SHARP

MODEL: MX-5500N
MX-6200N MX-6201N
MX-7000N MX-7001N

DIGITAL FULL COLOUR MULTIFUNCTIONAL SYSTEM

# Safety Guide

Before installing this product, be sure to read the "CAUTIONS" and "INSTALLATION REQUIREMENTS" sections.

# Troubleshooting

In the unlikely event of you experiencing a problem with this product, please refer to this manual before requesting service.

The contents of this manual are grouped by situation.
The chapters of the manual appear on the cover.

Keep this manual close at hand for reference whenever needed.


CAUTIONS
INSTALLATION REQUIREMENTS
SUPPLIES
SPECIFICATIONS
INFORMATION ON DISPOSAL
TO THE ADMINISTRATOR OF THE MACHINE
REMOVING MISFEEDS
COPYING
PRINTING
FACSIMILE
SCANNING
DOCUMENT FILING
INSTALLATION
OTHER PROBLEMS

**Caution!**
For complete electrical disconnection, pull out the main plug.
The socket-outlet shall be installed near the equipment and shall be easily accessible.

Shielded network cable and USB cable must be used with this equipment to maintain compliance with standards.

Required in IEC-950 (EN 60 950) - Europe

- The equipment should be installed near an accessible socket outlet for easy disconnection.

Required in Appendix ZB of BS 7002 (En 60 950) — United Kingdom

**MAINS PLUG WIRING INSTRUCTIONS**

The mains lead of this equipment is already fitted with a mains plug which is either a non-rewireable (moulded) or a rewireable type. Should the fuse need to be replaced, a BSI or ASTA approved fuse to BS1362 marked or and of the same rating as the one removed from the plug must be used.
Always refit the fuse cover after replacing the fuse on the moulded plug. Never use the plug without the fuse cover fitted.
In the unlikely event of the socket outlet in your home not being compatible with the plug supplied either cut-off the moulded plug (if this type is fitted) or remove by undoing the screws if a rewireable plug is fitted and fit an appropriate type observing the wiring code below.

**DANGER:** The fuse should be removed from the cut-off plug and the plug destroyed immediately and disposed of in a safe manner. Under no circumstances should the cut-off plug be inserted elsewhere into a 13A socket outlet as a serious electric shock may occur.

To fit an appropriate plug to the mains lead, follow the instructions below:
**IMPORTANT:** The wires in this mains lead are coloured in accordance with the following code:

| | |
|---|---|
| **GREEN-AND-YELLOW:** | **Earth** |
| **BLUE:** | **Neutral** |
| **BROWN:** | **Live** |

As the colours of the wires in this mains lead may not correspond with coloured markings identifying the terminals in your plug, proceed as follows:
The wire which is coloured **GREEN-AND YELLOW** must be connected to the terminal in the plug which is marked with the letter **E**, or by the safety earth symbol ⏚ , or coloured green or green-and-yellow.
The wire which is coloured **BLUE** must be connected to the terminal which is marked with the letter **N** or coloured black.
The wire which is coloured **BROWN** must be connected to the terminal which is marked with the letter **L** or coloured red.

If you have any doubt, consult a qualified electrician.
WARNING: THIS APPARATUS MUST BE EARTHED.

## EMC (this machine and peripheral devices)

**Warning:**
This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

This machine contains the software having modules developed by Independent JPEG Group.

## For the users of the fax function

### FAX interface cable and Line cable:

These special accessories must be used with the device.

### Notice for Users in Europe

This equipment complies with the requirements of Directive 1999/5/EC.

Dieses Gerät entspricht den Anforderungen der EU-Richtlinie 1999/5/EG.

Cet appareil est conforme aux exigences de la directive 1999/5/CE.

Este aparato satisface las exigencias de las Directiva 1999/5/CE.

Quest'apparecchio è conforme ai requisiti delle direttiva 1999/5/CE.

Dit apparaat voldoet aan de eisen van de richtlijn 1999/5/EG.

Este equipamento obedece às exigências da directiva 1999/5/CE.

Denna utrustning uppfyller kraven enligt direktiv 1999/5/EC.

Dette udstyr overholder kravene i direktiv 1999/5/EF.

Dette produktet oppfyller kravene i direktiv 1999/5/EC.

Tämä laite täyttää direktiivi 1999/5/EY.

Ο εξοπλισμός αυτός πληροί τις πρόνοιες της Οδηγίας 1999/5/ΕΕ του Ευρωπαϊκού Κοινοβουλίου και του Συμβουλίου.

Bu cihaz Avrupa Parlamentosu ve Konseyi Direktifi 1999/5/EC 'nin gerekliliklerine uygundur.

Toto zařízení je v souladu s požadavky směrnice rady 1999/5/EC.

Seade vastab direktiivi 1999/5/EÜ nõuetele.

Ez a berendezés megfelel az 1999/5/EK Irányelvnek.

Ši ierice atbilst tehniskam prasibam pec 1999/5/EC direktivas.

Šis prietaisas atitinka direktyvos 1999/5/EC reikalavimus.

To urządzenie spełnia wymagania dyrektywy 1999/5/EC.

Tento prístroj je v súlade s požiadavkami smernice rady 1999/5/EC.

Ta oprema je v skladu z zahtevami Direktive 1999/5/EC.

Acest echipament se conformează cerințelor Directivei 1999/5/CE.

Това оборудване отговаря на изискванията на Директива 1999/5/ЕО.

This equipment has been designed to work on the British analogue public switched telephone network.
This equipment has been tested according to the pan-European TS103 021 regulation.
It will operate on all analogue telephone networks which comply with the TS103 021.
Please contact your dealer or network operator, if you are not sure whether your network operates according to TS103 021.

The Declaration of Conformity can be viewed at the following URL address.
**http://www.sharp.de/doc/MX-FXX1.pdf**

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**Note:**

- Considerable care has been taken in preparing this manual. If you have any comments or concerns about the manual, please contact your dealer or nearest authorised service representative.
- This product has undergone strict quality control and inspection procedures. In the unlikely event that a defect or other problem is discovered, please contact your dealer or nearest authorised service representative.
- Aside from instances provided for by law, SHARP is not responsible for failures occurring during the use of the product or its options, or failures due to incorrect operation of the product and its options, or other failures, or for any damage that occurs due to use of the product.
- This manual contains references to the fax function. However, please note that the fax function is not available in some countries and regions.

Products that have earned the ENERGY STAR® are designed to protect the environment through superior energy efficiency.

**Warranty**

While every effort has been made to make this document as accurate and helpful as possible, SHARP Corporation makes no warranty of any kind with regard to its content. All information included herein is subject to change without notice. SHARP is not responsible for any loss or damages, direct or indirect, arising from or related to the use of this operation manual.

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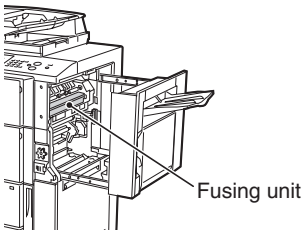
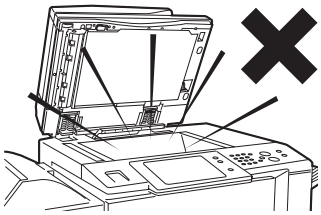
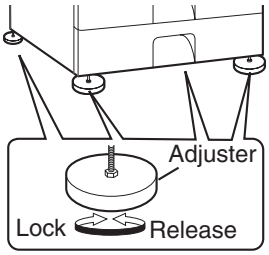
# CAUTIONS






1. Do not touch the transfer belt. Scratches or smudges on the transfer belt will cause dirty prints.
2. The fusing unit is extremely hot. Exercise care in this area.
3. Do not look directly at the light source. Doing so may damage your eyes.
4. When the machine is installed, the adjusters (4) must be lowered to the floor to secure the machine (prevent it from moving).
   Rotate the adjusters in the locking direction until they are in firm contact with the floor.
   If you find it necessary to reposition the machine due to rearrangement of your office layout or other reason, retract the adjusters from the floor, turn off the power, and then move the machine.
   (After moving the machine, lower the adjusters again to secure the machine.)
5. Do not make any modifications to this machine. Doing so may result in personal injury or damage to the machine.
6. The machine is heavy. To prevent injury when moving the machine, it is recommended that it be moved by four or more persons.
7. Do not make copies of anything which is prohibited from copying by law. The following items are normally prohibited from printing by national law. Other items may be prohibited by local law.
   - Money
   - Stamps
   - Bonds
   - Stocks
   - Bank drafts
   - Checks
   - Passports
   - Driver's licences
8. Do not use a flammable spray to clean the machine. If gas from the spray comes in contact with hot electrical components or the fusing unit inside the machine, fire or electrical shock may result.
9. Do not throw toner, a toner container (toner cartridge), or a waste toner box into a fire. Toner may fly and cause burns.
10. Store toner, toner containers (toner cartridges), and waste toner boxes out of the reach of children.

The machine includes the document filing function, which stores document image data on the machine's hard drive. Stored documents can be called up and printed or transmitted as needed. If a hard drive failure occurs, it will no longer be possible to call up the stored document data. To prevent the loss of important documents in the unlikely event of a hard drive failure, keep the originals of important documents or store the original data elsewhere.
With the exception of instances provided for by law, Sharp Corporation bears no responsibility for any damages or loss due to the loss of stored document data.

**"BATTERY DISPOSAL"**

THIS PRODUCT CONTAINS A LITHIUM PRIMARY MEMORY BACK-UP BATTERY THAT MUST BE DISPOSED OF PROPERLY. PLEASE CONTACT YOUR LOCAL SHARP DEALER OR AUTHORISED SERVICE REPRESENTATIVE FOR ASSISTANCE IN DISPOSING OF THIS BATTERY.

Each instruction also covers the optional units used with these products.

## Laser information

| | | |
|---|---|---|
| Wave length | Colour: 785 nm +10 nm -15 nm | B/W: 788 nm +12 nm -15 nm |
| Pulse times (North America and Europe) | Colour:<br>MX-5500N/6200N/6201N/ 7000N/7001N *1 (4.9 µs ±4.9 ns)/7 mm<br>MX-5500N/6200N/7000N : (3.5 µs ±3.5 ns)/7 mm<br>MX-6201N/7001N : (2.8 µs ±2.8 ns)/7 mm<br><br>*1: heavy paper | B/W:<br>MX-5500N/6200N/6201N/ 7000N/7001N *1 (4.8 µs ±4.8 ns)/7 mm<br>MX-5500N/6200N/6201N : (4.0 µs ±4.0 ns)/7 mm<br>MX-7000N/7001N : (3.4 µs ±3.4 ns)/7 mm |
| Output power | Max 0.8 mW | |

At the production line, the output power of the scanner unit is adjusted to 0.40 MILLIWATT PLUS 5% and is maintained constant by the operation of the Automatic Power Control (APC).

**Caution**
Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

This Digital Equipment is CLASS 1 LASER PRODUCT (IEC 60825-1 Edition 1.2-2001)

For Europe:

CLASS 1 LASER PRODUCT

LASER KLASSE 1

LUOKAN 1 LASERLAITE

KLASS 1 LASERAPPARAT

**CAUTION**
CLASS 3B INVISIBLE LASER RADIATION WHEN OPEN AND INTERLOCKS DEFEATED. AVOID EXPOSURE TO BEAM.

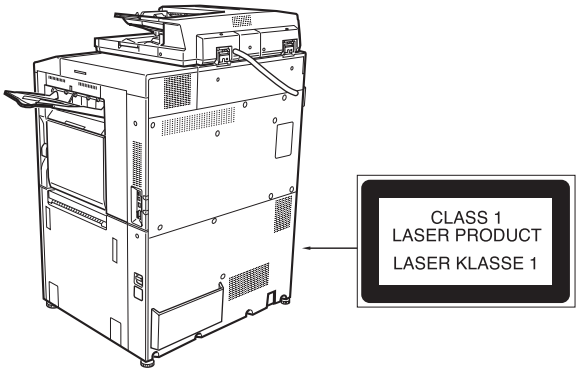
**VORSICHT**
UNSICHTBARE LASERSTRAHLUNG DER KLASSE 3B, WENN ABDECKUNG GEÖFFNET UND SICHERHEITSVERRIEGELUNG ÜBERBRÜCKT. NICHT DEM STRAHL AUSSETZEN.

**ADVARSEL**
USYNLIG LASERSTRÅLNING AF KLASSE 3B VED ÅBNING, NÅR SIKKERHEDSBRYDERE ER UDE AF FUNKTION. UNDGÅ UDSÆTTELSE FOR STRÅLING.

**ADVARSEL**
USYNLIG KLASSE 3B LASERSTRÅLNING NÅR DEKSEL ÅPNES OG SIKKERHEDSLÅS BRYTES . UNNGÅ EKSPONERING FOR STRÅLEN.

**VARNING**
OSYNLIG LASERSTRÅLNING KLASS 3B NÄR DENNA DEL ÄR ÖPPNAD OCH SPÄRRAR ÄR URKOPPLADE. UNDVIK EXPONERING FÖR STRÅLEN.

**VARO!**
AVATTAESSA JA SUOJALUKITUS OHITETTAESSA OLET ALTTIINA NÄKYMÄTÖNTÄ LUOKAN 3B LASERSÄTEILYLLE. ÄLÄ KATSO SÄTEESEEN.

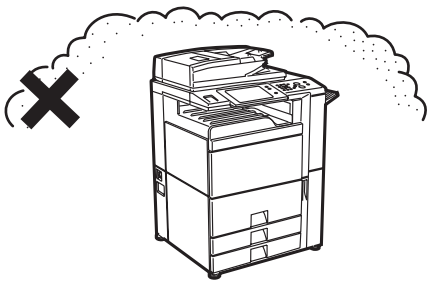


The above label is affixed to the laser unit inside the machine.

# INSTALLATION REQUIREMENTS

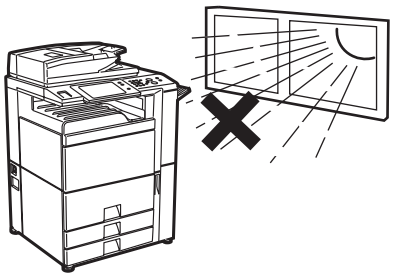
Improper installation may damage this product. Please note the following during initial installation and whenever the machine is moved.

1. The machine should be installed near an accessible power outlet for easy connection.

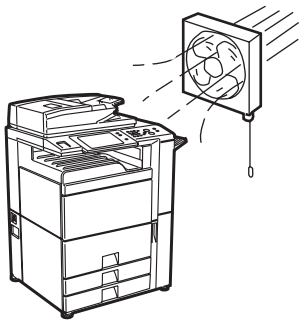


2. Be sure to connect the power cord only to a power outlet that meets the specified voltage and current requirements. Also make certain the outlet is properly grounded.
   - For the power supply requirements, see the name plate in the lower corner of the left side of the machine.

   Connect the machine to a power outlet which is not used for other electric appliances. If a lighting fixture is connected to the same outlet, the light may flicker.

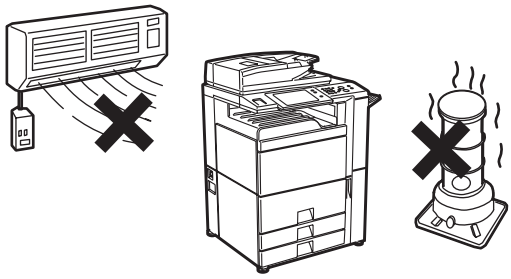


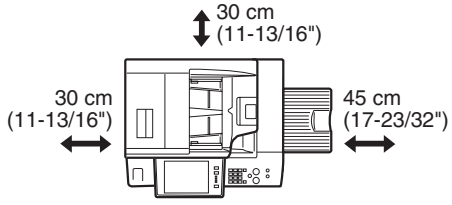
3. Do not install the machine in areas that are:
   - damp, humid, or very dusty
   - exposed to direct sunlight
   - poorly ventilated
   - subject to extreme temperature or humidity changes, e.g., near an air conditioner or heater.



4. Be sure to allow the required space around the machine for servicing and proper ventilation.

5. The machine includes a built-in hard drive. Do not subject the machine to shock or vibration. In particular, never move the machine while the power is on.






A small amount of ozone is produced within the printer during operation. The emission level is insufficient to cause any health hazard.

**NOTE:**
The present recommended long term exposure limit for ozone is 0.1 ppm (0.2 mg/m$^3$) calculated as an 8 hr. time-weighted average concentration.
However, since the small amount that is emitted may have an objectionable odor, it is advisable to place the copier in a ventilated area.

# SUPPLIES

Standard supplies for this product that can replaced by the user include paper, toner cartridges, and staple cartridges for the finisher.
Be sure to use only SHARP-specified products for the toner cartridges, finisher staple cartridge, saddle stitch finisher staple cartridge, and transparency film.

For best copying results, be sure to use only Sharp Genuine Supplies which are designed, engineered, and tested to maximize the life and performance of Sharp products. Look for the Genuine Supplies label on the toner package.

## Storage of supplies

**Proper storage**

1. Store the supplies in a location that is:
   - clean and dry,
   - at a stable temperature,
   - not exposed to direct sunlight.
2. Store paper in the wrapper and lying flat.
3. Paper stored in packages standing up or out of the wrapper may curl or become damp, resulting in paper misfeeds.

**Storing toner cartridges**

Store a new toner cartridge box horizontally. Do not store it standing on end. If stored standing on end, the toner may not distribute well even after shaking the cartridge vigorously, and will remain inside the cartridge without flowing out.

**Staple cartridge**

The finisher and saddle stitch finisher require the following staple cartridge:

AR-SC2 (for finisher and saddle stitch finisher)
Approx. 5000 per cartridge x 3 cartridges

AR-SC3 (for saddle stitch finisher only)
Approx. 2000 per cartridge x 3 cartridges

## Supply of spare parts and consumables

The supply of spare parts for repair of the machine is guaranteed for at least 7 years following the termination of production. Spare parts are those parts of the machine which may break down within the scope of the ordinary use of the product, whereas those parts which normally exceed the life of the product are not to be considered as spare parts. Consumables too, are available for 7 years following the termination of production.

# SPECIFICATIONS

## Machine specifications / copier specifications

| | | |
|---|---|---|
| **Name** | Digital Full Colour Multifunctional System MX-5500N/6200N/6201N/7000N/7001N | |
| **Type** | Console | |
| **Photoconductive type** | OPC drum | |
| **Printing method** | Electrophotographic system (laser) | |
| **Developer system** | Dry-type two-component magnetic brush development | |
| **Fusing system** | Heat rollers | |
| **Scanning resolution** | Document glass | Black and white scanning: 600 x 300 dpi (factory default values), 600 x 600 dpi<br>Colour scanning:600 x 600 dpi (factory default values) |
| | Duplex single pass feeder (automatic document feeder) | Black and white scanning: 600 x 300 dpi (factory default values), 600 x 600 dpi<br>Colour scanning:600 x 600 dpi (factory default values) |
| **Printing resolution** | 600 x 600 dpi | |
| **Scanning gradation** | 10 bits | |
| **Printing gradation** | Black and white printing: 2 tones (1 bit)<br>Colour printing: 2 tones per colour (1 bit) or 16 tones per colour (4 bits) | |
| **Original sizes / types** | Max. A3 (11" x 17") / sheets, bound documents | |
| **Copy sizes** | Maximum: A3W (12" x 18") Minimum: A5R (5-1/4" x 5-3/4") | |
| **Print margins** | Leading edge: 4 mm (11/64") or less, trailing edge: 4 mm (11/64") or less, near edge / far edge: total 4 mm (11/64") or less | |
| **Warm-up time** | 295 seconds or less (MX-5500N/6200N/7000N)<br>320 seconds or less (MX-6201N/7001N)(at room temperature of 23°C (73.4°F) and rated voltage) | |
| **First-copy time*1** | Colour copy time: 7.2 seconds (MX-6201N/7001N) / 8.4 seconds (MX-5500N/6200N/7000N)<br>Black and white copy time: 4.0 seconds (MX-7000N/7001N)<br>4.5 seconds (MX-5500N/6200N/6201N)<br>(Portrait feeding of A4 (8-1/2" x 11") sheets from 2nd paper tray, without auto colour selection and auto colour mode.) | |
| **Copy ratios** | Variable: 25% to 400% in increments of 1%, total 376 increments (25% to 200% when the automatic document feeder is used)<br>Fixed presets: 25%, 50%, 70%, 81%, 86%, 100%, 115%, 122%, 141%, 200% and 400% for AB sizes; 25%, 50%, 64%, 77%, 100%, 121%, 129%, 200% and 400% for inch sizes.<br>Two reduction ratios and two enlargement ratios can be stored. | |
| **Continuous copy** | 999 copies | |
| **Automatic document feeder** | See "Automatic document feeder specifications". | |
| **Tray 1** | Paper sizes: A4, B5*2, 8-1/2" x 11"<br>Paper weight: Plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.))<br>Paper capacity: 1200 sheets (80 g/m$^2$ (21 lbs.))<br>Paper types: SHARP-recommended plain paper, recycled paper, and coloured paper | |
| **Tray 2** | Paper sizes: A4, 8-1/2" x 11"<br>Paper weight: Plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.))<br>Paper capacity: 800 sheets (80 g/m$^2$ (21 lbs.))<br>Paper types: SHARP-recommended plain paper, recycled paper, and coloured paper | |

*1 First copy out time is measured with original on the document glass in full ready condition with fuser at operating temperature and mirror motor at operating speed in each of black and white mode and colour mode, actual time may vary based on environment conditions.

*2 It may not be possible to use this size in some countries and regions.

## Machine specifications / copier specifications (Continued)

| | |
|---|---|
| **Tray 3** | Paper sizes: A3W, A3, B4, A4, A4R, B5, B5R, A5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 5-1/2" x 8-1/2"R, 8K, 16K, 16KR (Includes automatic paper size detection function.)<br>Paper weight: Plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.)), heavy paper (106 g/m$^2$ to 209 g/m$^2$ (28 lbs. to 56 lbs.))<br>Paper capacity: 500 sheets (80 g/m$^2$ (21 lbs.)), transparency films 40 sheets, heavy paper 80 sheets, tab paper 40 sheets, gloss paper 40 sheets<br>Paper types: SHARP-recommended plain paper, recycled paper, coloured paper, heavy paper, and transparency film |
| **Tray 4** | Paper sizes: A3W, A3, B4, A4, A4R, B5, B5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 8K, 16K, 16KR (Includes automatic paper size detection function.)<br>Paper weight: Plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.)), heavy paper (106 g/m$^2$ to 209 g/m$^2$ (28 lbs. to 56 lbs.))<br>Paper capacity: 500 sheets (80 g/m$^2$ (21 lbs.))<br>Paper types: SHARP-recommended plain paper, recycled paper, coloured paper, and heavy paper |
| **Bypass tray** | Paper sizes: A3W, A3, B4, A4, A4R, B5, B5R, A5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 5-1/2" x 8-1/2"R, 8K, 16K, 16KR (Includes automatic paper size detection function. Entry of paper sizes up to 297 mm x 420 mm (11" x 17") is possible.) |
| | Paper weights:<br>Thin paper (55 g/m$^2$ to 59 g/m$^2$ (15 lbs. to 16 lbs.)), plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.)), heavy paper (106 g/m$^2$ to 256 g/m$^2$ (28 lbs. to 68 lbs.)), envelopes (75 g/m$^2$ to 90 g/m$^2$ (20 lbs. to 24 lbs.)) |
| | Paper capacity: Standard paper 100 sheets |
| | Paper types:<br>Plain paper, recycled paper, coloured paper, heavy paper, thin paper, transparency film, envelopes (Monarch, Com-10, DL, C5) |
| **Duplex module** | Paper sizes: A3W, A3, B4, A4, A4R, B5, B5R, A5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 5-1/2" x 8-1/2"R, 8K, 16K, 16KR<br>Paper weight: Plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.)), heavy paper (106 g/m$^2$ to 209 g/m$^2$ (28 lbs. to 56 lbs.))<br>Paper types: SHARP-recommended plain paper, recycled paper, coloured paper, and heavy paper |
| **Output tray (Centre tray)*** | Output method: Face-down output<br>Output capacity:<br>250 sheets (using SHARP-recommended A4 or 8-1/2" x 11" paper)<br>(The maximum number of sheets that can be held varies depending on ambient conditions in the installation location, the type of paper, and the storage conditions of the paper.)<br>Tray full sensor: Yes |
| **Right tray** | Output method: Face-down output<br>Output capacity:<br>100 sheets (using SHARP-recommended A4 or 8-1/2" x 11" paper)<br>(The maximum number of sheets that can be held varies depending on ambient conditions in the installation location, the type of paper, and the storage conditions of the paper. Envelopes, heavy paper (106 g/m$^2$ to 209 g/m$^2$ (28 lbs. to 56 lbs.)), and tab paper cannot be used.)<br>Tray full sensor: Yes |
| **Interface port** | LAN connectivity: 10Base-T / 100Base-TX<br>USB connectivity: Type A connector supports USB 2.0 (Full speed)<br>Type B connector supports USB 2.0 (Hi speed) |
| **Required power supply** | Local voltage ±10% (For the power supply requirements, see the name plate in the lower corner of the left side of the machine.) |
| **Power consumption** | 220-240V: 1.84 kW 100-127V: 1.80 kW |
| **Dimensions** | 795 mm (W) x 715 mm (D) x 1225 mm (H) (31-19/64" (W) x 28-9/64" (D) x 48-7/32" (H)) |
| **Weight** | Approx. 209 kg (460.8 lbs.) |
| **Overall dimensions** | 1130 mm (W) x 715 mm (D) (44-31/64" (W) x 28-9/64" (D)) (when bypass tray is extended) |

* Output tray (Centre tray) cannot be used when the finisher (MX-FNX3) or saddle stitch finisher (MX-FNX4) is installed.

## Continuous copying speeds*

| Model | MX-5500N | | MX-6200N | | MX-6201N | |
|---|---|---|---|---|---|---|
| Copy ratio | 100% / Reduced / Enlarged | | | | | |
| Copy mode | Colour copying | Black and white copying | Colour copying | Black and white copying | Colour copying | Black and white copying |
| A3W, 12" x 18" | 18 copies/min. | 28 copies/min. | 18 copies/min. | 31 copies/min. | 23 copies/min. | 31 copies/min. |
| A3, 11" x 17", 8K | 19 copies/min. | 30 copies/min. | 19 copies/min. | 33 copies/min. | 24 copies/min. | 33 copies/min. |
| B4, 8-1/2" x 14", 8-1/2" x 13" | 22 copies/min. | 35 copies/min. | 22 copies/min. | 38 copies/min. | 28 copies/min. | 38 copies/min. |
| A4, B5, 8-1/2" x 11", 16K | 41 copies/min. | 55 copies/min. | 41 copies/min. | 62 copies/min. | 50 copies/min. | 62 copies/min. |
| A4R, B5R, A5R, 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 5-1/2" x 8-1/2"R, 16KR | 26 copies/min. | 40 copies/min. | 26 copies/min. | 44 copies/min. | 32 copies/min. | 44 copies/min. |

| Model | MX-7000N | | MX-7001N | |
|---|---|---|---|---|
| Copy ratio | 100% / Reduced / Enlarged | | | |
| Copy mode | Colour copying | Black and white copying | Colour copying | Black and white copying |
| A3W, 12" x 18" | 18 copies/min. | 36 copies/min. | 23 copies/min. | 36 copies/min. |
| A3, 11" x 17", 8K | 19 copies/min. | 38 copies/min. | 24 copies/min. | 38 copies/min. |
| B4, 8-1/2" x 14", 8-1/2" x 13" | 22 copies/min. | 44 copies/min. | 28 copies/min. | 44 copies/min. |
| A4, B5, 8-1/2" x 11", 16K | 41 copies/min. | 70 copies/min. | 50 copies/min. | 70 copies/min. |
| A4R, B5R, A5R, 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 5-1/2" x 8-1/2"R, 16KR | 26 copies/min. | 51 copies/min. | 32 copies/min. | 51 copies/min. |

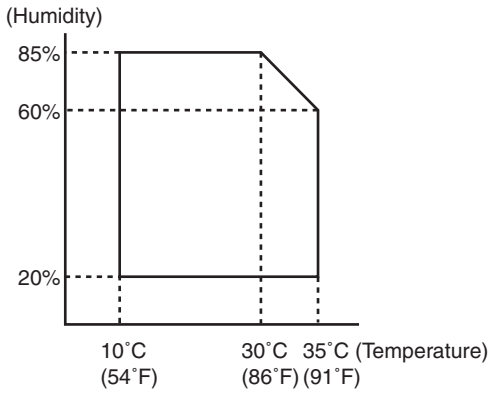
* Copy speed during output of the second copy and following copies when performing continuous one-sided copying of the same page (excluding offset output).

## Printable sizes

| Paper size | Printable size | Paper size | Printable size |
|---|---|---|---|
| A3W* | 297 x 420 mm | 12" x 18"* | 279 x 432 mm |
| A3 | 293 x 413 mm | 11" x 17" | 275 x 425 mm |
| B4 | 253 x 357 mm | 8-1/2" x 14" | 212 x 349 mm |
| A4 | 206 x 290 mm | 8-1/2" x 13" | 212 x 323 mm |
| B5 | 178 x 250 mm | 8-1/2" x 11" | 212 x 272 mm |
| A5 | 144 x 203 mm | 5-1/2" x 8-1/2 " | 136 x 209 mm |
| 7-1/4" x 10-1/2R" | 180 x 260 mm | 8K | 266 x 383 mm |
| 16K | 191 x 263 mm | | |

* When printing on A3W (12" x 18") size paper using the PCL or PS printer driver, the maximum print area is 299 mm x 450 mm.

## Ambient environment



## Acoustic noise emission (measurement according to ISO7779)

| | | | MX-5500N | MX-6200N / 7000N | MX-6201N/7001N |
|---|---|---|---|---|---|
| Sound power level $L_{WA}$ | | | | | |
| **Printing mode (continuous printing)** | | Colour | 7.1 B | 7.1 B | 6.9 B |
| | | Black and white | 7.2 B | 7.3 B | 7.1 B |
| **Standby mode** | | | 5.1 B | 5.1 B | 5.0 B |
| Sound pressure level $L_{PA}$ (actual measurement) | | | | | |
| **Printing mode** | **Bystander positions** | Colour | 56 dB (A) | 56 dB (A) | 55 dB (A) |
| | | Black and white | 57 dB (A) | 57 dB (A) | 56 dB (A) |
| | **Operator positions** | Colour | 56 dB (A) | 56 dB (A) | 55 dB (A) |
| | | Black and white | 58 dB (A) | 58 dB (A) | 57 dB (A) |
| **Standby mode** | **Bystander positions** | | 37 dB (A) | 37 dB (A) | 35 dB (A) |
| | **Operator positions** | | 37 dB (A) | 37 dB (A) | 35 dB (A) |

## Emission concentration (measurement according to RAL-UZ62: Edition Jan. 2002)

| | |
|---|---|
| **Ozone** | 0.02 mg/m$^3$ or less |
| **Dust** | 0.075 mg/m$^3$ or less |
| **Styrene** | 0.07 mg/m$^3$ or less |

## Automatic document feeder specifications

| | |
|---|---|
| **Original sizes** | A3 to A5, 11" x 17" to 5-1/2" x 8-1/2", long paper<br>(max. width 297 mm (11-45/64") x max. length 800 mm (31-31/64"), scanning in mono 2 mode of one side only is possible in fax and image scan modes) |
| **Original weight** | One-sided 35 g/m$^2$ to 128 g/m$^2$ (9 lbs. to 34 lbs.) (Paper weights from 35 g/m$^2$ (9 lbs.) to 49 g/m$^2$ (13 lbs.) require the use of slow scan mode.)<br>Two-sided 50 g/m$^2$ to 128 g/m$^2$ (13 lbs. to 34 lbs.) |
| **Capacity** | 150 sheets (80 g/m$^2$ (21 lbs.)) Maximum stack height of 19.5 mm (3/4") |

## Large capacity tray (MX-LCX2) specifications

| | |
|---|---|
| **Model** | MX-LCX2 |
| **Paper sizes** | A4, B5*, 8-1/2" x 11" |
| **Paper weight** | Plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.)), heavy paper (106 g/m$^2$ to 209 g/m$^2$ (28 lbs. to 56 lbs.)) |
| **Paper capacity** | 3500 sheets (80 g/m$^2$ (21 lbs.)) |
| **Paper types** | SHARP-recommended plain paper, recycled paper, coloured paper, and heavy paper |
| **Power supply** | Supplied from the machine |
| **Dimensions** | 370 mm (W) x 550 mm (D) x 525 mm (H) (14-9/16" (W) x 21-21/32" (D) x 20-43/64" (H)) |
| **Weight** | Approx. 28 kg (61.7 lbs.) |
| **Overall dimensions when attached to machine** | 1165 mm (W) x 715 mm (D) (45-55/64" (W) x 28-9/64" (D)) |

* It may not be possible to use this size in some countries and regions.

## Large capacity tray (MX-LCX3) specifications

| | |
|---|---|
| **Model** | MX-LCX3 |
| **Paper sizes** | A3W, A3, B4, A4, A4R, B5, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11" 8-1/2" x 11"R |
| **Paper weight** | Plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.)), heavy paper (106 g/m$^2$ to 209 g/m$^2$ (28 lbs. to 56 lbs.)) |
| **Paper capacity** | 3000 sheets (80 g/m$^2$ (21 lbs.)) |
| **Paper types** | SHARP-recommended plain paper, recycled paper, coloured paper and heavy paper |
| **Power supply** | Supplied from the machine |
| **Dimensions** | 670 mm (W) x 570 mm (D) x 525 mm (H) (26-3/8" (W) x 22-7/16" (D) x 20-43/64" (H)) |
| **Weight** | Approx. 50 kg (110.2 lbs.) |
| **Overall dimensions when attached to machine** | 1465 mm (W) x 715 mm (D) (57-21/32" (W) x 28-9/64" (D)) |

## Finisher specifications*1

| | | | |
|---|---|---|---|
| **Model** | | MX-FNX3 | |
| **Paper sizes** | | A3W, A3, B4, A4, A4R, B5, B5R, A5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 5-1/2" x 8-1/2"R, 8K, 16K, 16KR | |
| **Paper weight** | | Thin paper (55 g/m² to 59 g/m² (15 lbs. to 16 lbs.)) plain paper (60 g/m² to 105 g/m² (16 lbs. to 28 lbs.)) heavy paper (106 g/m² to 256 g/m² (28 lbs. to 68 lbs.)), envelopes (75 g/m² to 90 g/m² (20 lbs. to 24 lbs.)) | |
| **Modes** | | Non-staple, staple | |
| **Allowed paper sizes for offset** | | A3, B4, A4, A4R, B5, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 8K, 16K | |
| **Offset distance** | | 30 mm (1-3/16") | |
| **Tray capacity*2** | **Upper tray** | Non-stapling*3:<br>1550 sheets (A4, B5, A5R, 8-1/2" x 11", 5-1/2" x 8-1/2"R, 16K)<br>650 sheets (A3W, A3, B4, A4R, B5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 8K, 16KR) | Stapling*4:<br>100 sets or 1550 sheets (A4, B5, 8-1/2" x 11", 16K)<br>50 sets or 650 sheets (A3, B4, A4R, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 8K) |
| | **Lower tray** | Non-stapling*3:<br>2450 sheets (A4, B5, 8-1/2" x 11", 16K)<br>1700 sheets (A5R, 5-1/2" x 8-1/2"R)<br>650 sheets (A3W, A3, B4, A4R, B5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 7-1/4" x 10-1/2", 8K, 16KR) | Stapling*4:<br>100 sets or 1550 sheets (A4, B5, 8-1/2" x 11", 16K)<br>50 sets or 650 sheets (A3, B4, A4R, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 8K) |
| **Power supply** | | Supplied from the machine | |
| **Dimensions** | | 515 mm (W) x 645 mm (D) x 1100 mm (H) (20-9/32" (W) x 25-25/64" (D) x 43-19/64" (H)) | |
| **Weight** | | Approx. 43 kg (94.8 lbs.) | |
| **Overall dimensions when attached to machine** | | 1775 mm (W) x 715 mm (D) (69-55/64" (W) x 28-9/64" (D)) (When tray is extended) | |
| Stapler section | | | |
| **Allowed paper sizes for stapling** | | A3, B4, A4, A4R, B5, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 8K, 16K<br>(Three stapling positions: one staple at bottom left corner, one staple at top left corner, and two staples.) | |
| **Maximum number of sheets for stapling*4** | | 50 sheets (A4, B5, 8-1/2" x 11", 16K)<br>30 sheets (A3, B4, A4R, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 8K)<br>(30 sheets when the sheets are the same width but different lengths.) | |

*1 Paper pass unit (MX-PBX2) is required to connect the finisher to the machine.
*2 The maximum number of sheets that can be held varies depending on ambient conditions in the installation location, the type of paper, and the storage conditions of the paper.
*3 Up to 100 sheets of non-standard size paper, envelopes, and transparency film (A4 (8-1/2" x 11")) can be loaded.
*4 The maximum number of sheets for stapling assumes a paper weight of 80 g/m² (21 lbs.) and includes two cover sheets of 106 g/m² to 256 g/m² (28 lbs. to 68 lbs.).

## Saddle stitch finisher specifications*1

| | | | |
|---|---|---|---|
| **Model** | | MX-FNX4 | |
| **Paper sizes** | | A3W, A3, B4, A4, A4R, B5, B5R, A5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 5-1/2" x 8-1/2"R, 8K, 16K, 16KR | |
| **Paper weight** | | Thin paper (55 g/m$^2$ to 59 g/m$^2$ (15 lbs. to 16 lbs.)), plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.)), heavy paper (106 g/m$^2$ to 256 g/m$^2$ (28 lbs. to 68 lbs.)), envelopes (75 g/m$^2$ to 90 g/m$^2$ (20 lbs. to 24 lbs.)) | |
| **Modes** | | Non-staple, staple, saddle stitch | |
| **Allowed paper sizes for offset** | | A3, B4, A4, A4R, B5, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 8K, 16K | |
| **Offset distance** | | 30 mm (1-3/16") | |
| **Tray capacity*2** | **Upper tray** | Non-stapling*3:<br>1550 sheets (A4, B5, A5R, 8-1/2" x 11", 5-1/2" x 8-1/2"R, 16K)<br>650 sheets (A3W, A3, B4, A4R, B5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 7-1/4" x 10-1/2", 8K, 16KR) | Stapling*4:<br>100 sets or 1550 sheets (A4, B5, 8-1/2" x 11", 16K)<br>50 sets or 650 sheets (A3, B4, A4R, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 8K) |
| | **Lower tray** | Non-stapling*3:<br>2450 sheets (A4, B5, 8-1/2" x 11", 16K)<br>1700 sheets (A5R, 5-1/2" x 8-1/2"R)<br>650 sheets (A3W, A3, B4, A4R, B5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 7-1/4" x 10-1/2", 8K, 16KR) | Stapling*4:<br>100 sets or 1550 sheets (A4, B5, 8-1/2" x 11", 16K)<br>50 sets or 650 sheets (A3, B4, A4R, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 8K) |
| **Power supply** | | Supplied from the machine | |
| **Dimensions** | | 625 mm (W) x 645 mm (D) x 1100 mm (H) (24-39/64" (W) x 25-25/64" (D) x 43-19/64" (H)) | |
| **Weigh** | | Approx. 74 kg (163.1 lbs.) | |
| **Overall dimensions when attached to machine** | | 1885 mm (W) x 715 mm (D) (74-3/16" (W) x 28-9/64" (D)) (When tray is extended) | |
| Stapler section | | | |
| **Allowed paper sizes for stapling** | | A3, B4, A4, A4R, B5, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 8K, 16K<br>(Three stapling positions: one staple at bottom left corner, one staple at top left corner, and two staples.) | |
| **Maximum number of sheets for stapling*4** | | 50 sheets (A4, B5, 8-1/2" x 11", 16K)<br>30 sheets (A3, B4, A4R, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R, 8K)<br>(30 sheets when the sheets are the same width but different lengths.) | |
| Saddle stitch section | | | |
| **Stapling method** | | Fold in half and staple in two places on centreline | |
| **Folding position** | | Fold at centreline (can be adjusted with [Saddle Stitch Position Adjust] in the System Settings) | |
| **Allowed paper sizes for saddle stitch stapling** | | A3, B4, A4R, 11" x 17", 8-1/2" x 14", 8-1/2" x 11"R, 8K | |
| **Allowed paper weights for saddle stitch stapling** | | 55 g/m$^2$ to 256 g/m$^2$ (15 lbs. to 68 lbs.) | |
| **Number sheets for saddle stitch stapling / Number of sets** | | Maximum: 15 sheets (80 g/m$^2$ (21 lbs.) x 14 sheets + 256 g/m$^2$ (68 lbs.) x 1 sheet) / 10 sets (11 to 15 sheets), 20 sets (6 to 10 sheets), 25 sets (1 to 5 sheets) | |

*1 Paper pass unit (MX-PBX2) is required to connect the saddle stitch finisher to the machine.
*2 The maximum number of sheets that can be held varies depending on ambient conditions in the installation location, the type of paper, and the storage conditions of the paper.
*3 Up to 100 sheets of non-standard size paper, envelopes, and transparency film (A4 (8-1/2" x 11")) can be loaded.
*4 The maximum number of sheets for stapling assumes a paper weight of 80 g/m$^2$ (21 lbs.) and includes two cover sheets of 106 g/m$^2$ to 256 g/m$^2$ (28 lbs. to 68 lbs.).

## Punch module specifications (for finisher / saddle stitch finisher)

| Model | MX-PNX2A | MX-PNX2B | MX-PNX2C | MX-PNX2D |
|---|---|---|---|---|
| Hole punching | 2 holes | 2 holes or 3 holes | 4 holes | 4 holes, broad width |
| Allowed paper sizes for punching | A3, B4, A4, A4R, B5, B5R, 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 7-1/4" x 10-1/2", 8K, 16K, 16KR | 2 holes: 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11"R<br>3 holes: A3, A4, 11" x 17", 8-1/2" x 11" | A3, A4, 11" x 17", 8-1/2" x 11" | A3, A4, 11" x 17", 8-1/2" x 11" |
| Punchable paper weights | 55 g/m$^2$ to 256 g/m$^2$ (15 lbs. to 68 lbs.) | | | |
| Power supply | Supplied from finisher / saddle stitch finisher | | | |
| Dimensions | 115 mm (W) x 600 mm (D) x 995 mm (H) (4-17/32" (W) x 23-5/8" (D) x 39-11/64" (H)) | | | |
| Weight | Approx. 8 kg (17.6 lbs.) | | | |

**Note:**
Special media such as transparency film and label sheets cannot be stapled or punched.

## Inserter specifications*

| | |
|---|---|
| **Model** | MX-CFX1 |
| **Paper sizes** | A3W, A3, B4, A4, A4R, B5, B5R, A5R, 12" x 18", 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 7-1/4" x 10-1/2"R, 5-1/2" x 8-1/2"R, 8K, 16K, 16KR |
| **Paper weight** | Thin paper (55 g/m$^2$ to 59 g/m$^2$ (15 lbs. to 16 lbs.)), plain paper (60 g/m$^2$ to 105 g/m$^2$ (16 lbs. to 28 lbs.)), heavy paper (106 g/m$^2$ to 256 g/m$^2$ (28 lbs. to 68 lbs.)) |
| **Paper capacity** | 100 sheets (80 g/m$^2$ (21 lbs.)) |
| **Paper types** | SHARP-recommended plain paper, recycled paper, coloured paper, heavy paper, thin paper, and transparency film |
| **Power supply** | Supplied from finisher / saddle stitch finisher |
| **Dimensions** | 455 mm (W) x 595 mm (D) x 1050 mm (H) (17-59/64" (W) x 23-27/64" (D) x 41-21/64" (H)) |
| **Weight** | Approx. 23 kg (50.7 lbs.) |

* Punch module (MX-PNX2A/B/C/D) is required to connect the inserter to the finisher (MX-FNX3).

## Printer specifications

| | | |
|---|---|---|
| **Type** | Built-in | |
| **Continuous printing speed** | Same as continuous copying speed (When printing same document continuously on A4 (8-1/2" x 11") plain paper in non-offset mode, excluding processing time.) | |
| **Printing resolution** | 600 x 600 dpi / 1200 x 600 dpi*1 (greyscale printing) | |
| **Printer driver type** | PCL5c, PCL6, PostScript 3 compatible*1 | |
| **Supported protocols** | TCP/IP, IPX/SPX, NetBEUI, EtherTalk | |
| **Supported client PC operating systems** | See "VERIFYING SYSTEM REQUIREMENTS" in the Software Setup Guide / Sharpdesk Installation Manual | |
| **Fonts** | PCL5c, PCL6 | 80 European fonts, 28 barcode fonts*2, 1 bitmap font |
| | PostScript 3 compatible*1 | 136 European fonts |
| **Interface port** | MX-5500N/6200N/7000N<br>LAN connectivity: 10Base-T / 100Base-TX<br>USB connectivity: Supports USB 2.0 (Hi speed)*3<br>MX-6201N/7001N<br>LAN connectivity: 10Base-T / 100Base-TX<br>USB connectivity: Suports USB 2.0 (Hi speed)*4 | |
| **Memory** | 896 MB (MX-5500N/6200N/7000N) / 1 GB (MX-6201N/7001N) | |
| **Print area** | Entire page excluding margin of 4.2 mm (11/64") at each edge. The actual print area may vary depending on the printer driver and the software application. | |

*1 When the PS3 expansion kit (MX-PKX1) is installed and the machine is used as a PostScript printer.
*2 Barcode font kit (AR-PF1) is required.
*3 Supported operating systems are Windows 2000 / XP.
*4 Supported operating systems are Windows 2000 / XP/ Vista.

## Network scanner / Internet Fax*1 specifications

| | | |
|---|---|---|
| **Type** | Built-in | |
| **Scanning resolution (dpi)** | 100 x 100, 200 x 200, 300 x 300, 400 x 400, 600 x 600<br>Internet Fax: 200 x 100, 200 x 200, 200 x 400, 400 x 400, 600 x 600 (200 x 100, 200 x 200 when file type is TIFF-S) Halftone can be selected for resolutions other than 200 x 100 dpi. | |
| **Scanning speed** | Colour (A4 / 8-1/2" x 11")One-sided: 35 pages/min. (200 x 200 dpi),<br>Two-sided: 35 pages/min. (200 x 200 dpi)<br>Black and white (A4 / 8-1/2" x 11") One-sided: 65 pages/min. (200 x 200 dpi),<br>Two-sided: 65 pages/min. (200 x 200 dpi) | |
| **Interface port** | LAN connectivity: 10Base-T / 100Base-TX | |
| **Supported protocols** | MX-5500N/6200N/7000N : TCP/IP (IPv4)<br>MX-6201N/7001N : TCP/IP (IPv4, IPv6) | |
| **File formats** | Colour<br>(including greyscale) | File types: TIFF, JPEG, PDF, Encrypted PDF<br>Compression ratio: High / Medium / Low |
| | Black and white | File types: TIFF, PDF, Encrypted PDF<br>Compression modes: None / Medium (G3) / High (G4) |
| | Internet Fax<br>(black and white only) | File types: TIFF-FX (TIFF-F, TIFF-S)<br>Compression modes: Medium (G3) / High (G4) |
| **Remarks** | Number of one-touch keys for storing destinations*2 | Maximum number of keys: 999 |
| | Number of destinations that can be stored in a group (1 key)*2 | Maximum number of destinations in one group (1 key): 500 |
| | Scan destinations | Scan to E-mail / Scan to FTP / Scan to Desktop / Scan to Network Folder |

*1 Internet fax expansion kit (MX-FWX1) is required.
*2 Total number of all destinations (Scan to E-mail, Scan to FTP, Scan to Desktop, Scan to Network folder, Internet Fax, Fax, and Group)

## Pull scan function (TWAIN) specifications

| | |
|---|---|
| **Supported protocol** | TCP/IP |
| **Supported client PC operating systems** | MX-5500N/6200N/7000N : Windows 98 / Me / 2000 / XP / Server 2003<br>MX-6201N/7001N : Windows 98 / Me / 2000 / XP / Server 2003 / Vista |
| **Colour modes** | Full Colour, Greyscale, Mono Diffusion, Mono 2 gradation |
| **Resolution settings** | 75 dpi, 100 dpi, 150 dpi, 200 dpi, 300 dpi, 400 dpi, 600 dpi<br>(The resolution can be specified by entering a numerical value from 50 to 9600 dpi. However, when a high resolution is specified, it is necessary to reduce the scanning area.) |
| **Scanning area** | Maximum: A3 (11" x 17") |

## Facsimile specifications

| | | |
|---|---|---|
| **Model** | MX-FXX1 | |
| **Applicable telephone line** | Public switched telephone network, PBX | |
| **Scanning resolution (supports ITU-T standards)** | 8 x 3.85 lines/mm (Standard), 8 x 7.7 lines/mm (Fine, Fine-Halftone), 8 x 15.4 lines/mm (Super Fine, Super Fine - Halftone), 16 x 15.4 lines/mm (Ultra Fine, Ultra Fine - Halftone) | |
| **Transmission speed** | 33.6 kbps down to 2.4 kbps Automatic fallback | |
| **Compression method** | MH / MR / MMR / JBIG | |
| **Transmission modes** | Super G3, G3 (the machine can only send faxes to and receive faxes from machines that support G3 or Super G3) | |
| **Input document size** | AB sizes: A3, B4, A4, A4R, 8-1/2" x 11", 8-1/2" x 11"R, B5, B5R, A5<br>Inch sizes: 11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, A4, A4R, 5-1/2" x 8-1/2"<br>Long originals (max. width 297 mm (11-45/64") x max. length 800 mm (31-31/64") can be transmitted using the automatic document feeder. Scanning one side is possible.) | |
| **Paper sizes** | A3, B4, A4, A4R, B5, B5R, A5R (11" x 17", 8-1/2" x 14", 8-1/2" x 13", 8-1/2" x 11", 8-1/2" x 11"R, 5-1/2" x 8-1/2"R) | |
| **Transmission time** *1 | Approx. 2 seconds (Super G3 mode/33.6 kbps, JBIG)<br>Approx. 6 seconds (G3 ECM mode/14.4 kbps) | |
| **Power supply** | Supplied from the machine | |
| **Dimensions** | 285 mm (W) x 66 mm (D) x 213 mm (H) (11-7/32" (W) x 2-39/64" (D) x 8-25/64" (H)) | |
| **Weight** | Approx. 1.6 kg (3.5 lbs.) | |
| **Remarks** | Extension telephone connection | Possible (1 telephone) |
| | Number of one-touch keys for storing destinations*2 | Maximum number of keys: 999 |
| | Number of destinations that can be stored in a group (1 key)*2 | Maximum number of destinations in one group (1 key): 500 |
| | Timer transmission | Yes |
| | Program function | Yes (48 programs) |
| | F-code transmission | Supported (SUB/SEP (sub-address) and SID/PWD (passcode) signals can be transmitted / received) |
| | Image memory | 8 MB standard |

*1 Transmission speed is for an A4 or 8-1/2" x 11" document with approximately 700 characters at standard resolution (8 x 3.85 lines/mm) sent in high speed mode (33.6 kbps (JBIG) or 14.4 kbps). This is only the time required to transmit the image information; the time required to send protocol signals is not included. Actual transmission times will vary depending on the contents of the document, the receiving machine type, and telephone line conditions.

*2 Total number of all destinations (Scan to E-mail, Scan to FTP, Scan to Desktop, Scan to Network folder, Internet Fax, Fax and Group)

# INFORMATION ON DISPOSAL

## A. Information on Disposal for Users (private households)

### 1. In the European Union

Attention: If you want to dispose of this equipment, please do not use the ordinary dust bin!
Used electrical and electronic equipment must be treated separately and in accordance with legislation that requires proper treatment, recovery and recycling of used electrical and electronic equipment.
Following the implementation by member states, private households within the EU states may return their used electrical and electronic equipment to designated collection facilities free of charge*. In some countries* your local retailer may also take back your old product free of charge if you purchase a similar new one.
*) Please contact your local authority for further details.
If your used electrical or electronic equipment has batteries or accumulators, please dispose of these separately beforehand according to local requirements.
By disposing of this product correctly you will help ensure that the waste undergoes the necessary treatment, recovery and recycling and thus prevent potential negative effects on the environment and human health which could otherwise arise due to inappropriate waste handling.

Attention: Your product is marked with this symbol. It means that used electrical and electronic products should not be mixed with general household waste. There is a separate collection system for these products.

### 2. In other Countries outside the EU

If you wish to discard this product, please contact your local authorities and ask for the correct method of disposal.
For Switzerland: Used electrical or electronic equipment can be returned free of charge to the dealer, even if you don't purchase a new product. Further collection facilities are listed on the homepage of www.swico.ch or www.sens.ch.

## B. Information on Disposal for Business Users

### 1. In the European Union

If the product is used for business purposes and you want to discard it:
Please contact your SHARP dealer who will inform you about the take-back of the product. You might be charged for the costs arising from take-back and recycling. Small products (and small amounts) might be taken back by your local collection facilities.
For Spain: Please contact the established collection system or your local authority for take-back of your used products.

### 2. In other Countries outside the EU

If you wish to discard of this product, please contact your local authorities and ask for the correct method of disposal.

Information that the administrator of the machine requires is printed on the back of this page.
(Separate this page from the manual and keep it in a safe place. In addition, fill in the name of the administrator and the administrator's contact information in the left hand margin.)

Administrator Name:

Contact at:

# TO THE ADMINISTRATOR OF THE MACHINE

(Separate this page from the manual and keep it in a safe place.)

## Factory default passwords

When accessing the system settings, the administrator password is required to log in with administrator rights. The system settings can be configured in the Web pages as well as on the operation panel. To access the system settings using the Web pages, a password is also required.

### Factory default administrator password

**Factory default setting: admin**

Store a new administrator password as soon as the machine is installed.
Once the administrator password has been changed, the new password is required to restore the factory default password. Take care to remember the new password.

### Factory default passwords (Web pages)

There are two factory default accounts: "Administrator" and "User". A person who logs in as an "Administrator" can configure all settings in the Web pages. In addition, an administrator can restrict access to other settings by enabling "User" accounts.
The factory default passwords are shown below.

| | Factory default account | Factory default password |
|---|---|---|
| User | users | users |
| Administrator | admin | admin |

## Forwarding all transmitted and received data to the administrator (document administration function)

This function is used to forward all data transmitted and received by the machine to a specified destination (Scan to E-mail address, Scan to FTP destination, Scan to Network Folder destination, or Scan to Desktop destination).
This function can be used by the administrator of the machine to archive all transmitted and received data.
To configure the document administration settings, click [Application Settings] and then [Document Administration Function] in the Web page menu. (Administrator rights are required.)

**Note:**
- The format, exposure, and resolution settings of transmitted and received data remain in effect when the data is forwarded.
- The functions below cannot be used when transmitted faxes are forwarded. In this case, the [Memory TX] key and [Direct TX] key do not appear.
  Quick Online transmission, direct transmission, dialling using the speaker

# For the users of the fax function

## Important safety information

- If any of your telephone equipment is not operating properly, you should immediately remove it from your telephone line, as it may cause harm to the telephone network.
- The AC power outlet shall be installed near the equipment and shall be easily accessible.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use a telephone to report a gas leak in the vicinity of the leak.
- Do not install or use the machine near water, or when you are wet. Take care not to spill any liquids on the machine.

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# Troubleshooting

REMOVING MISFEEDS

COPYING

PRINTING

FACSIMILE

SCANNING

DOCUMENT FILING

INSTALLATION

OTHER PROBLEMS

# About this manual

This manual provides solutions to possible problems in a question and answer format. The questions are grouped into the chapters "REMOVING MISFEEDS", "COPYING", "PRINTING", "FACSIMILE", "SCANNING", "DOCUMENT FILING", "INSTALLATION", and "OTHER PROBLEMS". Locate the question that relates to your problem and use the answer to help correct the situation. If you are unable to solve a problem using this manual, please contact your dealer or nearest authorised service representative.

## Conventions used in this manual

- **System settings**
  Descriptions of system settings similar to the following example appear in this manual.
  Example: → System Settings (Administrator) > "Copy Function Settings" > "Other Settings" > "Rotation Copy Setting" > ☑
  This is an abbreviated description of the procedure for selecting the setting. ">" indicates the setting sequence and ☑ indicates the state of the setting after it has been enabled. Use these descriptions as a quick manual to help you configure the settings. (For detailed explanations of the system settings, see the System Settings Guide.)
- **References to other sections**
  Some of the explanations in this manual refer to other pages or other manuals.
  Example: ☞ Illustration of the machine (A) (page 69)
  Refer to these pages as well to help solve your problem.

## Please note

- For information on installing the drivers and software cited in this manual, please refer to the Software Setup Guide / Sharpdesk Installation Manual.
- For information on your operating system, please refer to your operating system manual or the online Help function.
- The explanations of screens and procedures in this manual are primarily for Windows® XP in Windows® environments, and Mac OS X v10.4 in Macintosh environments. The screens may vary depending on the version of the operating system.
- Wherever "MX-xxxx" appears in this manual, please substitute your model name for "xxxx".
- This manual contains references to the fax function. However, please note that the fax function is not available in some countries and regions.
- Considerable care has been taken in preparing this manual. If you have any comments or concerns about the manual, please contact your dealer or nearest authorised service representative.
- This product has undergone strict quality control and inspection procedures. In the unlikely event that a defect or other problem is discovered, please contact your dealer or nearest authorised service representative.
- Aside from instances provided for by law, SHARP is not responsible for failures occurring during the use of the product or its options, or failures due to incorrect operation of the product and its options, or other failures, or for any damage that occurs due to use of the product.

## Warning

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

## Illustrations and the operation panel and touch panel shown in this manual

The peripheral devices are generally optional, however, some models include certain peripheral devices as standard equipment. The explanations in this manual assume that a saddle stitch finisher, punch module, and inserter are installed on the machine. For some functions and procedures, the explanations assume that devices other than the above are installed.

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

# Manuals provided with the machine

This manual provides solutions to possible problems. For the detailed procedures for using the machine, see the following manuals.

### Printed manuals

| Manual name | Contents |
|---|---|
| **Safety Guide / Troubleshooting (This manual)** | This manual contains instructions for using the machine safely and lists the specifications of the machine and its peripheral devices and explains how to remove paper misfeeds and provides answers to frequently asked questions regarding the operation of the machine in each mode. Refer to this manual when you have difficulty using the machine. |
| **Software Setup Guide / Sharpdesk Installation Guide** | This manual explains how to install the software and configure settings to use the machine as a printer or scanner. |
| **Quick Start Guide** | This manual provides easy-to-understand explanations of all the functions of the machine in a single volume.<br>Detailed explanations of each of the functions can be found in the manuals in PDF format. |

### Operation manuals in PDF format

The manuals in PDF format provide detailed explanations of the procedures for using the machine in each mode. To view the PDF manuals, download them from the hard drive in the machine. The procedure for downloading the manuals is explained in "How to download the manuals in PDF format" in the Quick Start Guide.

| Manual name | Contents |
|---|---|
| **User's Guide** | This manual provides information, such as basic operation procedures, how to load paper, and machine maintenance. |
| **Copier Guide** | This manual provides detailed explanations of the procedures for using the copy function. |
| **Printer Guide** | This manual provides detailed explanations of the procedures for using the printer function. |
| **Facsimile Guide** | This manual provides detailed explanations of the procedures for using the fax function. |
| **Scanner Guide** | This manual provides detailed explanations of the procedures for using the scanner function and the Internet fax function. |
| **Document Filing Guide** | This manual provides detailed explanations of the procedures for using the document filing function. The document filing function allows you to save the document data of a copy or fax job, or the data of a print job, as a file on the machine's hard drive. The file can be called up as needed. |
| **System Settings Guide** | This manual explains the "System Settings", which are used to configure a variety of parameters to suit the aims and the needs of your workplace. Current settings can be displayed or printed out from the "System Settings". |

## Icons used in the manuals

The icons in the manuals indicate the following types of information:

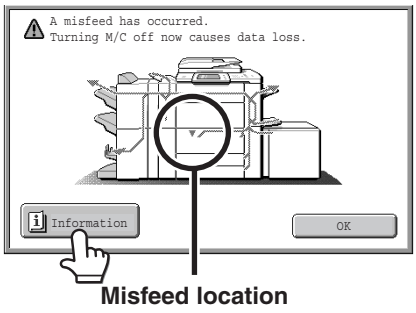
| | |
|---|---|
| ⚠ **Caution** | This alerts you to a situation where there is a risk of human injury or property damage. |

# REMOVING MISFEEDS

This chapter explains what to do when a paper misfeed occurs in the machine.

## Removing misfeeds

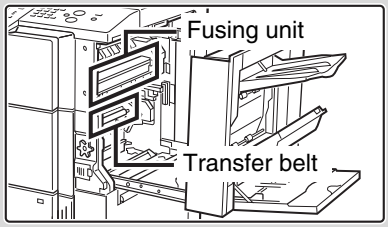
When a paper misfeed occurs, "A misfeed has occurred." appears in the touch panel and printing stops. In this event, touch the [Information] key in the touch panel. When the key is touched, instructions for removing the misfeed will appear. Follow the instructions. (The approximate locations of possible misfeeds are indicated by blinking ▼ marks as shown below.)




**⚠ Caution**

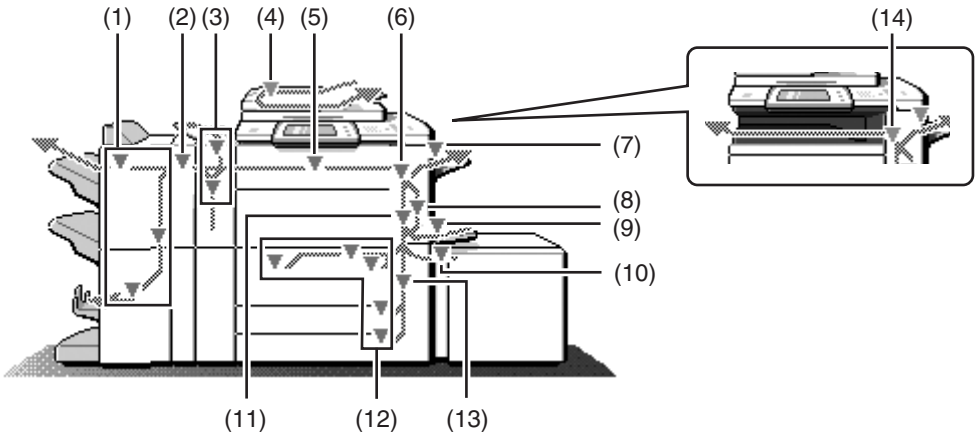
**The fusing unit is hot. Take care not to burn yourself when removing a misfeed.**

- When removing misfed paper, do not touch or damage the transfer belt.
- Carefully pull the paper out without tearing it.
- A misfeed may have occurred inside the machine. Check carefully and remove the misfeed.
- If the paper tears, be sure to remove all pieces from the machine.

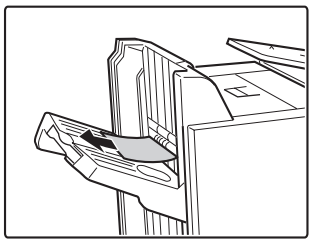


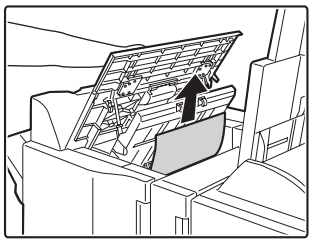

## Paper misfeed illustrations

If you require more information when reading the instructions in the touch panel, see the paper misfeed illustrations on the following pages. Refer to the illustration below and then go to the appropriate illustration (1 to 14) for your situation.
☞ (1)-(2): page 28, (3)-(5): page 29, (6)-(10): page 30, (11)-(14): page 31



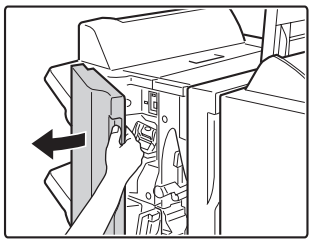
### (1) Paper misfeed in the finisher / saddle stitch finisher



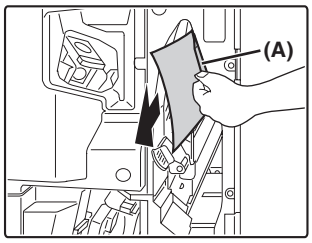


Open the top cover and remove the misfed paper.

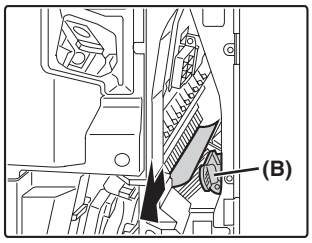
**Paper misfeed in the transport area and the output area (the saddle stitch unit)**



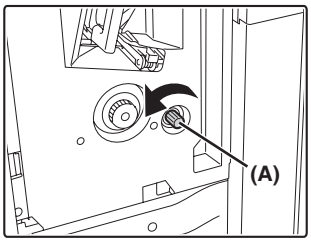
Open the front cover.



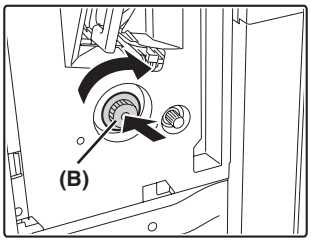

Move lever (A) to the right and remove the misfed paper. Release the lever and it will return to the original position by a spring.



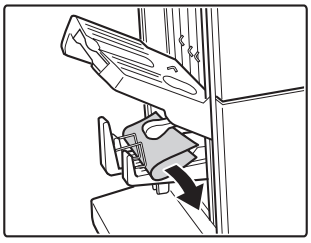

Move lever (B) to the right and remove the misfed paper.
Return the lever to the original position after removing the misfed paper.



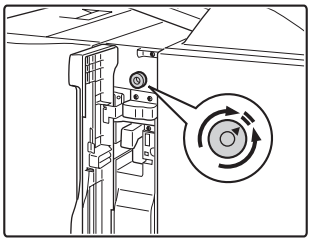

Rotate roller knob (A) until it no longer turns.



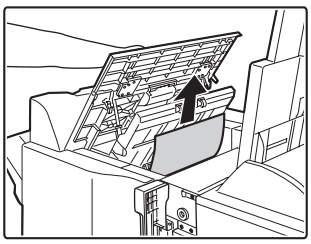

Push and rotate knob (B) and remove the misfed paper.



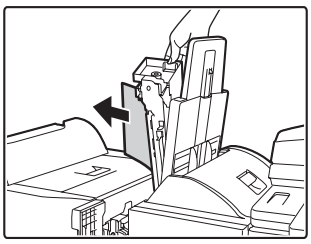
### (2) Paper misfeed in the punch module



Turn knob as shown in the illustration.

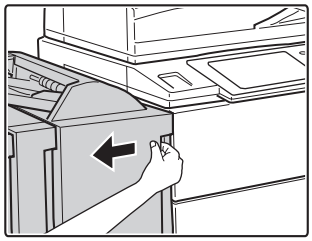


Open the top cover and remove the misfed paper.

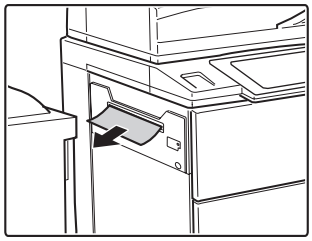


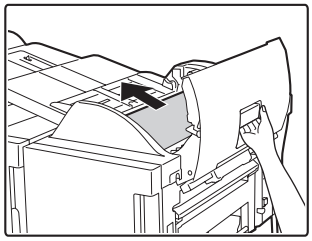
If the paper cannot be removed by opening the top cover, open the punch module cover and remove the paper.

### (3) Paper misfeed in the inserter

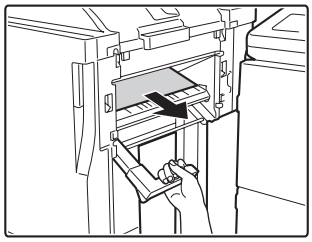


While pulling the lever, slide the inserter to the left until it stops.

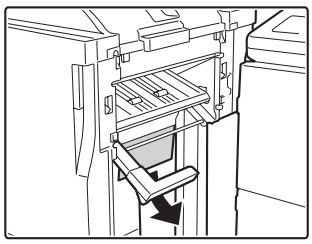




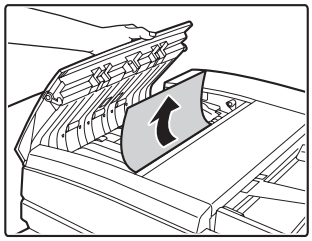
Open the top cover and remove the misfed paper.



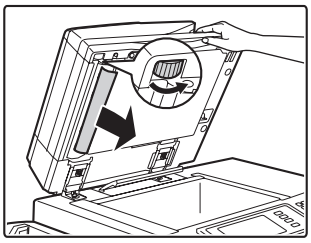
Raise the paper guide lever and remove the misfed paper.



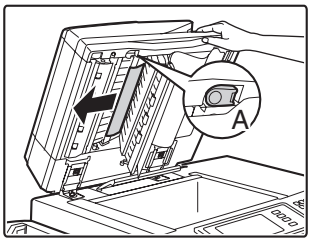
### (4) Original misfeed



Open the document feeding area cover and remove the misfed originals.



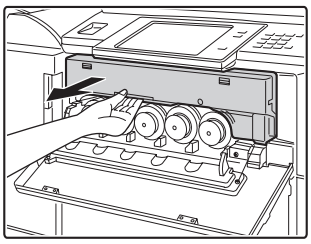
Open the automatic document feeder. Rotate the transfer roller in the direction of the arrow and remove the original.



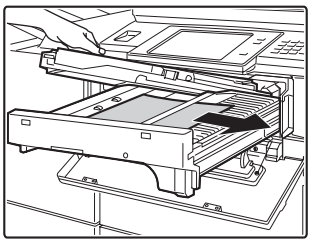

Press switch A to release the cover lock and remove the misfed original.
After removing the original, be sure to attach the cover securely.

After removing the misfeed, open and close the automatic document feeder (or the document feeding area cover) to clear the misfeed display from the touch panel.

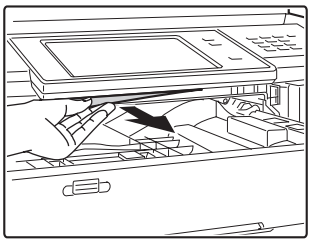
### (5) Paper misfeed in the paper pass unit



Open the front cover (upper) and pull out the paper pass unit.

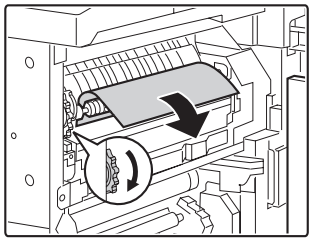


Open the paper pass unit cover and remove the misfed paper.

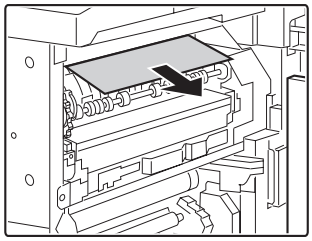


Check the paper reversing section inside the tray and remove any misfed paper. (A misfeed has occurred inside the machine. Look inside to check.)

### (6) Paper misfeed in the fusing unit



Rotate knob and remove the misfed paper.

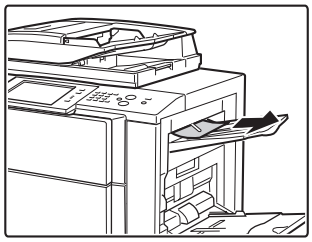


**⚠ Caution**

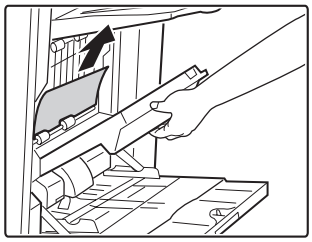
**The fusing unit is hot. Take care not to burn yourself. (Do not touch any metal parts.)**

Unfused toner may remain on the paper that is removed. Take care that it does not soil your hands or clothing.

### (7) Paper misfeed in the right tray

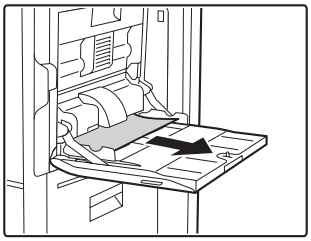


### (8) Paper misfeed in the duplex unit

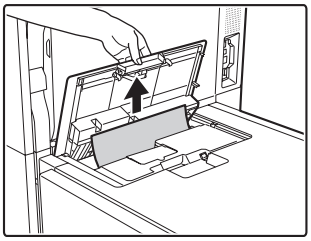


Open the paper reversing section cover and remove the misfed paper.

### (9) Paper misfeed in the bypass tray

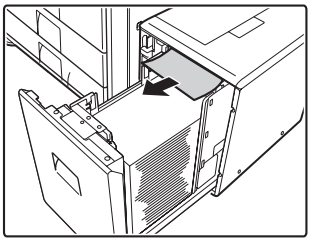


### (10) Paper misfeed in the large capacity tray



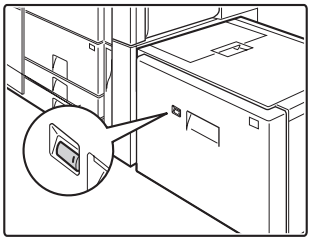
Open the top cover and remove the misfed paper.

**When using the MX-LCX2**

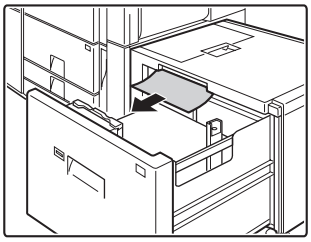


Pull out the tray and remove the misfed paper.

**When using the MX-LCX3**

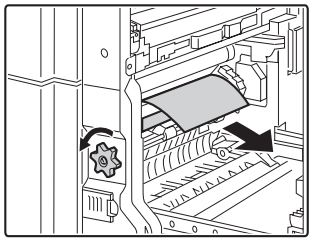


Before pulling the tray out, press the operation button. The operation button indicator will blink and the tray's paper table will descend. When the operation button indicator turns off, pull out the tray.

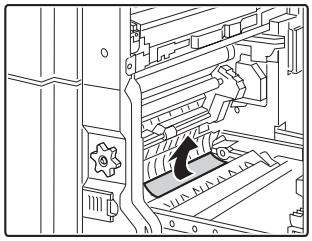


Pull out the tray and remove the misfed paper.

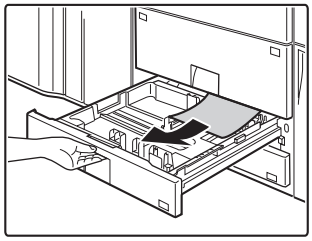
### (11) Paper misfeed in the transport area



Turn roller rotating knob in the direction of the arrow to remove the misfed paper.



### (12) Paper misfeed in tray 1 to tray 4 (in the tray)



Pull out the tray gently until it stops and remove the misfed paper.

Be sure to check the following points before pulling the tray out. If you pull the tray out without checking, you may tear misfed paper and make it more difficult to remove the pieces that remain in the machine.

**Before removing the misfed paper in tray 1...**

Check if there is a paper misfed in the transport area.

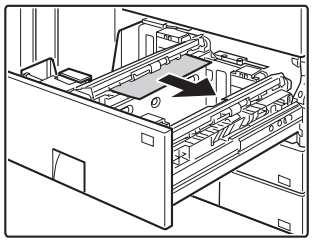
☞ (11) Paper misfeed in the transport area

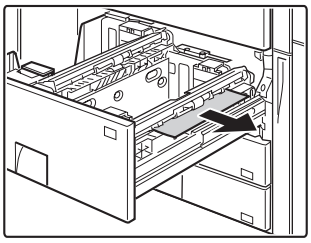
**Before removing the misfed paper in tray 2 to 4...**

Open the right cover and check if there is a paper misfed.

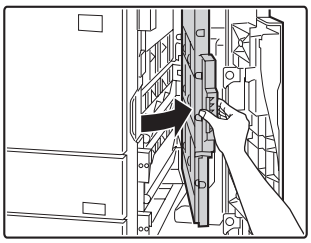
☞ (13) Paper misfeed in tray 2 to tray 4 (side)

### Paper misfeed in the paper guide (tray 1, tray 2)

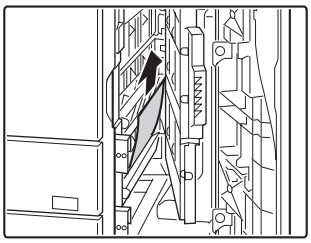




### (13) Paper misfeed in tray 2 to tray 4 (side)



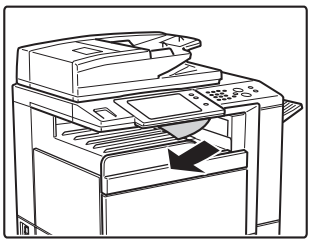
While holding the lever, open the transport area cover.



The misfeed may have occurred inside the machine. Check carefully and remove it.

After removing the misfeeds, be sure to close the transport area cover.

### (14) Paper misfeed in the output area



# COPYING

This chapter provides solutions to possible copying problems. See the following table of contents to locate the appropriate page for your question or problem.


**Problems related to copying operation**

- Copying does not take place. . . . . 32
- Auto selection of the colour mode does not take place. . . . . 32
- Image rotation does not take place. . . . . 33
- Two-sided copying does not take place.. . . . . 33
- The paper size of a tray cannot be set.. . . . . 33

**Problems related to copy results**

- The image is too light or too dark.. . . . . 34
- Colours are off. . . . . 34
- Part of the image is cut off. . . . . 34
- Copies come out blank. . . . . 34


- If you cannot find the item that you are looking for in the above table of contents, see "OTHER PROBLEMS" (page 59).
- If you are unable to solve a problem using the solutions in this manual, switch off the [POWER] key ( ⏻ ) and the main power switch. Wait at least 10 seconds, and then switch on the main power switch and the [POWER] key ( ⏻ ) in that order.

* When the LINE indicator is lit or the DATA indicator is lit or blinking, do not switch off the main power switch or unplug the power plug. This may damage the hard drive or cause the data being stored or received to be lost.

## Problems related to copying operation

| Problem | Point to check | Solution |
|---|---|---|
| **Copying does not take place.** | Have functions been disabled by the administrator? | When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |
| **Auto selection of the colour mode does not take place.** | Are you using one of the following types of originals?<br>**Black & White is not selected**<br>• Are there colours or colouring in the paper?<br>**Colour is not selected**<br>• The colour in the original is very light.<br>• The colour in the original is very dark, almost black.<br>• Is only a very small area of the original coloured? | When the colour mode is set to "Auto", the machine detects whether the original is black and white or colour when the [COLOUR START] key (○●●●) is pressed. However, when an original similar to one of those at left is used, automatic detection may not give the correct result. In this event, specify the colour mode manually. |

| Problem | Point to check | Solution |
|---|---|---|
| **Image rotation does not take place.** | Did you select the paper size or copy ratio manually? | Copy using automatic paper selection and automatic ratio selection. |
| | Are you copying using settings that do not allow rotate copying? | Rotate copying can generally be combined with other special modes, however, some combinations are not possible. If a prohibited combination is selected, a message will appear in the touch panel. |
| | Is "Rotation Copy Setting" disabled in the system settings (administrator)? | Check with your administrator.<br>If you are the administrator, enable "Rotation Copy Setting".<br>→System Settings (Administrator) > "Copy Function Settings" > "Other Settings" > "Rotation Copy Setting" > ☑ |
| **Two-sided copying does not take place.** | Does the paper type setting of the selected tray specify a type of paper that cannot be used for two-sided copying? | Check "Tray Settings" in the system settings. If the [Disable Duplex] checkbox is selected ☑, two-sided copying using that tray will not be possible. Change the paper type setting to a type that can be used for two-sided printing.<br>→System Settings > "Paper Tray Settings" > "Tray Settings" > "Change" |
| | Are you using a special size or type of paper? | For the paper types and sizes that can be used for two-sided copying, see "SPECIFICATIONS" in this operation manual. |
| | Are you copying using settings that do not allow two-sided copying? | Two-sided copying can generally be combined with other special modes, however, some combinations are not possible. If a prohibited combination is selected, a message will appear in the touch panel. |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |
| **The paper size of a tray cannot be set.** | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |

# Problems related to copy results

| Problem | Point to check | Solution |
|---|---|---|
| **The image is too light or too dark.** | Is the image too light or too dark? | Select an appropriate exposure mode for the original being copied and adjust the exposure level manually. |
| | Has an appropriate exposure mode for the original type been selected? | Select one of the following modes depending on the original type.<br>• **Text**<br>Use this mode for regular text documents.<br>• **Text/Prtd.Photo**<br>This mode provides the best balance for copying an original which contains both text and printed photographs, such as a magazine or catalogue.<br>• **Text/Photo**<br>This mode provides the best balance for copying an original which contains both text and photographs, such as a text document with a photo pasted on.<br>• **Printed Photo**<br>This mode is best for copying printed photographs, such as photos in a magazine or catalogue.<br>• **Photo**<br>Use this mode to copy photos.<br>• **Map**<br>This mode is best for copying the light colour shading and fine text found on most maps.<br>• **Light original**<br>Use this mode for originals with light pencil writing. |
| **Colours are off.** | Did you perform "Registration Adjustment"? | Ask your administrator to perform "Registration Adjustment".<br>→ System Settings (Administrator) > "Device Control" > "Other Settings" > "Registration Adjustment"<br>If the colour tones are off, perform "Auto Colour Calibration". (If the colours are still off after calibration, repeating calibration may improve the results.)<br>→ System Settings (Administrator) > "Copy Function Settings" > "Colour Adjustment" > "Auto Colour Calibration" |
| **Part of the image is cut off.** | Has an appropriate ratio been selected for the original size and paper size? | Select an appropriate ratio setting. |
| | Are you using an inch (AB) size original? | When copying an inch (AB) size original, specify the original size manually. |
| **Copies come out blank.** | Is the original placed face up or face down correctly? | When using the document glass, the original must be placed face down. When using the automatic document feeder, the original must be placed face up. |

# PRINTING

This chapter provides solutions to possible printing problems. See the following table of contents to locate the appropriate page for your question or problem.


**Problems related to printing operation**

- Printing does not take place.. . . . . 35
- Colour printing does not take place. . . . . 37
- Two-sided printing does not take place. . . . . 37
- A tray, finisher, or other peripheral device installed on the machine cannot be used. . . . . 38

**Problems related to print results**

- The image is grainy. . . . . 38
- The image is too light or too dark.. . . . . 38
- Colours are off. . . . . 38
- Text and lines are faint and difficult to see.. . . . . 38
- Part of the image is cut off. . . . . 39
- The image is upside down. . . . . 39
- Many nonsense characters are printed. . . . . 40


- If you cannot find the item that you are looking for in the above table of contents, see "OTHER PROBLEMS" (page 59).
- If you are unable to solve a problem using the solutions in this manual, switch off the [POWER] key ( ⏻ ) and the main power switch. Wait at least 10 seconds, and then switch on the main power switch and the [POWER] key ( ⏻ ) in that order.

* When the LINE indicator is lit or the DATA indicator is lit or blinking, do not switch off the main power switch or unplug the power plug. This may damage the hard drive or cause the data being stored or received to be lost.

## Problems related to printing operation

| Problem | Point to check | Solution |
|---|---|---|
| **Printing does not take place.** | Is your computer connected correctly to the machine? | Make sure that the cable is connected securely to the LAN connector or the USB connector on your computer and the machine.<br>If you are on a network, check the connections at the hub as well.<br>☞ Illustration of the machine (P) and (Q) (page 70) |
| | Is the machine connected to the same network (LAN, etc.) as your computer? | The machine must be connected to the same network as your computer.<br>If you do not know which network the machine is connected to, ask the network administrator. |

| Problem | Point to check | Solution |
|---|---|---|
| **Printing does not take place.** | Is the IP address selected correctly? (Windows) | If the machine does not have a permanent IP address (the machine receives an IP address from a DHCP server), printing will not be possible if the IP address changes. Print the "All Custom Setting List" in the system settings and check the IP address of the machine. If the IP address has changed, change the port setting in the printer driver.<br>→System Settings > "List Print (User)" > "All Custom Setting List"<br>☞ Software Setup Guide / Sharpdesk Installation Manual<br>If the IP address changes frequently, it is recommended that a permanent IP address be assigned to the machine.<br>→System Settings (Administrator) > "Network Settings" |
| | Are you using a printer port created using Standard TCP/IP Port? (Windows 2000/XP/Server 2003/Vista*)<br>* Windows Vista is not available for MX-5500N/6200N/7000N. | When a port created with Standard TCP/IP Port in Windows is used and the [SNMP Status Enabled] checkbox is ☑, it may not be possible to print correctly. Change the [SNMP Status Enabled] checkbox to ☐.<br>☞ Software Setup Guide / Sharpdesk Installation Manual |
| | Is AppleTalk active? (Macintosh) | In Mac OS X, click [Network] in [System Preferences] and select "Built-in Ethernet" in "Show". Click the [AppleTalk] tab and make sure that [Make AppleTalk Active] is selected.<br>In Mac OS 9.0 to 9.2.2, open the [Chooser] from the Apple menu and make sure that [Active] is selected. Printing is not possible if [Active] is not selected.<br>Ask your administrator to check if "Enable EtherTalk" is enabled in the system settings (administrator). (The factory default setting is "Enable".)<br>→System Settings (Administrator) > "Network Settings" > "Enable EtherTalk" > ☑ |
| | Is "Connect via" set to [Ethernet] for AppleTalk? (Mac OS 9.0-9.2.2) | Open [AppleTalk] from the [Control Panels] and make sure that [Ethernet] is selected in the "Connect via" menu. Printing is not possible if [Ethernet] is not selected. |
| | Is your computer in an unstable state? | Printing is sometimes not possible when you run multiple applications at once or there is insufficient memory or hard drive space. Restart your computer. |
| | Is the machine specified correctly in the software application that you are using for printing? | Make sure that the printer driver of the machine is selected in the Print window of the application.<br>If the printer driver does not appear in the list of available printer drivers, it may not be installed correctly. Remove the printer driver and then install it once again.<br>☞ INSTALLATION (page 55) |
| | Are the network connection devices operating normally? | Make sure that the routers and other network connection devices are operating correctly. If a device is not powered on or is in an error state, see the manual of the device to correct the problem. |

| Problem | Point to check | Solution |
|---|---|---|
| **Printing does not take place.** | Is the I/O timeout setting too short? | If the I/O timeout setting is too short, errors may occur while writing to the printer. Ask the administrator of the machine to configure an appropriate time in "I/O Timeout".<br>→ System Settings (Administrator) > "Printer Settings" > "Interface Settings" > "I/O Timeout" |
| | Was a Notice Page printed? | A Notice Page will be printed to indicate the cause of the problem if a print job cannot be performed as specified and the cause is not shown in the display. Read the printed page and take appropriate action.<br>For example, a notice page will be printed in the following situations.<br>• The print job is too large to fit in memory.<br>• A function that has been prohibited by the administrator is specified.<br>* By factory default, Notice Pages are not printed. |
| | Have functions been disabled by the administrator? | When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |
| **Colour printing does not take place.** | Is the colour mode set to "Color"? | Select "Automatic" or "Color" for the colour mode setting.<br>The colour mode setting is configured as follows:<br>Windows:<br>On the [Color] tab of the printer driver.<br>Macintosh:<br>In the [Color] menu of the print window.<br>(In Mac OS x v10.1.5, in "Color Mode" on the [Color 1] tab in the [Printer Features] menu.)<br>In Windows, [Black and White Print] can also be selected on the [Main] tab of the printer driver. If you wish to print in colour, make sure that the [Black and White Print] checkbox on the [Main] tab is not selected ☐. |
| | Have functions been disabled by the administrator? | When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |
| **Two-sided printing does not take place.** | Does the paper type setting of the selected tray specify a type of paper that cannot be used for two-sided printing? | Check "Tray Settings" in the system settings.<br>If the [Disable Duplex] checkbox is selected ☑, two-sided printing using that tray will not be possible. Change the paper type setting to a type that can be used for two-sided printing.<br>→ System Settings > "Paper Tray Settings" > "Tray Settings" > "Change" |
| | Are you using a special size or type of paper? | For the paper types and sizes that can be used for two-sided printing, see "SPECIFICATIONS" in this operation manual. |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |

| Problem | Point to check | Solution |
|---|---|---|
| **A tray, finisher, or other peripheral device installed on the machine cannot be used.** | Have the peripheral devices that are installed on the machine been configured in the printer driver? | Open the printer properties and click the [Auto Configuration] button on the [Configuration] tab. (Windows)<br>* If auto configuration cannot be executed, see the Software Setup Guide / Sharpdesk Installation Manual. |

# Problems related to print results

| Problem | Point to check | Solution |
|---|---|---|
| **The image is grainy.** | Are the printer driver settings appropriate for the print job? (Windows) | If you are using the PCL printer driver, you can set the resolution to [600 dpi] or [300 dpi] in the print settings at the time of printing. When you need a very clear image, select [600 dpi].<br>If you are using the PS printer driver, you can set the resolution to [600x600 dpi] or [1200x600 dpi] (only for black and white printing).<br>The resolution setting is selected in the [Advanced] tab of the printer driver properties window. |
| **The image is too light or too dark.** | Does the image (particularly a photo) need correction? (Windows) | Brightness and contrast can be corrected by performing [Color Adjustment] on the [Color] tab of the printer driver. These settings can be used for simple corrections when you do not have image editing software installed on your computer. |
| **Colours are off.** | Did you perform "Registration Adjustment"? | Ask your administrator to perform "Registration Adjustment".<br>→ System Settings (Administrator) > "Device Control" > "Other Settings" > "Registration Adjustment"<br>If the colour tones are off, perform "Auto Colour Calibration". (If the colours are still off after calibration, repeating calibration may improve the results.)<br>→ System Settings (Administrator) > "Printer Settings" > "Auto Colour Calibration" |
| **Text and lines are faint and difficult to see.** | Was colours data printed in black and white? (Windows) | When colour text and lines are printed in black and white, they may become faint and difficult to see. To have colour text or lines (areas) that are faint converted to black, select [Text To Black] or [Vector To Black] on the [Color] tab of the printer driver. (Raster data such as bitmap images cannot be adjusted.) |

| Problem | Point to check | Solution |
|---|---|---|
| **Part of the image is cut off.** | Does the paper size specified by the job match the size of paper loaded in the tray? | Make sure that the paper size setting matches the size of paper loaded in the tray.<br>The paper size setting is selected as follows:<br>Windows:<br>On the [Paper] tab of the printer driver.<br>If [Fit to Paper Size] is selected, check the loaded paper and the paper size setting.<br>Macintosh:<br>In the [Page Setup] menu. |
| | Is the print orientation setting (portrait or landscape) correct? | Set the print orientation to match the image.<br>The print orientation is selected as follows:<br>Windows: On the [Main] tab of the printer driver.<br>Macintosh: In the [Page Setup] menu. |
| | Are the margins set correctly in the layout settings of the application? | If the edge of the image extends outside the printable area of the machine, the edge will be cut off. Select an appropriate paper size and margins in the layout settings of the application. |
| **The image is upside down.** | Are you using a type of paper (tab paper, punch paper, etc.) that can only be loaded in a fixed orientation? | When the image size and paper size are the same but the orientations are different, the orientation of the image is automatically rotated to match the paper. However, when the paper can only be loaded in a fixed orientation, this may result in the image being printed upside down. In this event, rotate the image 180 degrees before printing.<br>The 180 degree rotation setting is selected as follows:<br>Windows:<br>On the [Main] tab of the printer driver.<br>Macintosh (OS X v10.3.3 to 10.4):<br>On the [Page Setup] menu. (Landscape orientation only.)<br>(In Mac OS 9.0 to 9.2.2, in the [PostScript Options] menu of the [Page Setup] menu.) |
| | Is the correct binding position selected for two-sided printing? | When two-sided printing is performed, every other page is printed upside down when tablet binding is selected for the binding position. Be sure to set the appropriate binding position.<br>The binding position is selected as follows:<br>Windows:<br>On the [Main] tab of the printer driver.<br>Macintosh:<br>In the [Layout] menu of the print window. (In Mac OS X v10.1.5, in the [Duplex] menu of the print window; in Mac OS 9.0 to 9.2.2, in [Output/Document Style].) |

| Problem | Point to check | Solution |
|---|---|---|
| **Many nonsense characters are printed.** | Is your computer or the machine in an unstable state? | If little free space remains in the memory or hard drive of your computer, or many jobs have been spooled on the machine and it has little free memory remaining, printed text may turn into nonsense characters. In this situation, cancel printing, restart your computer and the machine, and try printing again.<br>To cancel printing<br>Windows:<br>Double-click the printer icon that appears at the lower right of the task bar and click "Cancel All Documents" (or "Purge Print Documents") in the [Printer] menu.<br>Macintosh:<br>Double-click the name of the machine in the printer list, select the job that you wish to delete, and delete it. (In Mac OS 9.0 to 9.2.2, double-click the printer icon on the desktop, select the print job that you wish to delete, and delete it.)<br>At the machine:<br>Press the [JOB STATUS] key on the operation panel, touch the [Print Job] tab to change the screen, touch the key of the print job that you wish to delete, and touch the [Stop/Delete] key. A message appears to confirm the cancellation. Touch the [Yes] key.<br>If nonsense characters are still printed after restarting, ask your administrator to lengthen the timeout setting of "I/O Timeout" in the system settings (administrator).<br>→ System Settings (Administrator) > "Printer Settings" > "Interface Settings" > "I/O Timeout"<br>* If nonsense characters are still printed after taking the above measures, remove and then reinstall the printer driver. |

# FACSIMILE

This chapter provides solutions to possible facsimile problems. See the following table of contents to locate the appropriate page for your question or problem.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- If you cannot find the item that you are looking for in the above table of contents, see "OTHER PROBLEMS" (page 59).
- If you are unable to solve a problem using the solutions in this manual, switch off the [POWER] key ( ⏻ ) and the main power switch. Wait at least 10 seconds, and then switch on the main power switch and the [POWER] key ( ⏻ ) in that order.

* When the LINE indicator is lit or the DATA indicator is lit or blinking, do not switch off the main power switch or unplug the power plug. This may damage the hard drive or cause the data being stored or received to be lost.

## Problems related to transmission

| Problem | Point to check | Solution |
|---|---|---|
| **Transmission does not take place.** | Is the telephone line connected securely? | Check the telephone line socket, the wall socket, and any extension adapters to make sure that all connections are secure.<br>☞ Illustration of the machine (N) (page 70) |

| Problem | Point to check | Solution |
|---|---|---|
| **Transmission does not take place.** | Is the correct dial mode set for your line? | Ask your administrator to verify that "Dial Mode Setting" is set correctly for the line you are using.<br>→System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Default Settings" > "Dial Mode Setting" |
| | Is a busy signal received? | If a busy signal is received, the transmission is temporarily cancelled and then automatically re-attempted after a brief interval. (Default setting: 2 attempts, 3 min. intervals)<br>→System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Send Settings" > "Recall in Case of Line Busy"<br>To cancel the transmission, press the [JOB STATUS] key, touch the key of the job that you wish to cancel, and then touch the [Stop/Delete] key. |
| | Did a communication error occur? | If an error occurs that prevents transmission, the transmission is temporarily cancelled and then automatically re-attempted after a brief interval. (Default setting: 3 min. intervals)<br>→System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Send Settings" > "Recall in Case of Communication Error"<br>To cancel the transmission, press the [JOB STATUS] key, touch the key of the job that you wish to cancel, and then touch the [Stop/Delete] key.<br>The machine supports error correction mode (ECM) and is configured to automatically resend any part of a fax that is distorted due to noise on the line.<br>→System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Default Settings" > "ECM" |
| | Does a message appear indicating that the memory is full? | If the memory becomes full, the transmission will be cancelled. Divide the originals into sets and fax each set separately, or use direct transmission. |
| | Does a message appear notifying you that the original size was not detected? | Place the original again. If the original size is still not detected correctly, specify the original size manually. |
| | Does the job status screen (completed jobs) or a transaction report indicate that the transmission was not successful? | Perform the transmission again.<br>If the transmission is still not successful after recalling is performed as set in "Recall in Case of Line Busy" or "Recall in Case of Communication Error", the transmission failure will be indicated in the job status screen and the transaction report.<br>→System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Send Settings" > "Recall in Case of Line Busy"<br>→System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Send Settings" > "Recall in Case of Communication Error" |

| Problem | Point to check | Solution |
|---|---|---|
| **Transmission does not take place.** | Did you place a long size original on the document glass when it is scanned? | A long size original cannot be scanned from the document glass. Place originals in the document feeder tray of the automatic document feeder. |
| | Did you place an original that is folded? | If a folded original is placed in the automatic document feeder, an error will occur and scanning will be cancelled when the actual original size is detected during scanning.<br>Following the instructions in the display, unfold the original, place it in the automatic document feeder again, and rescan. |
| | Are the sub-address and passcode correct?<br>(When using F-code communication) | Check with the operator of the other machine to make sure that the sub-address and passcode are correct. |
| | Have functions been disabled by the administrator? | When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |
| **The transmitted fax prints out blank at the receiving side.** | Is the original placed face up or face down correctly? | When using the document glass, the original must be placed face down. When using the automatic document feeder, the original must be placed face up. Place the original correctly and send the fax again. |
| | If the receiving machine is using thermal paper, was the thermal paper loaded with the wrong side out? | Check with the operator of the other machine. |
| **The transmitted fax is reduced by the receiving fax machine.** | Has image rotation been enabled? | When "Rotation Sending Setting" is not enabled (the image is not rotated), an original placed in the vertical orientation may be reduced by the receiving machine. Enable "Rotation Sending Settings" before transmission.<br>→System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Send Settings" > "Rotation Sending Setting" > ☑ |
| **Transmission does not begin at the specified time.** | Is the machine's clock set to the correct time? | Set the clock to the correct time.<br>→System Settings > "Default Settings" > "Clock" > "Clock Adjust" |
| | Is a transmission in progress? | If another transmission is in progress when the specified time arrives, the timer operation will begin after that transmission is finished. |

# Problems related to reception

| Problem | Point to check | Solution |
|---|---|---|
| **Printing does not take place after reception.** | Does a message appear in the display instructing you to add toner or paper? (Printing is not possible when this screen appears.) | Restore printing capability as instructed by the message. |

| Problem | Point to check | Solution |
|---|---|---|
| **Printing does not take place after reception.** | Does a password entry screen appear? | "Hold Setting for Received Data Print" is enabled. Enter the correct password with the numeric keys.<br>If you do not know the password, check with your administrator. |
| | Has cut-off printing been disabled in the system settings (administrator)? | If "Print Actual Size Cut off Disabled" is enabled in "Print Style Setting" in the system settings (administrator) and a fax is received that is larger than any paper that is loaded, the fax will be received to memory without being printed. (However, when a fax longer than A3 (11" x 17") size is received, it will be printed using multiple sheets of paper.)<br>Load the same size of paper as the received fax. |
| | Is forwarding (Inbound Routing function) selected in the Web page for a received fax? | When the Inbound Routing function is enabled in the Web pages, received faxes are automatically forwarded to a specified E-mail address. If "Print at Error" is selected when Inbound Routing is enabled, received faxes will only be printed when an error occurs. If you need to print a received fax, ask your administrator. |
| **Manual reception / polling reception are not possible.** | Is little free memory remaining? | Free memory by printing faxes received by confidential reception and other received data that is protected by a password, and by deleting data stored in memory boxes. |
| **The received image is faint.** | Is the original that was faxed also faint? | Ask the other party to send the fax again using a suitable (darker) exposure setting. |
| **The machine does not begin fax reception.** | Has the reception mode been set to "Manual Reception" in the system settings? | When the reception mode is set to "Manual Reception", the machine will not receive faxes automatically. To have the machine receive faxes automatically, set the reception mode to "Auto Reception".<br>→System Settings > "Fax Data Receive/Forward" > "Fax Settings" > "Receive Setting" |
| | Is little free memory remaining? | Free memory by printing faxes received by confidential reception and other received data that is protected by a password, and by deleting data stored in memory boxes. |

# Problems related to telephone

| Problem | Point to check | Solution |
|---|---|---|
| **Dialling is not possible.** | Is the extension phone connected? | Check the telephone line socket, the extension phone socket, the wall socket, and any extension adapters to make sure that all connections are secure.<br>☞ Illustration of the machine (M), (N) (page 70) |
| **You cannot talk to the other party.** | Did you dial using the speaker? | When you dial using the speaker, you will be able to hear the voice of the other party, but he or she will not hear your voice. Use the extension phone. (When the extension phone is not installed, you cannot talk to the other party.) |

# Problems related to audible signals

| Problem | Point to check | Solution |
|---|---|---|
| **The volume is too low.**<br>• Speaker<br>• Ringer Volume<br>• Line Monitor<br>• Fax Receive Complete Signal<br>• Fax Send Complete Signal<br>• Fax Communication Error Signal | Has the volume setting been set to "Small" in the system settings (administrator)? | Ask your administrator to set the volumes in "Speaker Settings" to "Middle" or "Big".<br>→ System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Default Settings" > "Speaker Settings" |
| **No sound is heard.**<br>• Ringer Volume<br>• Line Monitor<br>• Fax Receive Complete Signal<br>• Fax Send Complete Signal<br>• Fax Communication Error Signal | Has the ringer volume been turned off in the system settings (administrator)? | Ask your administrator to set the volumes in "Speaker Settings" to "Small", "Middle", or "Big".<br>→ System Settings (Administrator) > "Image Send Settings" > "Fax Settings" > "Fax Default Settings" > "Speaker Settings" |

# Problems related to one-touch individual keys / group keys

| Problem | Point to check | Solution |
|---|---|---|
| **A one-touch individual key or group key cannot be stored.** | Has the maximum number of keys been stored? | Delete one-touch keys and group keys that are not being used. |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |
| **A one-touch individual key or group key cannot be edited or deleted.** | If the key is an individual key, is the key included in a group? | Remove the key from the group and then edit or delete the key.<br>→System Settings > "Address Control" > "Program" |
| | Is the key being used in a reserved transmission or a transmission in progress? | Wait until the transmission is finished or cancel the transmission and then edit or delete the key. |
| | Is the key included in a program key? | Remove the key from the program and then edit or delete the key.<br>→System Settings > "Address Control" > "Program" |
| | Is the key that you wish to edit or delete stored as a relay destination of an F-code relay broadcast transmission? | An individual or group one-touch key that is stored as a relay destination cannot be edited or deleted. Remove the key from the relay destinations of the F-code relay broadcast transmission and then edit or delete the key.<br>→System Settings > "Address Control" > "F-Code Memory Box" |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |
| | Has your administrator enabled a function that prevents editing/deleting? | If your administrator has enabled settings such as "Inbound Routing Settings" (in the Web pages), editing/deleting will not be possible. Check with your administrator. |
| **You wish to delete or edit an individual key but do not know which group key it is stored in.** | Are multiple group keys stored? | If multiple group keys have been stored, print the Group List in "Sending Address List" in the system settings. The list will show where the key is stored.<br>→System Settings > "List Print (User)" > "Sending Address List" > "Group List" |
| **You wish to delete or edit an individual or group key but do not know which program key it is stored in.** | Are multiple program keys stored? | If multiple program keys have been stored, print the Program List in "Sending Address List" in the system settings. The list will show where individual and group keys are stored.<br>→System Settings > "List Print (User)" > "Sending Address List" > "Program List" |

# SCANNING

This chapter provides solutions to possible scanning problems. See the following table of contents to locate the appropriate page for your question or problem.


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**Problems related to one-touch individual keys / group keys**

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- A one-touch individual key or group key cannot be edited or deleted. . . . 52
- You wish to delete or edit an individual key but do not know which group key it is stored in. . . . 52
- You wish to delete or edit an individual or group key but do not know which program key it is stored in. . . . 52


- If you cannot find the item that you are looking for in the above table of contents, see "OTHER PROBLEMS" (page 59).
- If you are unable to solve a problem using the solutions in this manual, switch off the [POWER] key ( ⏻ ) and the main power switch. Wait at least 10 seconds, and then switch on the main power switch and the [POWER] key ( ⏻ ) in that order.

* When the LINE indicator is lit or the DATA indicator is lit or blinking, do not switch off the main power switch or unplug the power plug. This may damage the hard drive or cause the data being stored or received to be lost.

## Problems related to scanning operation

| Problem | Point to check | Solution |
|---|---|---|
| **Transmission does not take place.** | Did you select the correct destination? Is the correct information (e-mail address or FTP server information) stored for that destination? | Make sure that the correct destination information is stored for the destination and that the destination is correctly selected. If delivery by e-mail (Scan to E-mail) is unsuccessful, an error message such as "Undelivered Message" may be sent to the designated administrator's e-mail address. This information may help you determine the cause of the problem. |

| Problem | Point to check | Solution |
|---|---|---|
| **Transmission does not take place.** | Does the image file exceed the e-mail attachment limit set in the system settings (administrator)? | If your administrator has set a limit on the size of transmitted files, a file that exceeds the limit cannot be transmitted. Check with your administrator. |
| | Did the image file exceed the file attachment size limit of your mail server?<br>(When Scan to E-mail is used.) | Reduce the size of the file attachment (reduce the number of pages scanned). The size of the file can also be reduced by scanning using a lower resolution setting. Ask your mail server administrator what the file size limit is for one e-mail transmission. |
| | Has the folder on the destination computer been set as a shared folder so that files can be sent to it?<br>(When using Scan to Network Folder.) | If the destination folder is not configured as a shared folder, select "share" in the folder properties. If the folder was moved or otherwise changed, the "share" setting may have been cancelled. |
| | Did you place a long size original on the document glass when it is scanned? | A long size original cannot be scanned from the document glass. Place originals in the document feeder tray of the automatic document feeder. |
| | Did you place an original that is folded? | If a folded original is placed in the automatic document feeder, an error will occur and scanning will be cancelled when the actual original size is detected during scanning.<br>Following the instructions in the display, unfold the original, place it in the automatic document feeder again, and rescan. |
| **An address cannot be specified.**<br>**Mode cannot be selected.** | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |
| **Auto selection of the colour mode does not take place correctly.** | Are you scanning one of the following types of originals?<br>**When Black & White is not selected:**<br>• Are there colours or colouring in the paper?<br>**When Colour is not selected:**<br>• Is the colour in the original very light?<br>• Is the colour in the original very dark, almost black?<br>• Is only a very small area of the original coloured? | When the colour mode is set to "Auto", the machine detects whether the original is black and white or colour when the [COLOUR START] key (○○●●) is pressed; however, in the cases at left, automatic detection may not give the correct result. In this event, specify the colour mode manually. |

| Problem | Point to check | Solution |
|---|---|---|
| **The received image file cannot be opened.** | Does the viewer program used by the recipient support the format of the received image data? | The recipient may be able to open the file if you change the file type and compression mode selected at the time of transmission. Use a software program that is capable of opening the selected file type and compression mode. |
| | Does a message appear prompting you to enter your password? | The received file is an encrypted PDF file. Ask the sender for the password, or have the image sent again in a non-encrypted format. |
| **Transmission takes a long time.** | Is the resolution setting appropriate at the time of scanning? | To select resolution and data compression settings that are suited to the purpose of transmission and create image data that is balanced in terms of resolution and file size, pay attention to the following points:<br>Resolution settings<br>The default resolution setting is [200X200dpi] in scanner and USB memory mode, and [200X100dpi] in Internet fax mode. If the original does not contain a halftone image such as a photo or illustration, scanning at the default resolution will create a practical and useful image. A higher resolution setting or the "Half Tone" setting (in Internet fax mode) should only be selected if the original contains a photo and you wish to give priority to the quality of the photo image. Exercise caution in this case as a larger file will be created than when the default setting is used. |
| **A destination is pre-selected.** | Is "Default Address Setting" enabled in the system settings (administrator)? | If you wish to send to a destination other than the default destination, touch the [Cancel] key.<br>If you are the administrator and wish to change or disable the default destination, change the settings as appropriate in "Default Address Setting".<br>→ System Settings (Administrator) > "Image Send Settings" > "Scan Settings" > "Default Address Setting" |
| **Cannot write to USB memory. (When using USB Memory Scan.)** | Is the USB memory device connected securely to the machine? | Make sure that the USB memory device is connected securely. |

# Problems related to scan results

| Problem | Point to check | Solution |
|---|---|---|
| **The scanned image is clipped.** | Is the original scan size setting smaller than the actual original size? | Set the scan size to the actual original size.<br>If you have intentionally set a smaller size than the actual original size, note carefully the placement position of the selected scan size when placing the original. For example, when scanning an A4 (8-1/2" x 11") original using a B5 (5-1/2" x 8-1/2") setting on the document glass, align the original using the document glass scale at the left edge to fit the area you wish to scan into the B5 (5-1/2" x 8-1/2") scanning area.<br>☞ Illustration of the machine (J) (page 70) |
| **The quality of the scanned image is poor.** | Is the original printed matter such as a book or magazine? | When the original is printed matter, vertical patterns (moiré) may occur. Touch the [Exposure] key in the base screen to open the exposure setting screen. The [Moiré Reduction] checkbox appears in this screen. This checkbox can be selected ☑ to reduce the moiré effect. (only in scan mode and USB memory scan mode) It may also be possible to reduce the moiré effect by changing the resolution setting or shifting the original (or changing its angle) slightly on the document glass. |
| | When scanning a colour or greyscale original, is the colour mode set to "Mono2"? | Setting the colour mode to "Mono2" replaces the colours in the original with either black or white. This is suitable for text-only originals; however, for originals that contain illustrations, it is best to use the [BLACK & WHITE START] key (○●) with the colour mode set to [Greyscale], or set the colour mode of the [COLOUR START] key (○●●●) to [Full Colour] or [Auto]-[Greyscale] and then scan. |
| | Is a destination included that has [TIFF-S] selected for the format? | When a broadcast transmission is performed that includes both scan mode destinations and Internet fax destinations that have [TIFF-S] selected for the format, the resolution will remain fixed at [200X200dpi] even if a different resolution setting is selected. If you wish to send an image scanned at high resolution to scan mode destinations, send the image in a separate transmission. |
| **The scanned image is blank.** | Is the original placed face up or face down correctly? | When using the document glass, the original must be placed face down. When using the automatic document feeder, the original must be placed face up. |
| **The scanned image is upside down or on its side.** | Are Internet fax addresses included in the transmission? | When both scan mode and Internet fax destinations are included in a broadcast transmission, the original transmission orientation of Internet fax takes precedence, and thus the file may not appear in the correct orientation when viewed on a computer. In this event, send the image to the scan mode destinations in a separate transmission. |
| **The [COLOUR START] key (○○●●) indictor is not lit.** | Are Internet fax or fax destinations included? | If Internet fax or fax destinations are included in the destinations, only the [BLACK & WHITE START] key (○●) can be used. |

| Problem | Point to check | Solution |
|---|---|---|
| **JPEG was selected for the file type but the file was created as a TIFF file.** | Did you press the [BLACK & WHITE START] key (○●) to begin scanning? | When [JPEG] is selected for the file type and the image is scanned in Mono 2, the file will be created as a TIFF file. To create the file as a JPEG file, change the colour mode to [Full Colour] and then press the [COLOUR START] key (○◎●●). |
| **The image is too light or too dark. (When using PC Scan.)** | Is the threshold value suitable? | When scanning from the TWAIN driver with [Mono 2 gradation] selected from the [Colour Mode] of the "Professional" window, check the "B/W Threshold" setting. A large threshold value makes the image darker and a small threshold value makes the image brighter. To adjust the "B/W Threshold" automatically, click the [Auto Threshold] button on the [Image] tab of the "Professional" window. |
| | Are the brightness and contrast settings suitable? | When the brightness and contrast settings are not suitable (for example, the scanned image is too bright), click the [Auto Brightness / Contrast Adjustment] button on the [Colour] tab of the "Professional" window. You can also click the [Brightness / Contrast] button to set the brightness and contrast while viewing the scanned image. |

# Problems related to one-touch individual keys / group keys

| Problem | Point to check | Solution |
|---|---|---|
| **A one-touch individual key or group key cannot be stored.** | Has the maximum number of keys been stored? | Delete one-touch keys and group keys that are not being used. |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |
| **A one-touch individual key or group key cannot be edited or deleted.** | If the key is an individual key, is the key included in a group? | Remove the key from the group and then edit or delete the key.<br>→System Settings > "Address Control" > "Program" |
| | Is the key being used in a reserved transmission or a transmission in progress? | Wait until the transmission is finished or cancel the transmission and then edit or delete the key. |
| | Is the key included in a program key? | Remove the key from the program and then edit or delete the key.<br>→System Settings > "Address Control" > "Program" |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |
| | Has your administrator enabled a function that prevents editing/deleting? | If your administrator has enabled "Default Address Setting" (on the machine) or "Inbound Routing Settings" (in the Web pages), editing/deleting will not be possible. Check with your administrator. |
| **You wish to delete or edit an individual key but do not know which group key it is stored in.** | Are multiple group keys stored? | If multiple group keys have been stored, print the Group List in "Sending Address List" in the system settings. The list will show where the key is stored.<br>→System Settings > "List Print (User)" > "Sending Address List" > "Group List" |
| **You wish to delete or edit an individual or group key but do not know which program key it is stored in.** | Are multiple program keys stored? | If multiple program keys have been stored, print the Program List in "Sending Address List" in the system settings. The list will show where individual and group keys are stored.<br>→System Settings > "List Print (User)" > "Sending Address List" > "Program List" |

# DOCUMENT FILING

This chapter provides solutions to possible document filing problems. See the following table of contents to locate the appropriate page for your question or problem.


- Document filing does not take place. . . . . 53
- A filed data can not be printed. . . . . 53
- A job cannot be stored in a custom folder. . . . . 53
- A stored file has disappeared. . . . . 54
- A file cannot be deleted. . . . . 54
- The property of a file cannot be set to [Confidential]. . . . . 54
- A file name cannot be stored or changed. . . . . 54
- A custom folder name cannot be stored or changed. . . . . 54
- A file name is cut off. . . . . 54


- If you cannot find the item that you are looking for in the above table of contents, see "OTHER PROBLEMS" (page 59).
- If you are unable to solve a problem using the solutions in this manual, switch off the [POWER] key ( ⏻ ) and the main power switch. Wait at least 10 seconds, and then switch on the main power switch and the [POWER] key ( ⏻ ) in that order.

* When the LINE indicator is lit or the DATA indicator is lit or blinking, do not switch off the main power switch or unplug the power plug. This may damage the hard drive or cause the data being stored or received to be lost.

| Problem | Point to check | Solution |
|---|---|---|
| **Document filing does not take place.** | Did you select document filing settings in the printer driver? | In print mode, enable document filing on the [Job Handling] tab of the printer driver.<br>In copy mode or image send mode, touch the [Quick File] key or the [File] key and then use the document filing function. |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |
| **A filed data can not be printed.** | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. When user authentication is enabled, the functions that you can use may be restricted in your user settings. Check with your administrator. |
| **A job cannot be stored in a custom folder.** | Do custom folders appear in "Folder Information"?<br>(When printing) | Click the [Get Folder Name] button in the document filing save screen of the printer driver to call up the custom folders that have been created on the machine. |
| | Does the custom folder have a password? | Enter the password configured in the machine in the document filing save screen. |

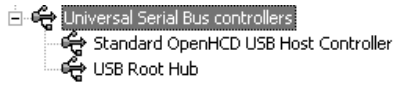
| Problem | Point to check | Solution |
|---|---|---|
| **A stored file has disappeared.** | Did you touch the [Print and Delete the Data] key to print a stored file? | A file that is printed using the [Print and Delete the Data] key is automatically deleted after being printed. To print a file without deleting it, use the [Print and Save the Data] key.<br>The file property can be set to "Protect" to prevent the file from being easily deleted. |
| **A file cannot be deleted.** | Is the property of the file set to [Protect]? | A file cannot be deleted when its property is set to [Protect]. Change the property to [Sharing] and then delete the file. |
| **The property of a file cannot be set to [Confidential].** | Is the file in the Quick File folder? | "Confidential" cannot be specified for a file in the Quick File folder. Move the file to a different folder and then specify "Confidential". (Note that "Protect" can be specified for a file in the Quick File folder to prevent it from being easily deleted.) |
| **A file name cannot be stored or changed.**<br>**A custom folder name cannot be stored or changed.** | Does the name include characters that cannot be used in a file or folder name? | The following characters cannot be used in a file or folder name:<br>\ ? / " ; : , < > ! * & # \| |
| **A file name is cut off.** | Was the file name stored in the advanced transmission settings during a scan or Internet fax transmission? | If the name was stored in the advanced transmission settings before Quick File or File settings were configured, that name will be used for the stored file. If the number of characters in the name exceeds the maximum number of characters allowed for a Quick File name (30 characters), the characters after the 30th character will be discarded. |

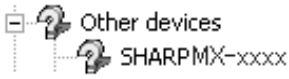
# INSTALLATION

This chapter provides solutions to possible installation problems. See the following table of contents to locate the appropriate page for your question or problem.


- The software cannot be installed. . . . . 55
- The machine is not detected (when connected to a network). . . . . 55
- The plug and play screen does not appear (USB connection in Windows). . . . . 56
- The printer driver is not installed correctly by plug and play (USB connection in Windows). . . . . 57
- The printer driver cannot be installed (Windows 2000/XP/Server 2003) . . . . . 57
- Removing the software . . . . . 58


| Problem | Point to check | Solution |
|---|---|---|
| **The software cannot be installed.** | Is there sufficient free space on your hard drive? | Delete any unneeded files and applications to increase free space on your hard drive. |
| | Are you using an operating system that is not supported? | Make sure that the software can run on your operating system.<br>For detailed information on installation requirements for each software program in Windows, click the [Display Readme] button in the installer.<br>In a Macintosh environment, this can be checked in "ReadMe First" in the [English] folder in the [Readme] folder of the "Software CD-ROM".<br>☞ Software Setup Guide / Sharpdesk Installation Manual |
| **The machine is not detected (when connected to a network).** | Is the IP address of the machine configured? | If the IP address of the machine is not configured, the machine will not be detected. Make sure that the IP address is configured correctly in "Network Settings" in the machine's system settings (administrator).<br>→System Settings (Administrator) > "Network Settings" |

| Problem | Point to check | Solution |
|---|---|---|
| **The machine is not detected (when connected to a network).** | Is your computer connected to the same network as the machine? | Windows:<br>If the machine and your computer are not connected to the same local area network, the machine will not be detected. If the two are connected to different sub-networks, click the [Specify condition] button and enter the machine's name (host name) or IP address to search for the machine.<br>Macintosh:<br>If multiple AppleTalk zones exist, select the zone to which the machine is connected from the menu. |
| | Is the machine power on? | If the machine is powered off, it will not be detected. Switch on the main power switch and the [POWER] key ([⏻]) in that order. (In Windows, search again after powering on the machine.) |
| | Is your computer connected correctly to the machine? | Make sure that the cable is connected securely to the LAN connectors on your computer and the machine. Check the connections at the hub as well.<br>☞ Illustration of the machine (Q) (page 70) |
| **The plug and play screen does not appear (USB connection in Windows).** | Is the machine power on? | When a USB cable is connected, make sure the power of the machine is "ON" and then connect a USB cable to the machine. When the machine is not powered on, switch on the main power switch and the [POWER] key ([⏻]) in that order. |
| | Can your computer use a USB connection? | Check your computer whether or not a USB interface can be used on the Device Manager in your computer. (For information on "Device Manager", see Help in Windows.)<br>If USB can be used, your controller chipset type and root hub will appear in "Universal Serial Bus controllers" in "Device Manager". (The items that appear will vary depending on your computer.)<br>  <br><br>If these two items appear, USB should be useable. If a yellow exclamation point appears next to "Universal Serial Bus controllers" or the two items do not appear, refer to your computer manual or check with the manufacturer of your computer to enable USB and then reinstall the printer driver. |

| Problem | Point to check | Solution |
|---|---|---|
| **The printer driver is not installed correctly by plug and play (USB connection in Windows).** | Did you connect the machine to your computer before installing the printer driver? | In Windows 2000/XP/Server 2003/Vista*, if the machine was connected to your computer with a USB cable before the printer driver was installed from the installer, check if information on the unsuccessful installation remains in "Device Manager". (For information on "Device Manager", see Help in Windows.)<br>If the model name of the machine appears in "Other devices" in "Device Manager", delete it, restart your computer, and install the printer driver again.<br>* Windows Vista is not available for MX-5500N/6200N/7000N.<br>  |

## The printer driver cannot be installed (Windows 2000/XP/Server 2003)

If the printer driver cannot be installed on Windows 2000/XP/Server 2003, follow the steps below to check your computer settings.

### 1 Click the [start] button and then click [Control Panel].

In Windows 2000, click the [Start] button, point to [Settings], and click [Control Panel].

### 2 Click [Performance and Maintenance] and then [System].

In Windows 2000, double-click the [System] icon.

### 3 Click the [Hardware] tab and then the [Driver Signing] button.

### 4 Check the settings in "What action do you want Windows to take?" ("File signature verification" in Windows 2000).

If [Block] is selected, the printer driver cannot be installed. Select [Warn] and install the printer driver again.

## Removing the software

To remove the printer driver or software installed using the installer, follow the steps below.

### Windows

**1 Click the [start] button and then click [Control Panel].**

In Windows 98/Me/NT 4.0/2000, click the [Start] button, point to [Settings], and click [Control Panel].

**2 Click [Add or Remove Programs].**

- In Windows 98/Me/NT 4.0/2000, double-click the [Add/Remove Programs] icon.
- In Windows Vista*, click [Uninstall a program].

**3 Select the program or driver that you wish to delete.**

For more information, see the manual for the operating system or Help.

**4 Restart your computer.**

* Windows Vista is not available for MX-5500N/6200N/7000N.

## Mac OS X

**1 Delete the printer that uses the machine's PPD file from the printer list.**

☞ Software Setup Guide

**2 Delete the PPD file.**

The PPD file has been copied to the following folder on the startup disk.
[Library] - [Printers] - [PPDs] - [Contents] - [Resources] - [en.lproj]
Delete the PPD file of the machine from this folder.

**3 Delete the installation information.**

The installation information file has been copied to the following folder on the startup disk.
[Library] - [Receipts]
Delete the [MX-PBX1.pkg] file from this folder.

## Mac OS 9.0 to 9.2.2

After deleting the icon of the printer that uses the machine's PPD file from the desktop, follow the steps below.

**1 Insert the "Software CD-ROM" into your CD-ROM drive.**

Insert the "Software CD-ROM" that shows "Disc 2" on the front of the CD-ROM.

**2 Double-click the [CD-ROM] icon ( ) on the desktop and double-click the [MacOS] folder.**

**3 Double-click the [Installer] icon ( ).**

**4 Select [Remove] in the Install menu and click the [Remove] button.**

# OTHER PROBLEMS

This chapter explains how to resolve problems related to the general operation of the machine. Locate your question or problem in the table of contents below and refer to the appropriate page.


**Problems related to machine operation**

- Specified machine functions cannot be used. . . . 60
- The operation panel cannot be used. . . . 60
- Printing is not possible or stops during a job. . . . 61
- The original size is not automatically selected or the wrong size is selected. . . . 61
- The displayed bypass tray paper size is not correct. . . . 61

**Problems related to paper feeding and output**

- The original misfeeds (automatic document feeder). . . . 62
- The paper misfeeds. . . . 62
- Paper does not feed from the paper tray. . . . 63
- The image on paper is skewed. . . . 63
- The automatic document feeder does not operate. . . . 63

**Problems related to quality / print results**

- Lines appear in the scanned image. . . . 63
- Smudges appear on printed output. . . . 63
- Toner does not adhere well or creases appear in the paper. . . . 64
- Print quality is poor. . . . 64
- Part of the image is cut off. . . . 64
- Printing takes place on the wrong side of the paper. . . . 64

**Problems related to peripheral devices**

- The connected USB device cannot be used. . . . 65
- The finisher / saddle stitch finisher / inserter does not operate. . . . 65
- Stapling does not take place (including pamphlet stapling). . . . 65
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**Other problems**

- The touch panel screen is difficult to view. . . . 67
- You were logged out without having performed logout yourself. . . . 67
- You forgot the administrator password. . . . 67

**Alarm display of the inserter . . . . 68**

**Illustration of the machine . . . . 69**


If you are unable to solve a problem using the solutions in this manual, switch off the [POWER] key ( ⏻ ) and the main power switch. Wait at least 10 seconds, and then switch on the main power switch and the [POWER] key ( ⏻ ) in that order.

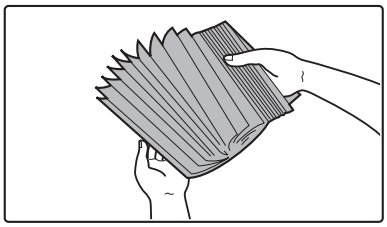
* When the LINE indicator is lit or the DATA indicator is lit or blinking, do not switch off the main power switch or unplug the power plug. This may damage the hard drive or cause the data being stored or received to be lost.

# Problems related to machine operation

| Problem | Point to check | Solution |
|---|---|---|
| **Specified machine functions cannot be used.** | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. When user authentication is enabled, the functions that you can use and page counts may be restricted in your user settings. Check with your administrator. |
| **The operation panel cannot be used.** | Is the main power indicator lit? | If the main power indicator is not lit, make sure that the power plug is firmly inserted in the power outlet, switch the main power switch to the "on" position, and press the [POWER] key ( ⏻ ) to turn on the power.<br>☞ Illustration of the machine (A), (E), and (O) (pages 69 and 70) |
| | Did you just power on the machine? | After the [POWER] key ( ⏻ ) is turned on, the machine requires some time to complete warmup operation. During this time functions can be selected, however, a job cannot be run. Wait until a message appears indicating that the machine is ready. |
| | Is the [POWER SAVE] key ( ⏻ ) blinking? | Auto Power Shut-Off mode has activated. To return the machine to normal operation, press the [POWER SAVE] key ( ⏻ ).<br>☞ Illustration of the machine (A) (page 69) |
| | Is a cover open or a device separated from the machine? | A warning message will appear when a cover is open or a device is separated from the machine. Read the message and take appropriate action. |
| | Did login fail three times in a row? | When "A Warning when Login Fails" is enabled in the system settings (administrator) and login fails 3 times in a row, a warning will be displayed and operation will lock for 5 minutes. After operation unlocks, log in using the correct user information. (If you do not know your user information, contact your administrator.) |
| | Does a message appear indicating that Auto Login failed? | Auto Login failed due to a problem on the network. Contact your administrator.<br>If you are the administrator, touch the [Admin Password] key, log in as an administrator, and temporarily change the auto login settings in the system settings (administrator). (Restore the changed settings to their original state after the network problem has been solved.) |

| Problem | Point to check | Solution |
|---|---|---|
| **The operation panel cannot be used.** | Does the message "Call for service. Code:xx-xx*." appear in the touch panel?<br>*Letters and numbers appear in xx-xx. | Make sure that the LINE indicator is not lit and that the DATA indicator is not blinking or lit and then switch off the [POWER] key ( ⏻ ) and the main power switch. Wait at least 10 seconds and then switch the main power switch and the [POWER] key ( ⏻ ) back on in that order.<br>☞ Illustration of the machine (A) and (E) (page 69)<br>If the message still appears after switching the [POWER] key ( ⏻ ) and main power switch off and on several times, it is likely that a failure has occurred that requires service. In this event, stop using the machine, unplug the power plug, and contact your dealer or nearest authorised service representative. (When contacting your dealer or nearest authorised service representative, inform them of the displayed error code.) |
| **Printing is not possible or stops during a job.** | Is a tray out of paper? | Add paper as instructed by the message in the touch panel. |
| | Is the machine out of toner? | When toner runs low, a message will appear to inform you that the toner cartridge must be replaced. To replace the toner cartridge, see "5. MAINTENANCE" in the User's Guide. |
| | Has a paper misfeed occurred? | Remove the misfeed as instructed by the message in the touch panel.<br>☞ REMOVING MISFEEDS (page 27) |
| | Is the output tray full? | When the output tray becomes full, a detector activates and stops printing.<br>Remove the output from the tray and resume printing.<br>☞ Illustration of the machine (B), (C), and (D) (page 69) |
| | Is the waste toner box full? | Replace the waste toner box as instructed by the message in the touch panel.<br>☞ "5. MAINTENANCE" in the User's Guide |
| | In the Paper Tray Settings of the system settings, are restrictions placed on the trays that can be used in each mode (copy, print, fax, Internet fax, and document filing)? | Check the Paper Tray Settings and see if checkmarks appear in the checkboxes of each mode (Feeding Approved Job). Functions without a checkmark cannot be used for printing using that tray.<br>→ System Settings > "Paper Tray Settings" > "Tray Settings" > "Change" > ☑ (Each mode) |
| **The original size is not automatically selected or the wrong size is selected.** | Is the original curled or folded? | The correct original size cannot be detected if the original is curled or folded. Straighten the original. |
| | Did you place an original smaller than A5 (5-1/2" x 8-1/2") size? | Original sizes smaller than A5 (5-1/2" x 8-1/2") cannot be detected. Enter the original size manually.<br>* When scanning a small original on the document glass, it is convenient to place a blank sheet of paper on top of the original which is the same size (A4 (8-1/2" x 11"), B5 (8-1/2" x 11"R), etc.) as the paper that you wish to use for printing. |
| **The displayed bypass tray paper size is not correct.** | Is the bypass tray extension pulled out? | When loading paper in the bypass tray, be sure to pull out the extension to enable the paper size to be detected correctly.<br>☞ Illustration of the machine (H) (page 69) |

# Problems related to paper feeding and output

| Problem | Point to check | Solution |
|---|---|---|
| **The original misfeeds (automatic document feeder).** | Is too much paper loaded in document feeder tray? | Make sure that the stack of paper in the tray is not higher than the indicator line.<br>☞ Illustration of the machine (L) (page 70) |
| | Is the original a long original? | When using the automatic document feeder to scan a long original, set the scan size to [Long Size]. (Note that long originals cannot be copied using the copy function.) |
| | Is the original on thin paper? | Use the document glass to scan the original. If you need to use the automatic document feeder, use slow scan mode in the special modes to scan the original. |
| **The paper misfeeds.** | Is a torn piece of paper remaining in the machine? | Make sure all paper is removed.<br>☞ REMOVING MISFEEDS (page 27) |
| | Is too much paper loaded in the tray? | Make sure that the stack of paper in the tray is not higher than the indicator line.<br>☞ Illustration of the machine (I) (page 69) |
| | Are multiple sheets feeding at once? | Fan the paper well before loading it.<br>  |
| | Are you using paper that is not within the specifications? | Use SHARP-recommended paper. Using paper that is not supported may result in misfeeds, creases, or smudges.<br>☞ "SUPPLIES" in this operation manual<br>* For paper that is prohibited or not recommended, see "USEABLE PAPER" in the User's Guide. |
| | Has the paper in the tray absorbed moisture? | If you will not be using paper in a tray for a long time, remove the paper from the tray and store it in a bag in a dark and dry location. |
| | Are the bypass tray guides adjusted to the width of the paper? | Adjust the bypass tray guides to the width of the paper.<br>☞ Illustration of the machine (F) (page 69) |
| | Is the bypass tray extension pulled out? | When loading a large size of paper, pull out the extension.<br>☞ Illustration of the machine (H) (page 69) |
| | Is the bypass feed roller dirty? | Clean the surface of the bypass feed roller.<br>☞ "5. MAINTENANCE" in the User's Guide |
| | Is A5 (5-1/2" x 8-1/2") size paper loaded? | Load A5 (5-1/2" x 8-1/2") size paper in tray 3 (the second tray) or in the bypass tray.<br>* When loading A5 (5-1/2" x 8-1/2") size paper, place the paper in the horizontal (A5R (5-1/2" x 8-1/2"R)) orientation. |

| Problem | Point to check | Solution |
|---|---|---|
| **The paper misfeeds.** | Has the correct paper size been set? | If you are using a special size, be sure to specify the paper size.<br>If the size of paper loaded in a tray was changed, be sure to check the paper size setting.<br>→System Settings > "Paper Tray Settings" > "Tray Settings" |
| | Did you add paper to the bypass tray? | When adding paper, remove any paper remaining in the bypass tray, combine it with the paper to be added, and reload as a single stack. If paper is added without removing the remaining paper, a misfeed may result.<br>☞ Illustration of the machine (G) (page 69) |
| **Paper does not feed from the paper tray.** | Is the paper loaded correctly in the paper tray? | Set the guides to the size of the paper. Make sure the height of the paper does not exceed the indicator line.<br>☞ Illustration of the machine (I) (page 69) |
| | In the Paper Tray Settings of the system settings, are restrictions placed on the trays that can be used in each mode (copy, print, fax, Internet fax, and document filing)? | Check the Paper Tray Settings and see if checkmarks appear in the checkboxes of each mode (Feeding Approved Job). Functions without a checkmark cannot be used for printing using that tray.<br>→System Settings > "Paper Tray Settings" > "Tray Settings" > "Change" > ☑ (Each mode) |
| **The image on paper is skewed.** | Is too much paper loaded in the bypass tray? | Do not load more than the maximum number of sheets. The maximum number of sheets varies depending on the paper type setting. For more information, see "SPECIFICATIONS" in this operation manual. |
| | Are the bypass tray guides adjusted to the width of the paper? | Adjust the bypass tray guides to the width of the paper.<br>☞ Illustration of the machine (F) (page 69) |
| | Are the original guides adjusted to the width of the paper? | Adjust the original guides to the width of the paper.<br>☞ Illustration of the machine (K) (page 70) |
| **The automatic document feeder does not operate.** | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |

# Problems related to quality / print results

| Problem | Point to check | Solution |
|---|---|---|
| **Lines appear in the scanned image.** | Are the scanning areas of the document glass or automatic document feeder dirty? | Clean the scanning areas of the document glass or automatic document feeder.<br>☞ "5. MAINTENANCE" in the User's Guide |
| | Is the bypass feed roller dirty? | Clean the surface of the bypass feed roller.<br>☞ "5. MAINTENANCE" in the User's Guide |
| **Smudges appear on printed output.** | Are you using paper that is not within the specifications? | Use SHARP-recommended paper. Using paper that is for other models or special paper that is not supported may result in misfeeds, creases, or smudges.<br>☞ "SUPPLIES" in this operation manual |

| Problem | Point to check | Solution |
|---|---|---|
| **Smudges appear on printed output.** | Are you printing on pre-punched paper? | If the printed image overlaps the punch holes, smudges may appear on the reverse side of the paper following one-sided printing, or on both sides following two-sided printing. Take care that the image does not overlap the punch holes. |
| | Does a message appear indicating the need for maintenance? | Contact your dealer or nearest authorised service representative as soon as possible. |
| **Toner does not adhere well or creases appear in the paper.** | Are you using paper that is not within the specifications? | Use SHARP-recommended paper. Using paper that is for other models or special paper that is not supported may result in misfeeds, creases, or smudges.<br>☞ "SUPPLIES" in this operation manual |
| | Did you set the correct paper type? | Set the correct paper type in the tray settings. Make sure that the following has not occurred:<br>• Heavy paper is being used, but a paper type other than heavy paper is selected in the tray settings. (The image may disappear if rubbed.)<br>• Paper other than heavy paper is being used, but heavy paper is selected in the tray settings. (This may cause creases and misfeeds.)<br>→ System Settings > "Paper Tray Settings" > "Tray Settings" |
| | Is the paper loaded so that printing takes place on the reverse side? | If printing takes place on the wrong side of label sheets or transparency film, the toner may not adhere well and a clear image may not be obtained. |
| **Print quality is poor.** | Is "Toner Save Mode" enabled? | When "Toner Save Mode" is enabled, printing takes place using less toner and thus the print result is lighter. Check with your administrator. |
| **Part of the image is cut off.** | Has the correct paper size been set? | If you are using a special size, be sure to specify the paper size.<br>If the size of paper loaded in a tray was changed, be sure to check the paper size setting.<br>→ System Settings > "Paper Tray Settings" > "Tray Settings" |
| | Was the original placed in the correct position? | If you are using the document glass, be sure to place the original in the far left corner of the document glass.<br>☞ Illustration of the machine (J) (page 70) |
| **Printing takes place on the wrong side of the paper.** | Is the paper loaded with the print side facing in the correct direction? | • Trays 1 to 4:<br>Load the paper with the front side facing up*.<br>• Bypass tray and tray 5:<br>Load the paper with the front side facing down*.<br>* When the paper type is "Pre-Printed" or "Letter Head", load the paper in the opposite way. (Except when "Disabling of Duplex" is enabled in the system settings (administrator). For the current setting, check with your administrator.) |

# Problems related to peripheral devices

| Problem | Point to check | Solution |
|---|---|---|
| **The connected USB device cannot be used.** | Is the USB device compatible with the machine? | Ask your dealer if the device is compatible with the machine. |
| | Is the connected USB device recognized correctly? | Use "USB-Device Check" in the system settings to check whether or not the device can be recognized.<br>→ System Settings > "USB-Device Check"<br>If it is not recognized, connect it once again. |
| **The finisher / saddle stitch finisher / inserter does not operate.** | Does a message appear indicating that you need to remove paper from the stapler compiler? | Remove all remaining paper from the stapler compiler. |
| | Is the [START] key ( ◇ ) indicator on the operation panel of the inserter turned off? | Configure the settings of punching or stapling on the operation panel of the inserter. For more information, see "MANUALLY OPERATING THE INSERTER" in the User's Guide. |
| | Is the indicator blinking on the operation panel of the inserter? | When the operation does not take place due to the problem such as paper misfeeds, you will be informed by the indicators that are lit and/or blinking on the operation panel. See "Alarm display of the inserter" (page 68) to solve the problem. |
| | Does the following message appear in the touch panel?<br>"Call for service. Code:xx-xx* Please check the power of the finisher."<br>*Letters and numbers appear in xx-xx. | Check the finisher / saddle stitch finisher and the power plug. Remove and then firmly reinsert the power plug, and restart the machine. |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |
| **Stapling does not take place (including pamphlet stapling).** | Does a message appear instructing you to check the staple unit? | Remove jammed staples.<br>☞ "FINISHER / SADDLESTITCH FINISHER MAINTENANCE" in the User's Guide |
| | Does a message appear instructing you to add staples? | Replace the staple cartridge. Do not forget to replace the staple case.<br>☞ "FINISHER / SADDLESTITCH FINISHER MAINTENANCE" in the User's Guide |
| | Is a different width of paper mixed in? | Stapling is not possible when paper of different widths are mixed together. To perform mixed size stapling, use paper of the same width and select the [Same Width] setting. When copying, select [Same Width] from [Mixed Size Original] in the special modes. |
| | Are there more sheets than can be stapled at once? | For the maximum number of sheets that can be stapled, see "SPECIFICATIONS" in this operation manual. |
| | Is a paper size that cannot be stapled included in the print job? | For the paper sizes that can be stapled, see "SPECIFICATIONS" in this operation manual. |

| Problem | Point to check | Solution |
|---|---|---|
| **Stapling does not take place (including pamphlet stapling).** | Is the paper type setting of the tray selected in the printer driver set to a paper type that cannot be stapled? | Check the paper type settings in the machine and select a tray that has paper that can be used for stapling*. Click the [Tray Status] button in "Paper Selection" on the [Paper] tab of the printer properties window and check the paper type setting of each tray.<br>* Stapling is not possible on labels, tab paper, transparency film, or envelopes. In addition, if "Disable Staple" is selected in the user type, stapling will not be possible. |
| | Is the paper type setting of the selected paper tray set to heavy paper? | Pamphlet stapling is not possible on heavy paper. (However, when cover insertion is selected, pamphlet stapling is possible when a single sheet of heavy paper is inserted for use as a cover.) |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |
| **Punching does not take place.** | Does a message appear instructing you to check the punch module? | Dispose of punch scraps.<br>☞ "PUNCH MODULE" in the User's Guide |
| | Is a different size of paper mixed in? | Punching is not possible when different widths of paper are mixed together. To perform mixed size punching, use paper of the same width and select the [Same Width] setting. When copying, select [Same Width] for [Mixed Size Original] in the special modes. |
| | Is a paper size that cannot be punched included in the print job? | For the paper sizes that can be punched, see "SPECIFICATIONS" in this operation manual. |
| | Is the tray selected in the printer driver set to a paper type that cannot be punched? | Check the paper type settings in the machine and select a tray that has paper that can be used for punching*. Click the [Tray Status] button in "Paper Selection" on the [Paper] tab of the printer properties window and check the paper type setting of each tray.<br>* Punching is not possible on labels, tab paper, transparency film, and envelopes. In addition, if "Disable Punch" is selected in the user type, punching will not be possible. |
| | Have functions been disabled by the administrator? | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |
| **The stapling position or punch position is not correct.** | Is the stapling position set correctly? | Check the stapling position setting.<br>☞ "OUT PUT" in the Copier Guide |
| | Are the punching positions set correctly? | Check the punch position settings.<br>☞ "OUT PUT" in the Copier Guide |
| | Is the orientation of inserting the paper correct?<br>(when using the inserter) | Check the orientation of the paper.<br>☞ "INSERTER" in the User's Guide |

# Other problems

| Problem | Point to check | Solution |
|---|---|---|
| **The touch panel screen is difficult to view.** | Is the display contrast properly adjusted? | Touch the brightness adjustment key ( ) on the system bar in the touch panel to adjust the brightness.<br>☞ "SYSTEM BAR" in the User's Guide |
| **You were logged out without having performed logout yourself.** | Did Auto Clear activate? | When user authentication is used, the currently logged in user will be automatically logged out if Auto Clear activates. (Except when in PC scan mode.)<br>Log in again.<br>If you are the administrator, you can change the time setting of Auto Clear or disable Auto Clear in "Auto Clear Setting".<br>→ System Settings (Administrator) > "Operation Settings" > "Other Settings" > "Auto Clear Setting" |
| **You forgot the administrator password.** | Was the administrator password changed from the factory default setting? | Contact your dealer or nearest authorised service representative.<br>* For the factory default administrator password, see "TO THE ADMINISTRATOR OF THE MACHINE" in this operation manual. After changing the password, take special care to remember it. |

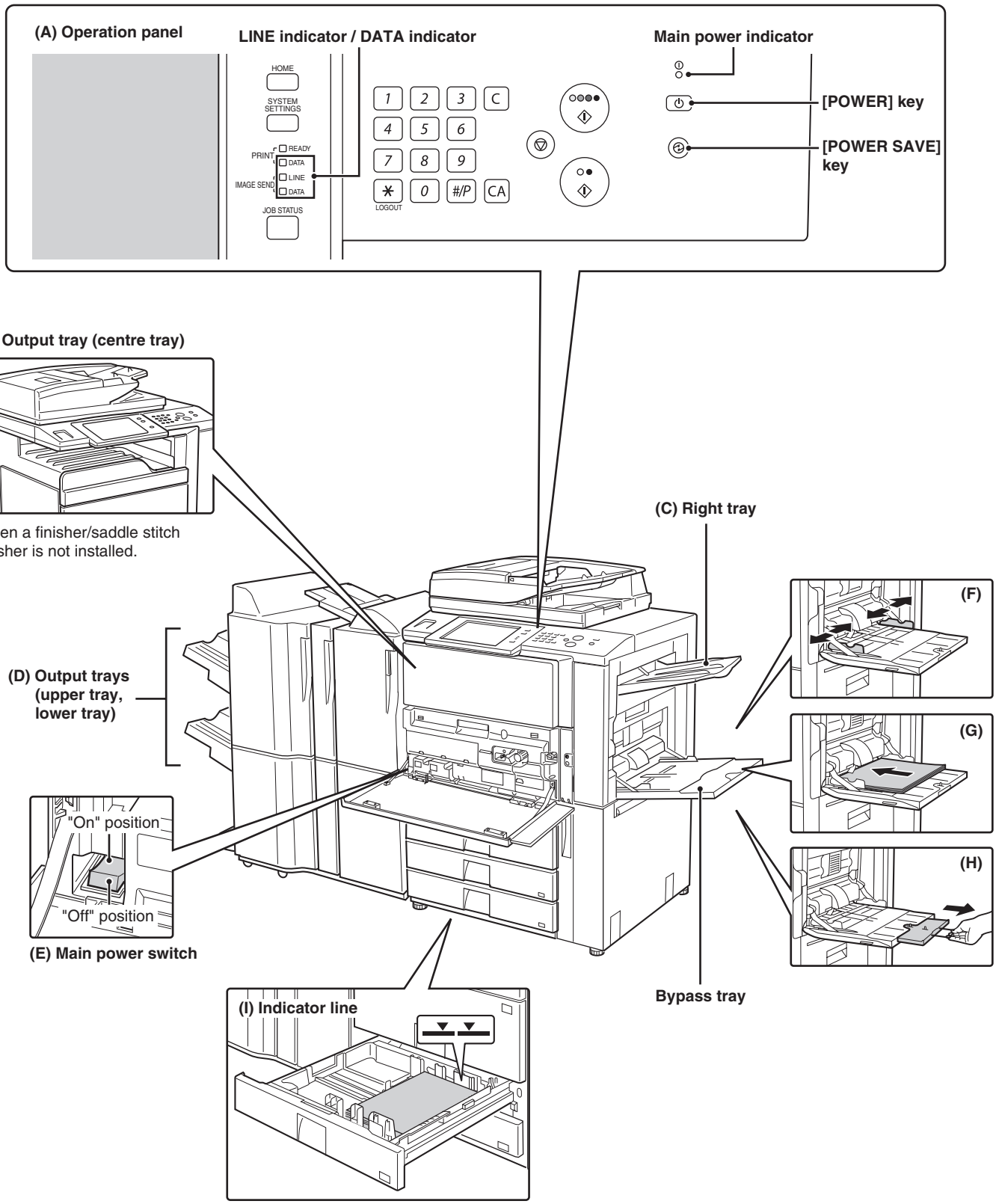
# Alarm display of the inserter

When the indicators are lit and/or blinking as shown below, operation will not take place even if you press the [START] key ( ). Solve the problem according to the combination of the indicators that are lit and/or blinking.

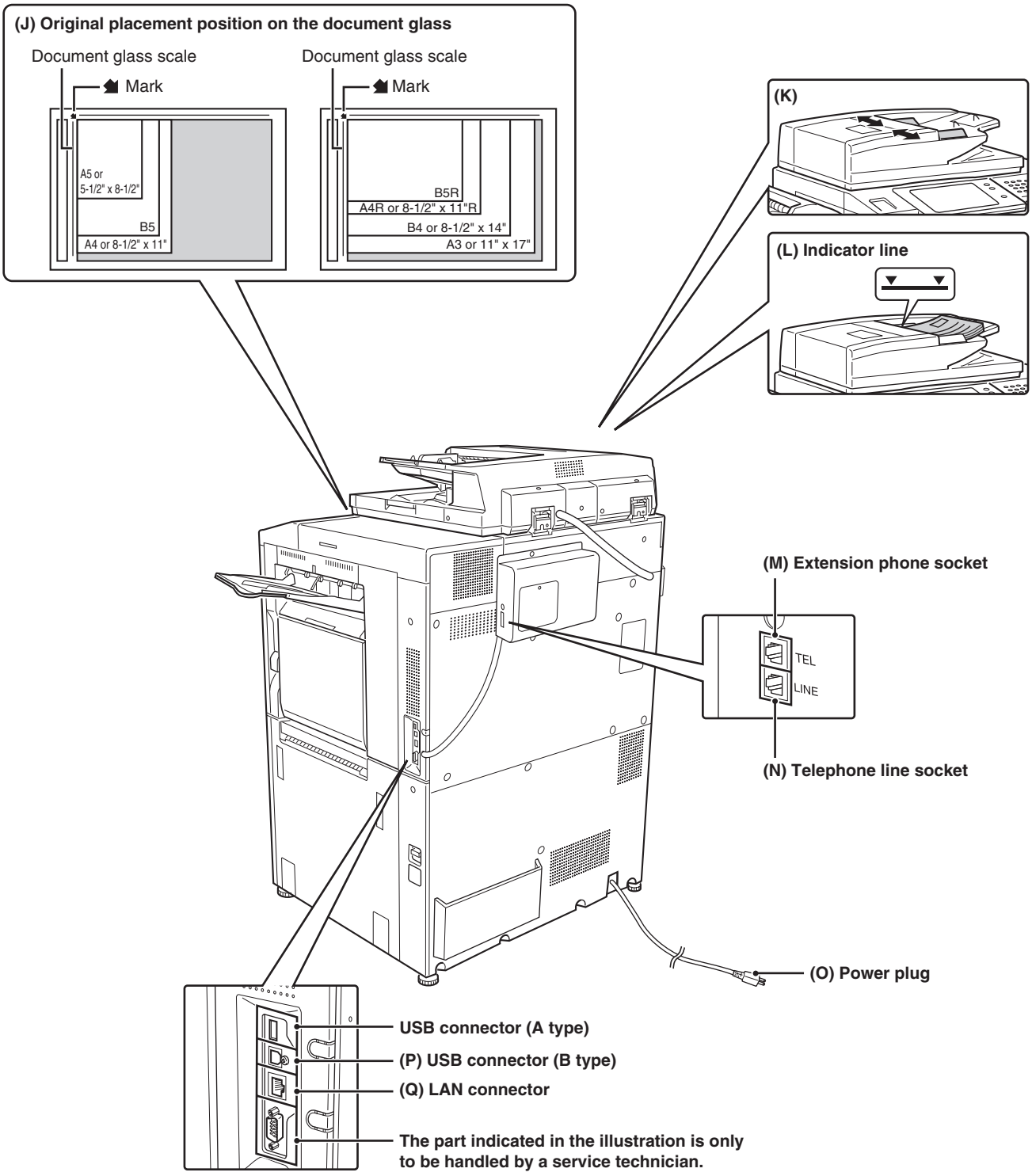
| [PUNCH] indicator | [STAPLE] indicator | | | | [START] indicator | Cause | Solution |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| Any one of the indicators is solidly lit. | | | | | Blinks red | A paper size that cannot be fed has been loaded. | For the paper sizes that can be used for punching, stapling, or pamphlet stapling, see "SPECIFICATIONS" in this operation manual. |
| Blinking | – | – | – | – | Blinks red | The hole punch scrap container in the punch module on the finisher or saddle stitch finisher is full. | Dispose of punch scraps. ☞ "PUNCH MODULE" in the User's Guide |
| Any one of the indicators is blinking. | | | | – | Blinks red | The finisher or saddle stitch finisher tray is full. | Remove the paper from the tray. |
| – | Any one of the indicators is blinking. | | | – | Blinks red | The finisher or saddle stitch finisher is out of staples. | Replace the staple cartridge. Do not forget to replace the staple case. ☞ "FINISHER / SADDLE STITCH FINISHER MAINTENANCE" in the User's Guide |
| – | – | – | – | Blinking | Blinks red | The saddle stitch tray on the saddle stitch finisher is full. | Remove the paper from the saddle stitch tray. |
| | | | | | | The saddle stitch finisher is out of saddle stitch staples. | Replace the staple cartridge. Do not forget to replace the staple case. ☞ "FINISHER / SADDLE STITCH FINISHER MAINTENANCE" in the User's Guide |
| – | Any one of the indicators is blinking. | | | | – | Functions have been disabled by the administrator. | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |
| Blinking | – | – | – | – | – | The punch waste box is not installed. | After disposing of punch scraps, install the punch waste box. |
| | | | | | | Functions have been disabled by the administrator. | Some functions may have been disabled in the system settings (administrator). Check with your administrator. |

# Illustration of the machine

## Front



# Back


(J) Original placement position on the document glass
Document glass scale
Mark
A5 or
5-1/2" x 8-1/2"
B5
A4 or 8-1/2" x 11"
Document glass scale
Mark
B5R
A4R or 8-1/2" x 11"R
B4 or 8-1/2" x 14"
A3 or 11" x 17"
(K)
(L) Indicator line
(M) Extension phone socket
TEL
LINE
(N) Telephone line socket
(O) Power plug
USB connector (A type)
(P) USB connector (B type)
(Q) LAN connector
The part indicated in the illustration is only
to be handled by a service technician.

MX-5500N/MX-6200N/MX-6201/MX-7000N/MX-7001 Safety Guide / Troubleshooting

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