

MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS

Hardware Troubleshooting Guide

 **e-STUDIO330AC**

 **e-STUDIO400AC**

Preface

Thank you for purchasing our product. This manual describes how to troubleshoot the problems that could occur while you are using the equipment. Keep this manual within easy reach, and use it to configure an environment that makes the best use of the functions.

This equipment provides the scanning/printing function as an option. However, this optional scanning/printing function is already installed in some models.

■ How to read this manual

□ Symbols in this manual

In this manual, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.

 **WARNING** Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, or 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.

Tip

Describes handy information that is useful to know when operating the equipment.



Pages describing items related to what you are currently doing. See these pages as required.

□ Target audience for this manual

This is a manual that is aimed at general users and administrators.

□ Model and series names in this manual

In this manual, each model name is replaced with the series name as shown below.

Model name	Series name
e-STUDIO330AC/400AC	e-STUDIO400AC Series

□ Options

For the available options, refer to the **Quick Start Guide** for this equipment.

□ Screens in this manual

- The details on the 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.
- The 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 from that of your equipment.

□ Abbreviations in this manual

In this manual, “Dual Scan Document Feeder” is referred to as “DSDF” or “ADF” (Automatic Document Feeder).

□ Trademarks

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

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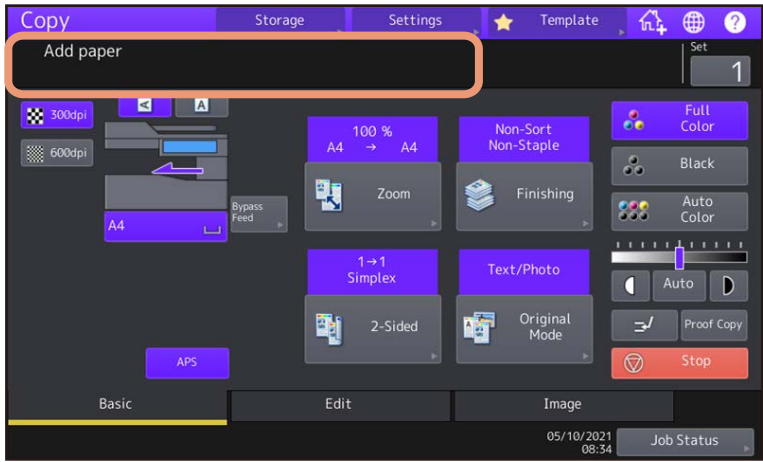
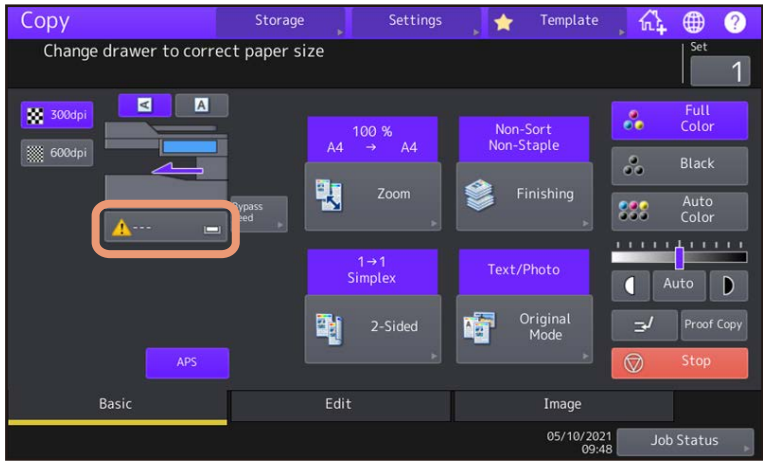
TROUBLESHOOTING FOR THE HARDWARE

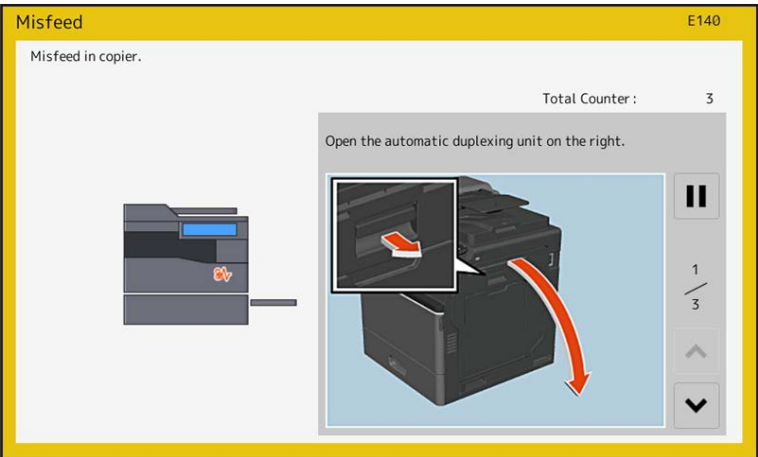
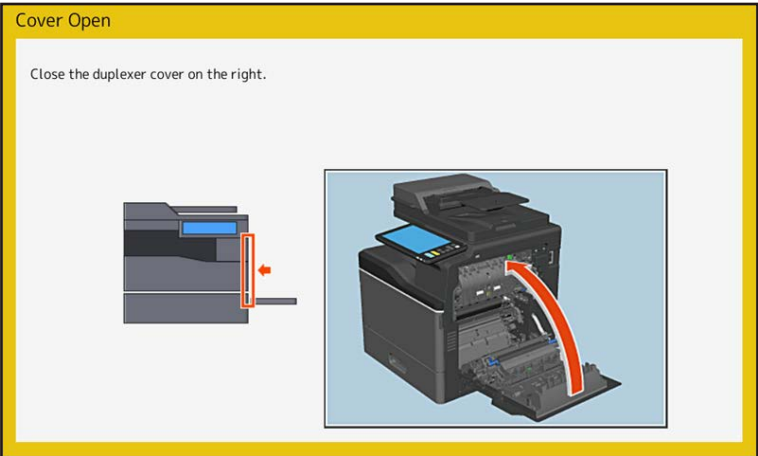
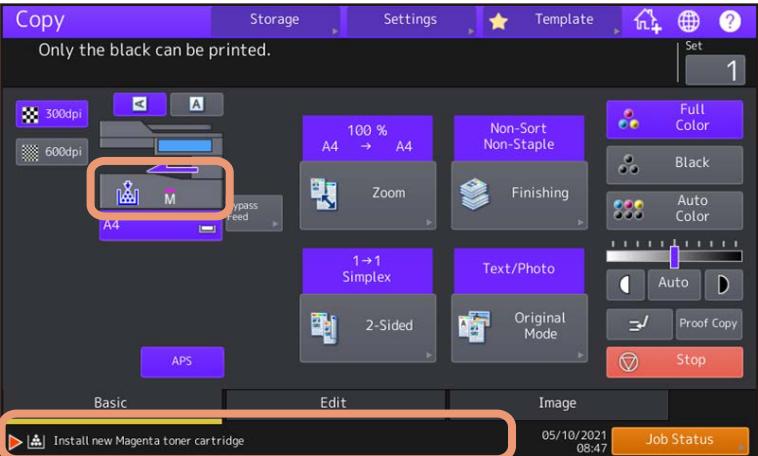
This chapter describes how to troubleshoot problems with paper, toner and other finishing processes.
This chapter also describes how to supply the paper, toner and staples.

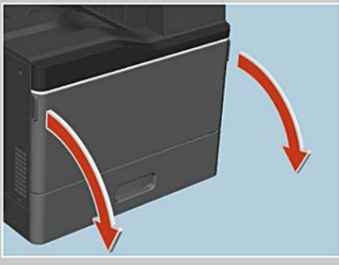
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When This Screen Is Displayed

Various screens are displayed on the touch panel depending on the state of the equipment. This section describes how to solve problems with screen examples.

Screen	Description / Remedy
 The screenshot shows the 'Copy' screen with various settings. A message 'Add paper' is displayed at the top left, highlighted with an orange box. The screen includes options for paper size (A4), zoom (100%), and other settings. The bottom status bar shows the date '05/10/2021' and time '08:34'.	A message appears on the upper part of the screen to notify users of a problem, etc. For the major examples, see the following pages. P.11 “Messages Displayed on the Touch Panel”
 The screenshot shows the 'Copy' screen with a message 'Change drawer to correct paper size' at the top. A warning icon (yellow triangle with an exclamation mark) is highlighted with an orange box. The screen includes options for paper size (A4), zoom (100%), and other settings. The bottom status bar shows the date '05/10/2021' and time '09:48'.	An incorrect paper size or “⚠ ---” indicates an unsuccessful paper size detection. In this case, check the following items. • Check if the paper with an unacceptable size is placed in the drawer. For details about the acceptable paper size, refer to the Specifications Guide. • Check if the paper with a non-standard size is placed in the drawer. Press [Custom] to set the paper size manually. • Check if there is too much space between the paper and the side and end guides of the drawer. Set the paper, the side guide and the end guide to the appropriate position again. • If a different paper size is displayed even though a standard size paper has been placed, set the paper size manually. To do so, the change of the setting by the administrator is required. For details, refer to the MFP Management Guide.

Screen	Description / Remedy
	The original or copy paper is misfed. Remove it following the guidance on the touch panel.  P.16 “Clearing a Paper Misfeed”
	A cover is open. Check which cover on the touch panel and then close it securely.
	Toner has run out. Replace the new toner cartridge.  P.34 “Replacing a Toner Cartridge”

Screen	Description / Remedy
Waste Toner Box Full Replace the waste toner box. Open the front cover of the equipment after scanning has stopped. Total Counter : 3  1 / 14	The waste toner box is full. Replace it following the guidance on the touch panel.  P.37 “Replacing the Waste Toner Box”
Call For Service F070 	The equipment requires adjusting by a service technician. Contact your service representative with the error code displayed on the right side of the touch panel. ⚠ WARNING _____ Never attempt to repair, disassemble or modify the equipment by yourself. You could cause a fire or get an electric shock. Always contact your service representative for maintenance or repair of the internal parts of the equipment.

Messages Displayed on the Touch Panel

A message appears on the upper part of the screen to notify users of a problem, etc. The major examples of problems and how to solve them are described in the table below.

Message	Problem Description	Corrective Action
Close *** cover.	The cover indicated by *** is open.	Check the cover on the touch panel and close it.
Misfeed in ***	Paper misfeed has occurred inside the equipment.	Remove the misfed paper following the guidance displayed on the touch panel. 📖 P.16 "Clearing a Paper Misfeed"
Install new *** toner cartridge	No toner is left. (For color models, "****" indicates the applicable color.) (The colors are shown abbreviated when two or more toners are running out: Y: yellow, M: magenta, C: cyan and K: black)	See the color indication on the touch panel and replace the toner cartridge. (For color models, about another 50 copies can be made after this message appears. The number varies depending on the conditions of copying.) 📖 P.34 "Replacing a Toner Cartridge"
*** Toner Not Recognized Check the toner cartridge	The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly. 📖 P.34 "Replacing a Toner Cartridge"
	The terminal of the toner cartridge is stained.	Wipe the terminal with a soft cloth.
	The recommended toner cartridge is not being used.	Use the recommended toner cartridge. 📖 P.34 "Replacing a Toner Cartridge"
Check paper size setting on control panel for drawer N. Check the direction or size of the paper.	Paper misfeed has occurred because of the mismatch between the paper size placed in drawer N and the size registered for the drawer N in the equipment.	Just removing the misfed paper does not prevent another paper from being misfed. Be sure to correctly register the paper size in the equipment. 📖 P.27 "Clearing paper misfeeds caused by a wrong paper size setting"
Wait (Performing Self-check)	The equipment is undergoing maintenance to keep its imaging quality.	Wait until the adjustment is completed and the message disappears.
Adjusting. Wait until printing resumed.	The equipment is going through an adjustment which is necessary to maintain the temperature and image quality.	This message may continue being displayed for approx. 2 minutes. Wait until the adjustment is completed and printing is resumed.
Time for cleaning. Open the front cover and follow the guidance.	The main charger, LED print head or slit glass needs cleaning.	Clean the main charger, LED print head and slit glass. 📖 P.42 "Cleaning the Inside of the Equipment"
Check the original and set it again	The original is misfed inside of the DSDF.	Remove the misfed original following the guidance on the touch panel. 📖 P.19 "DSDF"
	The direction or the size of the original placed on the DSDF is incorrect.	Check the direction and the size of the original and then replace it on the DSDF. Then reattempt the operation.
Change direction of original	The orientation of the original placed on the original glass is incorrect.	Change the orientation of the original by 90 degrees and place it on the original glass.

Message	Problem Description	Corrective Action
Cannot print this paper size Select the other drawer.	Printing was attempted but failed. The paper could not be output on the tray selected for the paper output because of a mismatch between the paper size and the tray.	Delete the failed print job, select the appropriate tray for the paper, and perform printing again. For the restrictions of the paper type and the receiving trays, refer to the Quick Start Guide .
Change from this mode Count over, cannot store anymore	The number of originals to be scanned has exceeded the limit specified with the department or user code during scanning.	Ask your administrator for details of setting the limit for the number of copies.
Ready(*** Toner Not Recognized) Check the toner cartridge	The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly.  P.34 "Replacing a Toner Cartridge"
	The terminal of the toner cartridge is stained.	Wipe the terminal with a soft cloth.
	The recommended toner cartridge is not being used.	Use the recommended toner cartridge.  P.34 "Replacing a Toner Cartridge"
Cannot copy Check Department Counter	The number of originals to be scanned has exceeded the limit specified with the department code during scanning.	Ask your administrator for details of setting the limit for the number of copies.
Add paper	No paper is left in a drawer or on the bypass tray.	Set paper in the drawer or on the bypass tray. The touch panel indicates which drawer (or the bypass tray) has no paper. To set paper, refer to the Copying Guide .
Call for Service	The equipment requires adjusting by a service technician.	Contact your service representative with the error code displayed on the right side of the touch panel.  WARNING _____ Never attempt to repair, disassemble or modify the equipment by yourself. You could cause a fire or get an electric shock. Always contact your service representative for maintenance or repair of the internal parts of the equipment.
Saving energy - press Energy Saver button.	The equipment has entered into the energy saving mode since it has not been used for a certain time.	Press [ENERGY SAVER] button to clear the energy saving mode.
Change Drawer to Correct Paper Size	No paper suitable for the original is set.	Place the suitable size paper for the original in the drawer.
	The size of the original is not detected correctly because the original is sent from the DSDF at a skew.	Replace the original while aligning the side guides of the DSDF to its width so that it will be placed straight.
Time for periodic maintenance	The equipment requires inspection and maintenance by a service technician.	Contact your service representative for maintenance.

Message	Problem Description	Corrective Action
Power Failure	A job was interrupted by a power failure or some other reason.	The print or fax job may be incomplete. Press [Job Status] to check whether any jobs are unfinished. To clear the messages, press the [FUNCTION CLEAR] button twice.
Erasing Data	The Data Overwrite Enabler is clearing the data.	This message is displayed if the Data Overwrite Enabler is installed. You can operate the equipment while the message is displayed.
Check paper size setting on control panel for Bypass. Check the direction or size of the paper.	Paper misfeed has occurred because of a mismatch between the paper size placed in the bypass tray and the size registered for the bypass tray in the equipment.	Register the paper size correctly. Just removing the misfed paper does not prevent another paper from being misfed.  P.27 "Clearing paper misfeeds caused by a wrong paper size setting"
Set the paper on the bypass tray again.	The paper placed on the bypass tray misfed.	Remove the misfed paper and set the paper again.
Check the direction or size of the paper on the bypass tray and press START	The direction or the size of the paper placed on the bypass tray is incorrect.	Check the direction and the size of the paper and then replace it on the bypass tray.
	The side guides of the bypass tray do not fit the paper length.	Align the side guides of the bypass tray to the paper length.
Reboot the machine	A system-related trouble has occurred.	Press the [POWER] button, and then [Restart] on the touch panel.
Toner near Empty (***)	Toner is running out. "****" indicates the color. (The colors are shown in abbreviations when two or more toners are running out: Y: yellow, M: magenta, C: cyan and K: black)	Some toner is still left in the toner cartridge while this message is displayed. You do not have to replace the toner cartridge yet. Check the color of the toner on the touch panel and prepare the toner cartridge. (About another 1000 copies can be made after this message appears. Depending on the conditions of copying, this message may not appear even when the toner cartridge is near empty.) Note • Replace the toner cartridge after the toner has completely run out. [Install new *** toner cartridge] is displayed at that time. • Black and white print is available while the other colors have run out. Neither color nor black and white print can be done when the black toner has run out. • Depending on the destination, this message may not be displayed on the screen.
Dispose of used toner	The waste toner box is full.	Replace the waste toner box following the guidance displayed on the touch panel.  P.37 "Replacing the Waste Toner Box"
Fax line1 is out of order.	The 1st line for the fax unit is not working.	Contact your service representative.
Fax line1 is not installed.	The 1st line for the fax unit is not installed.	Contact your service representative.

Message	Problem Description	Corrective Action
This original is copy protected	An attempt is made to copy a prohibited original.	This original cannot be copied.
DEPARTMENT Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the department has reached "0".	For details of setting the quota, ask your administrator.
Not enough Work Space to store originals Will you print out stored originals?	Internal memory available ran out while scanning.	To print out the data for the originals stored (scanned) until the message appeared, press [Yes] on the touch panel. To delete the stored data, press [No].
USER Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the user has reached "0".	For details of setting the quota, ask your administrator.
USER and DEPARTMENT Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the user and department has reached "0".	For details of setting the quota, ask your administrator.
The number of originals exceeds the limits. The scanned data will be deleted.	The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning. (The magazine sort or page number function is used.)	Reduce the number of originals to be scanned, and try again.
The number of originals exceeds the limits. Will you copy stored originals?	The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning.	To print out the data for the originals stored (scanned) until the message appeared, press [Yes] on the touch panel. To delete the stored data, press [No].
Cannot print due to resource shortage	Large amounts of jobs have remained.	Delete unnecessary jobs in progress or during interrupting. Then reattempt the operation.
HDD self test is processing	The status of the internal storage device is being checked.	The response of both the control panel operation and job execution may become slower during the display of this message.
Exchange of the HDD is required. Please contact service.	Due to the malfunction in the internal storage device, its replacement is required.	Contact your service representative.
Please make a backup of HDD data.	Although the internal storage device is being worked properly, periodical backup of the data in the internal storage device is recommended just in case.	Back up the data by means of [Data Backup/Restore] in the Admin menu of the User Functions menu. For details, refer to the MFP Management Guide .
Close large capacity feeder door	The drawer of the Large Capacity Feeder has been opened or the setting of the guide in the drawer does not match the paper size.	Check that the drawer of the Large Capacity Feeder has been closed firmly. Set 4 guides in the drawer so that they match the paper size. For details on how to set up the guide, refer to the Paper Preparation Guide .

Message	Problem Description	Corrective Action
LAN cable is not detected	The LAN cable connection is not detected.	Check the following items. • Check that the LAN cable is connected to the equipment. • Check that there is no damage on the connector of the LAN cable. • Check that the LAN cable is open circuited. • Check that the LAN cable is connected to the HUB. Check that there is no damage to the connector. • Check that the power is on for the HUB to which the LAN cable is connected. • Check that the settings of the communication speed and the Ethernet method for the equipment and the HUB are aligned.
Maintenance Required. Replace the Consumables. (***)	The time for replacing the consumables has come. (The part name to be replaced is indicated in “****”).	Press [Consumables Replacement] in the Admin menu of the User Functions menu. Replace the consumables by following the guidance displayed on the Consumables Replacement screen. For details about the Consumables Replacement screen, refer to the MFP Management Guide. For the details about the procedure, see the following. • Help video for parts replacement (The two-dimensional barcode to access Help video for parts replacement is displayed on the Consumables Replacement screen. Read it by a mobile device to view the procedure.) • Replacement instructions co-packed with the consumables
Time for consumables replacement. (***)		
Service in progress. Please do not turn off	The status of the equipment is being checked.	Do not turn the power off while this message is displayed since the status of the equipment is being checked and its result is being notified to the service system. After checking of the status has been completed, the equipment will be rebooted automatically if necessary. The equipment can be used normally after the message has disappeared or the equipment is rebooted. The status will be indicated by the 2-digit number after the message. This is not a malfunction.

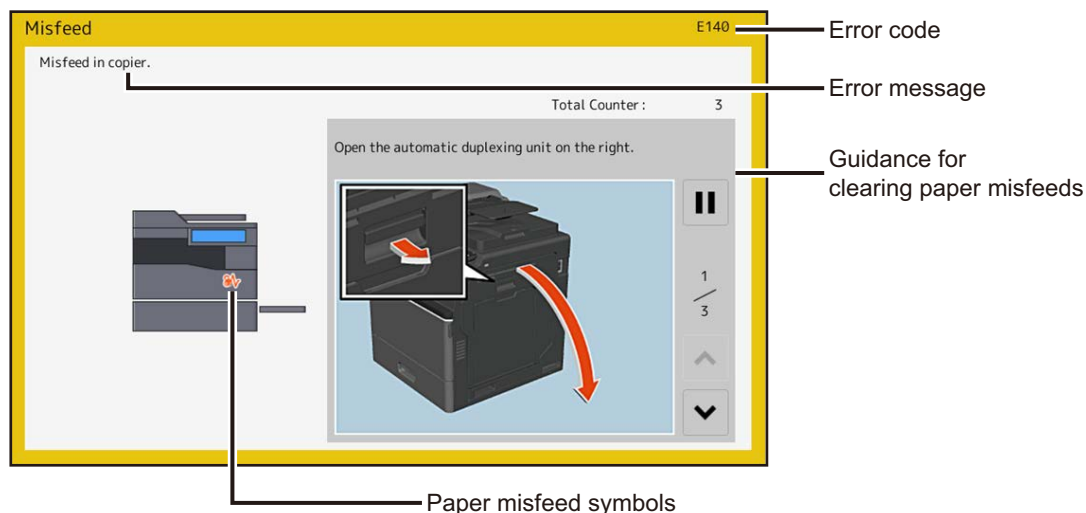
Error Codes

The error codes indicating the status of the equipment may appear on the touch panel. For details, please refer to the **Software Troubleshooting Guide**.

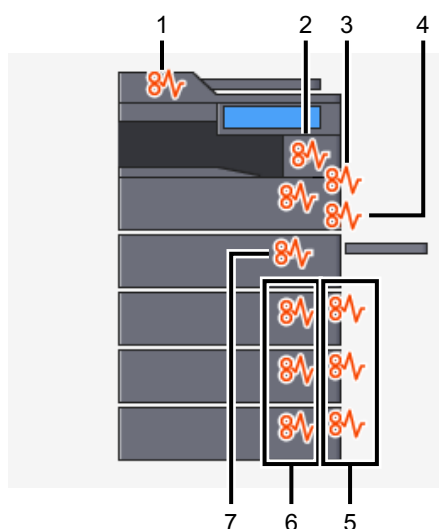
Clearing a Paper Misfeed

■ Locating a paper misfeed

The equipment stops copying when the original or copy paper is misfed. Paper misfeeds are notified on the touch panel as follows:



The paper misfeed symbol helps you locate the paper misfeed.



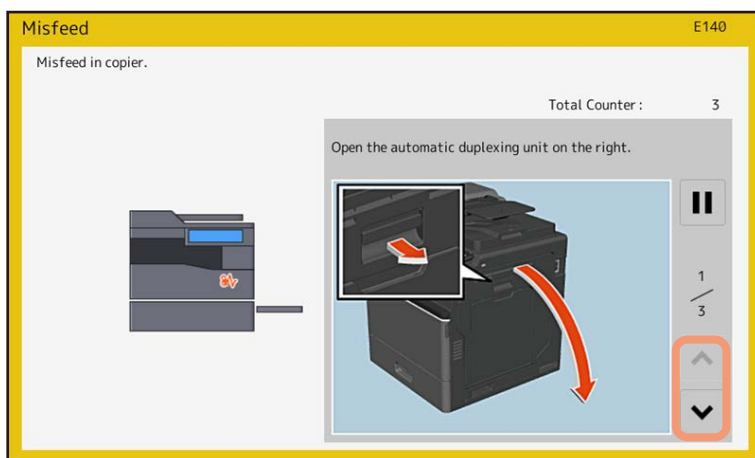
1. DSD (📖 P.19)
2. Fuser unit (📖 P.25)
3. Automatic duplexing unit (📖 P.24)
4. Bypass tray (📖 P.23)
5. Paper feed cover (📖 P.20)
6. Drawers (📖 P.22)
7. Paper transport path (📖 P.24)

The picture of the hardware device shown on the touch panel differs depending on the options installed.

■ Clearing a paper misfeed

1 Clear the paper misfeed.

Clear the paper misfeed following the guidance shown on the touch panel. Press  or  to scroll the pages.



2 After clearing the misfeed, close all the opened covers.

The equipment starts the warm-up. Follow the guidance on the touch panel.

❏ Tips on removing the misfed paper

Note the following points in removing the misfed paper.

Remove the misfed paper carefully so as not to tear it.

To avoid tearing the misfed paper, remove the paper slowly with both hands. Using force may tear the paper, making it more difficult to remove. See also that no pieces of torn paper are left inside the equipment.

When the paper misfeed sign remains after removing the misfed paper:

Depending on the timing of the occurrence, no misfed paper may be found where the paper misfeed sign indicates. If the sign does not disappear after you have removed the misfed paper, follow the steps as instructed on the touch panel.

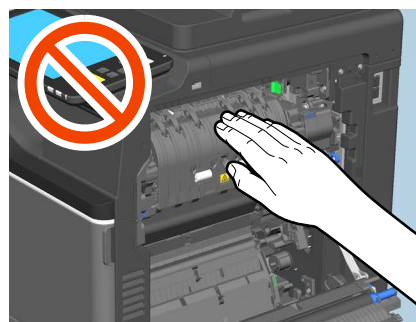
Do not touch the switches, connectors and harnesses inside the equipment.

This could cause a malfunction.

Do not touch the fuser unit or the metal portion around it.

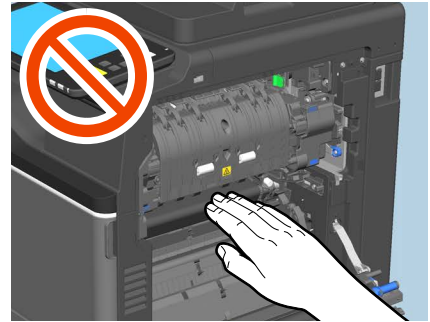
⚠ CAUTION

Do not touch the fuser unit or the metal portion around it when you remove the paper misfed in the right side of the equipment. This could burn you or the shock could cause you to get your hand injured in the machine.



Do not touch the transfer belt.

When you remove the paper misfed in the right side of the equipment, be sure not to touch the transfer belt. This could stain copy images.

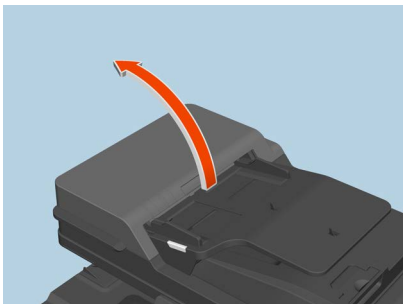
**❑ If paper misfeeds occur frequently**

The following are the common causes of paper misfeeds. If the problem persists, check for the following situations.

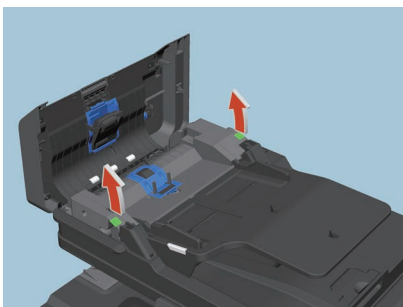
- An unsuitable original is placed on the DSDF.
- Unavailable paper with the equipment is used.
- Paper sizes are not consistent between the size in a drawer or the bypass tray and the size registered in the equipment.
- All the misfed paper has not been removed.
- There is too much of a gap between the paper and the side or end guide in the drawer.
- The amount of paper placed in a drawer exceeds the limit indicated on the side guide of the drawer.

■ DSDF

- 1** Open the upper cover.



- 2** Holding the green knob, open the guide.



- 3** Remove the misfed originals.



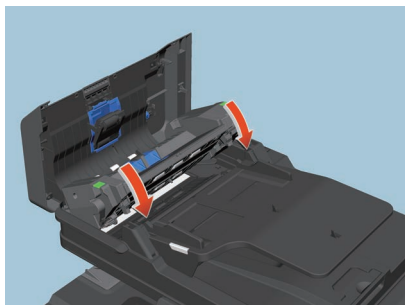
- 4** Raise the original feeder tray, remove the misfed originals and lower it again.



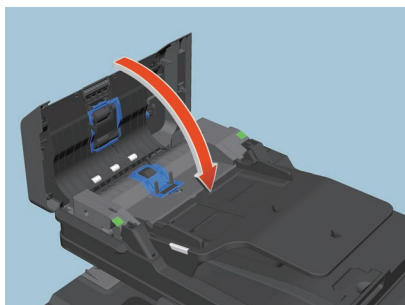
- 5** While holding the guide, remove the misfed originals.



6 Close the guide.



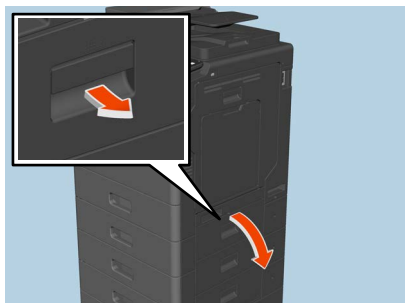
7 Close the upper cover.



■ **Paper feed cover**

□ **Paper Feed Unit**

1 Open the feeder cover on the right side.



- 2 Remove the misfed paper from the drawer and close the feeder cover.**

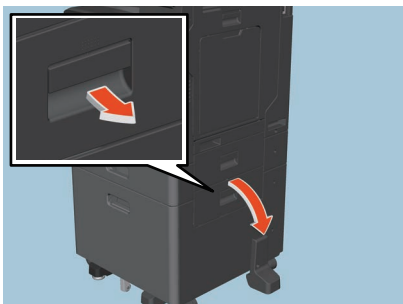


If the paper is misfed on the cover side, remove it as shown in the figure below.



☐ Large Capacity Feeder

- 1 Open the feeder cover of the Large Capacity Feeder on the right.**



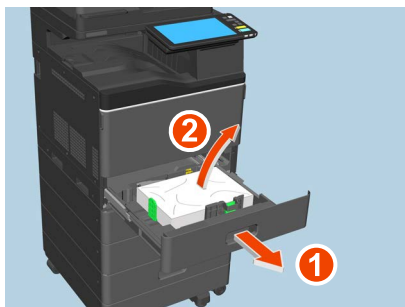
- 2 Remove the misfed paper and close the feeder cover.**



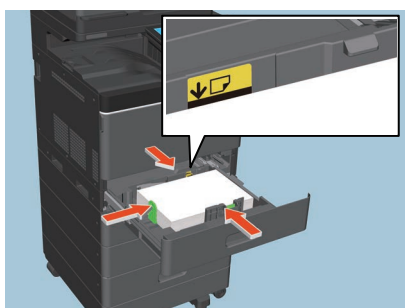
■ Drawers

□ Drawer or Paper Feed Unit

- 1 Open the paper source drawer, and remove the misfed paper.

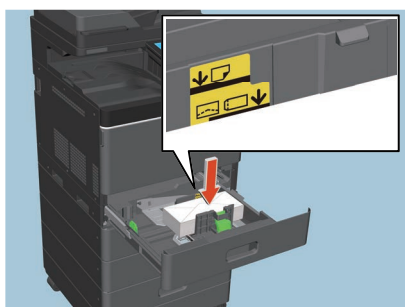


- 2 Check that the guide width is correct, there is no folded/curled paper or overloading (especially for thick paper), and then close the drawer.



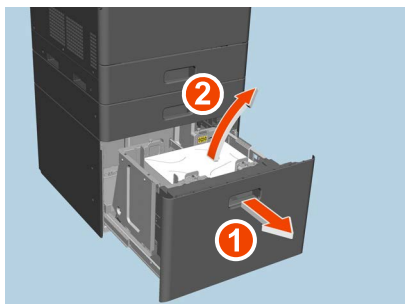
Note

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides. In particular, be sure that the upper limit for envelope is not exceeded when placing envelope in the Drawer. The amount of envelope you can load in the drawer is lower than that for plain paper.

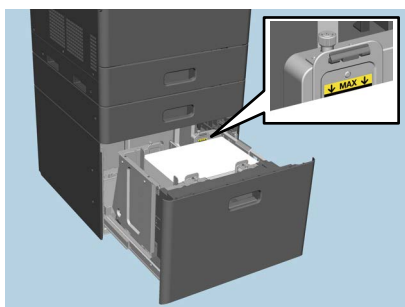


□ Large Capacity Feeder

- 1 Open the drawer of the Large Capacity Feeder.



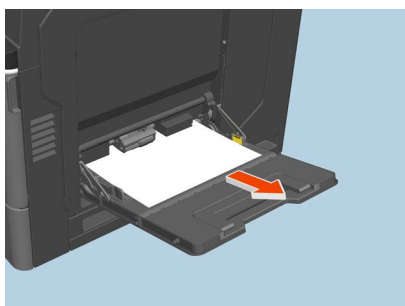
- 2 Check that there is no folded/curled paper or overloading, and then close the drawer of the Large Capacity Feeder.

**Note**

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

■ Bypass tray

- 1 Pull out the paper misfed on the bypass tray and place it again.
If a sheet of paper is stained, folded or torn, replace it with a new one.

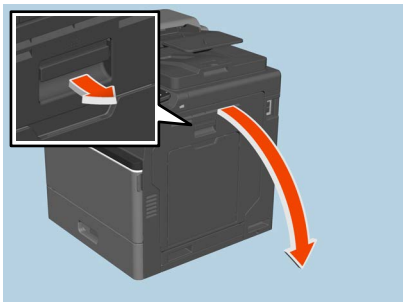


■ Automatic duplexing unit

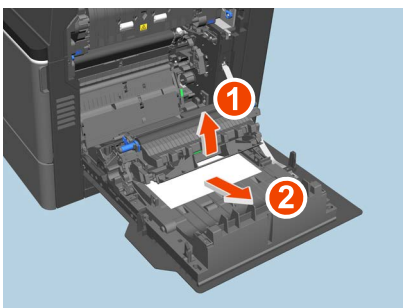
⚠ CAUTION

Be careful not to let your fingers be caught between the equipment and the automatic duplexing unit cover. This could injure you.

- 1 Open the automatic duplexing unit cover on the right.



- 2 While holding the green lever, remove the misfed paper.



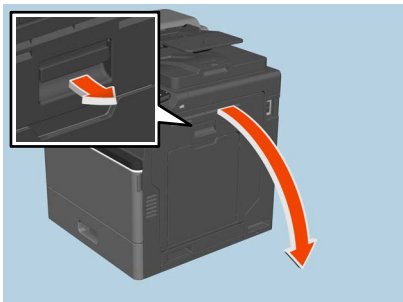
- 3 Lower the green lever until a click sound is heard and then close the automatic duplexing unit cover.

■ Paper transport path

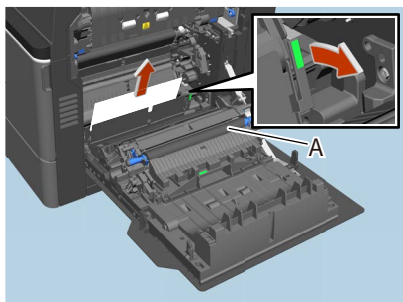
⚠ CAUTION

Be careful not to let your fingers be caught between the equipment and the automatic duplexing unit cover. This could injure you.

- 1 Open the automatic duplexing unit cover on the right.



2 Open the transport guide holding the green knob and then release the misfed paper.



Note

- Be sure not to touch the transfer belt when removing the misfed paper. This could stain copy images.
- Do not clean roller [A] though it may be stained. It will be automatically cleaned at the next printing.

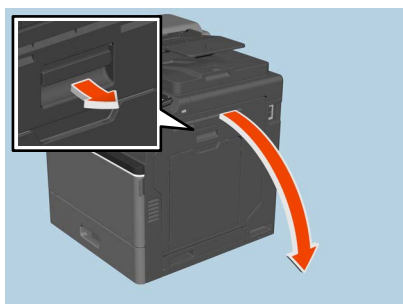
3 Close the automatic duplexing unit cover.

■ Fuser unit

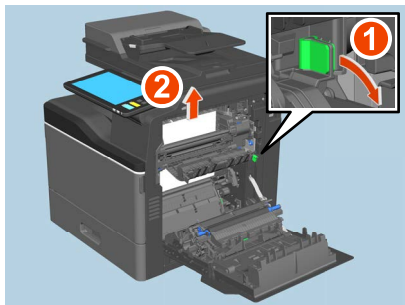
⚠ CAUTION

- **Be careful not to let your fingers be caught between the equipment and the automatic duplexing unit cover.**
This could injure you.
- **Do not touch the fuser unit or the metal portion around it.**
Since they are very hot, you could be burned or the shock could cause you to get your hand injured in the machine.

1 Open the automatic duplexing unit cover on the right.



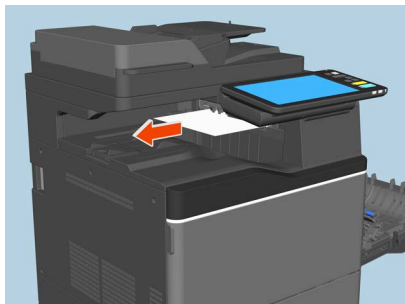
-
- 2** Open the transport guide holding the green knob and then release the misfed paper. Pull the misfed paper up or down as shown in the illustrations depending on the position of the paper.
Pulling it up



Pulling it down



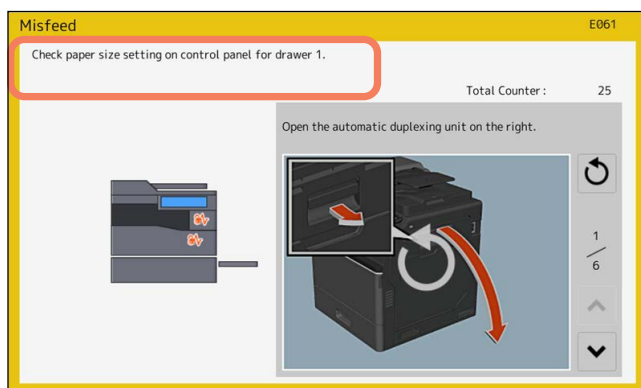
- 3** Remove the paper from the exit section.



- 4** Close the automatic duplexing unit cover.

■ Clearing paper misfeeds caused by a wrong paper size setting

Paper misfeeds occur when there is a mismatch between the size of the paper in a drawer or the bypass tray and the size registered for the corresponding drawer or the bypass tray in the equipment. The message “Check paper size setting on control panel for drawer N. Check the direction or size of the paper.” or “Check paper size setting on control panel for Bypass. Check the direction or size of the paper.” appears on the touch panel.



In this case, just clearing the misfed paper does not prevent another paper from being misfed. Be sure to follow the procedure below.

Troubleshooting differs depending on how the paper misfeed has occurred:

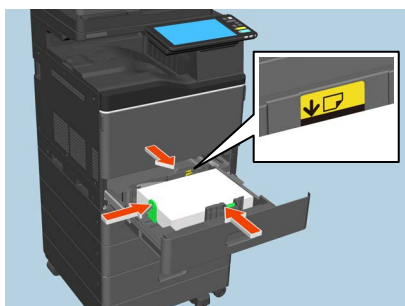
- 📖 P.27 “Misfeed when making copies or prints (using a drawer)”
- 📖 P.30 “Misfeed when making copies or prints (using the bypass tray)”
- 📖 P.31 “Misfeed when printing from the Fax”

❑ Misfeed when making copies or prints (using a drawer)

- 1** Clear the paper misfeed following the guidance shown on the touch panel.
- 2** Open the paper source drawer, check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.

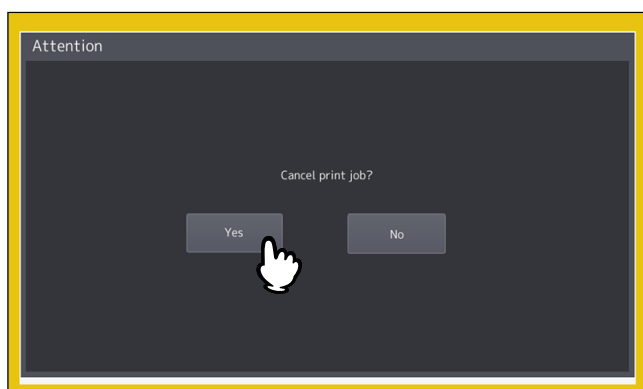
Note

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.



- 3** Close all the drawers or covers.

- 4 Press [Yes] when “Cancel print job?” appears.**
The print job is canceled.

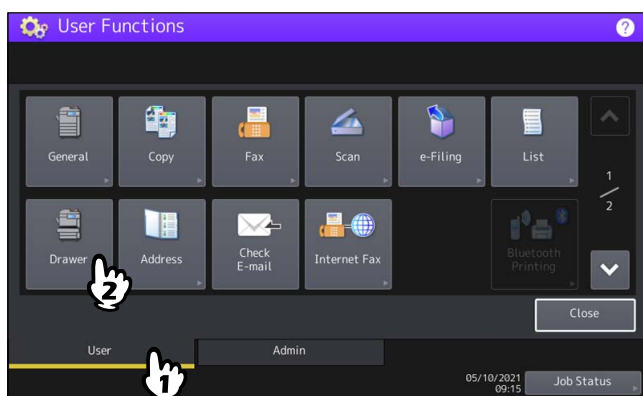


If you do not want to cancel the print job

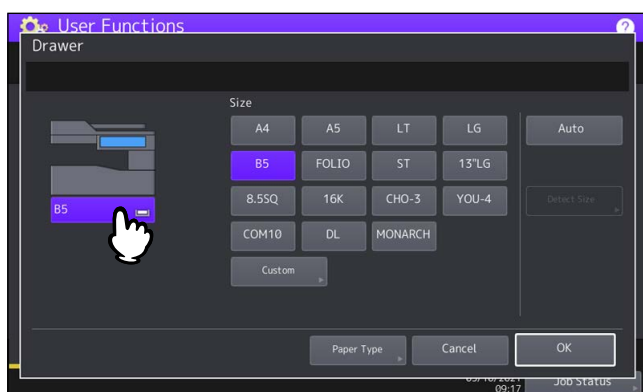
To restart the job without canceling it, replace the paper in the drawer with that corresponding to the size set in the equipment after the paper misfeed is cleared. Then if you press [No] in step 4, the job can be restarted. In this case, it is not necessary to follow step 5 and later.

- 5 Press [User Functions - User-] on the touch panel to access the User Functions menu.**

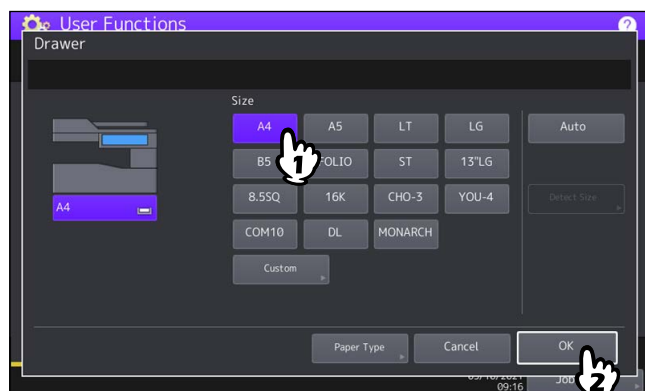
- 6 Press the [User] tab to enter the User menu and press [Drawer].**



- 7 Press the drawer button indicated in the message.**



8 Set the paper size again and press [OK].



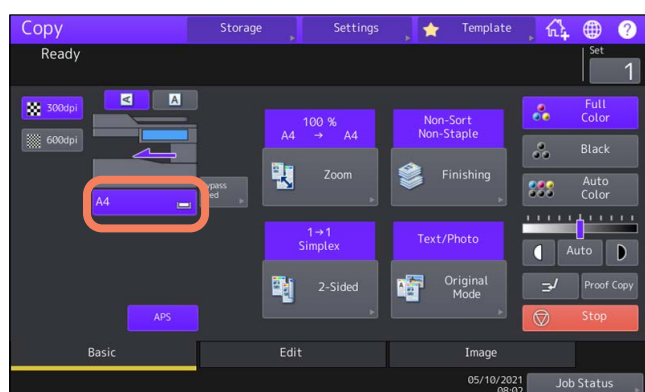
Tip

For details about how to set the paper size, refer to “Doing Paper Settings” in Chapter 1 of the **Paper Preparation Guide**.

9 Press the [HOME] button to return to the basic menu. Then press [Copy] to enter the copy menu.

10 Confirm that the paper size is correctly detected if you selected [Auto] in step 8.

The detected paper size is indicated on the drawer button in the equipment status indication area on the left.

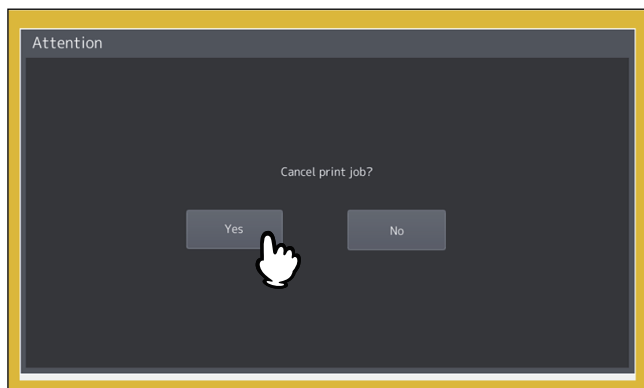


An incorrect paper size or “⚠ ---” indicates an unsuccessful detection. In this case, see the following page.
 📖 P.8 “When This Screen Is Displayed”

11 Try copying or printing again.

❑ Misfeed when making copies or prints (using the bypass tray)

- 1** Clear the paper misfeed following the guidance shown on the touch panel. Then close all the covers.
- 2** Press [Yes] when “Cancel print job?” appears.
The print job is canceled.



If you do not want to cancel the print job

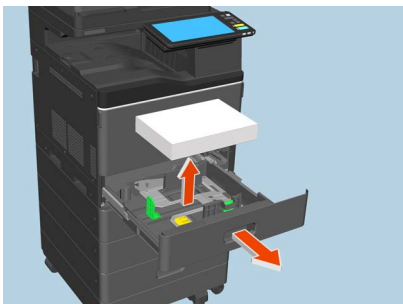
To restart the job without canceling it, replace the paper on the bypass tray with that corresponding to the size set in the equipment after the paper misfeed is cleared. Then if you press [No] in step 2, the job can be restarted. In this case, it is not necessary to follow step 3 and later.

- 3** Place the paper on the bypass tray and set the paper size.
- 4** Try copying or printing again.

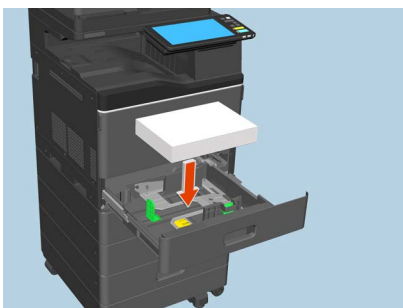
❑ Misfeed when printing from the Fax

1 Pull out the drawer in which paper misfeeds occurred and remove all the paper from it.

If such paper misfeeds occur although [Auto] has been selected as the paper size, this is caused by the incorrect size detection of the paper placed in the drawer. In this case, do not remove the paper and proceed to step 3.



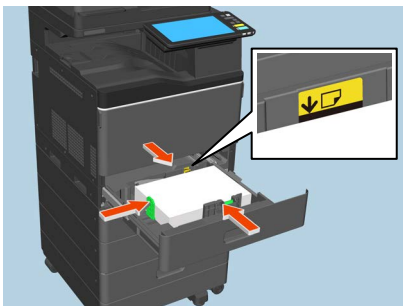
2 Place the paper corresponding to the set size in the drawer.



3 Check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.

Note

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.



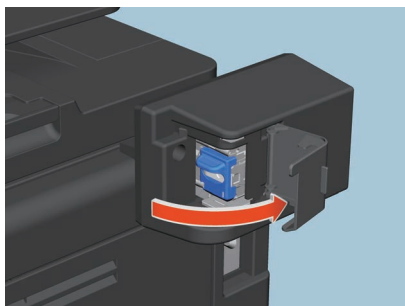
4 Clear the paper misfeed following the guidance shown on the touch panel. Then close all the drawers and covers.

Printing resumes.

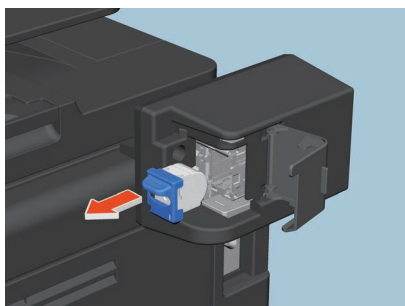
Clearing a Staple Jam

When a staple jam has occurred in the stapler of the Offline Stapler, clear the jam following the procedure below.

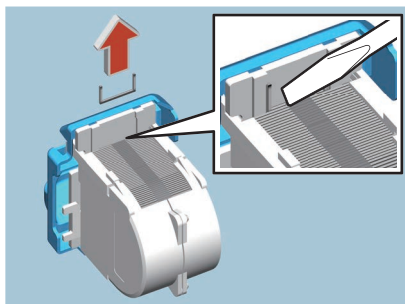
- 1 Open the front cover of the Offline Stapler.**



- 2 Remove the staple cartridge.**



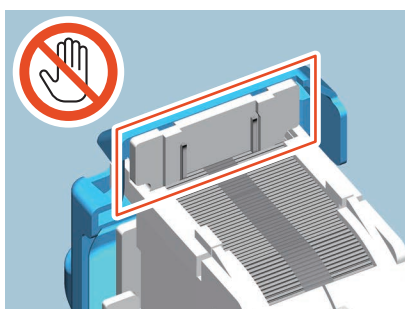
- 3 Remove the jammed staples by using a flathead screwdriver.**



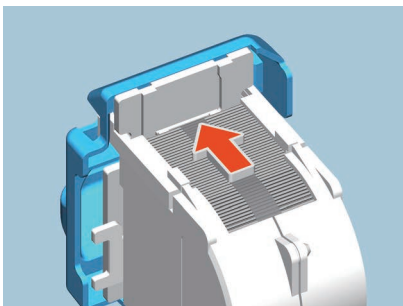
CAUTION

Do not touch the stapling area.

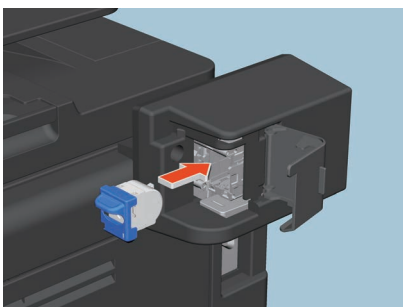
The actual needle point could cause you personal injury.



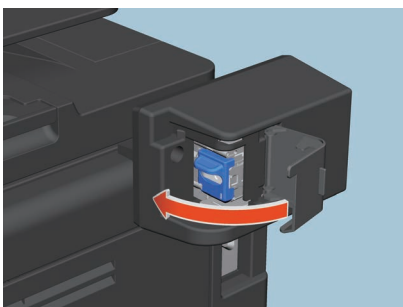
- 4 Confirm that there is no gap between the staple belt and the front of the stapler.**
If there is any gap, push the staple belt with your fingers in the direction of the arrow.



- 5 Fit the staple cartridge into the stapler.**
Insert the staple cartridge straight until it is fixed.



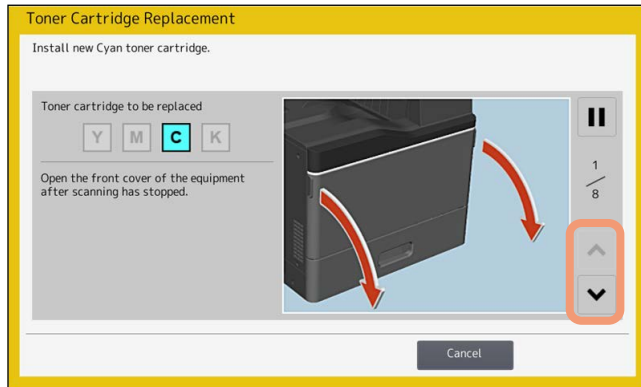
- 6 Close the front cover of the Offline Stapler.**



Replacing a Toner Cartridge

When the toner cartridge runs out, the message “Install New *** (color name) toner cartridge” appears. Replace the toner cartridge following the procedure below when you see this message.

The guidance is displayed on the touch panel. Press  or  to scroll the pages.



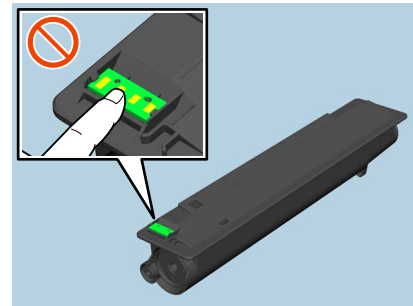
WARNING

Never attempt to incinerate toner cartridges.

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

Do not touch the terminal of the toner cartridge.

This may cause the equipment not to recognize the toner cartridge or may damage the terminal.



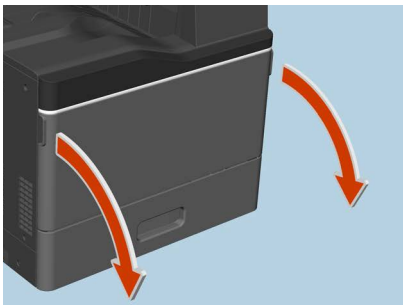
Note

Do not touch the switches inside the equipment. This could cause a malfunction.

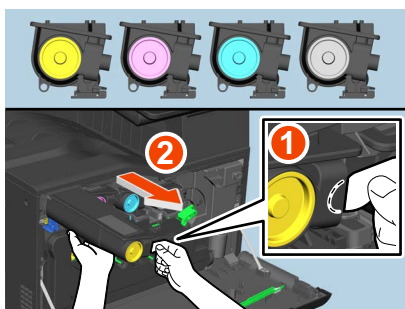
Tip

Some toner is still left in the toner cartridge while the message “Toner near Empty” is displayed. You do not have to replace the toner cartridge yet.

1 Open the front cover of the equipment.



- 2 Put your fingers on the right side of the toner cartridge and pull it out supported with your left hand.**

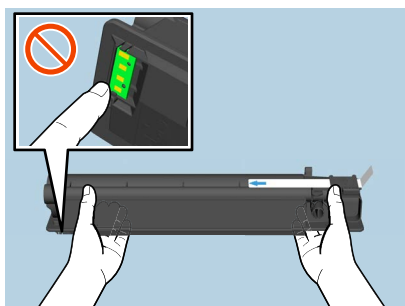


⚠ WARNING

Never attempt to incinerate toner cartridges.

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

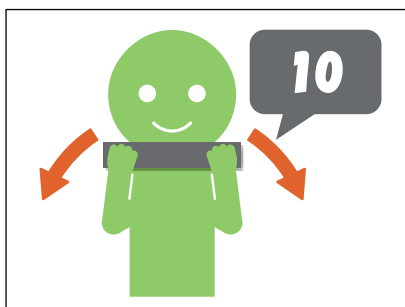
- 3 Hold the new toner cartridge with its seal side up.**



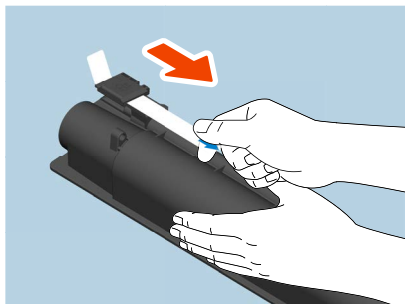
Note

Do not touch the metal contact on a circuit board.

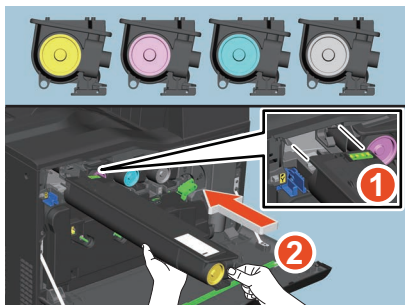
- 4 Shake the new toner cartridge strongly with its seal side up to loosen the toner inside.**



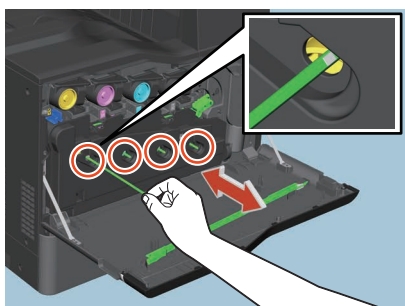
- 5 Pull the seal straight out in the direction of the arrow.**



6 Align the new toner cartridge to the guide and insert it to the end.



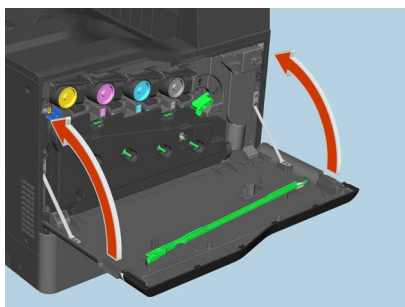
7 Pull out the green cleaner until it stops and then return it. Repeat this 3 times for each of the 4 colors.



Note

The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

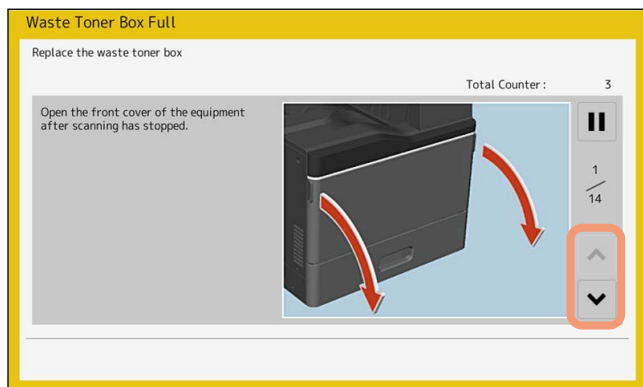
8 Close the front cover pressing both edges.



Replacing the Waste Toner Box

When the waste toner box becomes full, the symbol for replacement of the waste toner box blinks and the message “Dispose of used toner” appears. Replace the waste toner box following the procedure below.

The guidance is displayed on the touch panel. Press  or  to scroll the pages.



WARNING

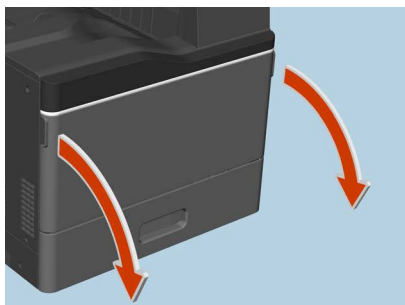
Never attempt to incinerate waste toner boxes.

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

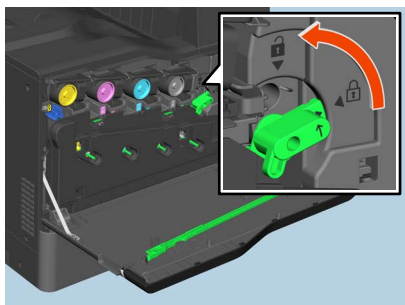
Note

Do not touch the switches inside the equipment. This could cause a malfunction.

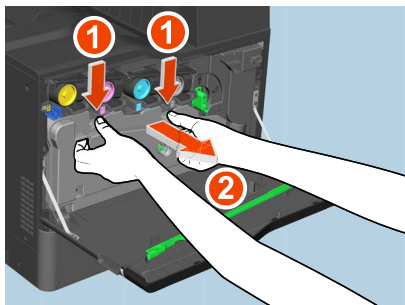
1 Open the front cover of the equipment.



2 Turn the green lever to the unlock position.



-
- 3 Take out the waste toner box straight toward you pushing down the top latch.**

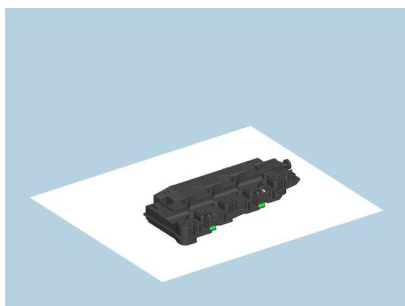


⚠ WARNING

Never attempt to incinerate waste toner boxes.

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

- 4 Place the waste toner box on a large sheet so as not to dirty the floor.**

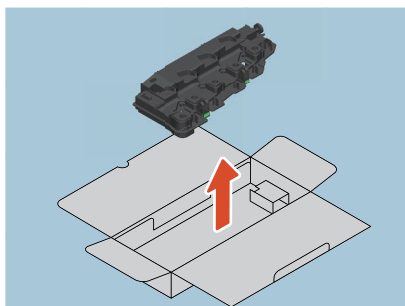


Note

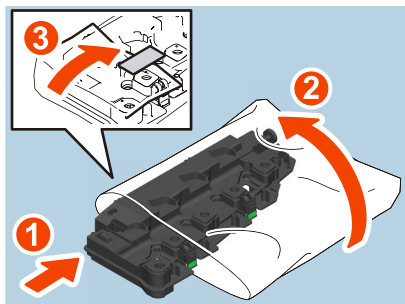
Do not place the waste toner box with its toner collecting holes face down.

The waste toner may spill out from the box's toner collecting holes.

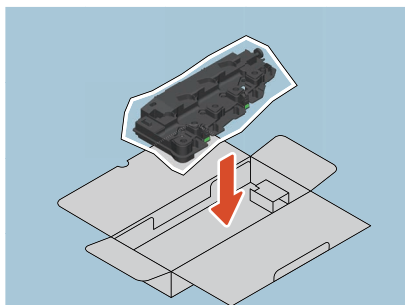
- 5 Take the new waste toner box out of the carton.**



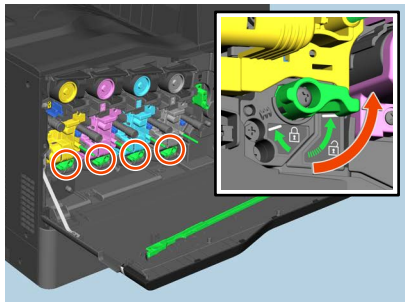
- 6 Put the used waste toner box in the plastic bag and seal it with adhesive tape.**



- 7** Put the used waste toner box in the carton.



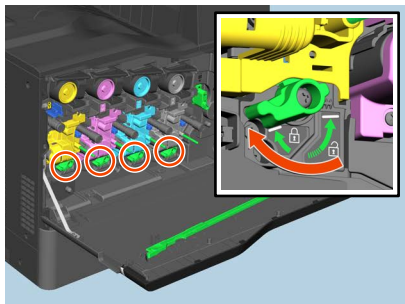
- 8** Turn the 4 green levers to the unlock position.



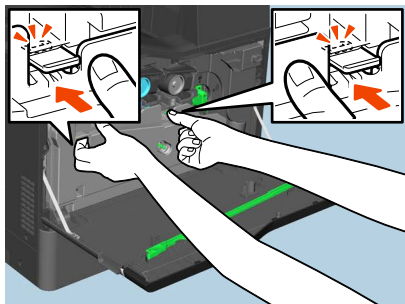
- 9** Clean the LED print head.

Perform steps 6 to 12 on P.42 "The main chargers and LED print heads".

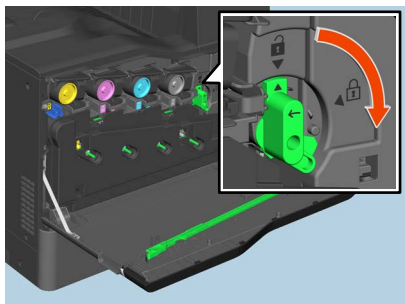
- 10** Turn the 4 green levers to the lock position.



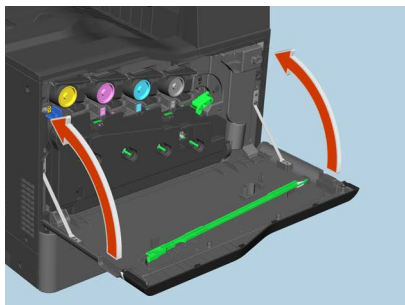
- 11** Push the new waste toner box securely until the upper latches click.



- 12** Turn the green lever to the lock position.



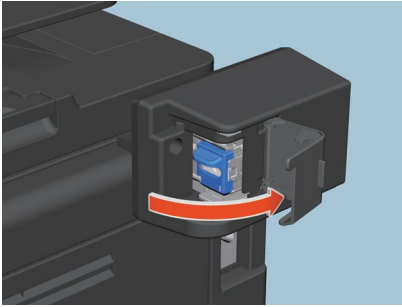
13 Close the front cover pressing both edges.



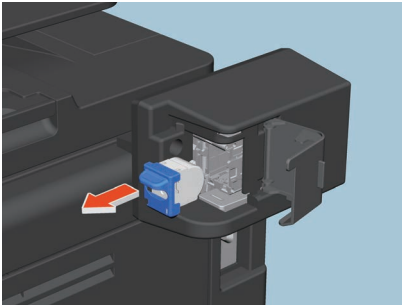
Refilling With Staples

Refill with staples according to the following procedures when the staples in the Offline Stapler run out.

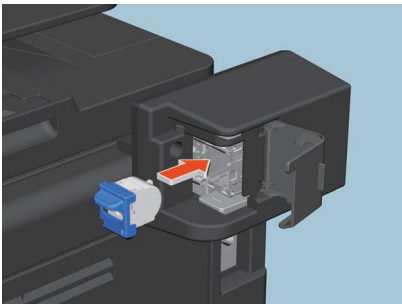
1 Open the front cover of the Offline Stapler.



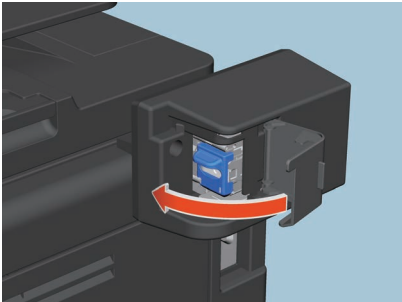
2 Remove the empty staple cartridge.



3 Fit a new staple cartridge into the stapler. Insert the staple cartridge straight until it is fixed.



4 Close the front cover of the Offline Stapler.



Cleaning the Inside of the Equipment

When the inside of the equipment needs to be cleaned, the message “Time for cleaning. Open the front cover and follow the guidance.” is displayed. In this case, clean the inside of the equipment following the guidance displayed on the touch panel.

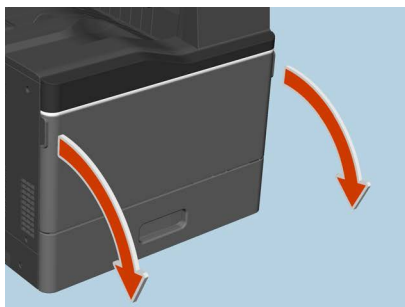
In addition to this, even if this message is not displayed, perform cleaning when the copied images are uneven and/or have white or color streaks in the horizontal direction.

Note

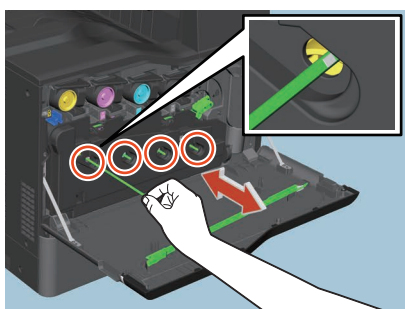
Do not touch the switches inside the equipment. This could cause a malfunction.

■ The main chargers and LED print heads

1 Open the front cover of the equipment.



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

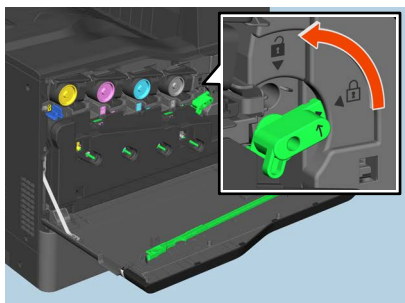


Note

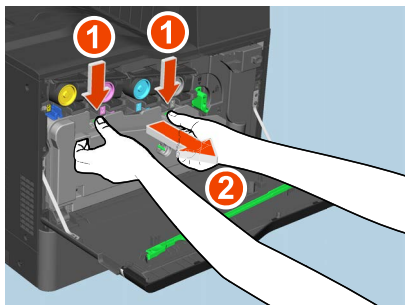
The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

When only the main chargers need to be cleaned, steps 3 to 13 are unnecessary. Proceed to step 15.

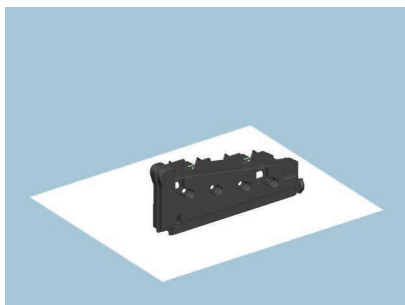
3 Turn the green lever to the unlock position.



- 4** Take out the waste toner box straight toward you pushing down the top latch.



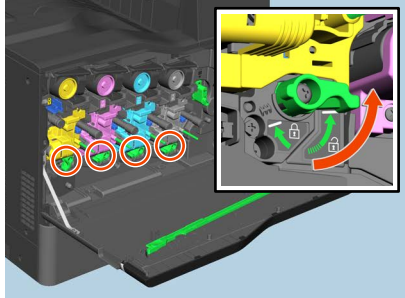
- 5** Place the waste toner box on a large sheet so as not to dirty the floor.



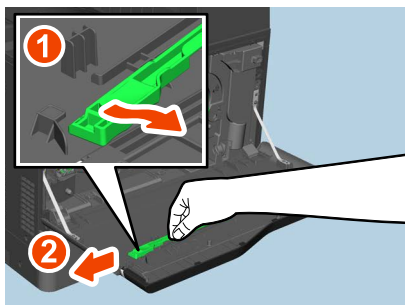
Note

Do not place the waste toner box with its toner collecting holes face down.
The waste toner may spill out from the box's toner collecting holes.

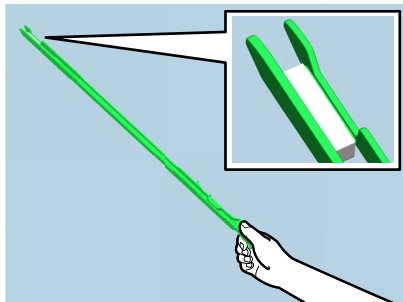
- 6** Turn the 4 green levers to the unlock position.



- 7** Take out the green cleaner inside the cover.



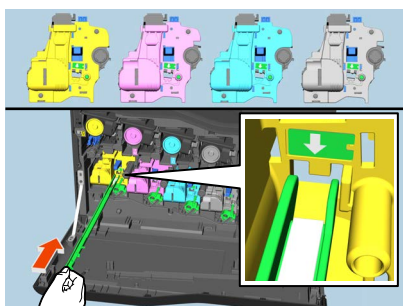
8 Hold the cleaner with its pad side down.



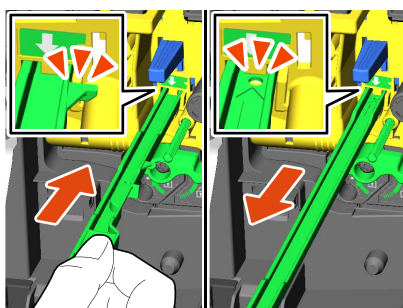
Note

Do not touch the pad at the top of the cleaner, because the toner on the pad may stick to your hands and the cleaner pad may be stained.

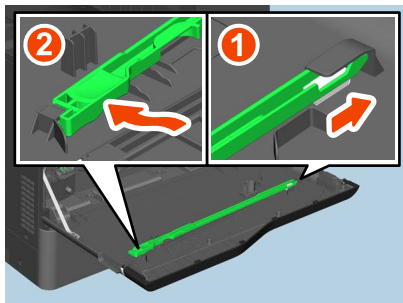
9 Insert the cleaner through the service hole of the developer under the arrow to the end.



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



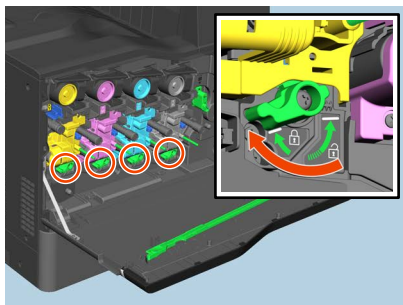
11 Attach the cleaner with its top on the right and its holding side on the left.



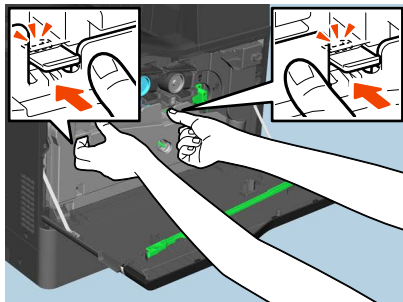
Note

Check that the cleaner is fixed to the cover.

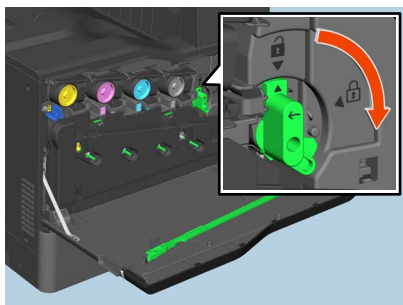
12 Turn the 4 green levers to the lock position.



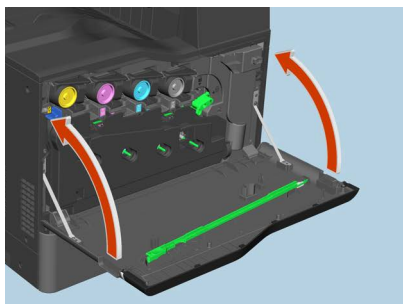
13 Push the waste toner box securely until the upper latches click taking care not to tilt it.



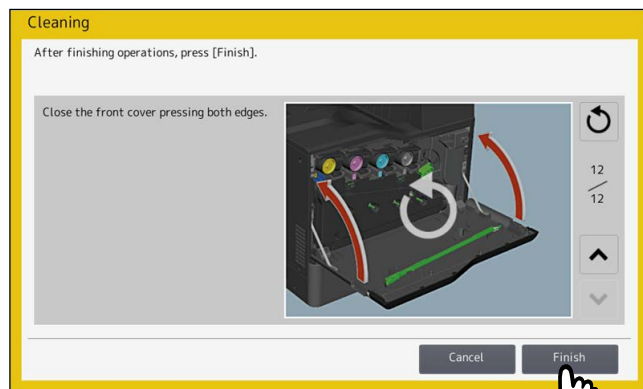
14 Turn the green lever to the lock position.



15 Close the front cover pressing both edges.



16 Press [Finish].



When Printed Sheets Overflow from the Exit Tray

When thin, small size paper (B5/ST or smaller) is used, the end of the sheets may get stuck in the exit tray walls. Under such condition, some printed sheets may be pushed out of the exit tray.

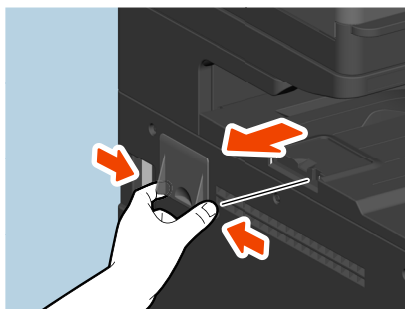
In the case above, installing the paper exit stopper at the designated location of the exit tray will increase the amount of recommended plain paper that can be loaded on to the exit tray to about 150 sheets.

Note

When printing a large number of large size sheets such as A4/LG and LT, place the paper exit stopper back in its original location.

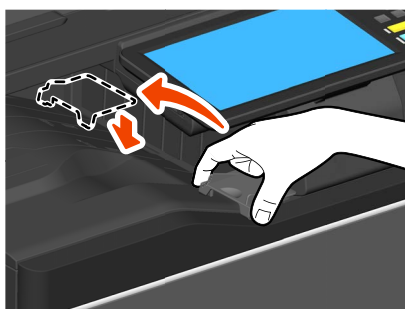
Removing the paper exit stopper from its original location

- 1 **Unfold the paper exit stopper located on the left of the exit tray and remove it from its groove while pushing the fulcrum inward.**



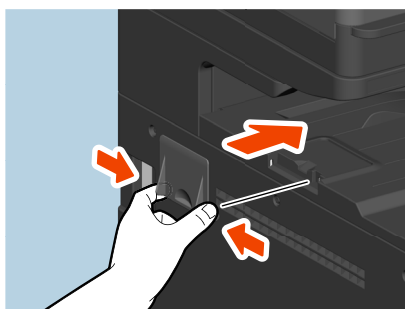
Installing the paper exit stopper in the designated location for improving paper exit

- 1 **Turn the tip of the paper exit stopper to the right and insert the paper exit stopper fulcrum into the groove on the exit tray.**



Placing the paper exit stopper back in its original location

- 1 **Remove the paper exit stopper from the groove on the exit tray while pushing its fulcrum inward.**
- 2 **Install the paper exit stopper in the groove on the left of the exit tray.**



WHEN SOMETHING IS WRONG WITH THE EQUIPMENT

Try the troubleshooting tips in this chapter when you think there is something wrong with the equipment. This chapter also describes the daily care for the equipment.

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General operations	50
Originals and paper	51
Regular Maintenance	53

When You Think Something Is Wrong With the Equipment

If you think there is something wrong with the equipment, check the following items.

Tip

- To see the functions of the equipment such as copy or print, refer to their operator's manuals (**Copying Guide** and **Printing Guide** respectively).
- Checking the operations or procedures may help you solve the problems. When something is unclear in the operation of the equipment or you think there is something wrong with it, the operator's manual for the function you are using will be helpful.

■ General operations

Problem Description	Cause	Corrective Action
The equipment does not work at all.	The power cord is not securely inserted into the outlet.	Insert the power cord into the outlet until it comes to a stop.
No icons or signs are displayed on the touch panel. (The MAIN POWER lamp and the [ENERGY SAVER] button light.)	The equipment is in the Sleep mode.	Press the [ENERGY SAVER] button to clear the Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
	The equipment is in the Super Sleep mode.	Press the [ENERGY SAVER] button to clear the Super Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
No icons or signs are displayed on the touch panel. (Only the MAIN POWER lamp lights.)	The power of the equipment is not turned on.	Press the [POWER] button.
The touch panel is dim.	The contrast of the touch panel is adjusted lower.	Adjust the contrast lighter. Refer to Chapter 1 of the MFP Management Guide .
The button on the control panel does not work. ("Saving energy - press Energy Saver button." appears on the touch panel.)	The equipment is in the energy saving mode.	Press the [ENERGY SAVER] button to clear the energy saving mode. Refer to Chapter 1 of the Quick Start Guide .
The button on the control panel does not work. (The MAIN POWER lamp and the [ENERGY SAVER] button light.)	The equipment is in the Sleep mode.	Press the [ENERGY SAVER] button to clear the Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
	The equipment is in the Super Sleep mode.	Press the [ENERGY SAVER] button to clear the Super Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
The button on the control panel does not work. (Only the MAIN POWER lamp lights.)	The power of the equipment is not turned on.	Press the [POWER] button.
The button on the control panel or the icon on the touch panel does not work.	A system-related trouble has occurred.	Press the [POWER] button for at least 5 seconds to shut down the equipment.
The window "Enter Department Code" appears.	The equipment is managed under the department management function.	Enter your department code. If you do not know it, contact the administrator of the equipment.
The window "Enter the user name and Password" appears.	The equipment is managed under the user management function.	Enter your user name and password. If you do not know them, contact the administrator of the equipment.

Problem Description	Cause	Corrective Action
A message is displayed on the touch panel.	Some trouble occurred in the equipment (or the message is displayed just for an ordinary operation).	See the meaning of the message referring to the listing below.  P.11 “Messages Displayed on the Touch Panel”
The equipment reboots automatically.	The auto-recovery function works because a memory or operation abnormality has been detected.	Due to rebooting, the equipment has been recovered to the normal condition. You can operate the equipment as usual.
The power of this equipment has been turned off.	The equipment has automatically been turned off by means of the sleep mode feature.	To prevent this, change the setting of the sleep mode to [Sleep].
The stapler does not work even if an original is set in the offline stapler.	The front cover of the equipment or the automatic duplexing unit cover has been opened.	Close the cover opened.
	The equipment is in the Sleep mode.	Press the [ENERGY SAVER] button to clear the Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
	The equipment is in the Super Sleep mode.	Press the [ENERGY SAVER] button to clear the Super Sleep mode. Refer to Chapter 1 of the Quick Start Guide .

■ Originals and paper

Problem Description	Cause	Corrective Action
The original is misfed.	The original is unsuited for the equipment.	Check whether the original is suitable for the equipment. For details, refer to Chapter 2 of the Paper Preparation Guide .

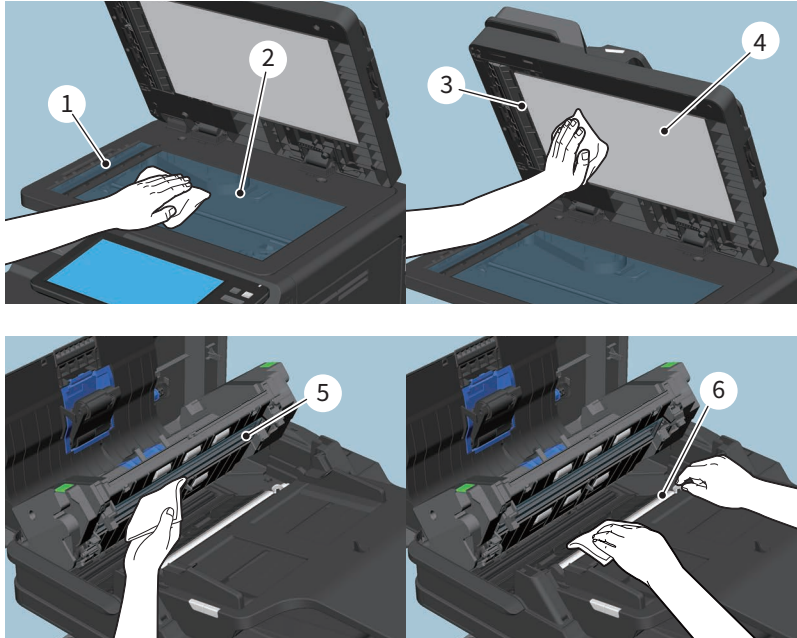
Problem Description	Cause	Corrective Action
Paper is misfed.	The paper is unsuited for the equipment.	Check whether the paper is suitable for the equipment. For details, refer to Chapter 1 of the Paper Preparation Guide .
	The paper size setting registered for the equipment is inconsistent with paper in a drawer or on the bypass tray.	Match the size of the paper placed in the drawer or on the bypass tray and the size registered on the equipment. For details, refer to Chapter 1 of the Paper Preparation Guide .
	The stack of paper exceeds the loading line indicated on the side guide.	Remove some paper to set it within the height limit line indicated on the side guide.
	There is too much space between the paper and the side and end guides of the drawer.	Adjust the space between the paper and the side guide or the end guide not to take much space. If the thick paper is misfed, take a little space between the paper and the side guide. For details, refer to Chapter 1 of the Paper Preparation Guide .
	Hidden misfed paper has not been removed.	Check the sign again on the touch panel to see where the misfeed occurred.  P.16 “Clearing a Paper Misfeed”
Two or more sheets of paper are fed together.	Sheets of paper are stuck together.	Loosen the stack of paper well and set it again.
Sheets are not aligned when exiting.	Sheets are not placed in the drawer with correct side up for this equipment.	Check the printing side of the sheets and place them correctly. Information about the printing side may be given on the wrapping paper of the sheets. If you cannot find which side is the printing side, try printing on both sides to see if the sheets are aligned when exiting.
	The type of paper corresponding to that being used has not been set.	Check that the set paper type corresponds to the paper in use. For details, refer to Chapter 1 of the Paper Preparation Guide .
The message indicating no paper does not disappear even after paper is placed in the drawer.	Sheets placed in the drawer are not aligned.	Remove the sheets from the drawer, align them, and replace them.
	The side and end guides do not match the paper size in the drawer.	Adjust the side and end guides to match the paper size.
	The amount of paper placed in the Large Capacity Feeder is too small.	Place more than 10 sheets of paper in the Large Capacity Feeder.
	The paper is misfed at the end of the drawer.	Pull out the drawer and remove any misfed paper.
	There is something other than paper in the drawer.	Do not put anything but paper in the drawer.

Regular Maintenance

We recommend that you clean the following portions weekly so that the originals can always be scanned in unsoiled conditions.

Note

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



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, clean 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.

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MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS

Hardware Troubleshooting Guide

e-STUDIO330AC

e-STUDIO400AC

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