

Troubleshooting Guide

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Clearing Jams

Careful selection of appropriate print media and proper loading allow you to avoid most jams.

See also:

- "About Print Media" in the "Printing Basics" section of the User Guide
- "Supported Print Media" in the "Printing Basics" section of the User Guide

NOTE:

- Before buying large quantities of any print media, it is recommended that you try a sample first.

■ Avoiding Jams

- Use only recommended print media. For details, see "About Print Media" in the "Printing Basics" section of the User Guide.
- See "Loading Print Media in the Multipurpose Feeder" in the "Printing Basics" section of the User Guide to load print media properly.
- Do not overload the print media sources. Make sure that the stacked print media does not exceed the maximum height indicated on the paper width guides.
- Do not load wrinkled, creased, damp, or curled print media.
- Flex, fan, and straighten print media before you load it. If a jam occurs with print media, try feeding one sheet at a time through the multipurpose feeder.
- Do not use print media that you have cut or trimmed.
- Do not mix print media sizes, weights, or types in the same print media source.
- Make sure that the recommended print side is facing up when you insert the print media.
- Keep print media stored in an acceptable environment. For details, see "Print Media Storage Guidelines" in the "Printing Basics" section of the User Guide.
- Make sure that all cables connected to the printer are correctly inserted.
- Overtightening the guides may cause jams.

■ Identifying the Location of Paper Jams

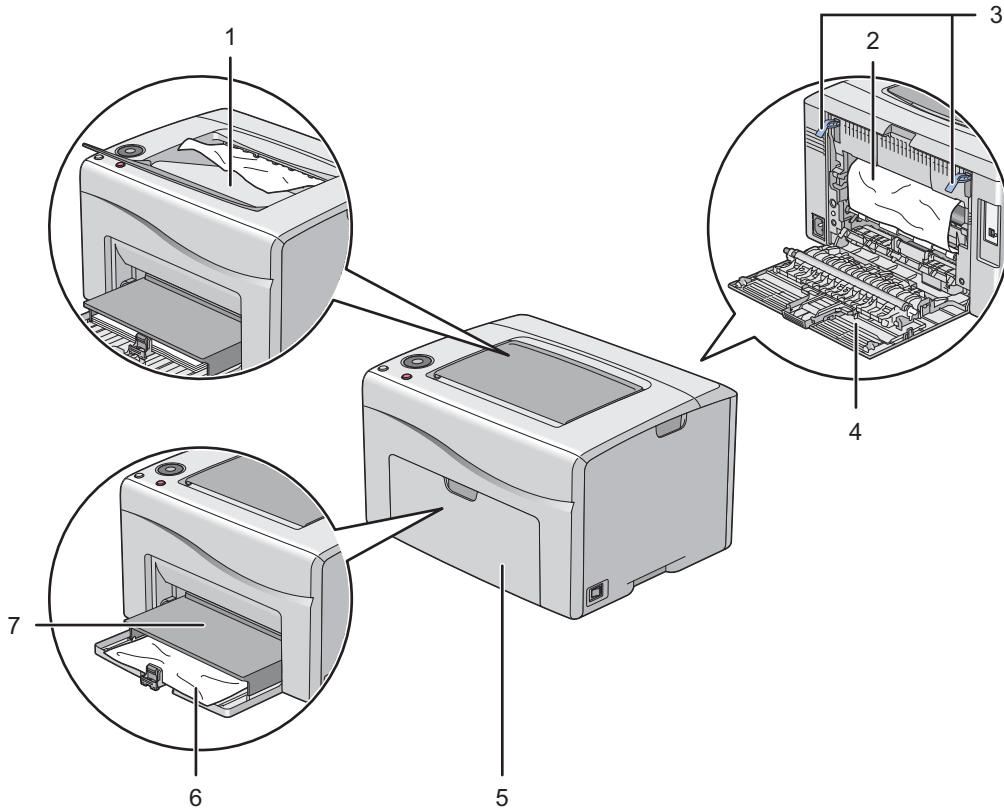
CAUTION:

- Do not attempt to remove a paper deeply jammed inside the product, particularly a paper wrapped around the fusing unit or the heat roller. Otherwise, it may cause injuries or burns. Switch off the product immediately and contact your local Fuji Xerox representative.

IMPORTANT:

- Do not attempt to clear any jams using tools or instruments. This may permanently damage the printer.

The following illustration shows where paper jams may occur along the print media path.



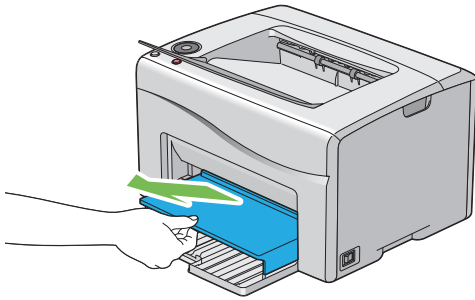
- | | |
|---|---------------------|
| 1 | Center Output Tray |
| 2 | Transfer Belt |
| 3 | Levers |
| 4 | Rear Cover |
| 5 | Front Cover |
| 6 | Multipurpose Feeder |
| 7 | Paper Cover |

■ Clearing Paper Jams From the Front of the Printer

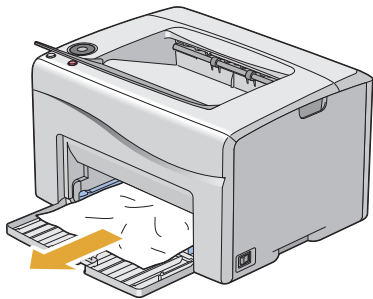
NOTE:

- To resolve the error displayed on the operator panel, you must clear all print media from the print media path.

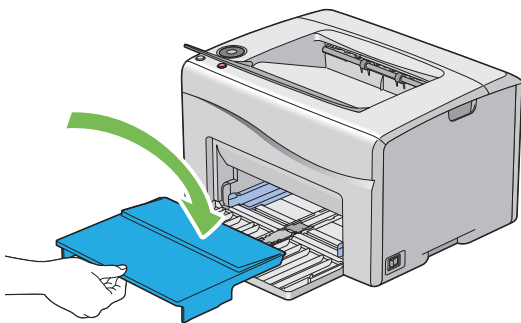
- 1 Pull the paper cover out.



- 2 Remove any paper jammed from the front of the printer.



- 3 Replace the paper cover in the printer.



IMPORTANT:

- Do not use excessive force on the paper cover. Doing so could damage the paper cover or the insides of the printer.

■ Clearing Paper Jams From the Rear of the Printer

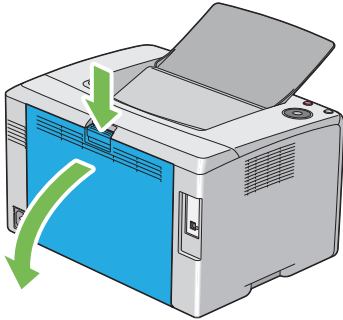
IMPORTANT:

- To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.
- To avoid burns, do not clear paper jams immediately after printing. The fusing unit becomes extremely hot during use.

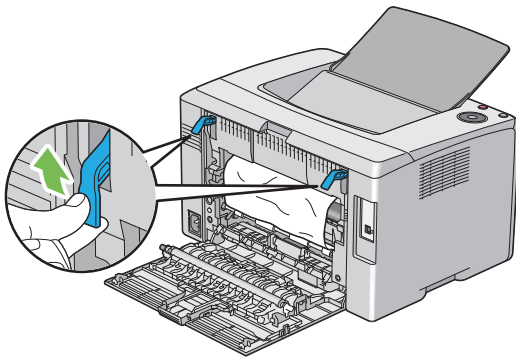
NOTE:

- To resolve the error displayed on the operator panel, you must clear all print media from the print media path.

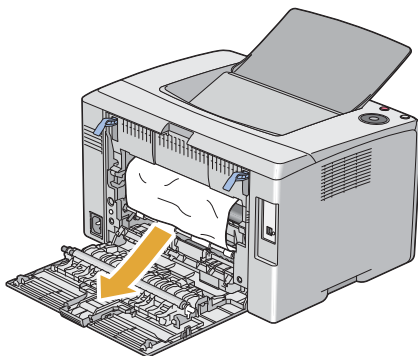
- 1 Push the rear cover handle and open the rear cover.



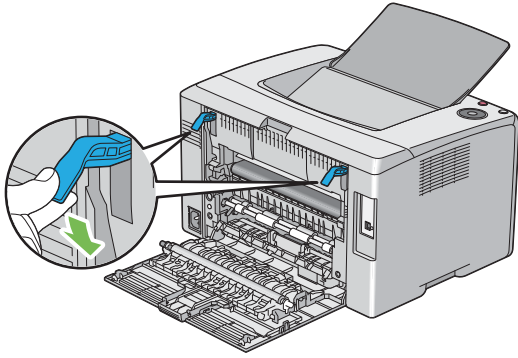
- 2 Lift up the levers.



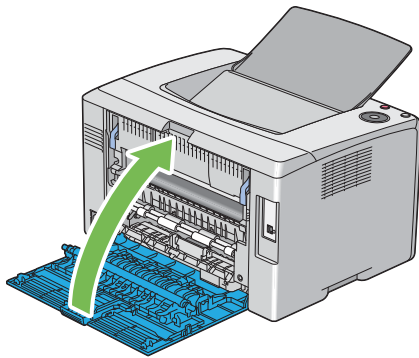
- 3 Remove any paper jammed from the rear of the printer by carefully pulling it in the direction of the arrow shown in the following illustration.



- 4 Lower the levers to their original position.



- 5 Close the rear cover.



■ Clearing Paper Jams From the Center Output Tray

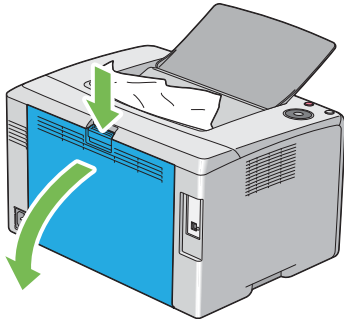
IMPORTANT:

- To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.
- To avoid burns, do not clear paper jams immediately after printing. The fusing unit becomes extremely hot during use.

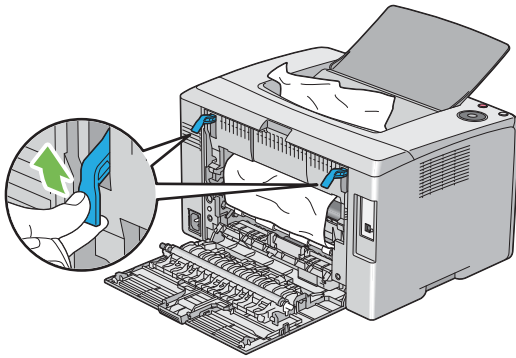
NOTE:

- To resolve the error displayed on the operator panel, you must clear all print media from the print media path.

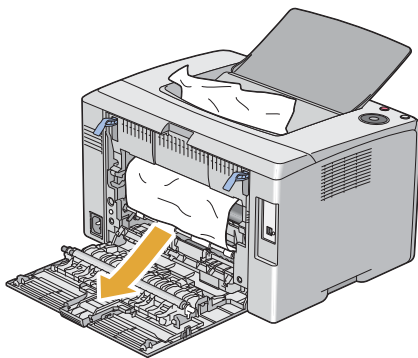
- 1 Push the rear cover handle and open the rear cover.



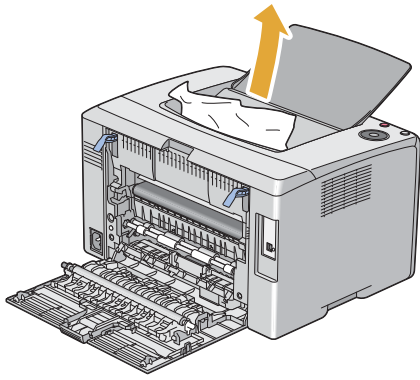
- 2 Lift up the levers.



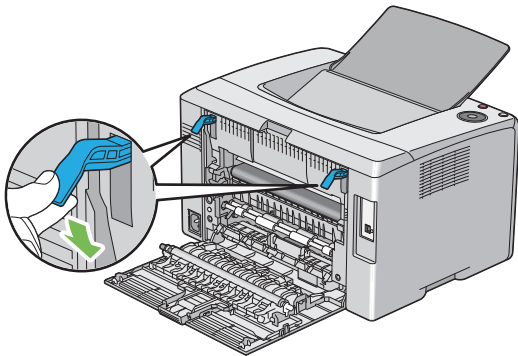
- 3 Remove any paper jammed from the rear of the printer by carefully pulling it in the direction of the arrow shown in the following illustration.



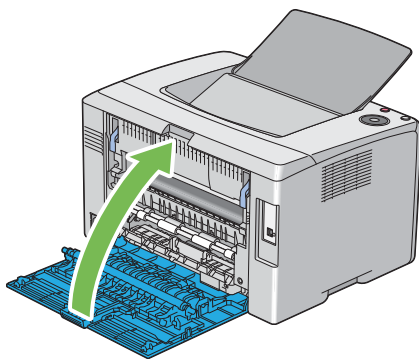
- 4 If no paper is found in the paper path, remove any paper jammed out of the center output tray.



- 5 Lower the levers to their original position.



- 6 Close the rear cover.



■ Jam Problems

Misfeed jam

Problem	Action
Print media misfeeds occur.	Make sure that the paper is properly inserted in the multipurpose feeder. If the problem persists, verify that the correct print media is being used. Depending on the print media you use, take any of the following actions: <ul style="list-style-type: none">• For thick paper, use the one that is 163 gsm or less.• For thin paper, use the one that is 60 gsm or more.• For the envelope, make sure that it is properly loaded in the multipurpose feeder as instructed in "Loading Envelope in the Multipurpose Feeder" in the "Printing Basics" section of the User Guide. If the envelope is deformed, correct it or use another envelope. If performing manual duplex printing, make sure that the print media is not curled. Fan the print media. If the print media is damp, turn over the print media. If the problem continues, use print media that is not damp.

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

Multi-feed jam

Problem	Action
Print media multiple feeds occur.	Make sure that the paper is inserted properly in the multipurpose feeder. If the print media is damp, use print media that is not damp. Fan the print media.

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

Basic Printer Problems

Some printer problems can be easy to resolve. If a problem occurs with your printer, check each of the following:


- The power cord is connected to the printer, and to a properly grounded electrical outlet.
- The printer is turned on.
- The electrical outlet is not turned off at any switch or breaker.
- Other electrical equipment plugged into the outlet is working.

If you have checked all of the above and still have a problem, turn off the printer, wait for 10 seconds, and then turn on the printer. This often fixes the problem.

NOTE:

- If error occurs, the operator panel indicator lights or blinks. For details about indicators, see "Understanding the Operator Panel Indicators" in the "Using the Operator Panel" section of the User Guide. If error messages are displayed on your computer, follow the on-screen instructions to resolve the printer problems.

Printing Problems

Problem	Action
Job did not print or incorrect characters printed.	Make sure that the  (Ready) indicator is lit.
	Make sure that the print media is loaded in the printer.
	Verify that you are using the correct print driver.
	If you are using wireless connection, make sure that the wireless connection is established.
	If you are using USB connection, make sure that you are using the correct USB cable and that it is securely connected to the printer.
	Verify that the correct print media size is selected.
	If you are using a print spooler, verify that the spooler has not stalled.
Print media misfeeds or multiple feeds occur.	Make sure that the print media you are using meets the specifications for your printer.
	See also:
	<ul style="list-style-type: none"> "Usable Print Media" in the "Printing Basics" section of the User Guide
	Fan the print media before loading it.
	Make sure that the print media is loaded correctly.
	Make sure that the paper width guides and length guide are adjusted correctly.
	Do not overload the print media sources.
	Do not force print media into the multipurpose feeder when you load it.
	Otherwise, it may skew or buckle.
	Make sure that the print media is not curled.
	Load the recommended print side correctly for the type of print media you are using.
	See also:
	<ul style="list-style-type: none"> "Loading Print Media" in the "Printing Basics" section of the User Guide
	Turn the print media over or around and try printing again to see if feeding improves.
	Do not mix print media types.
	Do not mix print media sizes.
	Remove the top and bottom curled sheets of a ream before loading the print media.
	Load the print media source only when it is empty.
The envelope is creased after printing.	Make sure that the envelope is loaded as instructed in "Loading Envelope in the Multipurpose Feeder" in the "Printing Basics" section of the User Guide.
Page breaks in unexpected places.	Increase the value for Job Timeout in the System Settings menu, that is on the Printer Maintenance tab in the Printer Setting Utility.
	Increase the timeout value for the protocol in use in the Protocol Settings menu on the CentreWare Internet Services.
Printer does not duplex pages.	Select either of the duplex printing options (flip on short edge/flip on long edge) in the print driver.
	See also:
	<ul style="list-style-type: none"> "Manual Duplex Printing" in the "Printing Basics" section of the User Guide

Print Quality Problems

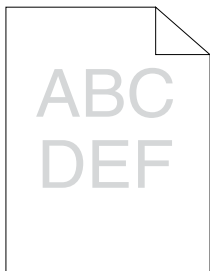
NOTE:

- In this section, some procedures use the Printer Setting Utility or the SimpleMonitor.

See also:

- "Printer Setting Utility" in the "Printer Management Software" section of the User Guide
- "SimpleMonitor (Windows Only)" in the "Printer Management Software" section of the User Guide
- "Understanding the Operator Panel Indicators" in the "Using the Operator Panel" section of the User Guide

■ The Output Is Too Light

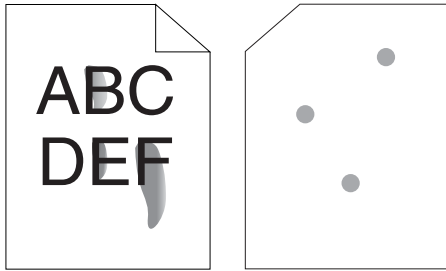


Problem	Action
The output is too light.	The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge.
	1 Check the toner level in the Status tab in the Printer Status window of the SimpleMonitor.
	2 Replace the toner cartridges as necessary.
	Verify that the print media is dry and the correct print media is used.
	If not, use the print media recommended for the printer.
	See also: <ul style="list-style-type: none">• "Usable Print Media" in the "Printing Basics" section of the User Guide
	Try changing the paper type setting in the print driver. The following procedure uses the Microsoft® Windows® print driver as an example.
	1 On the Paper/Output tab in Printing Preferences of the print driver, change the Paper Type setting.
	2 Load dry (not damp) and correct print media, and then click Print Test Page in the Properties window of the print driver.
	Disable the toner saving feature in the print driver.
	See also: <ul style="list-style-type: none">• "Conserving Supplies" in the "Maintenance" section of the User Guide

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ Toner Smears or Print Comes Off/Stain on Back Side

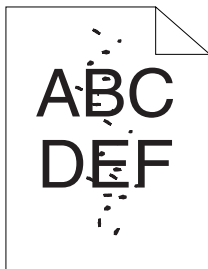


Problem	Action
Toner smears or print comes off. The output has stain on the back side.	<p>The print media surface may be uneven. Try changing the paper type setting in the print driver. For example, change Plain to Lightweight Cardstock. The following procedure uses the Windows print driver as an example.</p> <ol style="list-style-type: none">1 On the Paper/Output tab in Printing Preferences of the print driver, change the Paper Type setting. <p>Verify that the correct print media is being used.</p> <p>If not, use the print media recommended for the printer.</p> <p>See also:</p> <ul style="list-style-type: none">• "Usable Print Media" in the "Printing Basics" section of the User Guide <p>Adjust the temperature of the fusing unit.</p> <ol style="list-style-type: none">1 Launch the Printer Setting Utility, and click Adjust Fusing Unit on the Printer Maintenance tab.2 Adjust the fixing temperature by turning up the value for your printing media.3 Click Apply New Settings.

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ Random Spots/Blurred Images

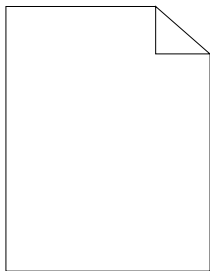


Problem	Action
The printed result has random spots or is blurred.	<p>Make sure that the toner cartridges are installed correctly.</p> <p>See also:</p> <ul style="list-style-type: none">• "Installing a Toner Cartridge" in the "Maintenance" section of the User Guide <p>If you use non-genuine brand toner cartridges, install genuine brand toner cartridges.</p> <p>Clean up the fusing unit.</p> <ol style="list-style-type: none">1 Load one sheet of paper on the multipurpose feeder, and then print a solid image all over paper.2 Load the printed sheet with the printed side facing down, and then print a blank sheet of paper.

NOTE:

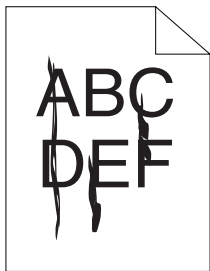
- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ The Entire Output Is Blank



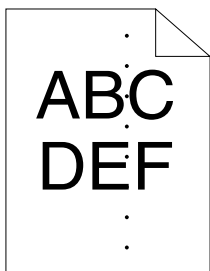
If this trouble happens, contact the Fuji Xerox local representative office or an authorized dealer.

■ Streaks Appear on the Output



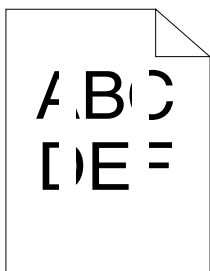
If this trouble happens, contact the Fuji Xerox local representative office or an authorized dealer.

■ Pitched Color Dots



If this trouble happens, contact the Fuji Xerox local representative office or an authorized dealer.

■ Vertical Blanks



Problem	Action
The printed result has vertical blanks.	<div>Clean inside the printer and perform a test print. <div><div>1</div>Clean inside the printer by using the print head cleaning rod. <div>2</div>Click Print Test Page in the Properties window of the print driver.</div><div>See also:<ul style="list-style-type: none">"Cleaning Inside the Printer" in the "Maintenance" section of the User Guide</div></div>

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

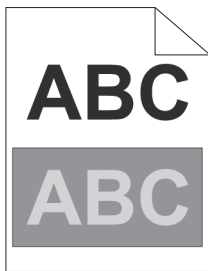
■ Mottle

Problem	Action
The printed result has mottled appearance.	<p>Adjust the transfer bias.</p> <ol style="list-style-type: none">1 Launch the Printer Setting Utility, and click Adjust BTR on the Printer Maintenance tab.2 Adjust the setting for the type of print media being used.3 Click Apply New Settings. <p>If you use non-recommended print media, use the print media recommended for the printer.</p>

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ Ghosting



Problem	Action
The printed result has ghosting.	<p>Adjust the transfer bias.</p> <ol style="list-style-type: none">1 Launch the Printer Setting Utility, and click Chart Print on the Diagnosis tab.2 Click Ghost Configuration Chart. The Ghost Configuration Chart is printed.3 Click BTR Refresh Mode on the Printer Maintenance tab.4 Select the check box next to On, and then click Apply New Settings.5 Click Chart Print on the Diagnosis tab.6 Click Ghost Configuration Chart. The Ghost Configuration Chart is printed. <p>The print media surface may be uneven. Try changing the paper type setting in the print driver. For example, change Plain to Lightweight Cardstock. The following procedure uses the Windows print driver as an example.</p> <ol style="list-style-type: none">1 On the Paper/Output tab in Printing Preferences of the print driver, change the Paper Type setting. <p>Adjust the temperature of the fusing unit.</p> <ol style="list-style-type: none">1 Launch the Printer Setting Utility, and click Adjust Fusing Unit on the Printer Maintenance tab.2 Adjust the fixing temperature by turning up the value for your printing media.3 Click Apply New Settings. <p>If you use non-recommended print media, use the print media recommended for the printer.</p>

NOTE:

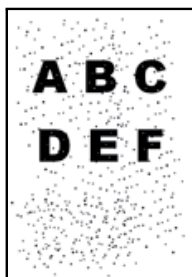
- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ Fog



Problem	Action
The entire page is foggy.	Contact the Fuji Xerox local representative office or an authorized dealer.
Part of the page is foggy.	<p>Start Clean Developer.</p> <ol style="list-style-type: none">1 Launch the Printer Setting Utility, and click Clean Developer on the Diagnosis tab.2 Click Start. <p>If the problem continues even after performing Clean Developer, start Refresh Mode.</p> <ol style="list-style-type: none">1 Launch the Printer Setting Utility, and then click Refresh Mode on the Diagnosis tab.2 Select the color that is the same as the fog. <p>If the problem continues even after performing Refresh Mode, start Refresh Mode again.</p> <p>NOTE:</p> <ul style="list-style-type: none">• If the problem continues even after performing Refresh Mode twice, contact the Fuji Xerox local representative office or an authorized dealer.

■ Bead-Carry-Out (BCO)

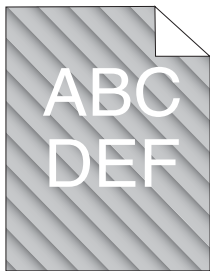


Problem	Action
Bead-Carry-Out (BCO) is happening.	<p>If the printer is installed in a high altitude location, set the altitude of the location.</p> <ol style="list-style-type: none">1 Launch the Printer Setting Utility, and click Adjust Altitude on the Printer Maintenance tab.2 Select the value close to the altitude of the location where the printer is installed.3 Click Apply New Settings.

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ Auger Mark

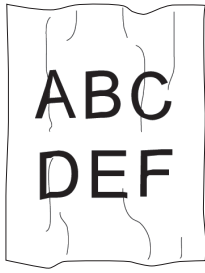


Problem	Action
The printed result has auger mark.	<p>The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge.</p> <ol style="list-style-type: none">1 Check the toner level in the Status tab in the Printer Status window of the SimpleMonitor.2 Replace the toner cartridges as necessary. <hr/> <p>Start Clean Developer.</p> <ol style="list-style-type: none">1 Launch the Printer Setting Utility, and click Clean Developer on the Diagnosis tab.2 Click Start.

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ Wrinkled/Stained Paper

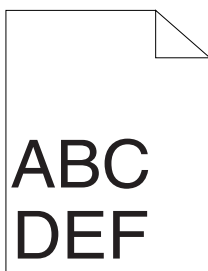


Problem	Action
The output is wrinkled. The output is stained.	Verify that the correct print media is being used. If not, use the print media recommended for the printer. If excessive wrinkles occur, use paper or other media from a new package. See also: <ul style="list-style-type: none">• "Usable Print Media" in the "Printing Basics" section of the User Guide• "About Print Media" in the "Printing Basics" section of the User Guide
	If you use the envelope, check whether the crease is within 30 mm of the four edges of the envelope. If the crease is within 30 mm of the four edges of the envelope, this is considered normal. Your printer is not at fault. If not, take the following actions: <ul style="list-style-type: none">• If the envelope is Com 10 envelope, which is 220 mm or longer and has a flap on the long edge, use a different size envelope.• If the envelope is C5, which is 220 mm or longer and has a flap on the short edge, load it in the multipurpose feeder with the flap open and facing up.• If the envelope is Monarch or DL, which is shorter than 220 mm, load it long edge feed in the multipurpose feeder with the flap open and facing up. If the problem continues, use a different size envelope.

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ The Top Margin Is Incorrect

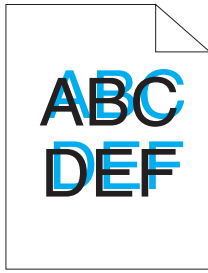


Problem	Action
The top margin is incorrect.	Make sure that the margins are set correctly on the application being used.

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ Color Registration Is Out of Alignment

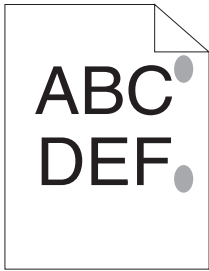


Problem	Action
Color registration is out of alignment.	Execute an auto color registration adjustment. 1 Launch the Printer Setting Utility, and click Registration Adjustment on the Printer Maintenance tab. 2 Deselect the check box next to On . 3 Click Start next to Auto Correct .
	Clean the CTD sensor. 1 Clean the CTD sensor. 2 Launch the Printer Setting Utility, and click Registration Adjustment on the Printer Maintenance tab. 3 Deselect the check box next to On . 4 Click Start next to Auto Correct .
	See also: <ul style="list-style-type: none">• "Cleaning the Color Toner Density (CTD) Sensor" in the "Maintenance" section of the User Guide
	Print the color registration chart and manually correct the color registration. 1 Launch the Printer Setting Utility, and click Registration Adjustment on the Printer Maintenance tab. 2 Deselect the check box next to On . 3 Click Start next to Print Color Regi Chart . The color registration chart is printed. 4 Check the values with the straight lines on the chart. 5 Select the value for each color on the Printer Setting Utility. 6 Click Apply New Settings . 7 Click Start next to Print Color Regi Chart to print the color registration chart again. 8 Adjust until all straight lines are at the value of 0.
	See also: <ul style="list-style-type: none">• "Adjusting Color Registration" on page 21

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

■ Protrudent/Bumpy Paper



Problem	Action
Printed surface got protrudent/bumpy.	<p>Clean up the fusing unit.</p> <p>1 Load one sheet of paper on the multipurpose feeder, and then print a solid image all over the paper.</p> <p>2 Load the printed sheet with the printed side facing down, and then print a blank sheet of paper.</p>

NOTE:

- If the problem continues even though you have taken suggested actions described above, contact the Fuji Xerox local representative office or an authorized dealer.

Adjusting Color Registration

This section describes how to adjust the color registration when you first install the printer or after moving it to a new location.

■ Performing Auto Correct

Auto Correct allows you to correct the color registration automatically.

Using the Printer Setting Utility

The following procedure uses Windows 7 as an example.

- 1 Click **Start** → **All Programs** → **Fuji Xerox** → **Fuji Xerox Printer Software for Asia-Pacific** → your printer → **Printer Setting Utility**.

NOTE:

- The window to select a printer appears in this step when multiple print drivers are installed on your computer. In this case, click the name of the desired printer listed in **Printer Name**.

The Printer Setting Utility opens.

- 2 Click the **Printer Maintenance** tab.
- 3 Select **Registration Adjustment** from the list at the left side of the page.
The **Registration Adjustment** page is displayed.
- 4 Deselect the check box next to **On**.
- 5 Click **Start** next to **Auto Correct**.
The color registration is corrected automatically.

■ Printing the Color Registration Chart

Using the Printer Setting Utility

The following procedure uses Windows 7 as an example.

- 1 Click **Start** → **All Programs** → **Fuji Xerox** → **Fuji Xerox Printer Software for Asia-Pacific** → your printer → **Printer Setting Utility**.

NOTE:

- The window to select a printer appears in this step when multiple print drivers are installed on your computer. In this case, click the name of the desired printer listed in **Printer Name**.

The Printer Setting Utility opens.

- 2 Click the **Printer Maintenance** tab.
- 3 Select **Registration Adjustment** from the list at the left side of the page.
The **Registration Adjustment** page is displayed.
- 4 Deselect the check box next to **On**.
- 5 Click **Start** next to **Print Color Regi Chart**.
The color registration chart is printed.

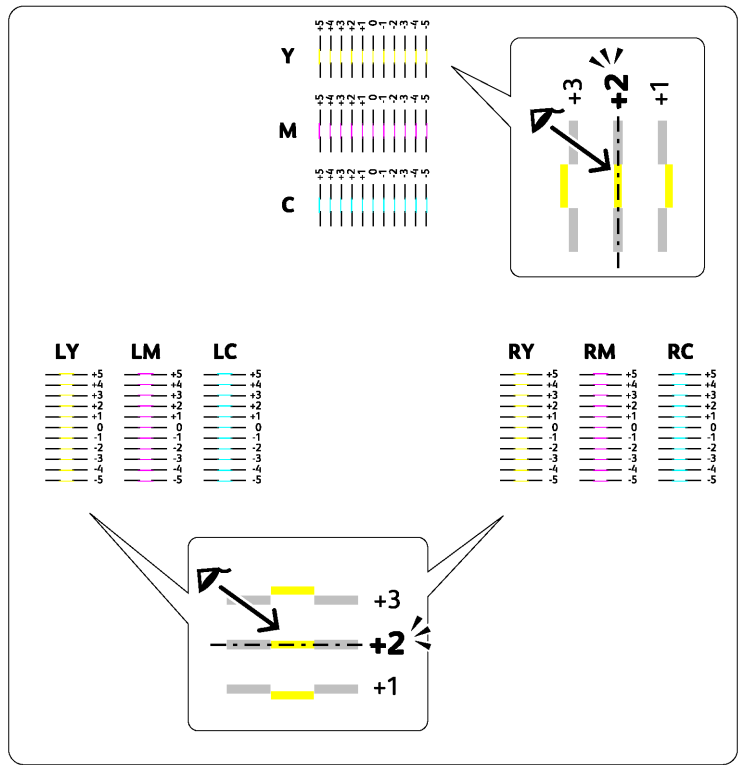
■ Determining Values

On the color registration chart printed, find the straightest lines where the two black lines and the colored line are most closely aligned for each color (Y, M, and C).

If you find the straightest line, make a note of the value (-5 – +5) indicated by the straightest line for each color.

When the value is 0 for each color, you do not need to adjust the color registration.

When the value is not 0, enter the value according to the procedure in "Entering Values" on page 23.



■ Entering Values

Using the Printer Setting Utility

Enter the values that you found in the color registration chart to make adjustments.

The following procedure uses Windows 7 as an example.

- 1 Click **Start** → **All Programs** → **Fuji Xerox** → **Fuji Xerox Printer Software for Asia-Pacific** → your printer → **Printer Setting Utility**.

NOTE:

- The window to select a printer appears in this step when multiple print drivers are installed on your computer. In this case, click the name of the desired printer listed in **Printer Name**.


The Printer Setting Utility opens.

- 2 Click the **Printer Maintenance** tab.
- 3 Select **Registration Adjustment** from the list at the left side of the page.
The **Registration Adjustment** page is displayed.
- 4 Deselect the check box next to **On**.
- 5 Select the value you checked in the color registration chart, and then click **Apply New Settings**.
- 6 Click **Start** next to **Print Color Regi Chart**.
The color registration chart is printed with the new values.
- 7 Adjust until all straight lines are at the value of 0.
Viewing the images before and after will help.

IMPORTANT:

- After printing the color registration chart, do not turn off the printer until the printer motor has stopped running.

Wireless Problems

Problem	Action
Cannot setup wireless connection.	<p>Make sure that the  (Wi-Fi) LED on the operator panel lights up.</p> <p>See also:</p> <ul style="list-style-type: none">• "Status of Wi-Fi Direct LED" in the "Basic Operation" section of the User Guide <p>Try disabling the firewall on your computer. The firewall on your computer may be blocking communication with your printer.</p>
Cannot setup wireless connection with WPS (Wi-Fi Protected Setup™).	Make sure that the security setting of the wireless LAN access point or router is WPA™ (Wi-Fi Protected Access®) or WPA2™. (WEP is not supported on WPS.)
Cannot setup wireless connection with the WPS-PBC (Wi-Fi Protected Setup-Push Button Configuration).	Press the WPS button on the wireless LAN access point or router within two minutes after starting the WPS operation on the printer. For details about the wireless LAN access point or router, refer to the manual supplied with the wireless LAN access point or router.
Cannot setup wireless connection with WPS-PIN (Wi-Fi Protected Setup-Personal Identification Number).	Check if the PIN you have entered on the computer is correct.
Cannot connect to the wireless network after setting up wireless connection.	Check if the passphrase for WPA/WPA2 encryption or WEP key set on the wireless LAN access point or router has been changed. (Passphrase may be described as key on some access points or routers.) For details about the wireless LAN access point or router, refer to the manual supplied with the wireless LAN access point or router.


Wi-Fi Direct Problems

Problem	Action
The device cannot discover the printer.	The printer may be connected to another device via Wi-Fi Direct®. Disconnect the printer and the device. For details, see "Disconnecting Wi-Fi Direct Network" in the "Printing Basics" section of the User Guide.
The printer cannot disconnect from the device even when the procedure in "Disconnecting Wi-Fi Direct Network" has been performed.	The device may be automatically reconnecting to the printer. Reset the passphrase for Wi-Fi Direct and disconnect the device. For details, see "Resetting the Passphrase" in the "Printing Basics" section of the User Guide.
The network mode of the printer cannot be set to Ad-Hoc mode.	Make sure that Wi-Fi Direct is set to Disable .
Wi-Fi Direct cannot be set to Enable .	Make sure that the network mode is set to Wi-Fi infrastructure mode.

Digital Certificate Problems

Problem	Action
The Certificate Signing Request (CSR) / Upload Signed Certificate is not displayed.	Create a self-signed certificate and enable SSL/TLS Server Communication . For details, see "Preparing to Use HTTPS Communication" in the "Digital Certificates" section of the User Guide.
The digital certificate cannot be uploaded.	Confirm validity period of the digital certificate as well as the time setting of the device.
	Confirm that the password is correct.
	Confirm that the file type is PKCS #7/#12 or x509CACert (extension: p7b/p12/pfx/cer/crt).
	Confirm that the attribute information (Key usage/Extended key usage) of the digital certificate to be imported is set correctly.
Although a digital certificate was uploaded, it is not displayed.	Use Internet Explorer®.
	To upload a digital certificate for use with the device (own device), import the secret key and a digital certificate of the PKCS #12 (p12/pfx) format as a pair.
Server validation is not operating correctly.	Although uploading a root certificate (Trusted) to use for server authentication, an intermediate certificate may be required when validating the path.
	When executing a digital certificate file with the certification authority, create the digital certificate with a format including all paths and then import that digital certificate.

Other Problem

Problem	Action
After the printer is turned on, the  (Ready) indicator is not lit.	Turn off the printer, wait for 10 seconds, and turn on the printer.
Condensation has occurred inside the printer.	This usually occurs within several hours after you heat the room in winter. This also occurs when the printer is operating in a location where relative humidity reaches 85% or more. Adjust the humidity or relocate the printer to an appropriate environment.

Contacting Service

When you call for printer service, be prepared to describe the problem you are experiencing or the status of operator panel indicators.

You need to know the model of your printer and serial number. See the label on the rear cover of your printer.

Getting Help

Fuji Xerox provides several automatic diagnostic tools to help you produce and maintain print quality.

■ Operator Panel Indicator

The operator panel indicator provides you with information on errors and warnings. When an error or warning condition occurs the operator panel indicator informs you of the problem.

See also:

- "Understanding the Operator Panel Indicators" in the "Using the Operator Panel" section of the User Guide

■ SimpleMonitor Alerts (Windows Only)

The SimpleMonitor is a tool that is included on the *Software Pack CD-ROM*. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, the SimpleMonitor automatically displays an alert on your computer screen to let you know that the printer needs attention.

■ Obtaining the Product Information

Obtaining the Latest Print Driver

The latest print driver can be obtained by downloading it from our web site.

This section explains the procedures using Windows 7 as an example.

NOTE:

- The communication fee shall be borne by users.

- 1 Click **Start** → **Devices and Printers**.
- 2 Right-click the printer icon and select **Printer properties**.
- 3 On the **Configuration** tab.
- 4 Select **About**.
- 5 Click **Fuji Xerox Web Site**.
Your web browser launches and our web site is displayed.
- 6 Follow the instructions on the web site and download an appropriate print driver.

NOTE:

- The URL of the driver download service page is as follows: <http://www.fujixeroxprinters.com/>
- For the latest information about the print driver features, refer to the Help provided for the print driver.

Updating the Printer's Firmware

Our web site also provides a tool that allows you to update the printer's firmware (software embedded within the printer) from your computer.

The latest firmware and updating tool can be downloaded from the following URL.

Follow the instructions on the web site and download the correct firmware update.

<http://www.fujixeroxprinters.com/>

NOTE:

- The communication fee shall be borne by users.

Non-Genuine Mode

When toner within a toner cartridge is empty, a toner indicator lights up or blinks, and at the same time, the **!** (**Error**) indicator lights up depending on the printer status. For details on indicators, see "Understanding the Operator Panel Indicators" in the "Using the Operator Panel" section of the User Guide.

When you want to use the printer in the Non-Genuine mode, enable the Non-Genuine mode and replace the toner cartridge.

IMPORTANT:

- If you use the printer in the Non-Genuine mode, the performance of the printer may not be at its optimum. Any problems that may arise from the use of the Non-Genuine mode are not covered by our quality guarantee. The continuous use of the Non-Genuine mode can also cause the printer to break down, and any repair charges for such break down will be incurred by users.

NOTE:

- To disable the Non-Genuine mode, deselect the check box next to **On** on the **Non-Genuine Mode** page on the Printer Setting Utility.

■ Using the Printer Setting Utility

The following procedure uses Windows 7 as an example.

- 1 Click **Start** → **All Programs** → **Fuji Xerox** → **Fuji Xerox Printer Software for Asia-Pacific** → your printer → **Printer Setting Utility**.

NOTE:

- The window to select a printer appears in this step when multiple print drivers are installed on your computer. In this case, click the name of the desired printer listed in **Printer Name**.

The Printer Setting Utility opens.

- 2 Click the **Printer Maintenance** tab.
- 3 Select **Non-Genuine Mode** from the list at the left side of the page.
The **Non-Genuine Mode** page is displayed.
- 4 Select the check box next to **On**, and then click **Apply New Settings**.