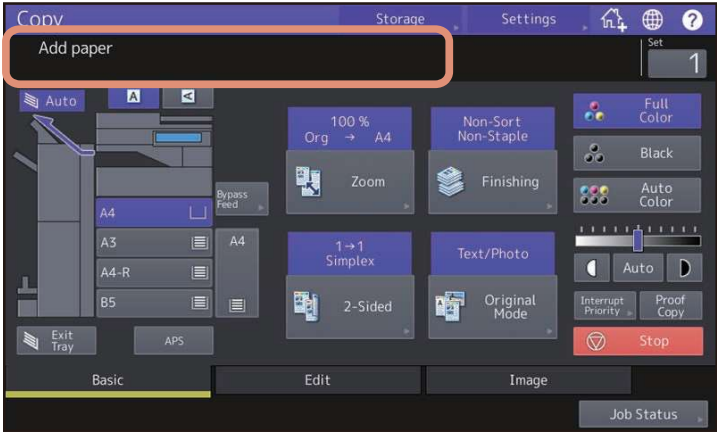


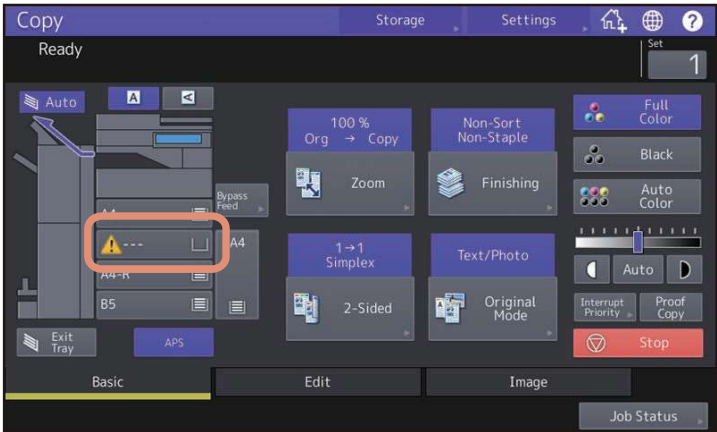

When This Screen Is Displayed

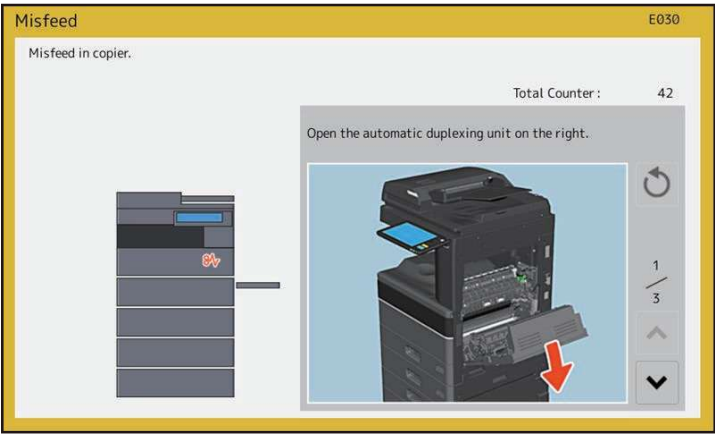
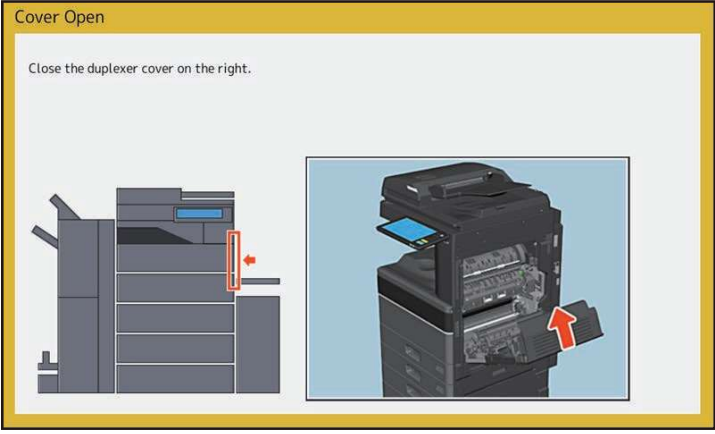
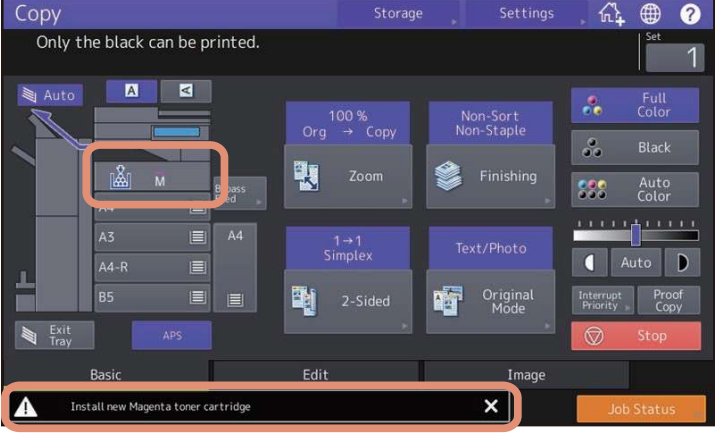
Various screens are displayed on the touch panel depending on the state of the equipment. This section describes how to solve problems with screen examples.

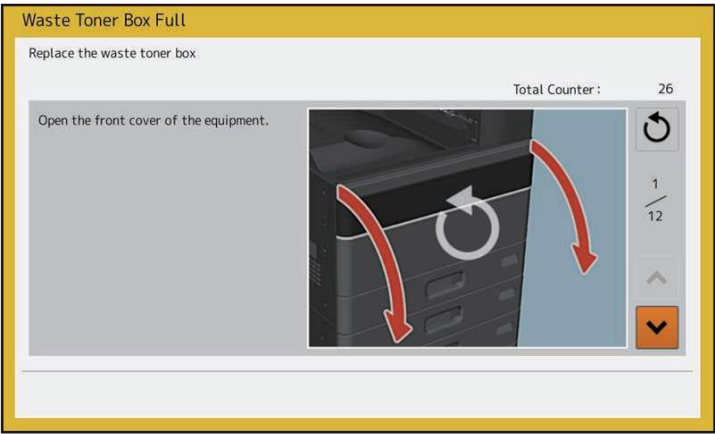
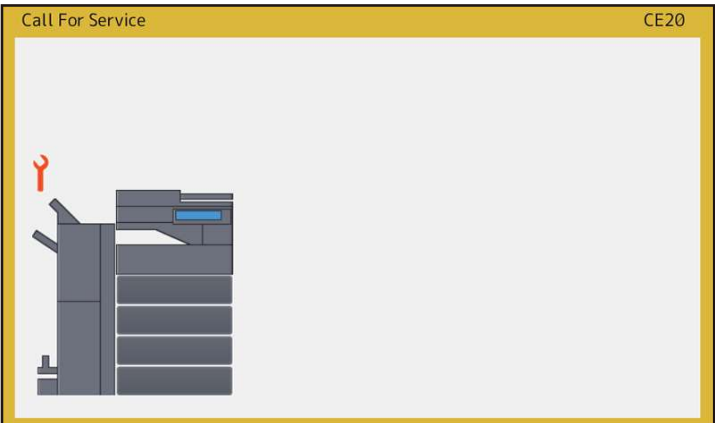
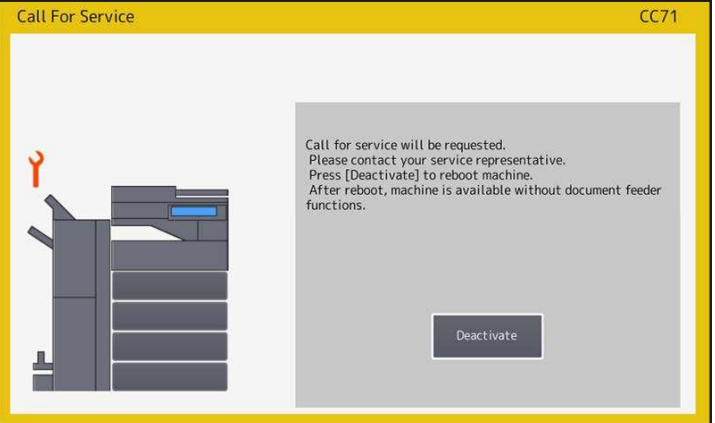
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TROUBLESHOOTING FOR THE HARDWARE

Screen	Description / Remedy
	<p>A message appears on the upper part of the screen to notify users of a problem, etc. For the major examples, see the reference below: Frequently Asked Questions - QUESTIONS FOR ERROR MESSAGES - Questions for Error Messages</p>

Screen	Description / Remedy
	<p>An incorrect paper size or “” indicates an unsuccessful paper size detection. In this case, check the following items.</p> <ul style="list-style-type: none"> • Check if the paper with an unacceptable size is placed in the drawer. For details about the acceptable paper size, see the reference below: Specifications - SPECIFICATIONS OF PAPER - Acceptable paper • 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. • Check if [Auto (inch)] is selected even though A/B format paper has been placed. Check if [Auto (mm)] is selected even though LT format paper has been placed. Press the button which corresponds to the format of the paper set in the drawer and then set the paper 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, see the reference below: User Functions - SETTING ITEMS (Admin) - Drawer

Screen	Description / Remedy
	<p>The original or copy paper is misfed. Remove it following the guidance on the touch panel. ☰ P.14 “Clearing a Paper Misfeed”</p>
	<p>A cover is open. Check which cover on the touch panel and then close it securely.</p>
	<p>Toner has run out. Replace the new toner cartridge. ☰ P.69 “Replacing a Toner Cartridge”</p>

Screen	Description / Remedy
	<p>The waste toner box is full. Replace it following the guidance on the touch panel.</p> <p>📖 P.76 “Replacing the Waste Toner Box”</p>
	<p>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. Depending on the location where the problem has occurred, [Deactivate] will be displayed. When you press [Deactivate], you can use the equipment by excluding the separated functions. To release this separated status, adjustment by a service technician is required.</p>
	<p>⚠ WARNING</p> <p>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.</p>

Screen	Description / Remedy
	<p>The options with the mark indicated in the figure are not usable. To release the deactivation of the options, adjustment by a service technician is required.</p>
	<p>Two or more sheets of original are fed together. Remove the misfed originals and check their condition. Then replace them on the ADF. For details, see the reference below: P.16 "ADF" For details on how to set paper, see the reference below: Preparation of Paper (e-STUDIO6525AC Series/e-STUDIO6528A Series) - PLACING ORIGINALS - Placing Originals - Using the ADF</p>