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You can read the recommendations in the user guide, the technical guide or the installation guide for RICOH AFICIO MP 2510. You'll find the answers to all your questions on the RICOH AFICIO MP 2510 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 MP 2510
User guide RICOH AFICIO MP 2510
Operating instructions RICOH AFICIO MP 2510
Instructions for use RICOH AFICIO MP 2510
Instruction manual RICOH AFICIO MP 2510



MP 2510/3010
MP 2510/3010
Aficio® MP 2510/3010
IS 2425/IS 2430

Operating Instructions
Troubleshooting



- 1 When the Machine Does Not Operate As Wanted
- 2 Troubleshooting When Using the Copy Function
- 3 Troubleshooting When Using the Facsimile Function
- 4 Troubleshooting When Using the Printer Function
- 5 Troubleshooting When Using the Scanner Function
- 6 Adding Paper, Toner and Staples
- 7 Clearing Misfeeds
- 8 Remarks

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 "About This Machine" before using the machine.



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Manual abstract:

@@In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

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. Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

Caution: Use of controls or adjustments or performance of procedures other than those specified in this manual might result in hazardous radiation exposure.

Two kinds of size notation are employed in this manual. With this machine refer to the metric version. For good copy quality, the supplier recommends that you use genuine toner from the supplier.

The supplier shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the supplier with your office products. Power Source 220-240 V, 50/60 Hz, 7 A or more. Please be sure to connect the power cord to a power source as shown above. For details about power source, see p.99 "Power Connection".

Manuals for This Machine Refer to the manuals that are relevant to what you want to do with the machine. Important Media differ according to manual. The printed and electronic versions of a manual have the same contents. Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files. Depending on which country you are in, there may also be html manuals.

To view these manuals, a Web browser must be installed. About This Machine Be sure to read the Safety Information in this manual before using the machine.

This manual provides an introduction to the functions of the machine. It also explains the control panel, preparation procedures for using the machine, how to enter text, and how to install the CD-ROMs provided. General Settings Guide Explains User Tools settings, and Address Book procedures such as registering fax numbers, e-mail addresses, and user codes. Also refer to this manual for explanations on how to connect the machine. Troubleshooting Provides a guide to solving common problems, and explains how to replace paper, toner, and other consumables. Security Reference This manual is for administrators of the machine. It explains security functions that the administrators can use to protect data from being tampered with, or prevent the machine from unauthorized use. Also refer to this manual for the procedures for registering administrators, as well as setting user and administrator authentication.

Copy/Document Server Reference Explains Copier and Document Server functions and operations. Also refer to this manual for explanations on how to place originals. Facsimile Reference Explains Facsimile functions and operations. Printer Reference Explains Printer functions and operations. Scanner Reference

Explains Scanner functions and operations. i Network Guide Explains how to configure and operate the machine in a network environment, and use the software provided. This manual covers all models, and includes descriptions of functions and settings that might not be available on this machine. Images, illustrations, and information about operating systems that are supported might also differ slightly from those of this machine. Other manuals · Quick Reference Copy Guide · Quick Reference Fax Guide · Quick Reference Printer Guide · Quick Reference Scanner Guide · PostScript3 Supplement · UNIX Supplement · Manuals for DeskTopBinder Lite · DeskTopBinder Lite Setup Guide · DeskTopBinder Introduction Guide · Auto Document Link Guide Note

Manuals provided are specific to machine types. For "UNIX Supplement", please visit our Web site or consult an authorized dealer.

"PostScript3 Supplement" and "UNIX Supplement" include descriptions of functions and settings that might not be available on this machine. ii TABLE OF CONTENTS Manuals for This Machine

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.....de. · Contact the administrator. · If the function status indicator is still lit in red even after trying to solve the problem as described here, contact your service representative. The machine is unable to connect to the network.
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Important If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See "Copy Paper", About This Machine. Problem "Please wait." appears. Cause Solution This message appears Wait for the machine to get ready. when you turn on the operation switch or change the toner bottle. Functions other than the copier function are not yet ready. Wait a little longer. 1 Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the {Facsimile} or {Scanner} key. The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.

The display is off. Functions other than the Wait a little longer. copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use. The screen contrast knob is Set the screen contrast knob to the light turned to the dark position. position to see the display panel properly. See "Control Panel", About This Machine. The machine is in Energy Saver mode. The operation switch is turned off. The main power switch is turned off. There are too many scanned pages or stored files: hard disk capacity is exceeded. Press the {Energy Saver} key to cancel Energy Saver mode. Turn on the operation switch. Turn on the main power switch.

The display is off. The display is off. Nothing happens when the operation switch is turned on. Memory is full. Press [Delete File] to delete unnecessary documents.

5 When the Machine Does Not Operate As Wanted Problem The main power indicator continues blinking and does not turn off when pressed. Cause Solution 1 This occurs in the follow- Close the exposure glass cover or ADF, and check if the machine is communicating cases: ing with a computer. · The exposure glass cover or ADF is open. · The machine is communicating with external equipment. · The hard disk is active. Original images are printed on the reverse side of the paper. You have loaded the paper incorrectly. Load paper correctly. Load paper into Tray 1-4 with the print side up, and into the LCT or bypass tray with the print side down. See p.

76 "Orientation-fixed paper or two-sided paper". · Remove the paper. See p.89 "Removing Jammed Paper". · Check that the side guides are locked. See p.77 "Changing the Paper Size". Misfeeds occur frequently. The tray's side guides are not locked. Misfeeds occur frequently. The tray's end guide is not set properly. · Remove the paper. See p.89 "Removing Jammed Paper". · Check that the end guide is set properly. See p.77 "Changing the Paper Size". Misfeeds occur frequently. You may have loaded pa- · Remove the paper. See p.

89 "Removper of a size not shown ing Jammed Paper". on the paper size selector. · When using paper of a size that cannot be detected automatically, use Tray Paper Settings to set the paper size. See "Tray Paper Size: Tray 1-4", General Settings Guide and "Copy Paper", About This Machine. An error message reWhen a misfeed message mains, even if misfed pa- appears, it remains until per is removed. you open and close the cover as required. An error message reThis may occur if the mains, even if consuma- HDD is not installed. bles are replaced and/or misfed paper is removed. Cannot print in duplex mode. Cannot print in duplex mode.

You cannot use paper in the bypass tray for duplex printing. Clear misfed paper, and then open and close the front cover. see p.89 "Removing Jammed Paper". Press the {Start} key. For duplex printing, select Tray 1-4 in copier mode or with the printer driver. [1 Sided Copy] is selected Select [2 Sided Copy] for Paper Type: Tray for Paper Type: Tray 1-4. 1-4. See "Paper Type: Tray 1-4", General Settings Guide. 6 When You Have Problems Operating the Machine Problem Cannot print in duplex mode.

Cause Solution Duplex printing cannot Select a paper type that allows duplex be done with thick paprinting. See "Paper Type: Tray 1-4", per, OHP transparencies, General Settings Guide. or labels selected as the paper type. Users are restricted by user management. Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.

The use of the function is restricted to authenticated users only. This user code is not allowed to use the function selected. Enter the user code (up to eight digits), and then press [q]. Enter your login user name and user password. See "When the Authentication Screen is Displayed", About This Machine. Contact the administrator. 1 The user code entry display appears. The Authentication display appears. "You do not have the privileges to use this function." appears. "You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user code. Authentication failed. Press the {Energy Saver} key. Confirm that the display goes off, and then press the {Energy Saver} key again.

The display will return to the user code entry display. When printing under the copier or printer function, press the {Energy Saver} key only after printing has finished. Inquire the user administrator for the correct login user name and login password. The entered login user name or login password is not correct. Authentication failed. "The selected The machine cannot per- Contact the administrator. form authentication. You have tried to delete Files can be deleted by the person who files without the authori- created the file. To delete a file which ty to do so. you are not authorized to delete, contact the person who created the file.

file(s) which you do not have access privileges to could not be deleted." appears. 7 When the Machine Does Not Operate As Wanted Document Server Problem "Scanned pages Cause The number of scanned pages exceeds the capacity per file of the Document Server. Solution To store scanned pages as a file, press [Store File]. Scanned data is stored as a file in the Document Server.

If you do not want to store scanned pages, press [No]. Scanned data is deleted. 1 exceeded max.



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number. Do you want to store the scanned pages as a file?" appears.

You forgot your password. You cannot access a protected file without entering the password. Contact the administrator. To delete the files stored in the document server, select [Delete All Files in Document Server]. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. See "Delete All Files in Document Server", General Settings Guide. Check the date or time column in the Document Server: Select Files to Print display. Check document content by printing its first page. Press the line of the document in the Document Server: Select Files to Print display, and then press [Print 1st Page] followed by the {Start} key. Delete unnecessary files.

On the file selection display, select unnecessary files, and then press [Delete File]. If this does not increase available memory, do the following. · Switch to the scanner display, and then delete unnecessary files stored under the scanner function. · Switch to the printer display, and then delete unnecessary files stored under Sample Print, Locked Print, Hold Print, or Stored Print. You cannot find out what is stored in a file. You may not be able to ascertain the contents of a file simply from the file name. You may not be able to ascertain the contents of a file simply from the file name. The document server memory is full. You cannot find out what is stored in a file. Memory frequently becomes full.

You want to check print quality before making a large print run. "Original is be- You can print a single copy without specifying the setting again. The Copy or Scanner function is in use. Check print quality by printing out only the first set using the {Sample Copy} key. To cancel a job in progress, first press [Exit], and then press the {Copy} key or {Scanner} key.

Next, press the {Clear/Stop} key. When the message "[Stop] key was pressed." appears, press [Stop]. ing scanned by another function." appears.

8 When You Have Problems Operating the Machine Note Using curled paper often causes misfeeds, soiled paper edges, or slipped positions while performing staple or stack printing. When using curled paper, take the stiffness out of the paper with your hands to straighten out the curl, or load the paper up side down. Also, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall. Reference "Control Panel", About This Machine 1 "When the Authentication Screen is Displayed", About This Machine "Copy Paper", About This Machine "Tray Paper Size: Tray 1-4", General Settings Guide "Paper Type: Tray 1-4", General Settings Guide "Delete All Files in Document Server", General Settings Guide 9 When the Machine Does Not Operate As Wanted When a Job Is Not Performed 1 If you are not able to carry out your job, it may be that the machine is being used by another function. Wait until the current job is completed before trying again. In certain cases, you can carry out another job using a different function while the current job is being performed. Performing multiple functions simultaneously like this is called "Multi-accessing". Combination Chart Function Compatibility The chart shows Function Compatibility when print priority is set to "Interleave". See "Print Priority", General Settings Guide. : Simultaneous operations are possible.

: Operation is enabled when the relevant function key is pressed and remote switching (of the scanner) is done. : Operation is enabled when the {Interrupt} key is pressed to interrupt the preceding operation. : Operation is performed automatically once the preceding operation ends. ×: The operation must be started once the preceding operation ends. (Simultaneous operations are not possible.) Mode after you select Copy Interrupt Copying Facsimile Printer Document Server Professional/Lite Sending a Facsimile from Document Server DeskTopBinder Scanning a Document to Store in Document Server Printing from Document Server Printing from Document Server *4 Transmission Operation/Manual Reception Operation Scanning an Original for Memory Transmission Operations for Document Server Immediate Transmission Operations for Scanning Operations for Copying Operations for Copying Printing Received Data Memory Transmission Memory Reception Data Reception Scanning Copying Stapling Stapling Printing Mode before you select Copy Operations for Copying Stapling Sort ××× *1 *1 *1 *5 *2 *2 *2 *4 *1 *1 *1 *2 *2 *2 *2 10 Printing Sort Web Document Server Transmission Reception Scanner Print Printer Scanner Transmission Mode after you select Copy Memory Reception Immediate × Transmission Operations for Copying Stapling Sort Operations for Copying Interrupt Copying Copying Facsimile Transmission Print Reception Printing Received Data Mode before you select Interrupt Operations Copying for Copying Copying Facsimile Transmission Operation/ Manual Reception Operation Scanning an × original for Memory Transmission Memory Transmission Data Reception Sort Print Stapling Operations for scanning Scanning ×××× ×× ×××× *5 ×××××××× ×××××× ×××××× Memory Transmission Immediate Transmission *3 *3 *3 Transmission Operation/Manual Reception Operation Scanning an Original for Memory Transmission *7 × × × × *3 *3 × *3 *3 *3 × Memory Reception Printing Received Data Data Reception Printing Stapling Operations for Scanning Scanning Operations for Document Server Scanning a Document to Store in Document Server Printing from Document Server Printing from Document Server Sending a Facsimile from Document Server Printing Reception *7 *7 *7 × Printer ××××× ××××× Print Scanner Document Server ×× ××××× *3 *3 *3 × × × × × When a Job Is Not Performed ××××× *4 DeskTopBinder Professional/Lite Web Document Server *4 *3 *4 11 1 When the Machine Does Not Operate As Wanted Mode after you select Copy Interrupt Copying Facsimile Printer Document Server Professional/Lite Sending a Facsimile from Document Server DeskTopBinder Scanning a Document to Store in Document Server Printing from Document Server Printing from Document Server *6 *6 Transmission Operation/Manual Reception Operation Scanning an Original for Memory Transmission Scanner Print 1 Operations for Document Server Immediate Transmission Operations for Scanning Operations for Copying Operations for Copying Printing Received Data Memory Transmission Memory Reception Data Reception Scanning Copying Stapling Stapling Printing Mode before you select Document Operations Server for Document Server Scanning a Document to Store in Document Server Printing from Document Server Printing DeskTopBinder Pro- from Document Server fessional/ Lite Sending a Facsimile from Document Server Web Docu- Printing ment Server *1 *2 *3 *4 *5 *6 *7 ××× ×× × × ×××× *6 *4 *3 *3 *3 *3 *4 Simultaneous operations are only possible after the preceding job documents are all scanned and [NextJob] appears.



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You can scan a document after the preceding job documents are all scanned. When multiple lines are available, select a line which is currently not in use. Otherwise, operation will not be possible. During stapling, printing automatically starts after the current job.

Stapling is not available. Simultaneous operations become possible after you press [NextJob]. During parallel receptions, any subsequent job is suspended until the receptions are completed. 12 Printing Sort Web Document Server Transmission Reception When a Job Is Not Performed Note Stapling cannot be used at the same time for multiple functions. A machine with the 500sheet finisher installed cannot accept other jobs while printing with the stapling operation.

A machine with the 1000sheet finisher installed, that is printing with the stapling operation on paper larger than A4 size, starts the subsequent job (for which Shift Sort Tray is specified as the output tray) only after the current print job finishes. While printing is in progress, scanning using another function may take more time. Reference "Print Priority", General Settings Guide 1 13 When the Machine Does Not Operate As Wanted 1 14 2. Troubleshooting When Using the Copy Function This chapter describes likely causes of and possible solutions for copier function problems. When a Message Is Displayed This section describes the machine's main messages.

If other messages appear, follow the instructions they contain. Important For messages that are not listed here, see p.5 "When You Have Problems Operating the Machine". Message Cause An irregular original is placed. Solution Select paper manually, not in Auto Paper Select mode, and do not use Auto Reduce/Enlarge function. See "Sizes difficult to detect", Copy/Document Server Reference. Place the original on the exposure glass. See "Placing Originals on the Exposure Glass" and "Sizes difficult to detect", Copy/Document Server Reference. Place your originals. Change the orientation of the original.

If you press the {Start} key, copy will start onto the selected paper. Select a proper paper size. See "Supplementary Information", Copy/Document Server Reference. Select a paper size that can be used with the Staple function. See "Supplementary Information", Copy/Document Server Reference. Cannot detect original size. Cannot detect original size. An irregular original is placed. Cannot detect original size. Check original orientation.

Check paper size. Rotate Sort is not available with this paper size. Cannot staple paper of this size. Duplex is not available with this paper size. Maximum number of sets is nn.

("nn" indicates the maximum number of sets.) Original is not placed. Original is not placed in a proper orientation. An irregular paper size is set. A size of paper for which Rotate Sort is not available is selected.

The Staple function cannot be used with the paper size selected. The Duplex function cannot be used with the paper size selected. Select a proper paper size. See "Supplementary Information", Copy/Document Server Reference. The number of copies exceeds the maximum copy quantity. See "Max. Copy Quantity", quantity. General Settings Guide. 15 Troubleshooting When Using the Copy Function Message Cause The number of scanned pages exceeds the capacity per file of the Document Server. Solution If you want to store scanned originals as a file, press [Store File].

The originals are stored as a file in the Document Server. If you do not want to store any scanned originals, press [No]. Scanned data will be cleared. Scanned pages exceeded max. number. Do you want to store the scanned pages as a file? 2 Magazine or Booklet mode is not available due to mixed image mode. Cannot copy. Original is being scanned by another function. You selected the Magazine or Booklet function. Make sure originals for the Magazine or Booklet function are scanned using the same function. Use different functions, such as copy and printer.

The Document Server function is in use. To cancel a job being processed, press [Exit], and then press the {Document Server} key. Next, press the {Clear/Stop} key. When the message "[Stop] key was pressed. Stop storing?" appears, press [Stop].

This user code is not allowed to use the function the privileges to use this function selected. This user code is not allowed to use the function the privileges to use this function selected.

If the message continues to be displayed and you cannot switch the screen, press the {Energy Saver} key. Confirm that the display goes off, and then press the {Energy Saver} key again. The display will return to the user code entry display. When printing under the copier or printer function, press the {Energy Saver} key only after printing has finished. Inquire the user administrator for the correct login user name and login password. Contact the administrator.

Authentication has failed. Authentication has failed. The selected file(s) which you do not have access privileges to could not be deleted. The entered login user name or login password is not correct.

The machine cannot perform authentication. You have tried to delete Files can be deleted by the person who files without the authority created the file. To delete a file which you are not authorized to delete, contact the person who created the file. 16 When a Message Is Displayed Message Cause Solution Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared. The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed. 2 Reference p.

5 "When You Have Problems Operating the Machine" "Max. Copy Quantity", General Settings Guide "Sizes difficult to detect", Copy/Document Server Reference "Placing Originals on the Exposure Glass", Copy/Document Server Reference "Supplementary Information", Copy/Document Server Reference 17 Troubleshooting When Using the Copy Function When You Cannot Make Clear Copies This section describes likely causes of and possible solutions for unclear copies. Problem Copies appear dirty. Cause Image density is too high. Auto Image Density is not selected.

Image density is too high. Auto Image Density is not selected. Image density is too high. Solution Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference. Select Auto Image Density. See "Adjusting Copy Image Density", Copy/Document Server Reference.



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Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference. Select Auto Image Density.

See "Adjusting Copy Image Density", Copy/Document Server Reference. Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference. Change the orientation of the original. Put mending tape on the pasted part. The same copy area is dirty whenever making copies. The same copy area is dirty whenever making copies. The exposure glass or ADF is dirty. Clean them. See p.

101 "Maintaining Your Machine". 2 Copies appear dirty. The reverse side of an original image is copied. The reverse side of an original image is copied. A shadow appears on copies if you use pasted originals.

Select [Generation], and then begin copy[Original Type] is set to [Text / Photo], and an orig- ing. See "Selecting the Original Type Setinal with text and photo- ting", Copy/Document Server Reference. graphs that can hardly be distinguished from each other is loaded. Image density is too light. A light copy may result when you use damp or rough grain paper.

The toner bottle is almost empty. The paper is damp. Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference. Use the recommended paper. See "Copy Paper", About This Machine. Contact your service representative. Add toner. See p.81 "Adding Toner".

Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine. Set originals correctly. See "Placing Originals", Copy/Document Server Reference. Copies are too light. Copies are too light. Copies are too light. Copies are too light. Parts of images are not copied. The original is not set correctly.

18 When You Cannot Make Clear Copies Problem Parts of images are not copied. Images appear only partially. Cause The correct paper size is not selected. The paper is damp. Solution Select the proper paper size.

Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine. Clean them. See p.101 "Maintaining Your Machine".

Clean them. See p.101 "Maintaining Your Machine". Black lines appear. White lines appear. White lines appear. The exposure glass or scanning glass is dirty. The exposure glass or scanning glass is dirty. 2 When D is blinking, ton- Add toner. See p.

81 "Adding Toner". er is beginning to run out. The original is not set correctly. Your original has a dot pattern image or many lines. When using the exposure glass, face the originals down. When using the ADF, face them up. Place the original on the exposure glass at a slight angle. Copies are blank. A moiré pattern is produced on copies. Black spots appear on the copy of a photographic print.

Because of high humidi- Place the print on the exposure glass in ty, the photographic either of the following ways: print has stuck to the ex- · Place an OHP transparency on the exposure glass. posure glass, and then place the print on top of the OHP transparency. · Place the print on the exposure glass, and then place two or three sheets of white paper on top of it. Leave the exposure glass cover or auto-document feeder (ADF) open when copying. Reference "Copy Paper", About This Machine "Placing Originals", Copy/Document Server Reference "Adjusting Copy Image Density", Copy/Document Server Reference "Selecting the Original Type Setting", Copy/Document Server Reference 19 Troubleshooting When Using the Copy Function When You Cannot Make Copies As Wanted This section describes likely causes of and possible solutions for unclear copies.

2 Basic Problem Cause Solution Load paper only as high as the upper limit mark on the paper tray or bypass tray. See p.73 "Loading Paper" and "Copying from the Bypass Tray", Copy/Document Server Reference. Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.

Use recommended paper. See "Copy Paper", About This Machine. Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine. Use recommended paper. Do not use paper that has been already copied or printed onto. See "Copy Paper", About This Machine. Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.

Use recommended paper. See "Copy Paper", About This Machine. Remove jammed staples. See p.95 "Removing Jammed Staples". Misfeeds occur frequently. The number of sheets loaded exceeds the capacity of the machine. Misfeeds occur frequently. The paper is damp. Misfeeds occur frequently.

The paper is too thick or too thin. Misfeeds occur frequently. The copy paper is wrinkled or has been folded/creased. Misfeeds occur frequently. Printed paper is being used.

Copy paper becomes creased. The paper is damp. Copy paper becomes creased. Copies are not stapled. Copies are not stapled.

The paper is too thin. There are jammed staples in the stapler. The number of copies ex- Check the stapler capacity. See "Suppleceeds the capacity of the mentary Information", Copy/Docustapler. ment Server Reference. Copy paper is curled. Turn the copy paper over in the tray. Check the correct position to place the originals. See "Staple", Copy/Document Server Reference. Check the combination of functions and make the settings again.

See "Function Compatibility", Copy/Document Server Reference. Copies are not stapled. Staples are wrongly posi- Originals are not set cortioned. rectly. You cannot combine sev- Selected functions caneral functions. not be used together. 20 When You Cannot Make Copies As Wanted Problem When sorting, the pages are divided into two blocks. Cause The memory became full in the middle of sorting and the pages were delivered in two blocks. Solution You can interrupt copying when the memory becomes full. See "Memory Full Auto Scan Restart", General Settings Guide.

Press the {Clear Modes} key and cancel copy settings, including stapling. Paper does not output dur- When you stop printing ing printing with stapling, while using the staple function, paper not stapled during printing may be left in the staple unit. The copy is grayed out or a text pattern appears in the background of the copy. Images are skewed.

You have copied a copyguarded document protected from unauthorized copying. 2 Check the document. See "Unauthorized Copy Control", Printer Reference. The side guides in the pa- Check that the side guides are locked. per feed tray are not See p.

77 "Changing the Paper Size". locked. The paper is feeding in at a slant. Load the paper correctly.



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See p.73 "Loading Paper". Images are skewed. Edit Problem Cause Solution Select A3L for A4K originals and A4 for A5 originals. When using the Double Combination of original Copies function, parts of and copy paper is not the original image are not correct. copied.

When using the Border, Centre, or Centre/ Border function, parts of the original image are not copied. When using the Border, Centre, or Centre/ Border function, parts of the original image are not copied. When using the Margin Adjustment function, parts of the original image are not copied. You set a wide erased margin. Make the margin width narrower. You can adjust it between 2 - 99 mm (0.1" 3.9"). See "Erase Border Width" and "Erase Centre Width", General Settings Guide. Place the originals correctly.

Originals are not scanned correctly. You set a wide erased margin. Set a narrower margin with User Tools. You can set the width between 0 - 30 mm (0" - 1.2").

See "Front Margin: Left / Right", "Back Margin: Left / Right", "Front Margin: Top / Bottom", and "Back Margin: Top / Bottom", General Settings Guide. 21 Troubleshooting When Using the Copy Function When using the Margin Adjustment function, parts of the original image are not copied. Cause There is a lack of margin space on the opposite side of the binding position. Solution Set a narrower margin with User Tools. You can set the width between 0 - 30 mm (0" - 1.

2"). See "Front Margin: Left / Right", "Back Margin: Left / Right", "Front Margin: Top / Bottom", and "Back Margin: Top / Bottom", General Settings Guide. You selected copy paper Select copy paper larger than the origithe same size as the orig- nals or select the proper reproduction inals, or you did not se- ratio. lect the proper reproduction ratio. 2 When using the Image Repeat function, the original image is not copied repeatedly. Stamp Problem The stamp position is wrong. Cause The paper orientation is wrong. Solution Check the paper orientation and stamp position. Combine Problem Copies made with the Booklet or Magazine function cannot be folded into a book correctly. When using the Combine function, parts of the image are not copied.

Cause You selected a setting ("Open to Left" or "Open to Right") that does not match the orientation of originals. You specified a reproduction ratio that does not match the sizes of your originals and copy paper. You placed the originals in the incorrect order. Solution Change the setting. See "Orientation: Booklet, Magazine", General Settings Guide. When you specify a reproduction ratio using the Manual Paper Select function, check that the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using the Combine function. When placing a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied. Copies are not in correct order.

Duplex Problem Cannot print in duplex mode. Cannot print in duplex mode. Cannot print in duplex mode. Cause You have loaded paper on the bypass tray. You have loaded paper exceeding 90 g/m2.

You have selected a tray which is set to [1 Sided Copy] in [Tray Paper Settings] in [System Settings]. Solution Remove paper loaded on the bypass tray. Load paper in another tray. Change the paper. Set the tray to [2 Sided Copy] in [Tray Paper Settings] in [System Settings].

See "Paper Type: Tray 1-4", General Settings Guide. 22 When You Cannot Make Copies As Wanted Problem Copies are not in correct order. Cause You placed the originals in the incorrect order. Solution When placing a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied. When using Duplex, copy is made Top to Bottom even though [Top to Top] is selected. You placed the originals Place the original in the correct orientain the wrong orientation. tion. See "Originals and copy orientation", Copy/Document Server Reference. 2 Reference "Copy Paper", About This Machine "Paper Type: Tray 1-4", General Settings Guide "Front Margin: Left / Right", General Settings Guide "Back Margin: Left / Right", General Settings Guide "Front Margin: Top / Bottom", General Settings Guide "Back Margin: Top / Bottom", General Settings Guide "Erase Border Width", General Settings Guide "Erase Centre Width", General Settings Guide "Orientation: Booklet, Magazine", General Settings Guide "Memory Full Auto Scan Restart", General Settings Guide "Copying from the Bypass Tray", Copy/Document Server Reference "Staple", Copy/Document Server Reference "Originals and copy orientation", Copy/Document Server Reference "Function Compatibility", Copy/Document Server Reference "Supplementary Information", Copy/Document Server Reference "Unauthorized Copy Control", Printer Reference 23 Troubleshooting When Using the Copy Function When Memory Is Full This section describes likely causes of and possible solutions for problems related to full memory.

Message Cause The scanned originals exceeds the number of pages that can be stored in memory. Solution Press [Print] to copy scanned originals and cancel the scanning data. Press [Clear] to cancel the scanning data and not copy. 2 Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals. "n" in the message represents a changeable number. Press [Resume] to scan and copy remaining originals.[Stop] [Resume] The machine checks if the remaining originals should be copied, after the scanned original is printed.

To continue copying, remove all copies, and then press [Resume]. To stop copying, press [Stop]. Note If you set [Memory Full Auto Scan Restart] in User Tools to [Yes], even if the memory becomes full, the memory overflow message will not be displayed. The machine will make copies of the scanned originals first, then automatically proceed scanning and copying the remaining originals. In this case, the resulting sorted pages will not be sequential.

See "Input/Output", General Settings Guide. Reference "Input/Output", General Settings Guide 24 3. Troubleshooting When Using the Facsimile Function This chapter describes likely causes of and possible solutions for facsimile function problems. Adjusting the Volume This section describes how to adjust the volume. You can change the volume of the following sounds that the machine makes.

On Hook Mode Heard when the {On Hook Dial} key is pressed. At Transmission Heard when the machine sends a document. At Reception Heard when the machine receives a document.



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At Dialing Heard after pressing the {Start} key, until the line connects to the destination. At Printing Heard when a received document is printed. See "Print Completion Beep", Facsimile Reference. A Press the {User Tools/Counter} key. B Press [Facsimile Features]. C Check that the [Gen. Settings/ Adjust] display appears.

25 Troubleshooting When Using the Facsimile Function D Press [Adjust Sound Volume]. 3 E Press [Lower] or [Louder] to adjust the volume, and then press [OK]. You can hear the actual volume by pressing [Check]. If you press [Cancel], the volume setting is canceled. The display returns to that of step D. You can set the volume level to between 0 and 7. F Press the {User Tools/Counter} key. The standby display appears. Note You can adjust the On Hook volume when you press the {On Hook Dial} key. See "On Hook Dial", Facsimile Reference.

Reference "On Hook Dial", Facsimile Reference "Print Completion Beep", Facsimile Reference 26 When a Message Is Displayed When a Message Is Displayed This section describes the machine's main messages. If other messages appear, follow their instructions. Message Cause Solution Put original back, check it and press [Start]. Error occurred, and transmission was cancelled. Original jammed during Memo- Place originals that have not been r y Transmission.

scanned on the exposure glass or ADF again. A document jam or an error occurred during Immediate Transmission. There may be a problem with the machine or the telephone line (for example noise or cross talk). The machine failed to detect the size of the original. Press [OK], and then resend the pages that have not been sent.

If the error reoccurs frequently, contact your service representative. 3 Cannot detect original size. Place original again, then press [Start]. L Call Service Place original again, and then press the {Start} key. Functional problems with facsimile. Please call service. Memory is full. Cannot scan more. Transmitting only scanned pages. There is a problem with the fax.

Record the code number shown in the display and contact your service representative. Other functions can be used. The memory is full. If you press [Exit], the machine returns to standby mode and starts transmitting the stored pages. Check the pages that have not been sent using the Communication Result Report, and then resend those pages. Remove the paper from Internal Tray 1. The Internal Tray 1 is full. Remove the paper. If the other tray is also full, the tray name shown in the display changes. Remove paper from the tray indicated in the display.

27 Troubleshooting When Using the Facsimile Function Message Cause The Copy or Document Server function is in use. Solution To cancel the job in process, do the following, and then try faxing again. Press [Exit], and then press the {Copy} or {Document Server} key. Next press the {Clear/Stop} key. When the message "[Stop] key Cannot scan to send fax message as scanner is in use for other function.

3 You do not have the privileges to use this function. You do not have the privileges to use this function. This user code is not allowed to use the function selected. was pressed. Stop copying?" or "[Stop] key was pressed.

Stop storing?" appears, press [Stop]. Contact the administrator. This user code is not allowed to use the function selected. If the message continues to be displayed and you cannot switch the screen, press the {Energy Saver} key. Confirm that the display goes off, and then press the {Energy Saver} key again. The display will return to the user code entry display. When printing under the copier or printer function, press the {Energy Saver} key only after printing has finished. Inquire the user administrator for the correct login user name and login password. Contact the administrator. Files can be deleted by the person who created the file.

To delete a file which you are not authorized to delete, contact the person who created the file. Authentication has failed. Authentication has failed. The selected file(s) which you do not have access privileges to could not be deleted. Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared. The entered login user name or login password is not correct.

The machine cannot perform authentication. You have tried to delete files without the authority to do so. The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.

Wait until the message disappears. Do not switch off the power while this message is displayed. 28 When a Message Is Displayed Message Cause Solution Check whether there are any network problems. [13-10] The alias telephone number you · Check that the alias telephone entered is already registered on number is correctly prothe gatekeeper by another device. grammed in IP-Fax Settings under Facsimile Features.

See "IPFax Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. · Consult your network administrator. Check whether there are any network problems. [13-11] Cannot access gatekeeper. · Check that the gatekeeper address is correctly programmed in IP-Fax Settings under Facsimile Features. See "IP-Fax Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.

· Consult your network administrator. 3 Check whether there are any network problems. [13-17] Registering of user name is rejected by SIP server. · Check that the SIP server address and user name are correctly programmed in IP-Fax Settings under Facsimile Features. See "IP-Fax Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. · Consult your network administrator. Check whether there are any network problems. [13-18] Cannot access SIP server.

· Check that the SIP server address is correctly programmed in IP-Fax Settings under Facsimile Features. See "IP-Fax Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. · Consult your network administrator.

29 Troubleshooting When Using the Facsimile Function Message Cause Cannot find the DNS server, SMTP Server or folder for forwarding. Solution · Check that the DNS server IPv4 address is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. · Check that the DNS server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.

· Check that the host name or IPv4 address of the SMTP server is correctly programmed using Web Image Monitor.



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See the Web Image Monitor's Help. · Check that the SMTP server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. · Check that the folder for transfer is correctly specified. · Check that the computer in which the folder for transfer is specified is operating correctly. · Check that the LAN cable is correctly connected to the machine. See "Connecting to the Ethernet Interface", General Settings Guide. · Consult your network administrator. Check whether there are any network problems.

[14-01] 3 30 When a Message Is Displayed Message Cause Solution Check whether there are any network problems. [14-09] E-mail transmission was re- · Check that the user name and password for SMTP authentication, password for SMTP authentication or POP before SMTP authentication or login authentication of the computer in which the folder for transfer is specified. under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. · Check that the user name and password of the Fax E-mail Account are correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.

· Check that the login user ID and password for the computer in which the folder for forwarding is specified are correctly programmed. · Check that the folder for forwarding is correctly specified. · Check that the computer in which the folder for forwarding is specified is correctly operated. · Consult your network administrator. 3 Check whether there are any network problems.

[14-33] No machine e-mail address is programmed. · Check that the machine e-mail address is correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.

· Consult your network administrator. 31 Troubleshooting When Using the Facsimile Function Message Cause No POP3/IMAP4 server address is programmed. Solution · Check that the host name or IPv4 address of the POP3/IMAP4 server is correctly programmed using the Web Image Monitor. See the Web Image Monitor's Help. · Consult your network administrator. Check whether there are any network problems. [15-01] 3 Check whether there are any network problems. [15-02] Cannot log on to the POP3/IMAP4 server. · Check that the user name and password of the Fax E-mail Account are correctly programmed using File Transfer under System Settings. See "File Transfer", General Settings Guide.

You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. · Consult your network administrator. Check whether there are any network problems. [15-03] No machine e-mail address is programmed. · Check that the machine e-mail address is correctly programmed using File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. 32 When a Message Is Displayed Message Cause Cannot find the DNS server or POP3/IMAP4 server.

Solution · Check that the DNS server IPv4 address is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. · Check that the DNS server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. · Check that the host name or IPv4 address of the POP3/IMAP4 server is correctly programmed using Web Image Monitor.

See the Web Image Monitor's Help. · Check that the POP3/IMAP4 server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. · Check that the LAN cable is correctly connected to the machine. · Consult your network administrator.

Check whether there are any network problems. [15-11] 3 Check whether there are any network problems. [15-12] Cannot log on to the POP3/IMAP4 server. · Check that the user name and password of the E-mail Account are correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. · Check that the user name and password for POP before SMTP authentication are correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation.

See the Web Image Monitor's Help. · Consult your network administrator. Memory is full. Cannot scan more. Transmission will be stopped. Memory became full during Parallel Memory Transmission. Check the pages that have not been sent using the Communication Result Report, and then resend those pages. 33 Troubleshooting When Using the Facsimile Function Note If the "Check whether there are any network problems." message appears, the machine is not correctly connected to the network or the settings of the machine are not correct. If you do not need to connect to a network, you can specify the setting so this message is not displayed, and then the {Facsimile} key no longer lights.

See "Parameter Settings", General Settings Guide. If you reconnect the machine to the network, be sure to set "Display" with User Parameters. 3 If the paper tray runs out of paper, "No paper. Load it. then press [Exit].

" appears on the display, asking you to add more paper. If there is paper left in the other trays, you can receive documents as usual, even if the message appears on the display. You can turn this function on or off with "Parameter Setting". See "Parameter Settings", General Settings Guide. Reference "Connecting to the Ethernet Interface", General Settings Guide "File Transfer", General Settings Guide "IP-Fax Settings", General Settings Guide "Parameter Settings", General Settings Guide 34 When You Cannot Send or Receive Fax Messages As Wanted When You Cannot Send or Receive Fax Messages As Wanted This section describes likely causes of and possible solutions for transmission and reception-related problems.

Transmission/Reception Problem Cause Solution Both transmission and The modular cord is disconnected. Make sure that the modular cord reception are impossible. is correctly connected. See "Connecting the Telephone Line", General Settings Guide. Both transmission and The setting of the terminal adaption are impossible.



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tor used for ISDN connection is incorrect. Check the setting. 3 Transmission Problem Document appears blank at the other end. Printed or sent images are spotty. Cause The original was placed upside down.

The ADF or exposure glass is dirty. Solution Place it correctly. See "Placing Originals", Copy/Document Server Reference. Clean them. See p.101 "Maintaining Your Machine". Make sure that ink or correction fluid is dry before placing originals. Transmission failed due to "Exceeded max. E-mail size." error.

If the e-mail size specified on the machine is too large, the Internet Fax document cannot be sent. Set Max. E-mail Size to [Off], or set the maximum e-mail size to a larger value. Then, re-send the document. See "E-mail Settings", General Settings Guide.

Press [Scan Area], select the scan area, and then resend the document. If you use On Hook Dial or Manual Dial frequently, it is recommended that you set "Receive documents by pressing the {Start} key when originals are not set." to "Off" in User Parameters. If this is set to "Off", when using Manual Dial you cannot receive by pressing the {Start} key. See "Parameter Settings", General Settings Guide.

When using On Hook Dial or Manual Dial, "Receiving..." appears and transmission is not allowed. If the machine fails to detect the size of the original when the {Start} key is pressed, it performs a receiving operation. LAN-Fax Driver does not work. The entered login user name, Check your login user name, login password, or driver encryption key is incorrect. Contact the administrator. 35 Troubleshooting When Using the Facsimile Function Problem LAN-Fax Driver does not work.

Cause A high security level is set by the extended security function. Solution Contact the administrator. Check the setting. Transmission is impossible. The setting of the terminal adaptable, but reception is impossible. There are regions and telephone exchanges where a dial tone can be detected. Turn the dial tone detection off in User Parameters. See "Parameter Settings", General Settings Guide. A maximum of 500 parties can be specified for a group.

Check if there are over the specified numbers registered in the address book. If a group was registered in another group or designated in 15 of Transfer Box, transmission is canceled but an error message does not appear. See "Registering Names to a Group", General Settings Guide. 3 Although a group specification was set for the following, reception was not possible. Receiving Station for Transfer Request, End Receiver for Transfer Box, Forwarding, Forwarding of Special Sender, Reception Report e-mail, E-mail TX Results, routing e-mail received via SMTP.

The number of specified destinations exceeds the maximum number that can be specified as a group. Reception Problem Cause Solution · Load paper into the tray. · Add toner. See "Substitute Reception", Facsimile Reference. The machine failed to print If this happened when the Received fax documents. Receive File indicator was lit, low paper may have caused printing to stop. The machine failed to print received fax documents. Store has been selected for Reception- Print the fax documents using a File Setting. Web browser or the Print Stored RX File function. See "Printing Received and Stored Documents" and "Printing fax information using a Web browser", Facsimile Reference. Load paper into the tray. See p.73 "Loading Paper". Check the setting. The machine failed to print B Load Paper indicator is lit.

received fax documents. Reception is impossible, but transmission is possible. While pressing [Manual E-mail RX], "Cannot The setting of the terminal adaptor used for ISDN connection is incorrect. The machine is receiving an ondemand e-mail message (e-mail inquiry from the administrator). receive E-mails currently." appears and e-mail cannot be received. After the e-mail is received, press [Manual E-mail RX], and then try again. 36 When You Cannot Send or Receive Fax Messages As Wanted Printing Problem Cause Solution Adjust scan density. See "Image Density (Contrast)", Facsimile Reference. Only use recommended paper.

See "Copy Paper", About This Machine. Add toner. See p.81 "Adding Toner". · Request the sender to increase image density.

· Request the sender to reprint the original on thicker paper and fax it again. Background of received image density is too high. images appears dirty. Images from the back of the page appear. Received image is too light.

Received image is too light. Received image is too light. When using moist, rough, or processed paper, areas of print may not be fully reproduced. When D is blinking, toner is beginning to run out. · The image density has been set too low. · The original of the transmitted fax was printed on paper that is too thin. 3

Others Problem All fax documents stored in memory have been lost. Those documents include ones stored through Memory Transmission/Reception, Confidential Reception, Substitute Reception, or Auto Document. Cause When about one hour passes after power to the machine is turned off, all fax documents stored in memory are lost. Solution If any documents have been lost for this reason, a Power Failure Report is automatically printed when the machine is turned on.

If fax documents stored for Memory Transmission have been lost, check the destinations and resend the documents. If fax documents received through Memory, Confidential or Substitute Reception have been lost, ask the senders to resend the documents. If Auto Documents have been lost, reprogram them. See p.40 "Turning Off the Main Power / In the Event of Power Failure". Contact the administrator. When a correct password is entered, you cannot print documents that appear in the confidential box or bulletin board box, or transmit / print out stored documents. [ProgDest] or [Manual Input] does not appear. Documents are locked by a security function if incorrect passwords are entered a certain number of times. This function is made unavailable by the enhanced security function.

Contact the administrator. 37 Troubleshooting When Using the Facsimile Function Problem Cause Solution Contact the administrator. The following functions This function is made unavailable: Transfer Box, Forwarding, function. Store File in the Information Box, routing e-mail received via SMTP, and Polling Transmission. 3 Reference "Copy Paper", About This Machine "Connecting the Telephone Line", General Settings Guide "E-mail Settings", General Settings Guide "Parameter Settings", General Settings Guide "Registering Names to a Group", General Settings Guide "Placing Originals", Copy/Document Server Reference "Image Density (Contrast)", Facsimile Reference "Substitute Reception", Facsimile Reference "Printing Received and Stored Documents", Facsimile Reference "Printing fax information using a Web browser", Facsimile Reference When You Need to Cancel a Transmission This section describes how to cancel a transmission.



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