even if the machine is turned off. 25 Printer Features Printer Features Parameters Paper Input Bypass Paper Size The size of the paper set in the bypass tray. PS Config./Font Page You can print the current configuration of installed PostScript fonts. Note This menu can be selected only when the optional PostScript 3 unit (optional) is installed. 3 Reference For more information about paper sizes that can be set in the bypass tray, see General Settings Guide. Hex Dump You can print the Hex Dump. Printing the configuration page } A Press the {User Tools/Counter} key. The User Tools main menu appears. For information about setting paper in the bypass tray, see Printer Reference 1.

Note Default: · Metric version: A4 · Inch version: 11 × 8/ B Select [Printer Features] using {U} or {T}, and then press the {OK} } key. List/Test Print Multiple Lists You can print the configuration page and the error log. Config. Page You can print the machine's current configuration values. Error Log You can print the error log.

Menu List You can print a Menu List showing the machine's function menus. PCL Config./Font Page You can print the current configuration of installed PCL fonts. The Printer Features menu appears. C Select [List/Test Print] using {U} or {T}, and then press the {OK} key.

} 26 Printer Features Parameters D Select [Config. Page] using {U} or {T}, and then press the {OK} key. } The configuration page is printed. Interpreting the configuration page System Reference Unit Number Displays the serial number assigned to the board by its manufacturer. Total Memory Displays the total amount of memory (SDRAM) installed on the printer. Firmware Version · Printer Displays the version number of the printer firmware. · System Displays the version number of the system firmware. · Engine Displays the version number of the printer engine. · NIB Displays the version number of the Network interface. Controller Option This item(s) appears when the controller option(s) is installed.

Printer Language Displays the version number of the printer driver language. Options Displays the optional trays installed. 3 27 Printer Features Paper Input Displays the settings made under the Paper Input menu. Reference p.26 "Paper Input" System Displays the settings made under the System menu. 3 Reference p.31 "System" PCL Menu Displays the settings made under PCL Menu. Reference p.34 "PCL Menu" PS Menu Displays the settings made under PS Menu. Reference p.

35 "PS Menu" Host Interface Displays the settings made under the Host Interface menu. When DHCP is active on the network, the actual IP address, subnet mask and gateway address appear in parentheses on the configuration page. Reference p.33 "Host Interface" Interface Information Displays the interface information. 28 Printer Features Parameters Maintenance Menu Protect This procedure lets you protect menu settings from accidental change.

It makes it impossible to change menu settings with normal procedures unless you perform the required key operations. In a network environment, only administrators can make changes to menu settings. · Level 1 You can protect "Maintenance", "System", "Host Interface" and "PCL Menu". · Level 2 You can protect "Paper Input", "Maintenance", "System", "Host Interface" and "PCL Menu". · Off Note Default: Off C Select [Maintenance] using {U} or {T}, and then press the {OK} key.

} D Press [Menu Protect]. 3 E Enter an access code using the number keys, and then press the {OK} key. } You can also protect menu settings using a Web browser. F Select a menu protect level, and then press the {OK} key. } Setting Menu Protect A Press the {User Tools/Counter} key. } The User Tools main menu appears. G Press the {User Tools/Counter} key. } B Select [Printer Features] using {U} or {T}, and then press the {OK} } key. The Printer Features menu appears. 29 Printer Features Canceling Menu Protect } A Press the {User Tools/Counter} key.

B Select [Printer Features] using {U} or {T}, and then press the {OK} } key. F Select [Off], and then press the {OK} key. } } G Press the {User Tools/Counter} key. 3 C Select [Maintenance] using {U} or {T}, and then press the {OK} key. } Temporarily canceling Menu Protect When you select protected items in Printer Features, a screen for entering the access codes appears. When this happens, enter the correct access codes using the number keys, and then press the {OK} key.

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Menu Pro} tect is then temporarily canceled. Note If you enter the correct access codes, Menu Protect remains canceled while the Printer Features menu is displayed. A screen for entering the access codes appears. D Enter an access code using the number keys, and then press the {OK} key.
} E Press [Menu Protect]. 30 Printer Features Parameters System Print Error Report Select this to have an error report printed when a printer or memory error occurs. · On · Off Note Default: Off · Frame Priority This setting uses frame memory for high speed printing. Note Default: Frame Priority Auto Continue You can select this to enable Auto Continue. When it is On, printing continues after a system error occurs.
· Off · 0 minutes · 1 minute · 5 minutes · 10 minutes · 15 minutes Note Default: Off Duplex You can select to have print on both sides of each page. · Off · Long Edge Bind · Short Edge Bind Note Default: Off 3 Copies You can specify the number of print sets. This setting is disabled if the number of pages to print has been specified with the printer driver or another command. · 1 to 999 by 1 Note Default: 1 Memory Overflow Select this to have a memory overflow error report printed. · Not Print · Error Report Note Default: Not Print Edge Smoothing Set this to enable Edge Smoothing.
· On · Off Note Default: On If Toner Saving is set to On, Edge Smoothing is ignored even if it is set to On. Memory Usage You can select the amount of memory used in Font Priority or Frame Priority, according to paper size or resolution. · Font Priority This setting uses memory for registering fonts. Toner Saving Set this to enable Toner Saving. · On · Off Note Default: Off 31 Printer Features Printer Language Normally, the machine should be set to Auto. If the printer language cannot be detected in Auto, the language specified by Default Printer Lang. is selected. · Auto · PCL · PS · · · · · · 41/8 × 91/2 37/8 × 71/2 C5 Env. C6 Env. DL Env.

Custom Size 3 Note Default: Auto [Printer Language] appears if the optional PostScript 3 unit is installed. Note Default: · Metric version: A4 · Inch version: 81/2× 11 Sub Paper Size You can enable the Auto Substitute Paper Size (A4LT) feature. · Auto · Off Note Default: Off Page Size You can select the default paper size. · 11 × 17 · 81/2× 14 · 81/2× 11 · 51/2 × 81/2 · 71/4×101/2 · 8×13 · 81/2×13 · 81/4×13 · A3 · B4 JIS · A4 · B5 JIS · A5 · 8K · 16K 32 Letterhead Setting You can select letterhead printing. If selected, the last sheet of a duplex print job is printed on both sides - if the job has an odd number of pages. When printing, original images are always rotated by 180 degrees. Therefore, output might not be as expected when printing onto letterhead or preprinted paper requiring orientation. Using this function, you can specify image rotation. · Off · Auto Detect · On (Always) Note Default: Off When set to Off, original images are rotated by 180 degrees. When set to Auto Detect, specifying the paper type with the printer driver allows the machine to detect letterhead or preprinted paper automatically, and print without rotation.
When set to On (Always), the machine does not rotate. This function reduces printing speed. Printer Features Parameters Edge-Edge Print Select this to maximize the printable area by minimizing the white space along the edges, to approximately 0.04 inches (1 mm). · Off · On Note Default: Off Host Interface I/O Buffer You can set the size of the I/O Buffer.
Normally it is not necessary to change this setting. · 128 KB · 256 KB · 512 KB Note Default: 128 KB Default Printer Lang. You can set the default printer language if the machine cannot find the printer language automatically. · PCL · PS Note Default: PCL 3 [Default Printer Lang.] appears if the optional PostScript 3 unit is installed.
I/O Timeout You can set how many seconds the machine should wait before ending a print job. If data from another port usually arrives in the middle of a print job, you should increase this timeout period. · 10 seconds · 15 seconds · 20 seconds · 25 seconds · 60 seconds Note Default: 15 seconds 33 Printer Features PCL Menu Orientation You can set the page orientation. · Portrait · Landscape Note Default: Portrait Point Size You can set the point size you want to use for the selected font. · 4.00 to 999.75 by 0.25 Note Default: 12.00 This setting is effective only with variable-space fonts. 3 Form Lines You can set the number of lines per page.

· 5 to 128 by 1 Note Default: Font Pitch You can set the number of characters per inch for the selected font. · 0.44 to 99.99 by 0.01 Note Default: 10.00 · Metric version: 64 · Inch version: 60 This setting is effective only with fixed-space fonts. Font Source You can set the storage location of the default font. · Resident · RAM · Slot DIMM Note Default: Resident [RAM] can be selected only when fonts have been downloaded to the machine. [Slot DIMM] can be selected only when the optional slot DIMM is installed. Symbol Set You can specify the set of print characters for the selected font.
The available options are as follows: Roman-8, ISO L1, ISO L2, ISO L5, PC-8, PC-8 D/N, PC-850, PC-852, PC8-TK, Win L1, Win L2, Win L5, Desktop, PS Text, VN Intl, VN US, MS Publ, Math-8, PS Math, VN Math, Pifont, Legal, ISO 4, ISO 6, ISO 11, ISO 15, ISO 17, ISO 21, ISO 60, ISO 69, Win 3.0 Note Default: Roman-8 Font Number You can set the ID of the default font you want to use. · 0 to 50 by 1 Note Default: 0 Courier Font You can select a courier font type. @@@@@@@@· Off · On Note Default: Off Resolution You can set the print resolution in dots per inch. · 300 dpi · 600 dpi Note Default: 600 dpi When operating the machine with a parallel or USB connection, if binary data is sent from the printer driver, the print job is canceled.
When operating the machine with an Ethernet connection, the print job is canceled under the following conditions; · The printer driver data format is TBCP, and the data format selected on the display panel is Binary. · The printer driver data format is binary, and the data format selected on the display panel is TBCP. Note Default: Binary Resolution You can set the print resolution in dots per inch. · 300 dpi · 600 dpi Note Default: 600 dpi 35 Printer Features 3 36 4.

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Appendix Collate and Rotating Collate If you select the collate function on the printer driver, the machine will store print data in memory and automatically collate the printouts.

The collate function can be turned on or off from the printer driver. The machine automatically rotates the printouts under the following conditions: · When using A4, 81/2×11 or B5 JIS paper · Paper with the same size and different orientations (e.g., A4K in Tray 1 and A4L in Tray 2) · Auto Tray Select is specified for tray setting Limitation You cannot use the bypass tray with this function. Collate Outputs can be assembled as sets in sequential order. 1 2 3 1 2 3 1 2 3 1 2 3 CP160-a Rotating Collate Every other output set is rotated by 90°K. 1 1 2 3 1 2 3 1 2 3 Note Rotating Collate can only be set using the RPCSTM printer driver. 2 3 CP161-a 37 Appendix User Defined Pages Using this function, you can specify the page numbers for each input tray. Reference For printing methods, see the printer driver Help. Limitation This function is available with the PCL printer driver only.

If [User Defined Pages] in [Paper Selection:] is selected on the [Paper] tab, [Layout:] cannot be selected. 4 GCPY500E 38 System Settings (Parallel Connection) System Settings (Parallel Connection) Interface Settings/Parallel Interface Parallel Timing Specifies the timing for the parallel interface. Normally, you do not need to change this setting. · ACK inside · ACK outside · STB down Note Default: ACK outside Bidirectional Comm. Specifies, for instance, how a printer connected to the parallel interface responds to a status request. If you experience problems using another manufacturer's printer, set this to Off. Limitation If set to Off, asynchronous communication will not work. Parallel Comm. Speed Specifies the communication speed of the parallel interface. If the speed is too high, data may not be transferred smoothly.

If this happens, change the setting to "Standard". · High Speed · Standard Note Default: High Speed · On · Off Note Default: On 4 Signal Control Specifies how to handle any errors that occur when printing from a computer or sending faxes. Normally, you do not need to change this setting. · Job Acceptance Priority · Printer Priority Note Default: Job Acceptance Priority Selection Signal Status Specifies the signal level of the parallel interface. · High · Low Note Default: High Input Prime Specifies whether the prime signal is active or inactive when an input prime signal is sent.

Normally, you do not need to change this setting. · Effective · Invalid Note Default: Invalid 39 Appendix Specifications This section contains the machine's electrical and hardware specifications, including information about its options. Component Resolution Specifications PCL 6 : 600 dpi PCL 5e: 300 dpi, 600 dpi RPCSTM : 300 dpi, 600 dpi PostScript 3 : 300 dpi, 600 dpi Printing speed 16 ppm/20 ppm (A4K, 8/" × 11"K plain paper) 4 Interface Note Printing speeds depend on the machine. Check which type of machine you have. See General Settings Guide.

*Standard: · USB 2.0 interface · Ethernet interface (100BASE-TX/10BASE-T) Option: · IEEE 1394 interface · IEEE 802.11b wireless LAN interface · IEEE 1284 parallel interface · BluetoothTM interface Network protocol Printer language Fonts TCP/IP, IPX/SPX, NetBEUI *1 , AppleTalk Standard: PCL 6, PCL 5e, RPCSTM Option: PostScript 3 PCL 6/5e : Agfa Monotype Font Manager 35 Intellifonts, 10 TrueType fonts, and 1 Bitmap font Font Manager available. PostScript 3 : 136 fonts (Type 2:24, Type 14:112) Memory Operating systems supported by this machine 192MB Windows 95/98/Me Windows 2000 Windows XP Windows Server 2003 Windows NT 4.0 Mac OS 8.6 to 9.2 Mac OS X Required network cable *1 100BASE-TX/10BASE-T shielded twisted-pair (STP, Category/Type5) cable. To use NetBEUI, use the SmartDeviceMonitor port. 40 Specifications Options Limitation Only one optional interface can be installed in the machine at a time. Therefore, the optional IEEE 1394 interface board, the optional IEEE 802.*

11b interface unit (wireless LAN board), the optional IEEE 1284 interface board and the optional Bluetooth interface unit cannot be installed concurrently. IEEE 1394 Interface Board Type B Transmission spec.: IEEE 1394 Interface: IEEE std 1394-1995 compliant IEEE std 1394a-2000 compliant Device class: SCSI print (Windows 2000, Windows XP, Windows Server 2003) IP over 1394 (Windows Me, Windows XP, Windows Server 2003) Protocol: SBP-2 (SCSI print) TCP/IP (IP over 1394) Interface connector: IEEE 1394 (6 pin × 2) Required cable: 1394 interface cable (6 pin x 4 pin, 6 pin x 6 pin) Important You cannot plug devices together to create loops. 4 Do not use cable that is more than 4.5 meters in length. Data transfer speed: Maximum 400 Mbps Connectable number of devices on a bus: Maximum 63 Allowed cable hops on a bus: Maximum 16 Power supply: Non external power supply Cable Power repeated (IEEE 1394a-2000 compliant) 41 Appendix IEEE 802.11b Interface Unit Type D Transmission spec.: Based on IEEE 802.11b (wireless LAN) Protocol: TCP/IP, NetBEUI, IPX/SPX, AppleTalk Note SmartDeviceMonitor and Web browser are supported. 4 Data transfer speed: Auto select from below speed 1Mbps, 2Mbps, 5.

*5Mbps, 11Mbps Frequency range: · Inch version: 2400-2497 MHz (1-11 channels) · Metric version: 2400-2497 MHz (1-13 channels) Transmittable distance: 1Mbps 400 m *1 2Mbps 270 m *1 5.5Mbps 200 m *1 11Mbps 140 m *1 *1 These figures are a guideline for outdoor use. In general, the transmittable distance indoors is 10-100 m, depending on environment. Transmission mode: 802.11 ad hoc, ad hoc, and infrastructure mode IEEE 1284 Interface Board Type A Transmission spec.*

: IEEE 1284 Required cable Standard IEEE 1284 compliant Micro Centronics 36 pin cable PostScript3 Unit Type 2018 Reference PostScript3 Unit Type 2018 Operating Instructions Supplement 42 Specifications BlueTooth Unit Type 2238 This Bluetooth interface unit supports BIP if the optional PostScript 3 unit is installed. Reference See the manual that comes with optional Bluetooth interface unit. 4 43 INDEX B BlueTooth Unit Type 2238, 43 N Network Cable, 40 Network protocol, 40 C Canceling a job Macintosh, 9 Windows, 8 Configuration page, 26 Control panel printer features, adjusting, 23 O Operating system, 40 Options, 41 P Paper Input, 26 PCL menu, 34 PostScript3 Unit Type 2018, 42 Printer driver Printer properties, Windows 2000/XP and Windows Server 2003, 4 Printer properties, Windows 95/98/Me, 3 Printer properties, Windows NT 4.0, 5 setting up, Macintosh, 7 Printer Features adjusting, 25 menu, 23 parameters, 26 Printer Language, 40 Printing speed, 40 D Data In indicator, 17, 21, 22 Display error messages, 11 E Error messages, 11 F Fonts, 40 H Host Interface, 33 R Resolution, 40 I IEEE 1284 Interface Board Type A, 42 IEEE 1394 Interface Board Type B, 41 IEEE 802.

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