

TOSHIBA

READ THIS BOOK

First

MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS

Quick Start Guide

e-STUDIO330AC

e-STUDIO400AC



Available Manuals

Some manuals are printouts and others are PDF files on the Client Utilities/User Documentation DVD. Printouts describe precautions and basic operations. Read “Safety Information” before using the equipment. PDF files describe detailed copying functions and other settings.

Printouts

Safety Information

Describes the necessary precautions for use. Read this booklet first.
PDF files on the “Client Utilities/User Documentation DVD”.

Quick Start Guide (This guide)

Describes the preparations, basic usage, FAQs, maintenance and regular cleaning.
Color PDF files on the “Client Utilities/User Documentation DVD”.

Using the Client Utilities/User Documentation DVD

Windows:

1. Set the Client Utilities/User Documentation DVD in the DVD-ROM drive on your computer.
Software Installer starts automatically.

Note

If Software Installer does not launch, use the explorer to open the Client Utilities/User Documentation DVD and double-click “Setup.exe”.

2. Select [I agree to the terms of the License Agreement.] and click [Next].
3. Click the Open User’s Manual link in Software Installer.
The browser starts automatically and the menu is displayed.
 P.20 “Installing Client Software”

Note

If the menu is not displayed, use the explorer to open the Client Utilities/User Documentation DVD and double-click “index.html”.

4. Click the title of the operator’s manual from the menu.

Mac OS:

1. Set the Client Utilities/User Documentation DVD in the DVD-ROM drive on your computer.
2. Open the [Manuals] folder in the Client Utilities/User Documentation DVD and double-click “index.html”.
3. Click the title of the operator’s manual from the menu.

Copying Guide

Describes how to use the Copy function.

Scanning Guide

Describes how to use the Scan function.

e-Filing Guide

Describes how to use the e-Filing function.

Template Guide

Describes how to use the Template function.

MFP Management Guide

Describes how to use the User Functions menu and the Counter.

Fax Guide

Describes how to use the Fax function (optional).

Paper Preparation Guide

Describes how to load paper.

Specifications Guide

Describes the specifications of this equipment and information on optional devices.

Hardware Troubleshooting Guide

Describes causes and solutions for hardware problems such as paper misfeeds and errors on the touch panel.

Software Troubleshooting Guide

Describes causes and solutions for software problems such as the printer driver.

Software Installation Guide

Describes how to install client software such as the printer driver.

Printing Guide

Describes how to use the Print function.

TopAccess Guide

Describes procedures for remote setup and management from a web-based utility, "TopAccess". "TopAccess" web utility allows you to manage the equipment from a browser.

High Security Mode Management Guide

Describes the conditions and settings for high security mode. To comply with CC Certification, see the "High Security Mode Management Guide".

To read PDF files

You need to install Adobe Reader or Adobe Acrobat Reader to view and print PDF manuals. If they are not installed, you can download them from the Adobe Systems Incorporated website.

Help menu for client software

See the Help menu for the following:

- AddressBook Viewer
- e-Filing Backup/Restore Utility
- TWAIN Driver / File Downloader

Reading This Manual

Symbols in this manual

Important items are described with the symbols shown below. Read these items before using this equipment.

-  **WARNING** Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, serious damage, or fire in the equipment or surrounding objects.
-  **CAUTION** Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury, partial damage to the equipment or surrounding objects, or loss of data.
- Note** Indicates information to which you should pay attention when operating the equipment.

Read the following descriptions.

Tip Describes handy information for operating the equipment.



Indicates pages containing related information.

Original/paper direction

You can place paper or originals in a landscape direction.

Example: A4 / LT size original on the original glass



Screens in this manual

- Windows 10 screenshots are used to describe the procedures in Windows.
- Screens may differ depending on your model and how the equipment is used, such as the status of the installed options, the OS version, and the applications.
- Illustration screens used in this manual are for paper in the A/B format. If you use paper in the LT format, the display or the order of buttons in the illustrations may differ.

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Recommended Toner Cartridges

For optimal printing performance, we recommend that you use genuine Toshiba toner cartridges. If you use a Toshiba-recommended toner cartridge, the following functions are available.

- **Cartridge detection:**

Notifies you if the toner cartridge is incorrectly installed.

- **Toner remaining check:**

Notifies you when there is little toner remaining in the cartridge, and informs your authorized service representative automatically using a remote service.

- **Image quality optimization:**

Controls image quality according to the characteristics of the toner and allows you to print images of an optimal quality.

Toshiba cartridges and containers are engineered to specifications designed to provide the best possible performance and image quality. Toshiba recommends that genuine Toshiba products are used to maintain peak performance and functionality.

If you are using a toner cartridge other than the one we recommend, the toner may not be recognized. If this occurs, contact your service representative. Toshiba Imaging Equipment does not prevent the use of Non-Manufacturer Cartridges and Containers.

Trademarks

For trademarks, refer to the **Safety Information**.

Chapter 1

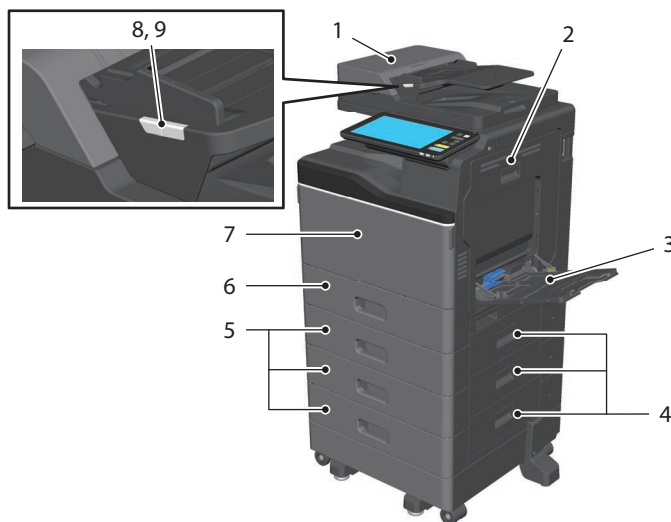
PREPARATIONS

Description of Components	8
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Description of Components

This section describes the names and operations of the equipment.

Front / Right side



1. Dual Scan Document Feeder

Scans both sides of the original one sheet at a time.

Specifications Guide (PDF) : “Chapter 2: SPECIFICATIONS OF EQUIPMENT”

2. Automatic duplexing unit

Prints on both sides of the paper. Open when paper misfeeds occur.

3. Bypass tray

For printing on special media types such as OHP film.

P.31 “Bypass copying”

4. Paper feed cover

Open to clear misfed paper in the Paper Feed Unit or Large Capacity Feeder.

5. Paper Feed Unit or Large Capacity Feeder

The Paper Feed Unit adds one drawer.

You can load A4, LT, LG or 13”LG size paper in the Large Capacity Feeder.

Specifications Guide (PDF) : “Chapter 3: SPECIFICATIONS OF OPTIONS”

6. Drawer

Load paper in the drawer.

P.18 “Placing Paper and Originals”

Specifications Guide (PDF) : “Chapter 3: SPECIFICATIONS OF OPTIONS”

7. Front cover

Open when replacing the toner cartridge.

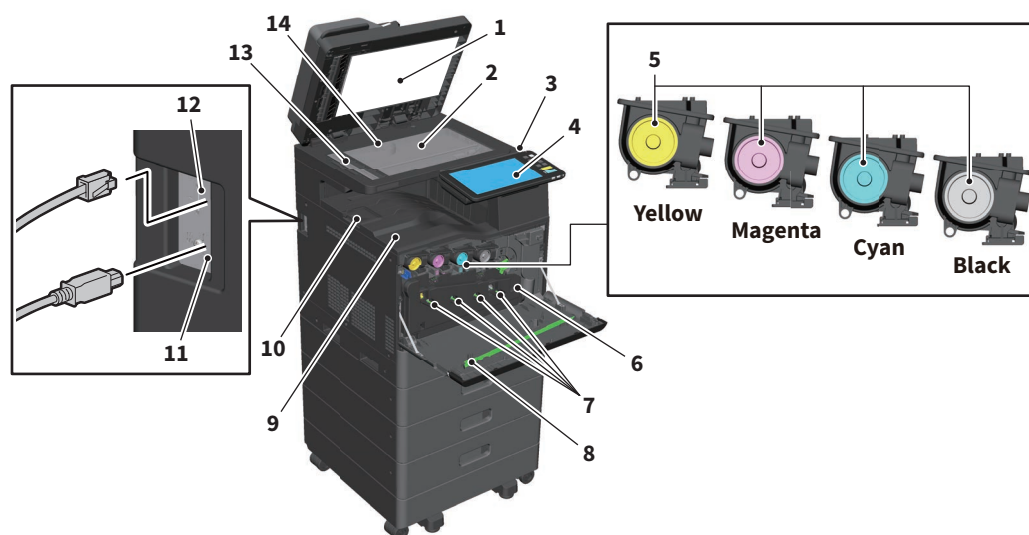
8. Document lamp (Blue)

Lights when originals are placed in the Dual Scan Document Feeder.

9. Alarm lamp (Orange)

Lights when a paper misfeed has occurred in the Dual Scan Document Feeder.

Left / Inner side



1. Platen sheet

Stabilizes documents placed on the glass.

📖 P.49 “Regular Cleaning”

2. Original glass

For copying book-type originals and special paper such as OHP film, as well as plain paper.

3. USB port

For printing files stored in USB device or saving scanned data to the USB device.

4. Control panel

Sets and operates various types of functions such as copying.

📖 P.10 “Control panel”

5. Toner cartridge

When toner runs out, a message is displayed.

Replace the cartridge.

📖 P.44 “Replacing Toner Cartridge”

6. Waste toner box

Replace this when a message about waste toner box replacement is displayed.

📖 P.46 “Replacing Waste Toner Box”

7. Main charger cleaners

When the print result is uneven, clean the main chargers.

📖 P.50 “Cleaning the main chargers”

8. Cleaner

Cleans the LED print head for color printers.

📖 P.46 “Replacing Waste Toner Box”

9. Exit tray

Holds printouts.

10. Paper exit stopper

Prevents ejected paper from falling.

11. USB terminal (4-pin)

Connects to a computer with a commercially available USB cable.

12. LAN port

Connects to a network.

13. Scanning area

Reads documents fed through the Dual Scan Document Feeder.

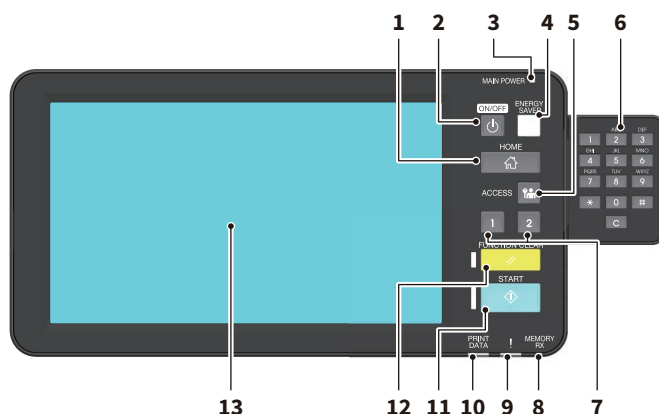
📖 P.49 “Regular Cleaning”

14. Original scale

For checking the size of an original placed on the original glass.

Control panel

Make for various operations and settings.



1. [HOME] button

Displays the home screen.

📖 P.12 “Names and Functions on the Home Screen”

2. [POWER] button

Turns the power on or off.

3. MAIN POWER lamp

Turns on when the power cable is plugged into an outlet.

4. [ENERGY SAVER] button

Enter or recover from energy saving mode.

5. [ACCESS] button

For when the department code or user information has been set.

📖 P.67 “Logging in”

6. Digital keys (Optional)

Use to enter numbers.

7. [PROGRAMMABLE1] button / [PROGRAMMABLE2] button

Register frequently used functions to these buttons and press them for quick access.

📖 MFP Management Guide (PDF) : “Chapter 2: SETTING ITEMS (Admin)”

8. MEMORY RX lamp

Turns on when receiving fax data and fax communications.

9. Alarm lamp

Turns on when an error occurs and action needs to be taken.

10. PRINT DATA lamp

Turns on when receiving data such as print data.

11. [START] button

Starts operations such as copying. The blue lamp on the left of the button turns on when the equipment is ready.

12. [FUNCTION CLEAR] button

Clears all selected functions and return to the default settings.

13. Touch panel

Configure various functions such as copying.

📖 P.13 “Using the Touch Panel”

Tip

Instead of the control panel, you can browse and operate it by means of a computer or a mobile terminal such as a tablet or a smartphone. For details, see the following guide:

📖 TopAccess Guide (PDF) : “Chapter 8: [Administration] Tab Page” - “[Setup] Item List”

Adjusting the angle of the control panel

You can adjust the angle of the control panel between 7 and 90 degrees from the horizontal position.



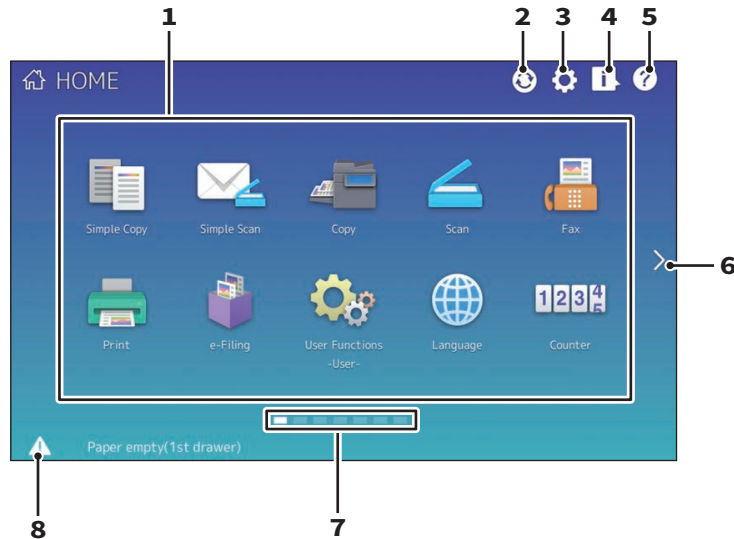
CAUTION

Be careful not to catch your hands in the gap between the equipment and the control panel. This could cause an injury.

**1**

Names and Functions on the Home Screen

Displayed when you turn the equipment on or press the [HOME] button. Displays buttons for various functions.



1. Recall button

Register functions, templates, URLs, etc. and recall them.

MFP Management Guide (PDF) : “Chapter 4: APPENDIX”

2. Home Data Sync button

Synchronize the data on the home screen. This button is displayed when the Public Home function is enabled.

TopAccess Guide (PDF) : “Chapter 8: [Administration] Tab Page” - “[Setup] Item List”

3. Home Setting button

Modify the home screen settings.

MFP Management Guide (PDF) : “Chapter 4: APPENDIX”

4. Job Status button

Check the progress of jobs and the process history.

Software Troubleshooting Guide (PDF) : “Chapter 1: CONFIRMING JOB STATUS ON THE TOUCH PANEL”

5. [?] (Help) button

Display information on each function.

P.54 “Using the Help”

6. Next button

Move to the next page.

7. Page Position indicator

Display the current page position.

8. Status button

Displayed when information is available.

Tip

You can change the screen displayed when the equipment is turned on to another screen, such as the Copy function screen. For details, see the following guide:

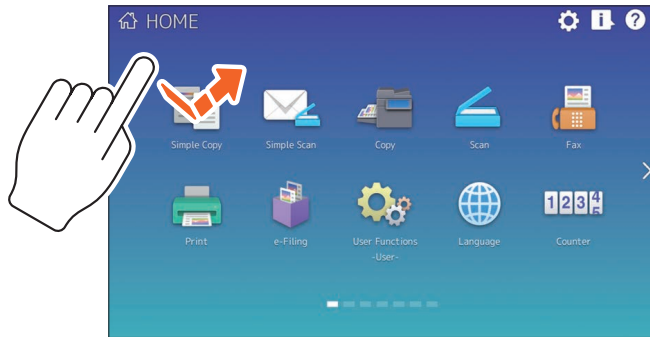
TopAccess Guide (PDF) : “Chapter 8: [Administration] Tab Page” - “[Setup] Item List”

Using the Touch Panel

The touch panel supports swipe and pinch operations.

Press (Tap)

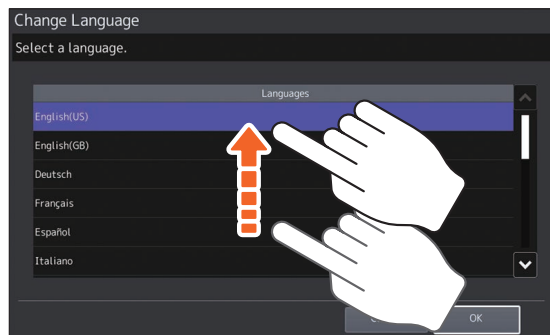
Lightly press buttons on the screen with your finger and lift it immediately.



1

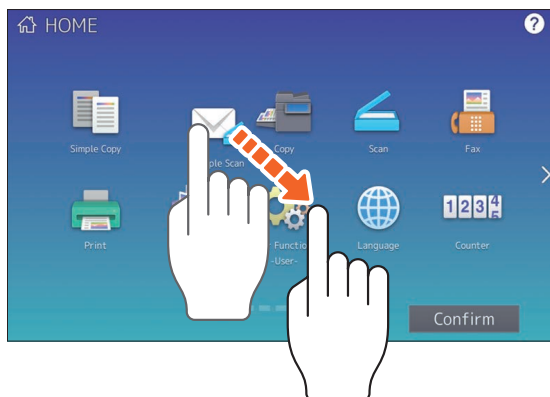
Swipe

Press the screen with your finger and slide it in one direction. Turns pages on the home screen and scrolls up and down in a list.



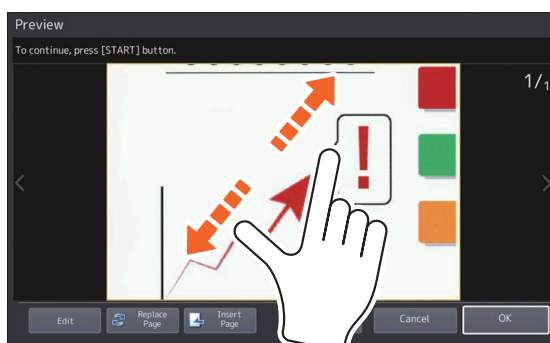
Drag & Drop

You can replace the RECALL button on the home screen. Press the button with your finger, drag it to another place, and lift your finger.



Pinch (pinch and spread)

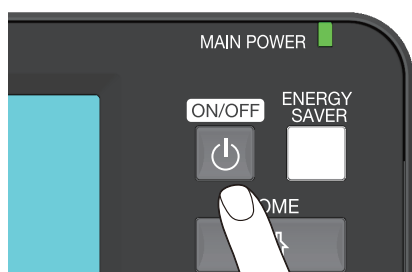
Press the screen with two fingers, pinch them together or spread them apart on the screen. You can use this operation in previews of the Simple Scan, Scan, and Fax functions, etc.



Turning On/Off

This section explains how to turn the power on and off as well as the energy saving mode.

Turning on



Press the [POWER] button

- The equipment starts warming up. The message is displayed to inform you that the equipment is warming up. This may take longer than normal depending on the status and condition.

- While the equipment is warming up, you can use the auto job start function. For details, see the following guide:

Copying Guide (PDF) : “Chapter 2: HOW TO MAKE COPIES” - “Basic Copying Procedure”

The home screen is displayed when ready.

When turning off, you also need to shut down by pressing the [POWER] button on the control panel. For details, see the following page:

P.16 “Turning off”

Tip

Log in to the equipment if you are managing this equipment with the Department Management function or User Management function.

P.67 “Logging in”

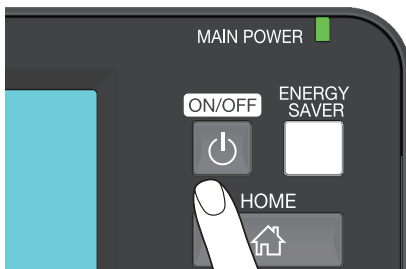
Turning off

Follow the steps below. Check the following items before turning off the equipment.

- No jobs should be left in the print job list.
- The PRINT DATA lamp (blue) or the MEMORY RX lamp (green) should not be flashing.
(If the equipment is shut down while any of the above lamps are flashing, jobs in progress such as FAX reception will be aborted.)
- No computer should access the equipment over a network, such as TopAccess.

Note

If you press the [POWER] button while a job is running, a message is displayed asking if you want to delete the current job and turn off the equipment.



Press the [POWER] button.

You can then select how to turn the equipment off. If you press [Shutdown], the screen disappears and the equipment is turned off after a short while.

Note

When turning the equipment back on after turning it off, wait for approximately 30 seconds.

Saving energy when not in use – energy saving modes –

The following modes are available; Automatic Power Save mode, Sleep mode, and Super Sleep mode. The table below shows the procedures to switch modes manually and conditions under which it enters into or recovers from each mode.

Energy saving modes	Procedure to switch modes	Conditions to enter the mode	Status of equipment	Conditions to recover from the mode
Automatic Power Save mode	When a specified period of time * ¹ has passed since the last use of the equipment.	—	A message is displayed to indicate the energy saving status.	When you press the [ENERGY SAVER] button, or when print data or fax data are received.
Sleep mode* ²	When you press the [ENERGY SAVER] button* ³ or when a specified period of time * ⁴ has passed.	When a particular option * ⁵ is installed or when a particular protocol * ⁶ is enabled.	The touch panel display turns off and the [ENERGY SAVER] button turns green.	Same as the Automatic Energy Save mode.
Super Sleep mode* ⁷	When you press the [ENERGY SAVER] button* ³ or when a specified period of time * ⁴ * ⁸ has passed.	When a particular option * ⁵ is not installed and also a particular protocol * ⁶ is disabled.	The touch panel display turns off and the [ENERGY SAVER] button turns green.	When you press the [ENERGY SAVER] button, when print or fax data are received through a wired LAN, or when the time set for Scheduled Print has come.

*¹ The default value is 1 minute.

*² The function name and the available settings vary depending on the destination.

*³ The [ENERGY SAVER] button on the control panel.

*⁴ The default value is 1 minute.

*⁵ The Wireless LAN/Bluetooth Module.

*⁶ Any of IPX and other protocols. When the IPsec function is enabled, the equipment enters Sleep mode. For details, see the following guide:

 **TopAccess Guide (PDF)** : “Chapter 8: [Administration] Tab Page” - “[Setup] Item List”

*⁷ This is not available depending on the destination.

*⁸ Depending on the network environment, the time for switching to Super Sleep mode may take more than 10 minutes even if it is set to 10 minutes or less.

To change the time for entering each mode, see the following guide:

 **MFP Management Guide (PDF)** : “Chapter 2: SETTING ITEMS (Admin)” - “General”

 **TopAccess Guide (PDF)** : “Chapter 8: [Administration] Tab Page” - “[Setup] Item List”

Note

For the European version

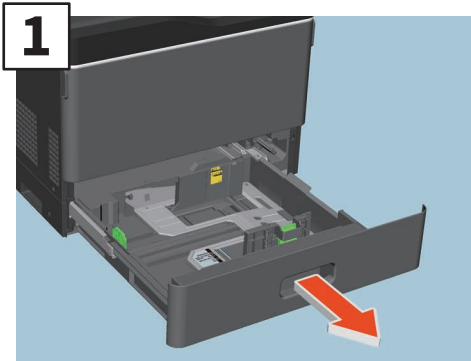
Contact your service representative to change the default settings.

When the set time for switching to Automatic Power Save mode is the same as Sleep mode or Super Sleep mode, the equipment enters into Sleep mode or Super Sleep mode.

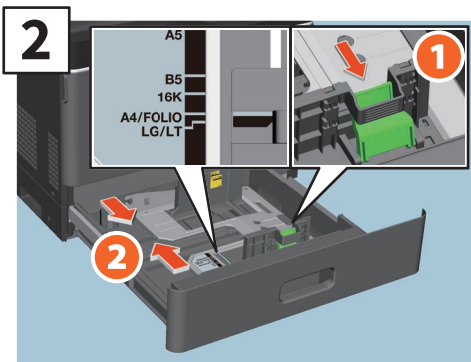
Placing Paper and Originals

This section explains how to set paper and originals. Incorrect setting causes image skews or paper misfeeds. Follow the procedure below.

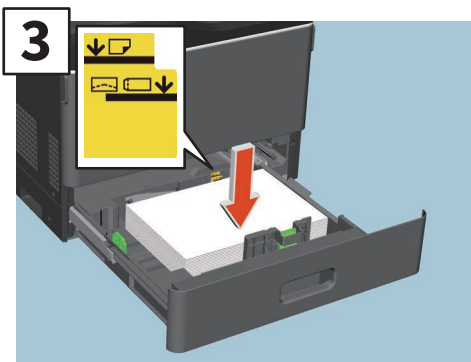
Placing paper



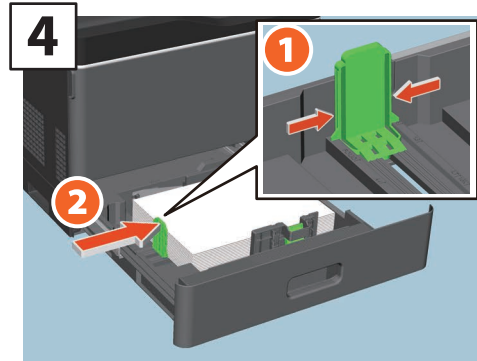
Pull out the drawer.



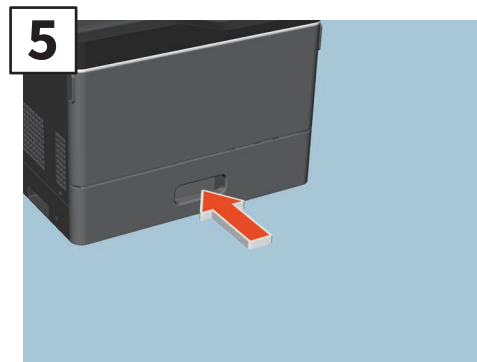
Set the side guide to match the paper width.



After fanning the paper, place it face up.



Set the end guide to match the paper size.



Push in the drawer.

CAUTION

Be careful not to catch your fingers when pushing the drawer back.

This could cause an injury.

Note

Check that the height of the paper does not exceed the MAX line on the side guides.

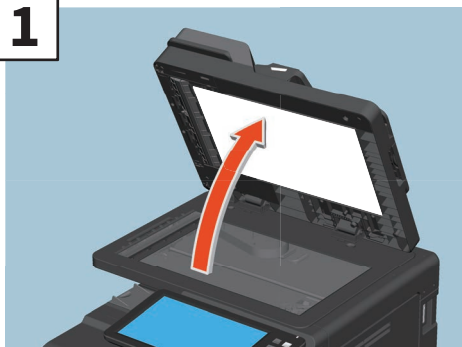
Tip

- See the following page for supported paper:
[Specifications Guide \(PDF\)](#) : “Chapter 1: SPECIFICATIONS OF PAPER”
- For placing paper in the Large Capacity Feeder, see the following guide:
[Paper Preparation Guide \(PDF\)](#) : “Chapter 1: LOADING PAPER” - “Loading Paper in Drawers”

Placing originals

Original glass

1



Raise the Dual Scan Document Feeder.

2



Place the original face down on the original glass and align it with the left rear corner.

3



Lower the Dual Scan Document Feeder.

 Copying Guide (PDF) : “Chapter 2: HOW TO MAKE COPIES” - “Enlarging or Reducing Images”



CAUTION

Do not place any heavy objects (4 kg (9 lb.) or over) on the original glass and do not press on it with force.

Breaking the glass could injure you.

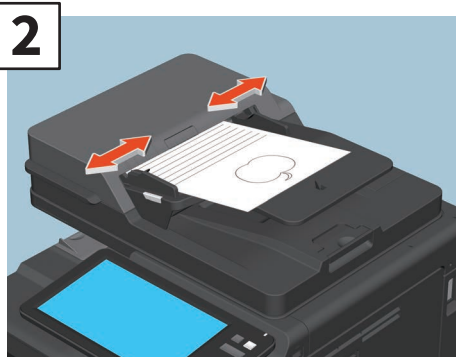
Dual Scan Document Feeder

1



Place the originals face up on the original feeder tray.

2



Align the side guides to the original length.

Tip

When an original is scanned from the original glass, specify the original size.

Installing Client Software

This section describes how to install the client software such as the printer driver from the Client Utilities/User Documentation DVD.

Recommended installation

Install recommended client software such as the printer driver all in one go.

- 1 Turn the power on and check that the home screen is displayed on the touch panel.

 P.15 “Turning On/Off”

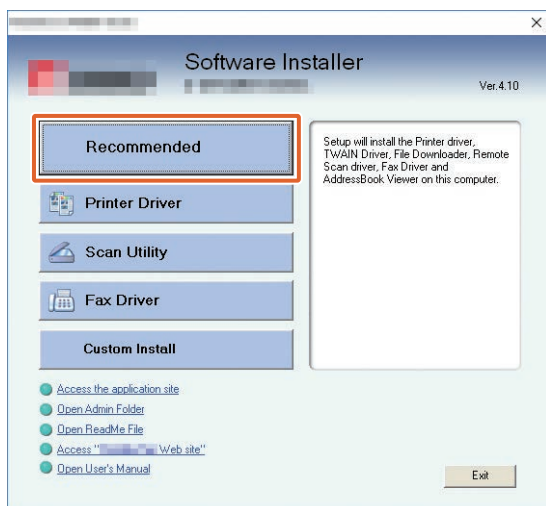
- 2 Insert the Client Utilities/User Documentation DVD in the DVD-ROM drive of a Windows computer.

Tip

Log onto Windows with a user account that allows installation such as “Administrators”.

- 3 Select [I agree to the terms of the License Agreement.] and click [Next].

- 4 Click [Recommended].

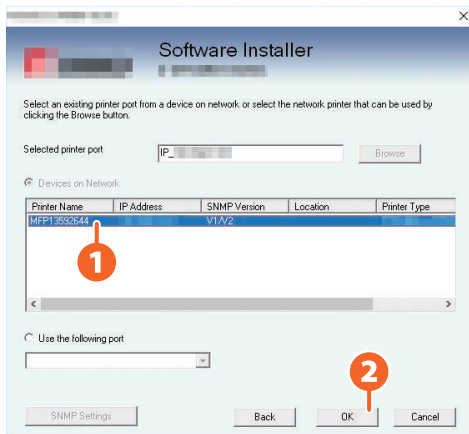


Tip

Click [Open User's Manual] to browse the operator's manuals.

- 5 Select the port to connect to this equipment and click [Install].

- 6** A list of discovered printers is displayed. **1** Select this equipment on the list and **2** click [OK].



- 7** When the installation is complete, click [Finish].

Tip

For details of the recommended installation, see the following guide:
Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION”

- 8** Click [Exit] and then [Yes].

Setting the printer driver

Before using the printer driver, you must configure the options installed.

- 1** Select the [Start] menu > [Settings] > [Devices] > [Devices and printers].
- 2** Right-click on TOSHIBA Universal Printer 2, and then click [Printer properties].
- 3** Obtain configuration data of the options automatically by opening the [Device Settings] tab menu.
- 4** Click [OK].

MEMO

Chapter 2

BASIC OPERATIONS

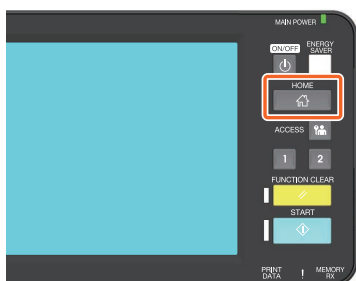
Home Screen Operations	24
Copying Operations	28
Fax Operations.....	32
Scanning Operations	36
e-Filing Operations.....	38
Printing Operations	40

Home Screen Operations

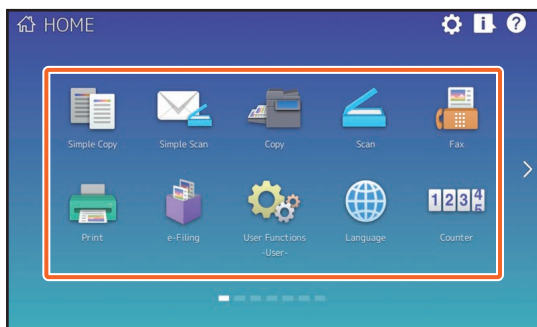
You can recall functions and register functions on the home screen.

Recalling functions

- 1 Press the [HOME] button.



- 2 Press the function you want.



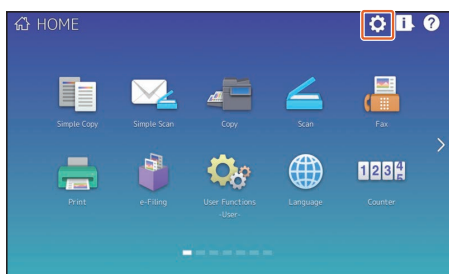
Tip

The following functions can be recalled as the default.

- Simple Copy
- Simple Scan
- Copy
- Scan
- Fax (Optional)
- Print
- e-Filing
- User Functions -User-
- Language
- Counter
- EWB (Optional)

Registering functions

- 1 Press the Home Setting button.

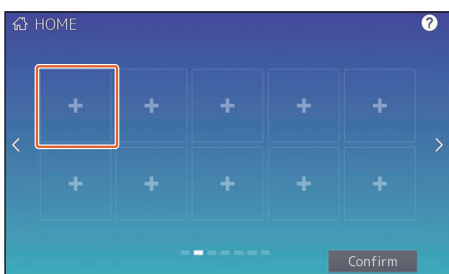


- 2 Enter the Administrator Password, and then press [OK].

- 3 Press [Button Contents].

- 4 Press the Page Position indicator to display the page where you want to add the button.

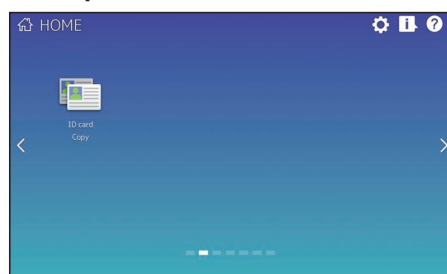
- 5 Press a button that does not have a function assigned.



- 6 Select the function you want, and then press [Confirm].

- 7 Press [X] at the top right corner of the button registration menu screen.

Example



Tip

- You can register not only the functions but also the job settings, URL and applications in the Home screen. Moreover, you can remove the registered functions and perform customization such as a change of the numbers, size and background of the buttons.

Template Guide (PDF) : “Chapter 1: REGISTERING JOB SETTINGS ONTO THE HOME SCREEN”

MFP Management Guide (PDF) : “Chapter 4: APPENDIX”

TopAccess Guide (PDF) : “Chapter 8: [Administration] Tab Page” - “[Registration] ([Administration] tab) Item List”

- Excluding the Home screen, you can customize so that only the necessary buttons are displayed on the touch panel.

TopAccess Guide (PDF) : “Chapter 8: [Administration] Tab Page” - “[Maintenance] Item List”

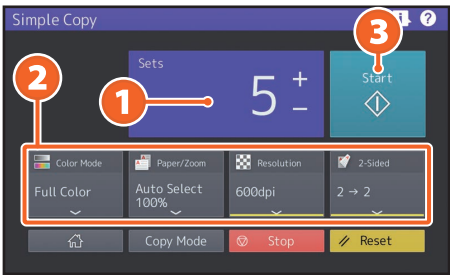
Using Simple Copy

- 1

Press [Simple Copy].
- 2

Place the original.
 P.19 “Placing originals”
- 3

Specify the **1** number of copies and **2** color mode, and press **3** [Start].

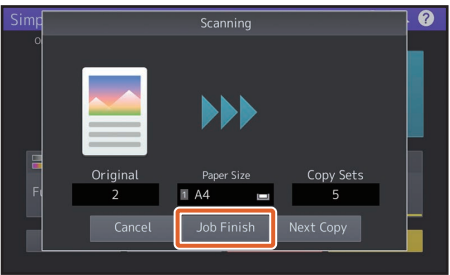


Tip

Press [Stop] if you want to cancel while copying.

- 4

If you have placed the original document on the original glass, press [Job Finish] to finish copying.



Simple Copy Settings

Sets

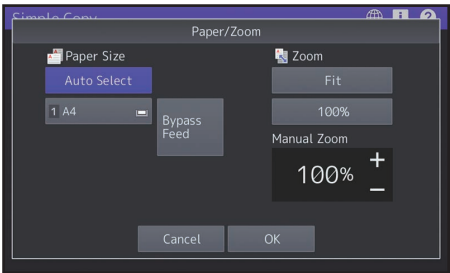
Specify the number of copies.

Color Mode

Specify the color mode and density.

Paper/Zoom

Specify the size of the copy paper and zoom.

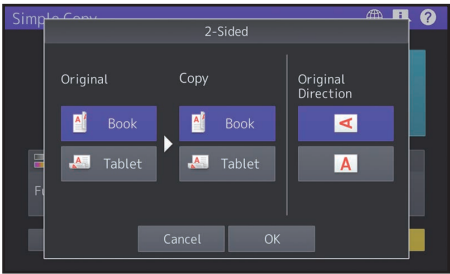
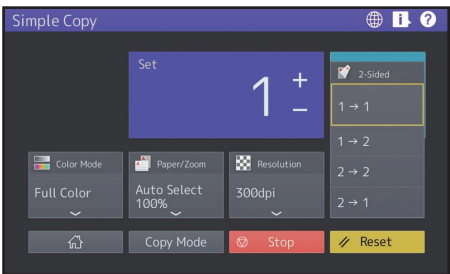


Resolution

Specify the resolution.

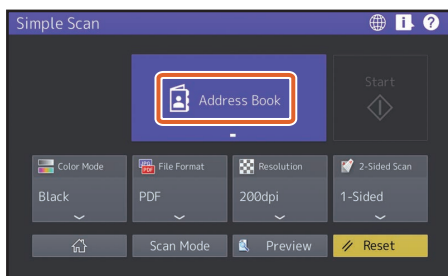
2-Sided

Specify the duplex setting for the original and copies.



Using Simple Scan

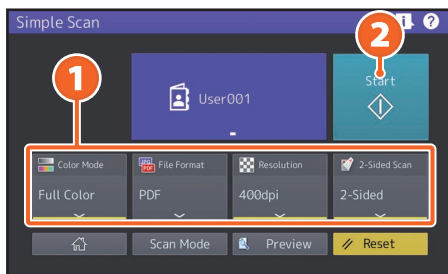
- 1 Press [Simple Scan].
- 2 Place the original.
P.19 “Placing originals”
- 3 Press [Address Book] and specify the recipient E-mail address.



Tip

When you press [Address Book], you can select whether to use a registered E-mail address or enter an E-mail address directly.

- 4 Specify the ① color mode or other items, and press ② [Start].



Note

Simple Scan sends the scanned data to an E-mail address. An administrator needs to set up the equipment in advance.

Tip

When an original is set on the original glass, press [Job Finish] after all pages are scanned.

Simple Scan Settings

Color Mode

Specify the color mode.

File Format

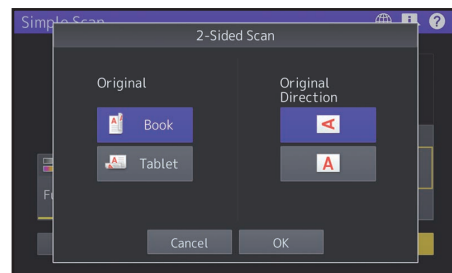
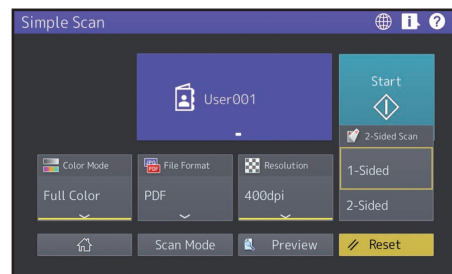
Specify the file format.

Resolution

Specify the resolution.

2-Sided Scan

Specify the 2-Sided Scan setting for the original.



Preview

Click this to display the preview of an image scanned after pressing [Start]. When you press [Edit] on the preview screen, you can change the page order and edit the pages, such as rotating.

Copying Operations

This section explains procedures such as enlarging/reducing, duplex copying, and bypass copying.

Making copies

1 Press [Copy] on the home screen.

2 Place the original.
 P.19 “Placing originals”

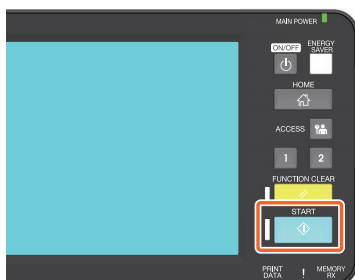
3 Specify the **1** number of copies, **2** orientation, and **3** mode as necessary.



Tip

- You can switch the color mode. The following modes are available.
Full Color: Copies in full color. (Default)
Black: Copies in black and white.
Auto Color: Automatically determines the color of the originals.
- If you want to give the priority to the resolution rather than the speed when copying is attempted by selecting [Full Color] or [Auto Color], specify [600dpi].

4 Press the [START] button. Copying starts.

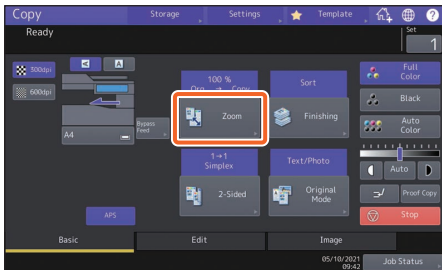


Tip

- When an original is set on the original glass, press [Job Finish] after all pages are scanned.
- To stop copying, press [Stop].
- Printouts are ejected to the exit tray or the receiving tray of the Finisher. The tray to which the paper is ejected is indicated by the arrow on the touch panel.

Enlarging/Reducing

1 Press [Zoom].



2 **1** Select the paper size, **2** press [AMS], and then **3** [OK].



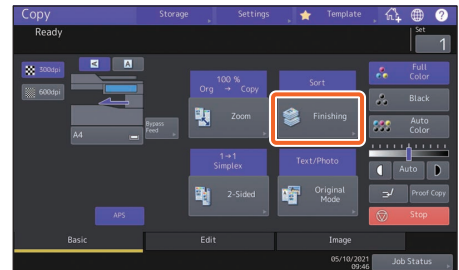
Tip

When copying a set of originals with different sizes, press [Mixed Size]. The original sizes that can be mixed are as follows:

North America: LG, LT
Other than North America: A4, FOLIO

Selecting finishing mode (sorting)

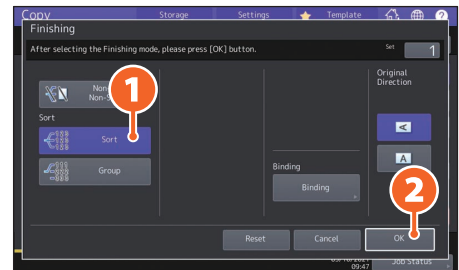
1 Press [Finishing].



Tip

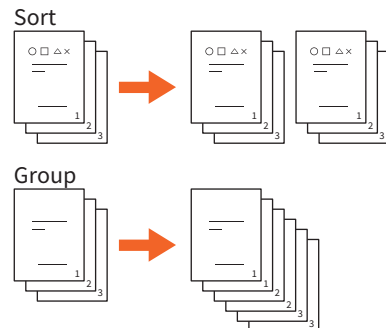
When using the Dual Scan Document Feeder, the sorting mode is automatically set.

2 **1** Press [Sort] and then **2** [OK].



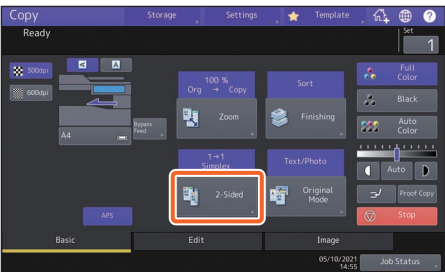
Tip

For example, when “Original 1”, “Original 2” and “Original 3” are copied in 2 sets, they can be made as follows.

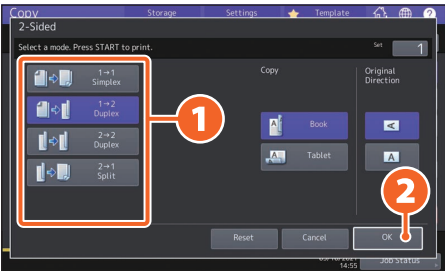


Setting duplex copy

1 Press [2-Sided].



2 **1** Select the duplex mode and then **2** press [OK]. Specify the [Copy] and [Original Direction] as necessary.



Tip

You can select from 4 types.
For example, the following settings can be made.

1-sided original to 2-sided copy:

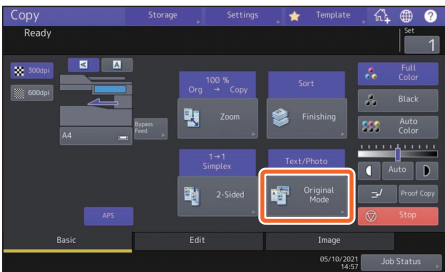


2-sided original to 2-sided copy:

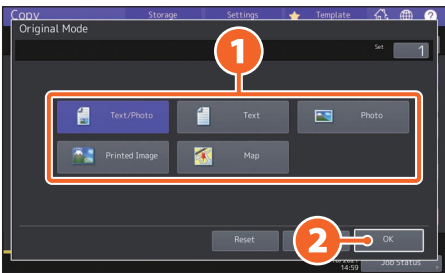


Setting original mode

1 Press [Original Mode].



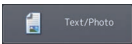
2 **1** Select the original mode and then **2** press [OK].



Tip

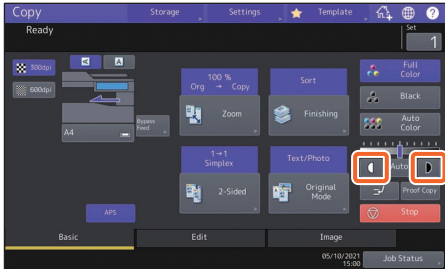
Available modes differ depending on the color mode. You can select from 5 types in full color mode.
For example, the following setting can be made.

Originals with text and photographs:



Density adjustment

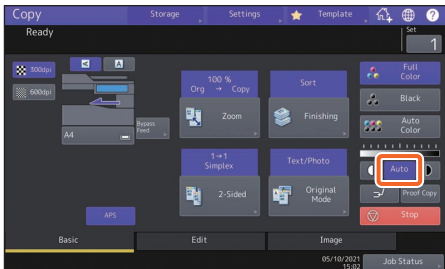
Press **◀** or **▶** to adjust the density manually.



Tip

To lighten, press **◀**, to darken, press **▶**.

Press **[Auto]** to adjust the density automatically.

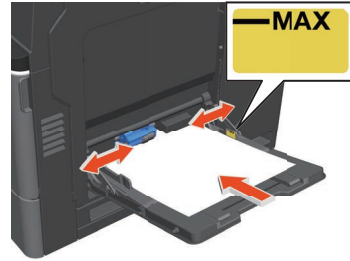


Tip

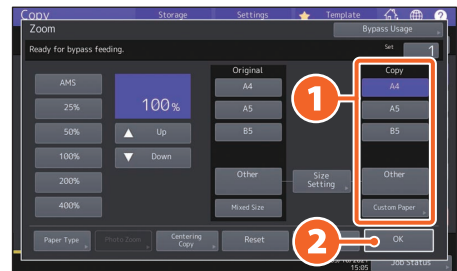
By default, density adjustment is set to **[Auto]** when the color mode is "Black".

Bypass copying

- 1 Place paper face down on the bypass tray, and then align the side guides to the paper length.



- 2 **1** Press the button corresponding to the size of paper set on the bypass tray, and then **2** **[OK]**.



Tip

Press **[Paper Type]** if the paper on the bypass tray is other than plain paper.

- 3 Press the **[START]** button. Bypass copying starts.

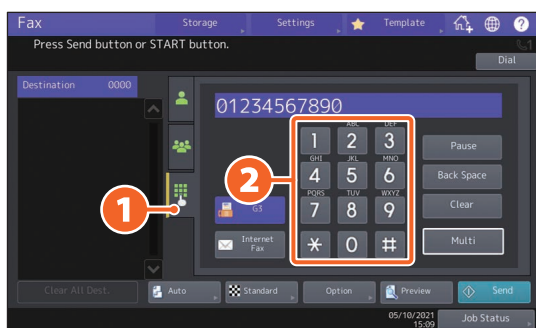
2

Fax Operations

This section explains procedures for sending a fax, such as specifying fax numbers in the address book or setting the transmission conditions.

Sending a fax

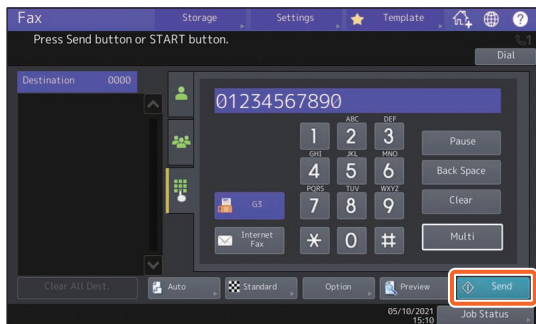
- 1** Press [Fax] on the home screen.
- 2** Place the original.
P.19 “Placing originals”
- 3**
 - 1** Press () on the touch panel and enter the recipient fax number with the
 - 2** numeric keys.



Tip

If you make a mistake when entering a fax number, press [Back Space] to delete one by one.
Press [Clear] to delete all the numbers you entered.

- 4** Press [Send].



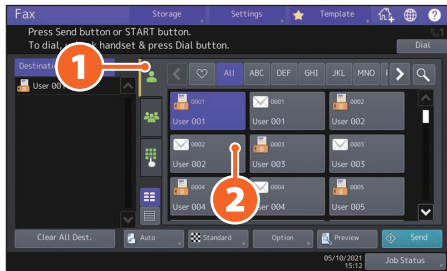
Tip

- When an original is set on the original glass, press [Job Finish] after all pages are scanned.
- You can also press the [START] button on the control panel to send a fax.

Specifying recipients in the address book

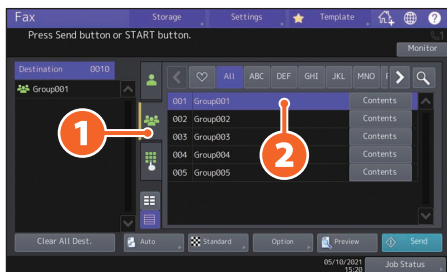
Specifying recipients one by one

1 Press () and then **2** select the recipient.



Specifying recipients in groups

1 Press () and then **2** select the recipient.

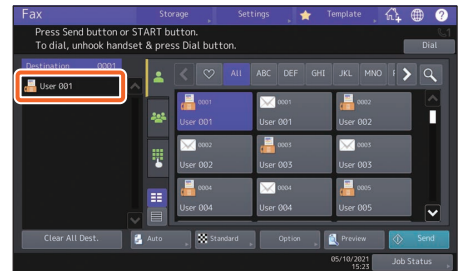


Tip

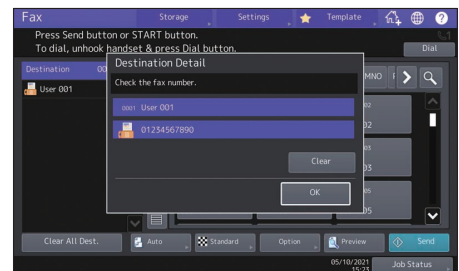
- You can specify up to 400 recipients (single and group).
- To cancel a selected recipient, press it again.

Confirming recipients

1 Select the recipient address you want to check from the address list.



2 Check the recipient address on the displayed screen.



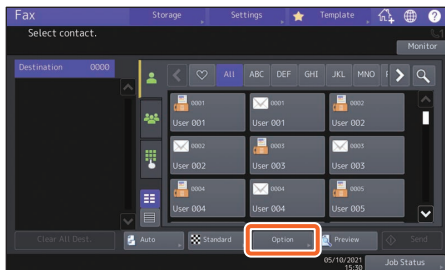
Tip

Press [Clear] to delete the recipient.

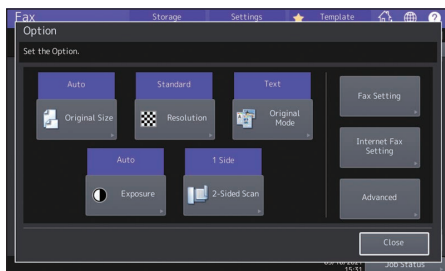
2

Setting the transmission conditions

- 1 Press [Option].



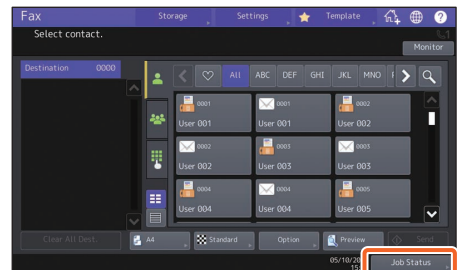
- 2 The transmission condition setting screen is displayed.



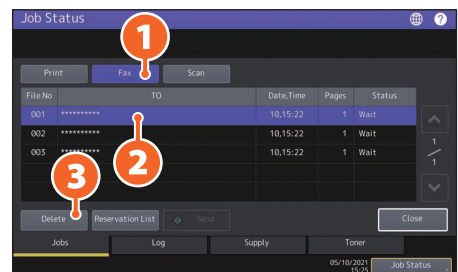
- 3 After each item is set, press [Close].

Canceling reserved transmissions

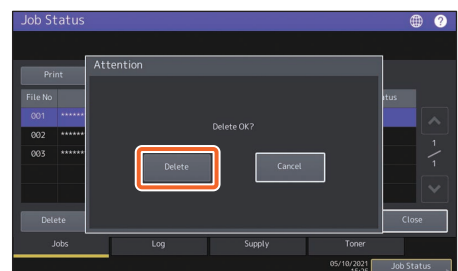
- 1 Press [Job Status].



- 2
 - 1 Press [Fax],
 - 2 select the reserved transmission you want to delete, and then
 - 3 press [Delete].

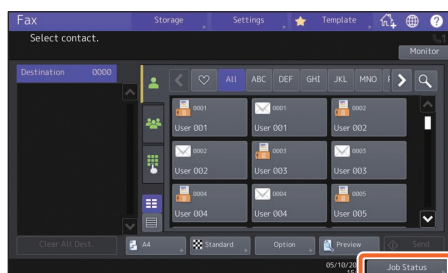


- 3 Press [Delete] on the confirmation screen.

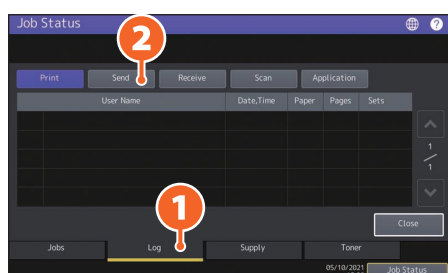


Checking communication status (log)

- 1 Press [Job Status].



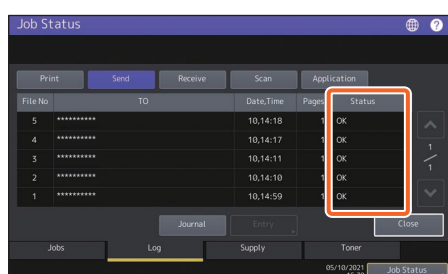
- 2
 - 1 Select the [Log] tab and then
 - 2 press [Send].



Tip

Press [Receive] to check the fax reception log.

- 3 If [OK] is indicated in the "Status", the transmission succeeded.

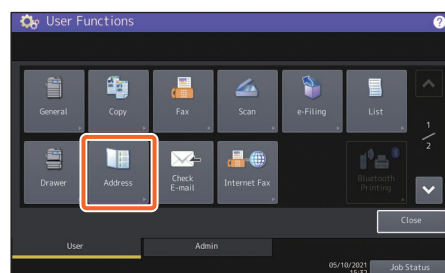


Tip

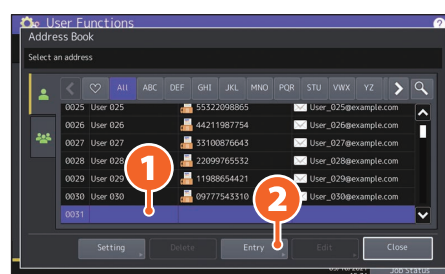
To register recipients in the address book from the send/receive log screen, select the record in the send or receive log, and then press [Entry].

Registering recipients

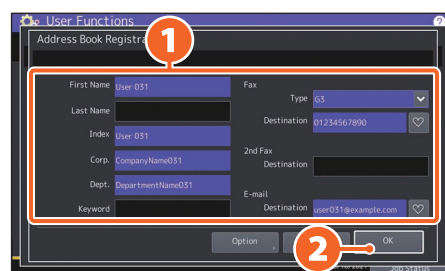
- 1 Press [User Functions-User-] on the home screen and then [Address].



- 2
 - 1 Press an open button to create a new recipient and then
 - 2 [Entry].



- 3
 - 1 Enter the address information, and then press
 - 2 [OK].



Tip

To register a group in the address book, see the following guide:

MFP Management Guide (PDF) : "Chapter 1: SETTING ITEMS (User)" - "Address"

Scanning Operations

This section explains procedures for the scanning function, such as how to store scanned data in a shared folder and store data in a Windows computer.

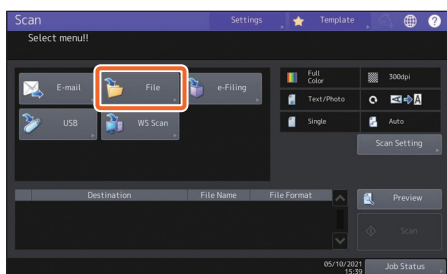
Storing the scanned data in a shared folder

1 Press [Scan] on the home screen.

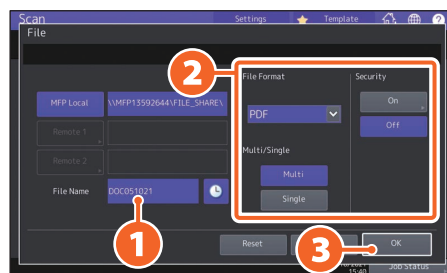
2 Place the original.
 P.19 “Placing originals”

3 Make the scan settings.

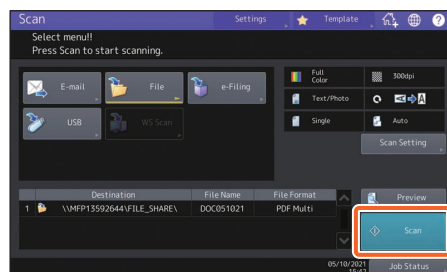
4 Press [File].



5 **1** Set [File Name], **2** File Format, etc. and then **3** press [OK].



6 Press [Scan].



Tip

When an original is set on the original glass, press [Job Finish] after all pages are scanned.

Storing scanned data of a shared folder in a Windows computer

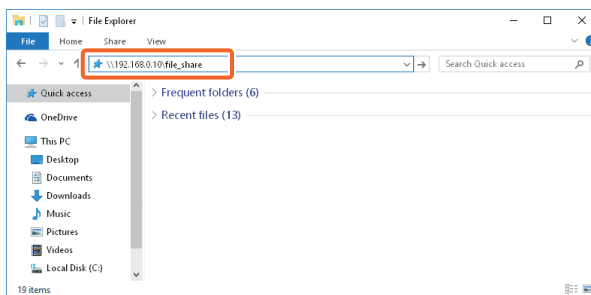
1 Start Windows Explorer.

- 2 Enter the name of the shared folder in which the IP address of the equipment and the scanned data are stored in the address bar using the following format, and then press the [Enter] button.

Format: \\[IP address of the equipment] \file_share

e.g.) When the IP address of the equipment is 192.168.0.10, enter

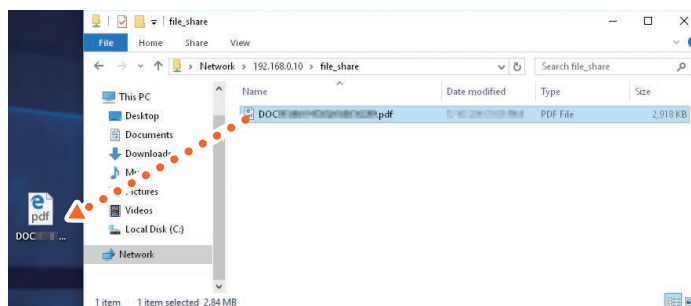
\\192.168.0.10\file_share in the address bar of Windows Explorer.



Tip

- For the IP address of the equipment, ask your network administrator.
- It is useful to make a shortcut of the “file_share” folder, as this allows you to skip step 2.

3 Store the scanned data in a Windows computer.



Note

Scanned data stored in the shared folder is automatically deleted in 30 days by default. Store it in a Windows computer before that.

e-Filing Operations

This function allows you to store documents in the internal storage device of the equipment and then print as required.

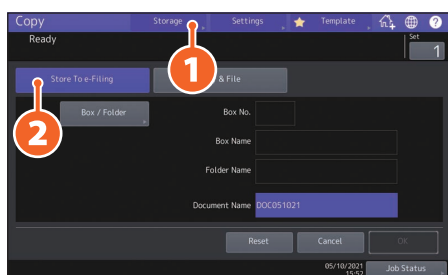
Storing documents

Originals are stored as e-Filing documents.

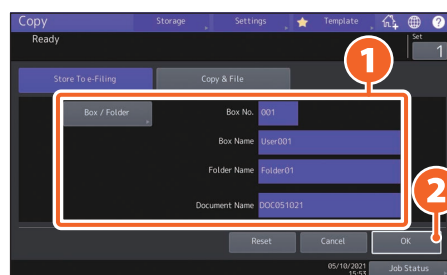
1 Press [Copy] on the home screen.

2 Place the original.
P.19 “Placing originals”

3 **1** Press [Storage] and then **2** [Store To e-Filing].



4 **1** Specify the box to be stored and the document name, and then **2** press [OK].



Tip

When “Print this document?” appears, press [Yes] if you want to print and store.

5 Press the [START] button to store the documents.

Tip

You can store documents by copying them, scanning them, or using the printer driver. For details, see the following guides:

Scanning Guide (PDF) : “Chapter 2: SCANNING (BASIC OPERATION)” - “Saving Data in e-Filing Boxes”

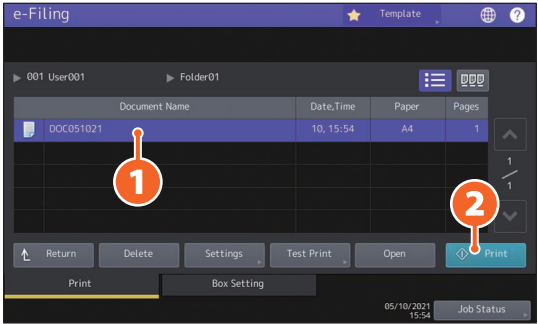
Printing Guide (PDF) : “Chapter 2: PRINTING FROM WINDOWS APPLICATIONS” - “Outputting a Job Saved to the Equipment”

Printing Documents

The following explains how to print documents stored in e-Filing.

- 1 Press [e-Filing] on the home screen.
- 2 Select the box that contains the document you want to print.
- 3

1 Select the document you want to print, and then 2 press [Print].



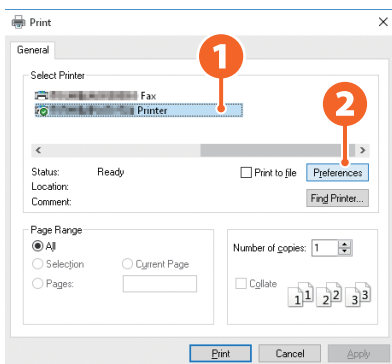
Tip

-  You can preview selected documents as thumbnails.
-  You can delete selected documents from e-Filing.
-  This allows you to make print settings, such as selecting the duplex printing mode or adding page numbers.
-  You can print specific pages for confirmation.

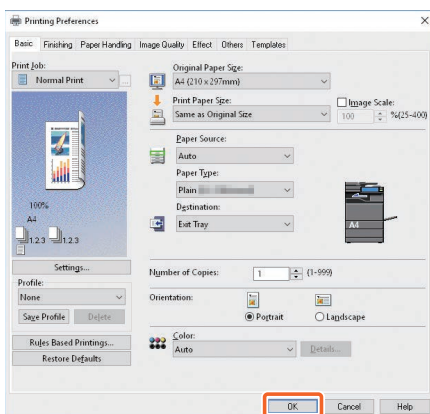
Printing Operations

The following explains basic operations of the printing function. This is for printing from a Windows computer with a Universal Printer 2 driver which needs to be installed in advance.

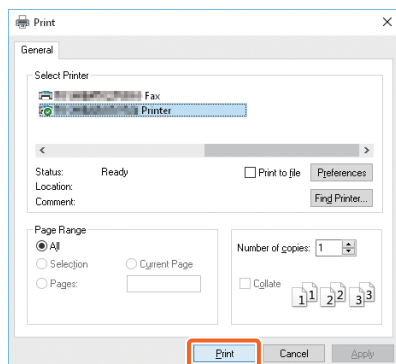
- 1 Select [Print] in the [File] menu of the application.
- 2
 - 1 Select the printer driver of the equipment, and then
 - 2 click [Preferences] ([Properties]).



- 3 Set the print options, and click [OK].



- 4 Click [Print] ([OK]).



Tip

To install the printer driver in a Windows computer, see the following guide:

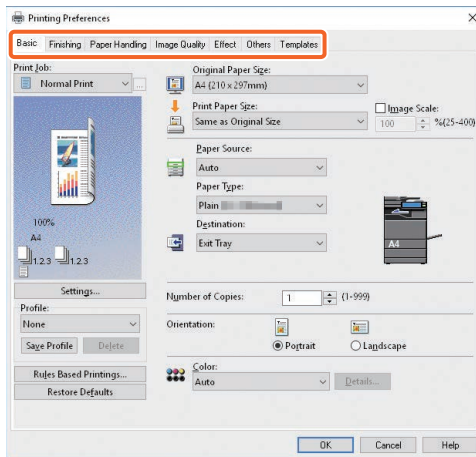
📖 P.20 “Installing Client Software”

📖 **Software Installation Guide (PDF)** : “Chapter 3: INSTALLING PRINTER DRIVERS FOR WINDOWS”

To install the printer driver in a Mac computer, see the following guide:

📖 **Software Installation Guide (PDF)** : “Chapter 4: INSTALLING PRINTER DRIVERS FOR MAC OS”

Setting Universal Printer 2 driver



To specify paper size or number of copy sets

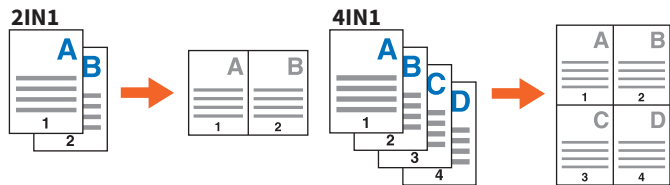
Click the [Basic] tab.

To specify 2-sided printing or N-up printing

Click the [Finishing] tab.

Tip

Select "Number of pages per Sheet" to print several pages on one sheet. Pages are reduced to fit the selected paper size and printed.



To specify Front cover printing

Click the [Paper Handling] tab.

To adjust Image quality

Click the [Image Quality] tab.

To print with character strings or graphics on the background of the paper

Click the [Effect] tab.

To skip blank pages

Click the [Others] tab.

To print with templates

Click the [Templates] tab.

Printing documents using the bypass tray

The following explains how to print documents from a computer using the bypass tray.

- 1** Select [Print] in the [File] menu of the application.
- 2** Select the printer driver of the equipment, and then click [Preferences] ([Properties]).
- 3** Select the [Basic] tab menu in the printer driver.
- 4** Select the document size in [Original Paper Size].
- 5** Select the paper size in [Print Paper Size].
If you do not want to enable enlarged or reduced printing, select [Same as Original Size].
- 6** Select [Bypass Tray] in [Paper Source].
- 7** Select the paper type to be fed from the bypass tray in [Paper Type].
 - When printing documents is attempted with thick paper and so on (other than plain paper), click [Paper Type] to specify the paper type.
 - For more information about the paper types, refer to the **Specification Guide**.
- 8** Set other printing functions as needed, and then click [OK].
- 9** Click [Print] ([OK]) of the application.
- 10** Place paper face down on the bypass tray of the equipment.
 P.31 “Bypass copying”
- 11** Press Job Status button on the home screen.
- 12** When “Select the drawer or bypass tray.” is displayed on the touch panel, press [Bypass Feed].
- 13** Press the [START] button on the control panel.

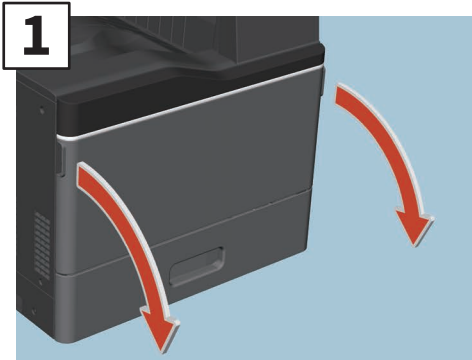
Chapter 3

MAINTENANCE

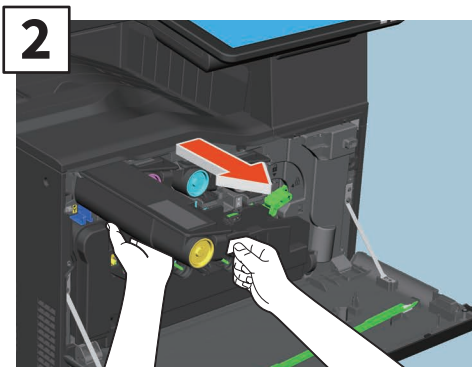
Replacing Toner Cartridge	44
Replacing Waste Toner Box.....	46
Replacing Staple Cartridge.....	48
Regular Cleaning.....	49

Replacing Toner Cartridge

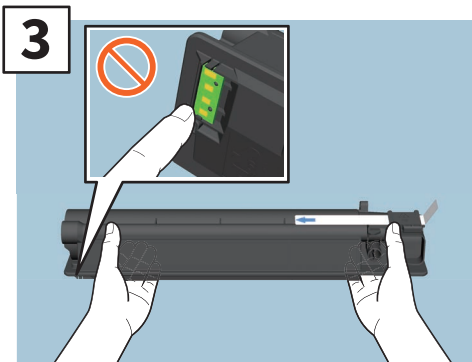
If a message is displayed informing you that the toner cartridge needs replacing, follow the procedures below.



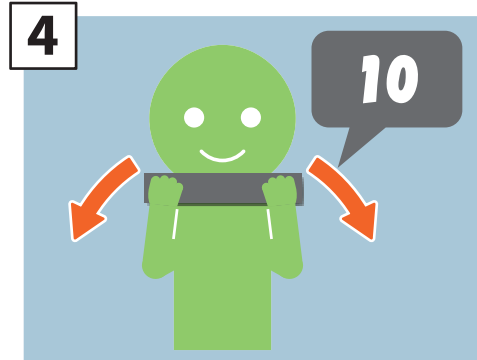
Open the front cover.



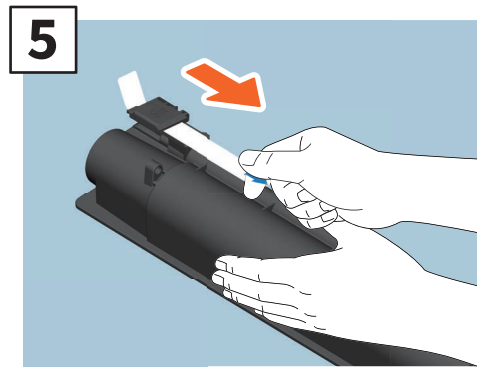
Remove the color toner cartridge.



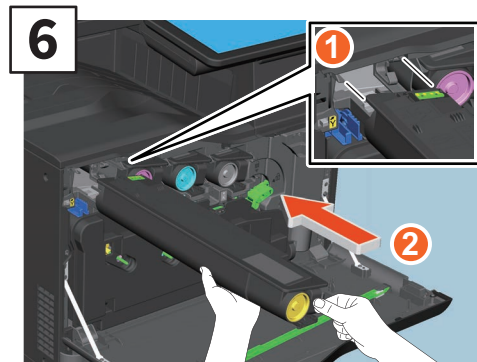
Hold the new toner cartridge with its seal side up.



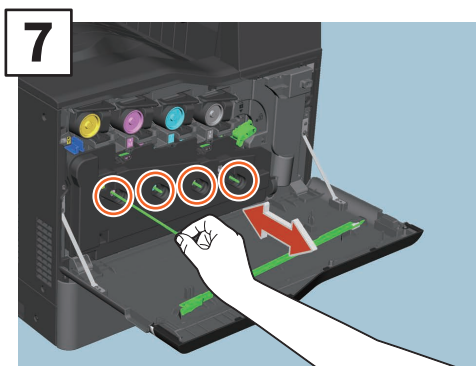
Shake the new toner cartridge strongly with its seal side up.



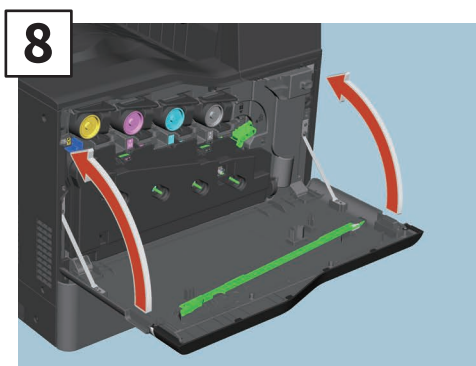
Pull off the seal.



Align the new toner cartridge to the guide. Insert it up to the black line.



Pull out the cleaner until it stops and then return it. Repeat this 3 times for each of the 4 colors.



Close the front cover.



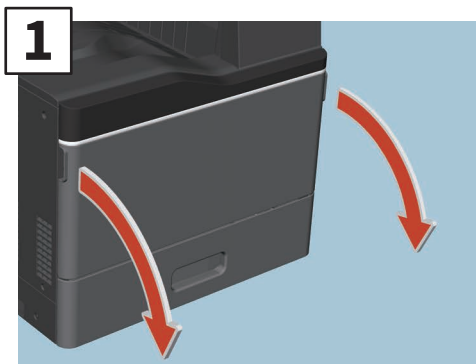
WARNING

Never attempt to incinerate toner cartridges.

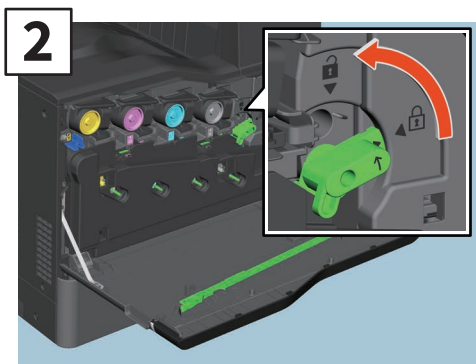
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

Replacing Waste Toner Box

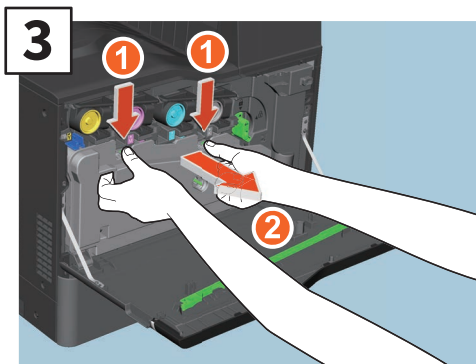
If a message is displayed on the touch panel informing you that the waste toner box needs replacing, follow the procedures below.



Open the front cover.



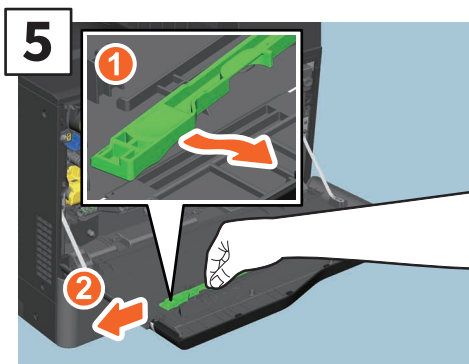
Turn the green lever to the unlock position.



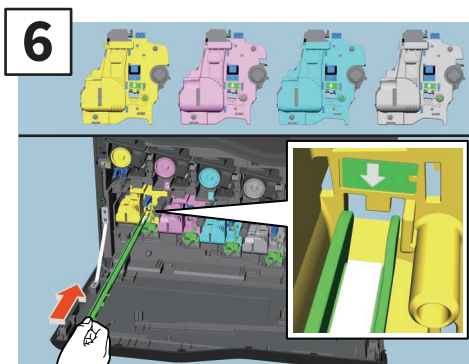
Take out the waste toner box straight toward you pushing down the top latch. Put the used waste toner box in the plastic bag the new one was contained in and seal it with adhesive tape.



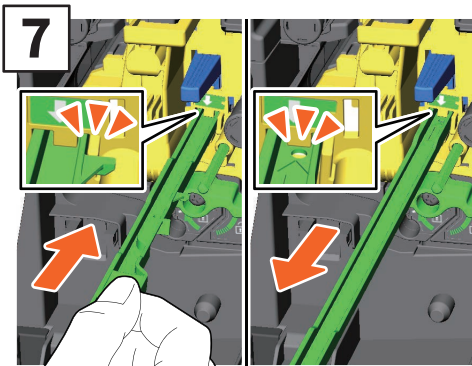
Turn the 4 green levers to the lock position.



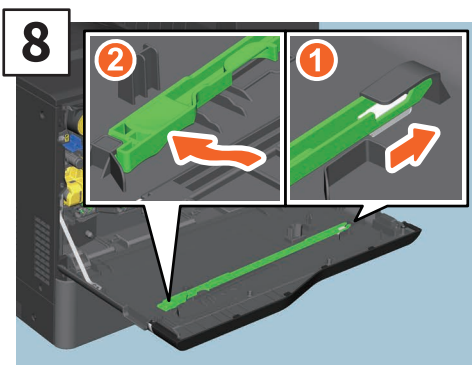
Take out the green cleaner inside the cover.



Insert the cleaner through the service hole of the developer under the arrow to the end.



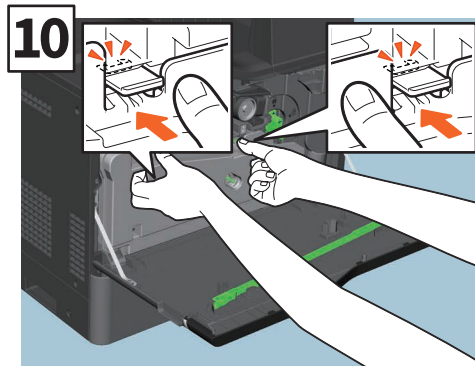
Pull the cleaner back out until the round hole appears. Repeat this 3 times for each of the 4 colors.



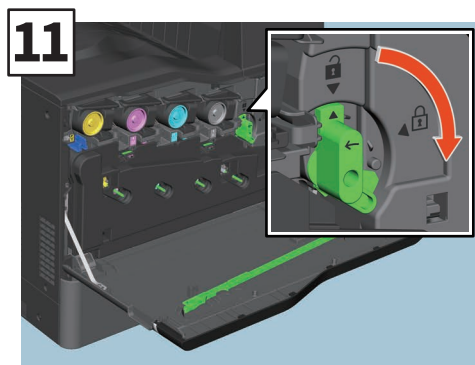
Attach the cleaner with its top on the right and its holding side on the left.



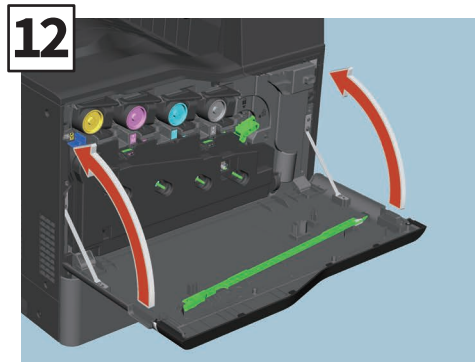
Turn the 4 green levers to the lock position.



Push the waste toner box securely until the upper latches click taking care not to tilt it.



Turn the green lever to the lock position.



Close the front cover.

WARNING

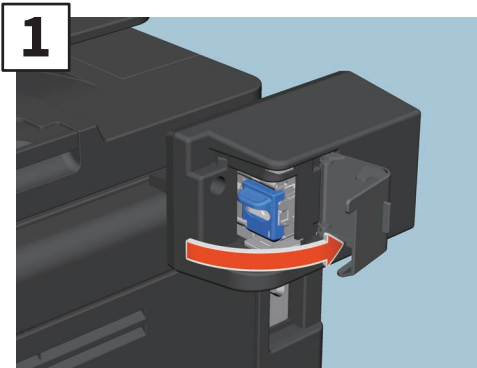
Never attempt to incinerate waste toner boxes.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

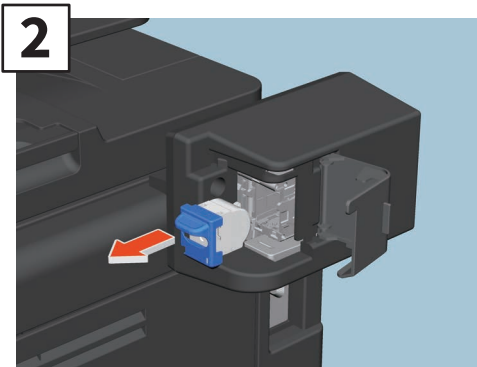
Replacing Staple Cartridge

If a message is displayed informing you that the staple cartridge needs replacing, follow the procedures below.

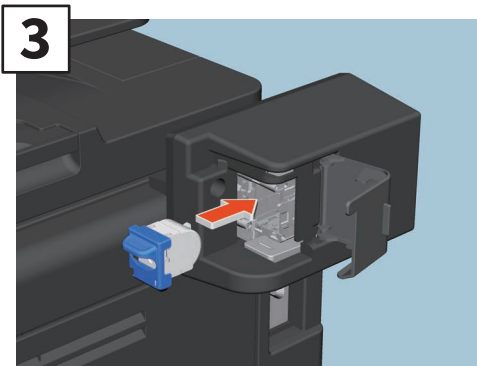
Stapler Unit of Offline Stapler



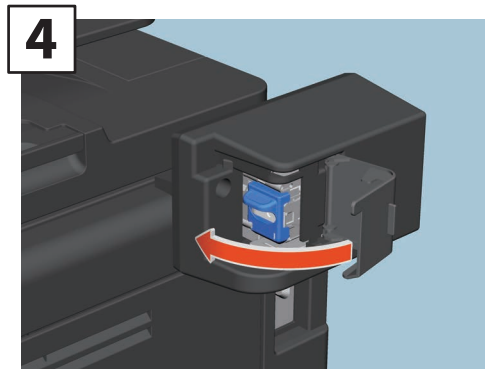
Open the cover of the Offline Stapler.



Remove the empty staple cartridge.



Fit a new staple cartridge.



Close the cover of the Offline Stapler.

Regular Cleaning

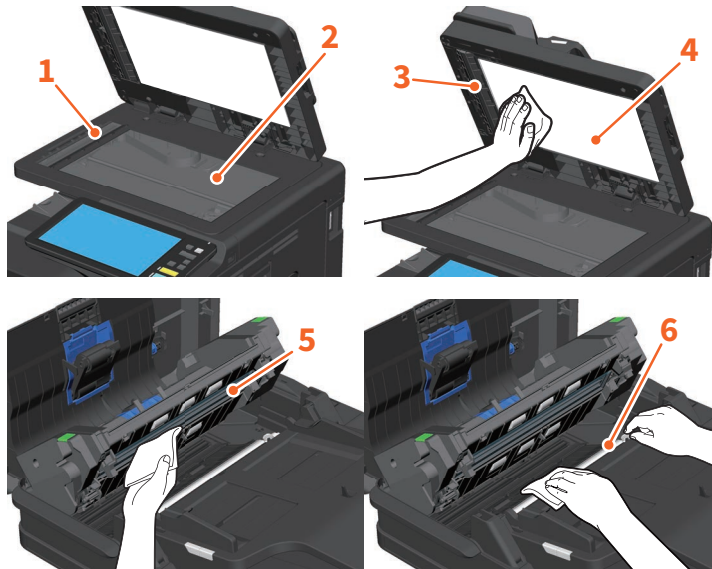
Poor quality printing such as uneven and soiled images can be improved by simple cleaning. This section describes the cleaning methods.

Cleaning for the scanning area, original glass, guides, and platen sheet

We recommend cleaning the following items weekly, so that the originals can be scanned cleanly. Be careful not to scratch the parts.

Note

- Be careful not to scratch the parts.
- When cleaning the surface of the equipment, do not use such organic solvents such as thinner or benzene.
 - This could warp the shape of the surface or leave it discolored.
- When using a chemical cleaning pad, follow the instructions provided with the pad.



- 1. Scanning area (surface of the long rectangular glass) / 2. Original glass / 3. Lower Guide / 4. Platen sheet / 5. Scanning area of Dual Scan Document Feeder (surface of the long rectangular glass)**

Wipe it with a soft dry cloth. If there are still stains remaining, wipe with a piece of soft cloth which has been moistened with water and then squeezed well.

Do not use liquids other than water (such as alcohol, organic solvents or neutral detergent).

6. Upper Guide

Turn the guide section toward you. Clean the surface as follows depending on the extent of the staining.

- Clean it with a soft cloth.
- Clean it with a soft cloth lightly moistened with water.
- Clean it with a soft cloth lightly moistened with alcohol, and then wipe with a dry cloth.
- Clean it with a soft cloth lightly moistened with watered-down neutral detergent, wipe with a cloth moistened with water, and then wipe with a dry cloth.

Cleaning for the front cover

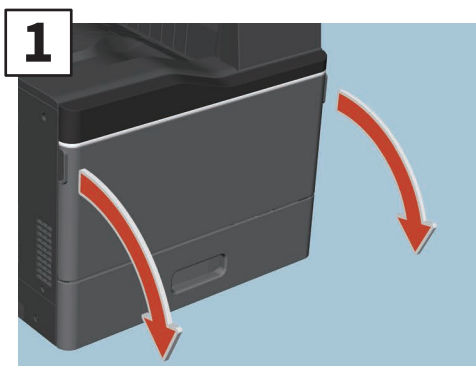
When the front cover has got dirty, lightly wipe it clean with a soft cloth.

Note

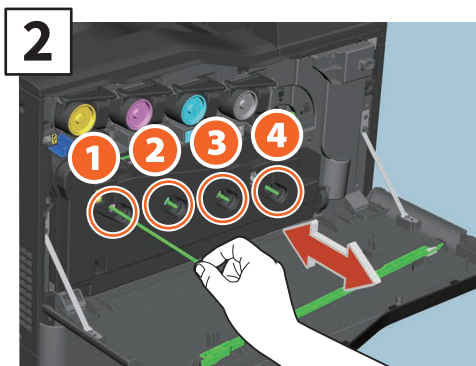
- Be careful not to scratch the parts to be cleaned.
- Do not use a hard cloth or dirty cloth or a tissue.

Cleaning the main chargers

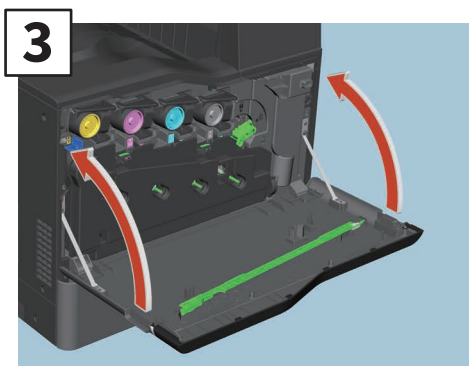
If the inside of the main chargers are dirty, the dirt will be transferred to the copied image. Clean them following the procedure below.



Open the front cover.



Pull out the cleaner until the mark appears, and then return it. Repeat this 3 times for each color.



Close the front cover.

Note

Check that the cleaning knob is fully inserted after cleaning.

Chapter 4

TROUBLESHOOTING

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Troubleshooting

When problems such as paper misfeeds occur, see the following explanations or the guides (PDFs) on P.53 “About the Troubleshooting Guides”.

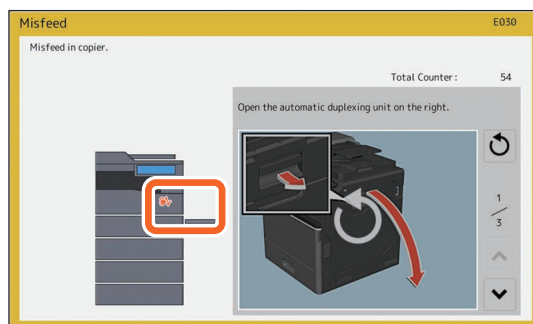
Symbols and messages appear on the touch panel

Symbols for paper misfeeds or messages etc. occasionally appear on the touch panel. For details of the paper misfeed symbols, see the following guide:

Hardware Troubleshooting Guide (PDF) : “Chapter 1: TROUBLESHOOTING FOR THE HARDWARE” - “Clearing a Paper Misfeed”

For details of the messages on the touch panel, see the following guide:

Hardware Troubleshooting Guide(PDF) : “Chapter 1: TROUBLESHOOTING FOR THE HARDWARE” - “Messages Displayed on the Touch Panel”



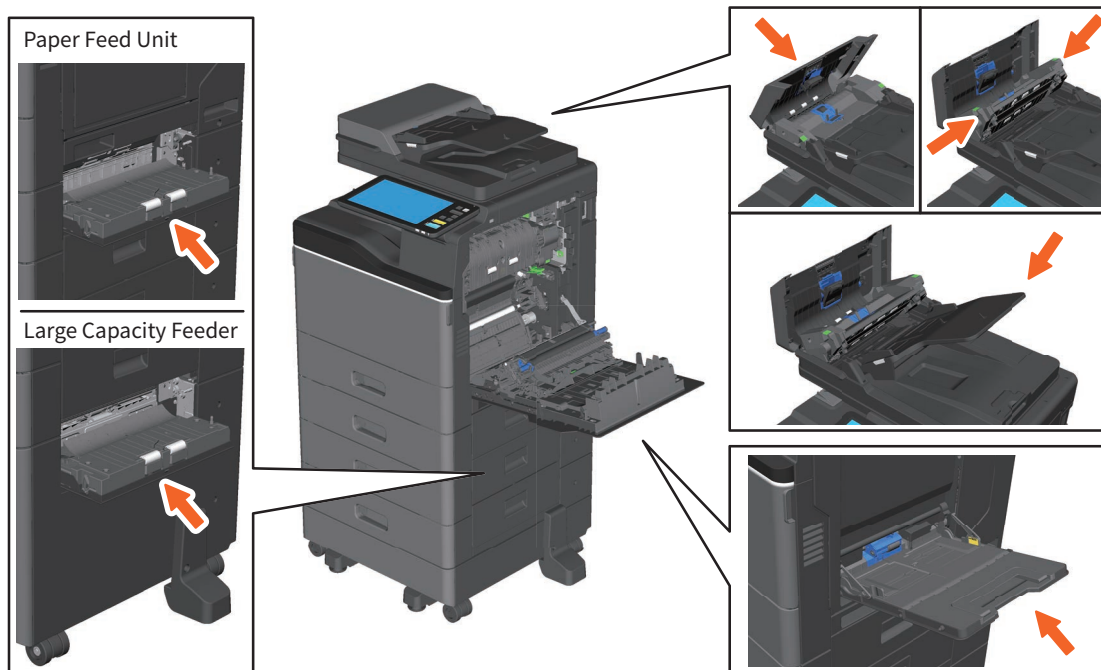
When paper misfeeds occur

When paper misfeeds occur, follow the instructions on the touch panel or see the following guide:

Hardware Troubleshooting Guide (PDF) : “Chapter 1: TROUBLESHOOTING FOR THE HARDWARE” - “Clearing a Paper Misfeed”

Covers of the equipment and the options

The covers of the equipment and the options to be opened when paper misfeeds occur are indicated by the arrows in the following illustrations.



About the Troubleshooting Guides

The **Hardware Troubleshooting Guide** and the **Software Troubleshooting Guide** (PDFs) describe the causes and solutions for problems that may occur.

References to the Hardware Troubleshooting Guide

Chapter	Title	Section
Chapter 1	TROUBLESHOOTING FOR THE HARDWARE	When This Screen Is Displayed
		Messages Displayed on the Touch Panel
		Clearing a Paper Misfeed
		Clearing a Staple Jam
		Replacing a Toner Cartridge
		Replacing the Waste Toner Box
		Refilling With Staples
		Cleaning the Inside of the Equipment
		When Printed Sheets Overflow from the Exit Tray
Chapter 2	WHEN SOMETHING IS WRONG WITH THE EQUIPMENT	When You Think Something Is Wrong With the Equipment
		Regular Maintenance

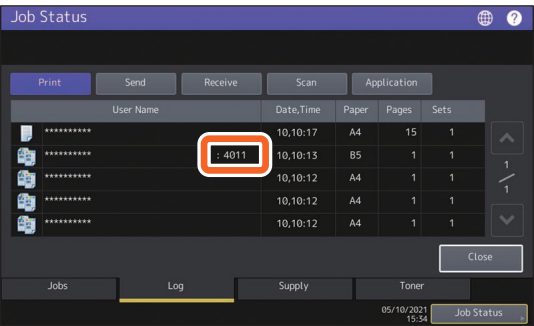
References to the Software Troubleshooting Guide

Chapter	Title	Section
Chapter 1	CONFIRMING JOB STATUS ON THE TOUCH PANEL	Confirming Job Statuses of Printing/Copying/Scanning/Faxing
Chapter 2	TROUBLESHOOTING FOR COPYING	Copying Problems
Chapter 3	TROUBLESHOOTING FOR PRINTING	Print Job Problems
		Printer Driver Problems
		Network Connection Problems
		Client Problems
		Hardware Problems
Chapter 4	TROUBLESHOOTING FOR SCANNING	Scanning Problems
Chapter 5	TROUBLESHOOTING FOR e-Filing	e-Filing Web Utility Problems
Chapter 6	TROUBLESHOOTING FOR NETWORK CONNECTIONS	Locating the Equipment in the Network
		LDAP Search and Authentication Problems
		Printing Problems (Network Related)
		Network Fax (N/W-Fax) Driver Problems
		Client Software Authentication Problems
		Wireless LAN Connection Problems
Chapter 7	TROUBLESHOOTING FOR FAXING	Faxing Problems
Chapter 8	CHECKING THE EQUIPMENT STATUS WITH TopAccess	Hardware Status Icons on TopAccess [Device] Tab
		Error Messages
		Error Codes
Chapter 9	WHEN SOMETHING IS WRONG WITH THE EQUIPMENT	When You Think Something Is Wrong With the Equipment

Error codes

Press Job Status button on the home screen and then the [Log] tab on the touch panel. The job history and error codes are displayed in the Log menu.

 **Software Troubleshooting Guide(PDF)** : “Chapter 8: CHECKING THE EQUIPMENT STATUS WITH TopAccess” - “Error Codes”



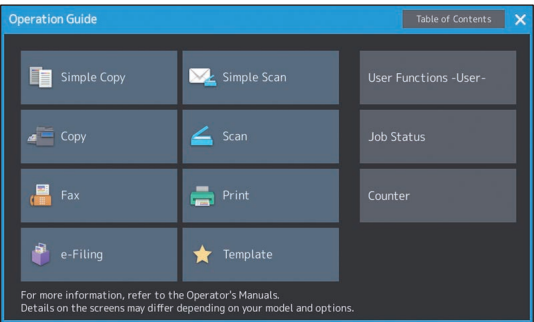
Job Status					
Print Send Receive Scan Application					
User Name	Date/Time	Paper	Pages	Sets	
*****	10,10:17	A4	15	1	↑
*****	10,10:13	B5	1	1	1
*****	10,10:12	A4	1	1	1
*****	10,10:12	A4	1	1	↓
*****	10,10:12	A4	1	1	

Close

Jobs Log Supply Toner 05/10/2021 15:34 Job Status

Using the Help

You can display the Help for this equipment by pressing  on screens that have  at the top right corner.



FAQs

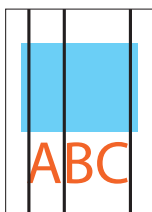
This section introduces FAQs from our customers. If you have a problem, read this section first.

Copying

Black streaks appear on the copied image.

If the scanning area is dirty, black streaks may appear on the copied image or faxes made with the Dual Scan Document Feeder.

Clean the scanning area. See the following page or the following guide:



📖 P.49 “Regular Cleaning”

📖 **Hardware Troubleshooting Guide (PDF)** : “Chapter 2: WHEN SOMETHING IS WRONG WITH THE EQUIPMENT” - “Regular Maintenance”

Faxing

Can I forward a received fax?

Yes. You can forward a received fax to another facsimile as it is, or as an Internet Fax job.

To forward a fax, you need to predetermine settings. See the following guide:

📖 **GD-1370 Fax Guide** : “Chapter 3: USING THE FAX UNIT (USEFUL FUNCTIONS)” - “Using the Mailbox Function”

You can also forward to a shared folder in this equipment, an e-Filing box, or an E-mail address other than a fax number or an internet fax number, from the TopAccess menu. See the following guide:

📖 **TopAccess Guide (PDF)** : “Chapter 5: [Registration] Tab Page” - “[Registration] How to Set and How to Operate” - “Managing mailboxes”

📖 **TopAccess Guide (PDF)** : “Chapter 8: [Administration] Tab Page” - “[Registration] ([Administration] tab) How to Set and How to Operate” - “Fax Received Forward and InternetFAX Received Forward settings”

How can I register or change a sender's name or fax number?

You can register or change a sender's name or fax number as follows.

User Functions-User- > Admin > Fax > Terminal ID

📖 **MFP Management Guide (PDF)** : “Chapter 2: SETTING ITEMS (Admin)” - “Fax” - “Registering the terminal ID”

How can I prevent mistakes in sending faxes?

To prevent mistakes, confirm that you set the correct recipient before you send a fax. See the following page:

📖 P.33 “Confirming recipients”

You can also prevent mistakes by following the steps below. For details, contact your service technician or representative.

- Disable the direct input of fax numbers and limit the destination setting to selections from the address book.
- Specify the destination twice and compare them. If they are the same, send the fax.

“0050” is displayed on the send log of fax.

“0050” is an error code to indicate that the recipient's line is busy. Reattempt the transmission later.

For the fax-related error codes, see the following page.

📖 **Software Troubleshooting Guide (PDF)** : “Chapter 8: CHECKING THE EQUIPMENT STATUS WITH TopAccess” - “Error codes on transmission and reception”

Can I send a fax from a computer?

Yes. You can send a fax or an Internet Fax from a computer in which the N/W-Fax Driver is installed. You do not need to print the original fax.

1. Select [Print] in the [File] menu of the application.
2. Select [TOSHIBA e-STUDIO Fax], and then click [Preferences] ([Properties]).
3. Specify the destination on the [Send] tab of the printer driver, and then click [OK].
4. Click [Print] ([OK]).

 **GD-1370 Fax Guide** : “Chapter 4: USING N/W-FAX DRIVER (NETWORK FAX)” - “Sending Network Faxes”

 **Software Installation Guide (PDF)** : “Chapter 2: RECOMMENDED INSTALLATION”

I cannot forward the scanned data to a folder on the network.

Check the following:

- Is the specified folder shared? Setting the shared folder may differ depending on the equipment or OS.
- Is the network path for the folder entered correctly?
- Is the login user name or password entered correctly?
- Is your antivirus software blocking writing to the network folder?

[Remote 1] (or [Remote 2]) cannot be selected in [Save as File].

Confirm the shared folder setting on the TopAccess menu.

1. Select as follows: [Administration] tab > [Setup] > [Save as file].
2. Confirm that [Use Network Folder Destination] is selected on [Destination].
3. Confirm that [Remote 1] (or [Remote 2]) of [Remote 1 and Remote 2 Settings] is selected.

 **TopAccess Guide (PDF)** : “Chapter 8: [Administration] Tab Page” - “[Setup] Item List” - “Save as File settings”

Scanning

How can I scan an image in the JPEG format?

Select [Full Color] or [Gray Scale] for color modes in the scan setting, and then select [JPEG] for the file format.

 **Scanning Guide (PDF)** : “Chapter 2: SCANNING (BASIC OPERATION)” - “Saving Data in the Shared Folder” or “Sending Data to an E-mail Address” or “Saving Data to a USB Storage Device”

Where is the scanned file stored?

If you have specified [File] as the storage directory, data is stored in a shared folder “file_share” in the internal storage device of this equipment. To download the data, see the following page:

 **P.37** “Storing scanned data of a shared folder in a Windows computer”

Printing

How can I delete a printing job?

1. Press the Job Status button at the upper right of the home screen or [Job Status] at the lower right on the screen of each function.
2. Press [Print] on the [Jobs] tab.
3. Select the job to be deleted from the print job list, and then press [Delete].
4. Press [Delete] to delete the job.

 **Software Troubleshooting Guide (PDF)** : “Chapter 1: CONFIRMING JOB STATUS ON THE TOUCH PANEL” - “Deleting jobs”

I have installed a printer driver but cannot print.

Confirm if the port setting of the printer driver is correct.

* Log into Windows using an account that allows installation, such as for administrators.

1. Select [Devices and Printers] in the [Start] menu.
2. Right-click [TOSHIBA Universal Printer 2], and then click [Printer properties].
3. Select the port of this equipment in the [Print to the following port(s)] list on the [Ports] tab of the printer driver. Click [Configure Port].
4. Confirm if the IP address of this equipment is set correctly in the [Printer Name or IP Address] box in [Configure Standard TCP/IP Port Monitor].
5. Confirm if [Raw] is selected in [Protocol] in [Configure Standard TCP/IP Port Monitor] and "9100" is entered in the [Port Number] box of [Raw Settings].

If the problem still occurs, see the following guide or contact your administrator:

 **Software Troubleshooting Guide (PDF)** : "Chapter 3: TROUBLESHOOTING FOR PRINTING" or "Chapter 6: TROUBLESHOOTING FOR NETWORK CONNECTIONS"

Can I print on non-standard size paper?

Yes. You can print by registering a custom paper size on the printer driver.

* Log into Windows using an account that enables installation, such as for administrators.

 **Printing Guide (PDF)**: "Chapter 2:PRINTING FROM WINDOWS APPLICATIONS" - "Setting the Paper and Reproduction Ratio" - "Using various types of paper"

Client software

"Devices are not discovered in your network." appears while installing the printer driver.

If this equipment is not discovered on the network while installing the printer driver, the following message appears. See the following guide:



 **Software Installation Guide (PDF)** : "Chapter 3: INSTALLING PRINTER DRIVERS FOR WINDOWS" - "Installing the Printer Drivers"

I cannot install the printer driver or other software.

Try the following and then reattempt the installation.

- Uninstall any existing printer drivers.
- Quit resident software such as antivirus software.
- Log into Windows using an account that enables installation, such as for administrators.

Can I register data in CSV file to the address book?

Yes. You can register them from the AddressBook Viewer or TopAccess. See the following guide:

 Help menu of AddressBook Viewer

 **TopAccess Guide (PDF)** : "Chapter 8: [Administration] Tab Page" - "[Maintenance] How to Set and How to Operate" - "Importing and exporting"

I cannot print from my computer.

Check the following:

- Is the power turned on?
- Is the power cable plugged in? If it is not, plug the power cable into an outlet.
- Is the network cable disconnected? If it is disconnected, connect it to the LAN port.
- Has toner or paper run out?
- Does the set number of pages exceed the maximum allowed for the specific department or user?

If the problem still occurs after checking the above, see the following guide or contact your administrator:

 **Software Troubleshooting Guide (PDF)** : “Chapter 3: TROUBLESHOOTING FOR PRINTING” or “Chapter 6: TROUBLESHOOTING FOR NETWORK CONNECTIONS”

How can I check the remaining amount of toner in a toner cartridge?

Follow the steps below:

1. Press Job Status button on the home screen.
2. Press the [Toner] tab.
3. When you have finished checking, press [Close].

When a message is displayed on the touch panel to inform you that the toner is low, prepare a new toner cartridge. The equipment can still print about 1000 pages after this message has appeared.

Replace the toner cartridge when a message is displayed on the touch panel.

 **Software Troubleshooting Guide (PDF)** : “Chapter 1: CONFIRMING JOB STATUS ON THE TOUCH PANEL” - “Confirming Job Statuses of Printing/Copying/Scanning/Faxing”

Other questions**How can I confirm or change the IP address of this equipment?**

Follow the steps below on the touch panel:

User Functions-User- > Admin > Network > IPv4

 **MFP Management Guide (PDF)** : “Chapter 2: SETTING ITEMS (Admin)” - “Network”

Some functions written in the Operator’s Manuals cannot be used.

This depends on the settings of this equipment or the access privilege given to the user, even though they are written in the Operator’s Manuals. For details, contact your administrator.

The equipment does not recognize the inserted USB media.

Confirm that the USB media is securely inserted to the USB port.

USB media for this equipment must meet the following conditions.

- Formatted in FAT16 or FAT32
- Only one partition
- * Some USB media may not be recognized even if it meets the conditions above. Try to use USB media of other manufacturers that meet the conditions above.

 **Scanning Guide (PDF)** : “Chapter 2: SCANNING (BASIC OPERATION)” - “Saving Data to a USB Storage Device”

 **Printing Guide (PDF)** : “Chapter 4: OTHER PRINTING METHODS” - “Printing files from USB media (USB Direct Printing)”

Chapter 5

INFORMATION ABOUT EQUIPMENT

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Items Included with this Equipment

The following items are included with the equipment. Check that you have them all. Contact your service technician or representative if any are missing or damaged.

Items included with this equipment	
Safety Information	Describes the necessary precautions for use. Read this booklet first.
Quick Start Guide (This guide)	Describes the preparations, basic and advanced usage, maintenance, and regular cleaning of the equipment.
Client Utilities/User Documentation DVD	Contains PDF files of the Operator's Manuals such as the Copying Guide. Contains client software such as the printer drivers and the utility software. For details, see the following page:  P.61 "Client Software"

Client Software

Outlines the client software of the equipment. You need to install software except for e-Filing Web utility and TopAccess before use.

Client software for printing functions

Universal Printer 2 driver	Installed during the Recommended Installation.  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 3: INSTALLING PRINTER DRIVERS FOR WINDOWS”  P.40 “Printing Operations”  Printing Guide (PDF) : “Chapter 2: PRINTING FROM WINDOWS APPLICATIONS”
Universal PS3 printer driver	Allows you to print documents in high quality mode with applications such as Adobe Systems Incorporated.  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 3: INSTALLING PRINTER DRIVERS FOR WINDOWS”  Printing Guide (PDF) : “Chapter 2: PRINTING FROM WINDOWS APPLICATIONS”
Universal XPS printer driver	Allows you to print documents from WPF applications.  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 3: INSTALLING PRINTER DRIVERS FOR WINDOWS”  Printing Guide (PDF) : “Chapter 2: PRINTING FROM WINDOWS APPLICATIONS”
PPD file for Mac	Allows you to print documents from Mac computers (Mac OS X 10.7.5 or later).  Software Installation Guide (PDF) : “Chapter 4: INSTALLING PRINTER DRIVERS FOR MAC OS”  Printing Guide (PDF) : “Chapter 3: PRINTING FROM MAC OS APPLICATIONS”
UNIX/Linux filter	Allows you to print documents from the UNIX/Linux workstation.  Software Installation Guide (PDF) : “Chapter 5: INSTALLING PRINTER DRIVERS FOR UNIX/Linux”  Printing Guide (PDF) : “Chapter 4: OTHER PRINTING METHODS” - “Printing From UNIX/Linux”
CUPS	Allows you to set up the CUPS print system from UNIX/Linux workstation.  Software Installation Guide (PDF) : “Chapter 5: INSTALLING PRINTER DRIVERS FOR UNIX/Linux”

Client software for scanning functions

Remote Scan driver	Allows you to scan documents remotely and obtain scanned data as an image in TWAIN applications on Windows computers.  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 6: INSTALLING SCAN DRIVER AND UTILITIES (Windows)”
WIA driver	Allows you to scan documents remotely and obtain scanned data as an image in WIA (Windows Imaging Acquisition) applications on Windows computers.  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 6: INSTALLING SCAN DRIVER AND UTILITIES (Windows)”  Scanning Guide (PDF) : “Chapter 4: SCANNING USING UTILITY TOOLS”

Client software for e-Filing functions

TWAIN driver	Allows you to obtain documents stored in e-Filing as an image in TWAIN applications on Windows computers.  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 6: INSTALLING SCAN DRIVER AND UTILITIES (Windows)”
File downloader	Allows you to obtain documents stored in e-Filing as an image on Windows computers.  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 6: INSTALLING SCAN DRIVER AND UTILITIES (Windows)”
e-Filing Web utility	Allows you to operate or make settings for e-Filing using a browser on Windows computers. Since this utility is already installed, enter the IP address of the equipment into a browser and start.  e-Filing Guide (PDF) : “Chapter 3: OPERATING WITH A CLIENT COMPUTER (e-Filing WEB UTILITY)”
e-Filing Backup/Restore Utility	Allows you to back up and restore the data stored in e-Filing on Windows computers.  Software Installation Guide (PDF) : “Chapter 8: INSTALLING e-Filing BACKUP/RESTORE UTILITIES (Windows)”

Client software for network management functions

TopAccess	Allows you to view device information, display logs, create templates and an address book, and manage the equipment using a browser. Since TopAccess is already installed, enter the IP address of the equipment into a browser and turn the power on.  TopAccess Guide (PDF) : “Chapter 1: Overview”
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Client software for network fax functions

N/W-Fax driver	Allows you to send faxes or Internet faxes from your computer. For details, see the following guides:  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 7: INSTALLING NETWORK FAX UTILITIES (Windows)”  GD-1370 Fax Guide : “Chapter 4: USING N/W-FAX DRIVER (NETWORK FAX)”
AddressBook Viewer	Allows you to manage the address book (such as fax numbers and E-mail addresses) and upload the address book from your computer to the equipment.  Software Installation Guide (PDF) : “Chapter 2: RECOMMENDED INSTALLATION” or “Chapter 7: INSTALLING NETWORK FAX UTILITIES (Windows)”

Advanced Applications

Various applications are available to enhance the functionality of your equipment. The availability of applications varies by region. For details, contact your service technician or representative.

Applications available for this equipment

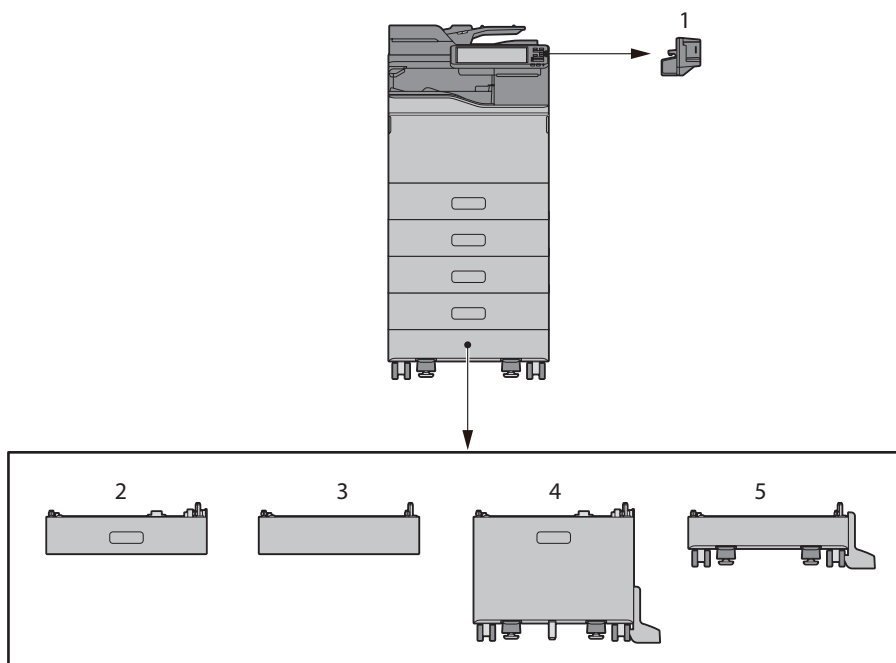
e-BRIDGE Plus for Google Drive	Through the use of Google Drive (the cloud service of Google), you can upload scan data from this equipment to Google Drive, and can download and print a file in Google Drive.
e-BRIDGE Plus for Dropbox	Through the use of Dropbox (the cloud service of Dropbox), you can upload scan data from this equipment to Dropbox, and can download and print a file in Dropbox.
e-BRIDGE Plus for OneDrive	Through the use of OneDrive (the cloud service of Microsoft), you can upload scan data from this equipment to OneDrive, and can download and print a file in OneDrive.
e-BRIDGE Plus for Box	Through the use of Box (the cloud service of Box), you can upload scan data from this equipment to Box, and can download and print a file in Box.
e-BRIDGE Plus for USB Storage / e-BRIDGE Plus Auto Launcher	You can store scan data in a USB media and can print a file in a USB media.
e-BRIDGE Plus for Google Cloud Print	You can perform printing by means of Google Cloud Print (the cloud service of Google).
e-BRIDGE Plus for Green Information	You can check to what degree the reduction in paper use has been achieved, something which would contribute to environmental conservation, by collecting, tallying and storing the counter information from the equipment.
e-BRIDGE Plus for Zone OCR	You can scan characters and barcodes within the specified zones on originals scanned by the MFP with the OCR function and can save them in the shared folders on the network together with the recognized results. In addition, you can automatically give file names and create storage folders by using recognized results. Recognized results can be checked and edited using the attached tool.
e-BRIDGE Plus for WebDAV	Through the use of the WebDAV protocol, you can upload scan data from this equipment to a WebDAV server and can download and print a file in a WebDAV server.
e-BRIDGE Plus for SharePoint Online	Through the use of SharePoint Online (the cloud service Office 365 of Microsoft), you can upload scan data from this equipment to SharePoint Online, and can download and print a file in SharePoint Online.
e-BRIDGE Plus for Exchange Online	Through the use of Exchange Online (the cloud service Office 365 of Microsoft), you can send an e-mail by attaching originals scanned from this equipment and save it together with messages as a draft.
e-BRIDGE Plus for OneDrive for Business	Through the use of OneDrive for Business (the cloud service Office 365 of Microsoft), you can upload scan data from this equipment to OneDrive for Business, and can download and print a file in OneDrive for Business.
e-BRIDGE Plus for G Suite Google Drive	Through the use of G Suite Google Drive (the cloud service of Google), you can upload scan data from this equipment to Google Drive, and can download and print a file in Google Drive.
e-BRIDGE Plus for Gmail	Through the use of Gmail (the cloud service of Google), you can send an e-mail by attaching originals scanned from this equipment and save it together with messages as a draft.

Applications available for use in an iOS/Android mobile device

e-BRIDGE Print and Capture	Through an iOS or Android terminal, you can perform printing or scanning in this equipment.
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Options

The following are sold separately, and upgrade the performance of the equipment. For details, contact your service technician or representative.



1. Offline Stapler (MJ-1047)

Uses the stapler.

2. Paper Feed Unit (MY-1050)

Adds one more drawer to the equipment.

Adds up to 3 drawers to the equipment.

3. Spacer (GR-1380)

Adjusts the height of the equipment.

4. Large Capacity Feeder (KD-1071)

Allows you to feed up to 2000 sheets (80 g/m² or 20 lb. Bond) of A4, LT, LG or 13" LG paper.

5. Caster (GR-1390)

Required when the Paper Feed Unit or Spacer is installed.

Other options available are as follows. Contact your service technician or representative for details.

Ten Key (GR-1340)

Installed on the control panel.

Desk (MH-4000)

A desk for the equipment.

Accessible Arm (KK-2560)

Allows a user in a wheelchair to close the Dual Scan Document Feeder.

 P.66 “Using the Accessible Arm”

FAX Unit (GD-1370)

Allows you to use the equipment as a Fax machine.

- Installed inside the equipment.

Wireless LAN/Bluetooth Module (GN-4030)

Allows you to print over wireless LAN and Bluetooth.

You can also use a Bluetooth keyboard.

- Installed inside the equipment.

Data Overwrite Enabler (GP-1070)

Erases data stored temporarily when copying or executing other operation.

IPsec Enabler (GP-1080)

Allows you to use the IPsec function.

Hardcopy Security Kit (GP-1190)

Allows Hardcopy Security Printing and you can track the security pattern information.

Meta Scan Enabler (GS-1010)

Allows you to use the Meta Scan function.

Unicode Font Enabler (GS-1007)

Allows you to print from the SAP environment using Unicode font.

OCR Enabler (GS-1080, GS-1085)

Allows you to use the OCR function.

Multi Station Print Enabler (GS-1090, GS-1095)

Allows you to use the Multi Station Print function.

FIPS Hard Disk Kit (GE-1230)

You can use hard disks that comply with the Federal Information Processing Standard (FIPS140) of the U.S.A.

Note

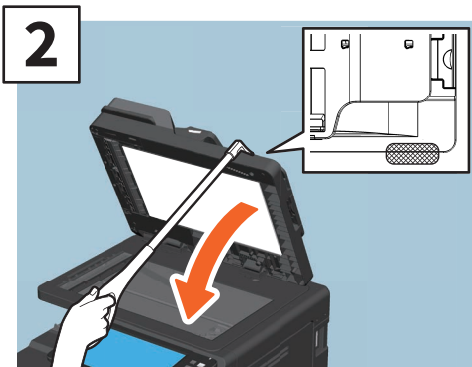
- Depending on the model, options may already be installed and available.
- Some options may not be available in some regions.

Using the Accessible Arm

A user in a wheelchair can close the Dual Scan Document Feeder using the Accessible Arm.



Hold the Accessible Arm.



Hook the Accessible Arm over the top of the Dual Scan Document Feeder.

Note

- Store it near the equipment. When it is stored by putting it on the equipment, choose somewhere where there is no interference with the paper supply, paper misfeeding release or toner replacement.
- Do not use this for any purposes other than closing the device.

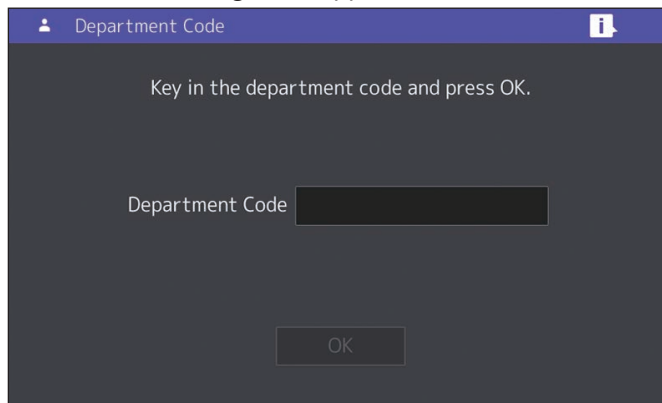
Logging in

When the equipment is controlled under department or user management, you can perform copying and other functions by following the procedure below to log in.

Department management

Restricts users or manage copy volumes allowed for an individual group or department in your company. When the equipment is controlled under the department code, turn the power on and enter the code.

When the power is turned on, the following menu appears.



Key in a department code (max. 63 digits) previously registered and press [OK]. The menu switches and the equipment is ready for use.

If the department code keyed in is incorrect, the menu does not change.

Tip

Automatic function clear:

- Returns all settings to default without the need to press the [FUNCTION CLEAR] button on the control panel. It works when a specified period of time has passed since the last paper eject or the last use of any button. When using department or user management, the display returns to the department code or user information input menu. When they are not being used, the display returns to the home screen.
- The period is set at 45 seconds by default at the time of installation. To change the setting, see the following guide:
[MFP Management Guide \(PDF\)](#) : “Chapter 2: SETTING ITEMS (Admin)” - “General”
- When connecting to equipment with department or user management enabled using client software, you may need to log in. For details, ask your administrator.

After the operation

To prevent unauthorized use of the equipment, return the display to the department code input menu by following either of the procedures below.

- Press the [ACCESS] button on the control panel.
- Press the [FUNCTION CLEAR] button on the control panel twice.

User management

Restricts users or manage available functions and past records for each user. When the equipment is managed under this function, turn the power on and enter the information required (e.g. user name, password). Follow the procedure below.

Note

If you enter an invalid password several times, you cannot log in for a certain period as this is regarded as an unauthorized access.

If a message is displayed to inform you that your account is locked, or the user name or password is incorrect, and logging in cannot be performed, contact your administrator.

Tip

- If a guest user is enabled in the user management function, [Guest] is displayed on the touch panel. Press [Guest] to log in as a guest user. For the types of functions available, contact your administrator.
- Enter your PIN on the touch panel (up to 32 digits) when prompted. For details, contact your administrator.
- Select the project when prompted. For details, contact your administrator.
- You can check information on the user's counter by pressing the user name displayed at the top of the home screen during login. When using an internal authentication function, you can change your password.

After the operation

To prevent unauthorized use of the equipment, log out following the procedure below.

1. Perform either of the operations below.
 - Press the [ACCESS] button on the control panel.
 - Press the [FUNCTION CLEAR] button on the control panel twice.
2. On the confirmation screen, select [Yes].

1

The menu for user authentication appears.

MFP local authentication

Windows Domain authentication, LDAP authentication

The domain name is displayed in [Domain].
For LDAP authentication, the LDAP server name is displayed in [LDAP] instead of [Domain].

Tip

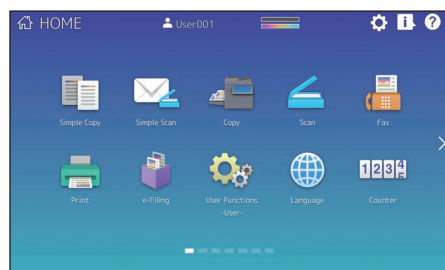
If the displayed domain name or LDAP server name is not yours, press ▼ to select yours.

2

Enter the user name (up to 128 letters) and password (up to 64 letters), and then press [OK].

3

The equipment is available for use.

**5**

MEMO

How to back up the data

The data shown below are stored in the internal storage device in the equipment.

- MFP Setting
- User Management (User, Group, Role, Quota, Department Code, Template, Address Book, Project Code)
- MailBox
- Home Setting
- Application (Including License)
- e-Filing
- Data in a shared folder

It is recommended to periodically back up the data by yourself by referring to the following manuals as security against possible contingencies just in case. These data can be backed up into a USB storage device or an external server connected via a network. The backed-up data can be restored by means of an operation from the control panel. If any points are unclear, or you need further information, contact your service technician or representative.

	Item name	Manual	Reference to
1	Setting the data backup function	TopAccess Guide	“Chapter 8: [Administration] Tab Page” - “[Maintenance] Item List” - “Data Backup”
2	Backing up or restoring the data from the control panel	MFP Management Guide	“Chapter 2: SETTING ITEMS (Admin)” - “Setting the data backup and restore”
3	Backing up the data in a shared folder	Quick Start Guide	“Chapter 2: BASIC OPERATIONS” - “Scanning Operations” - “Storing scanned data of a shared folder in a Windows computer” ^{*1}

^{*1} The data stored in the internal storage device other than the one installed in the equipment (a storage device specified by the user) are not included.

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MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS
Quick Start Guide

e-STUDIO330AC
e-STUDIO400AC

Toshiba Tec Corporation

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