ComColor Series

Troubleshooting Guide

This guide describes the action to take when a paper jam or other problem occurs.

Applicable Printer models

9150/9150R/9110/9110R
7150/7150R/7110/7110R
3150/3150R/3110/3110R
2150

⚠ **CAUTION**

After reading this guide, keep it in handy for future reference.
The "Safety Precautions" are provided in the supplemental
Safety Information. Be sure to read through them prior to use.

About This Troubleshooting Guide

Preface

Thank you for using the ComColor Series product.
This guide describes possible causes for problems that can occur when using this machine and their solutions. Keep this guide handy, such as near the machine, for easy reference.

The following five guides are supplied with this machine.

● **Basic Guide**

This guide describes the basic printer, copy, and scanner operations and how to replace consumables.
Please start by reading this guide.

● **User's Guide**

This guide describes handling precautions, specifications, operations and settings of each function.
Please read this guide when you want to know details about this machine.

● **Administrator's Guide**

This guide describes the machine settings and options (IC card reader, scanner, etc.) to be performed by the administrator.

● **Troubleshooting Guide (this guide)**

This guide describes the action to take when a paper jam or other problem occurs.

● **Safety Information**

This guide describes safety precautions and specifications.

About This Guide

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Symbols, Notations, and Screenshots Used in This Guide

■ Symbols Used in This Guide

⚠ Indicates cautions that should be noted for safe use of this machine.

🛇 Indicates important items that should be noted or are prohibited.
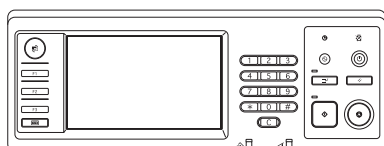
✎ Indicates useful information or additional information.
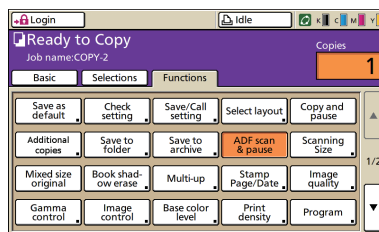
■ Names of Keys and Buttons

The names of hard keys on the operation panel and buttons on the touch panel screen or computer window are indicated with square brackets [ ].
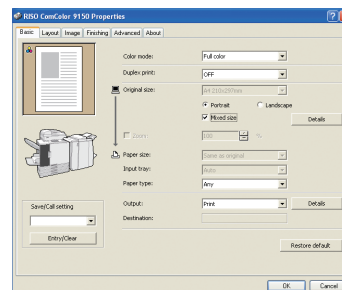
Operation Panel

Example: Press the [Stop] key.

Touch Panel Screen

Example: Press [ADF scan & pause].

Computer Window

Example: Select the [Mixed size] check box.

■ Names of Optional Equipment

The following are the names of the optional equipment used in this guide. An individual name is used for each item of equipment when describing its unique features.

Name Used in This Guide	Optional Equipment
Standard tray	High capacity feeder
Stacking tray*	Wide stacking tray Auto-control stacking tray High capacity stacker

* Optional stacking tray connected to the right side of the machine

■ Illustrations Used in This Guide

The screenshots and illustrations contained in this guide may vary depending on the model of the machine, or the usage environment, including the connected optional equipment.

✎ Because ComColor 2150 uses black ink and red ink, the following screen displays may vary.
- Color modes on the printer driver screen and the copy mode screen
- Remaining ink indicators on each mode screen
- The general screen
- The meter display screen

Similarly on the RISO Console screen, the displays related to the inks may vary.

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Touch Panel Display

The Touch panel allows functions to be operated, and displays the current status of the machine.
The information given here helps you when trouble has occurred.

Mode Screen

You can find out the following information on the mode button display of each mode and [Status].

⚠ **If the required optional equipment has not been connected to the machine, the corresponding mode button is not displayed.**
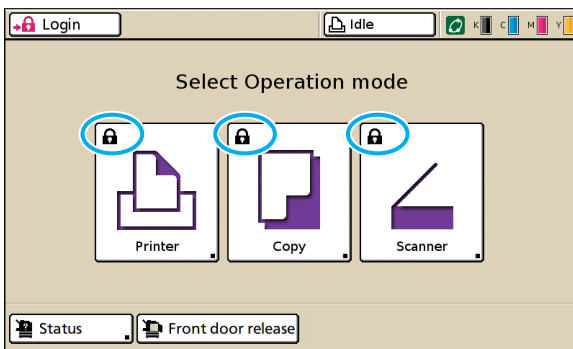
When the lock icon is displayed on the mode button

The mode button with the lock icon indicates that you must log in to access that mode.
• The administrator configures whether user login is required for each mode.
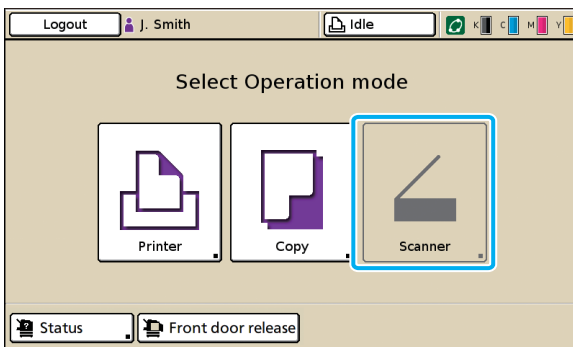
When a mode button is grayed out

If the user logging in does not have access rights to a mode, the button for that mode is grayed out.
• The administrator configures the mode access rights for each user.
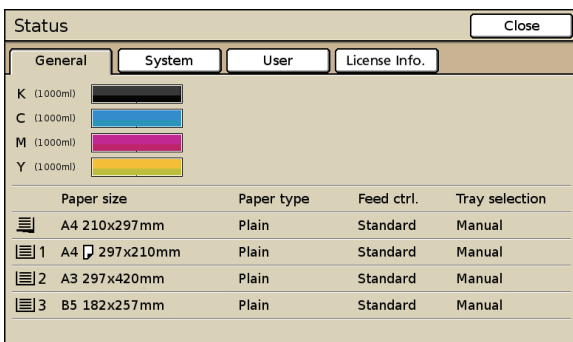
[Status] screen

On the [Status] screen

Press [Status] at the bottom left of the mode screen to display general information, system information, user information and license information.
The [General] screen displays the status of the ink, paper, and other consumables.

⚠ **The [User] is not displayed if the user has not logged in.**

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Status Area

The status area at the top of the touch panel displays the [Login] button, printer status button, FORCEJET™ link icon, and the remaining ink indicator.

① **[Login]**

Displays the user's login status.

- When the user has not logged on
  The lock icon and "Login" are displayed in the button. Nothing is displayed next to (in the space to the right of) the button.
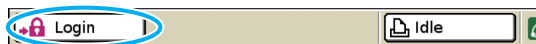
- When the user has logged in
  "Logout" is displayed on the button. A user icon and the name of the logged in user are displayed next to the button.

- When the administrator has been logged in and [Admin mode] is selected
  The [Logout] button is displayed. The crown icon and administrator's name are also displayed.

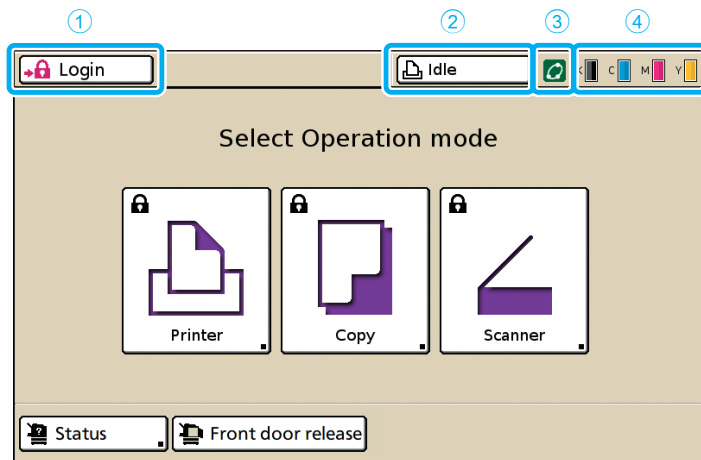> The [Login] button is displayed even when login is not required (when the mode button does not have the lock icon).

② **Printer Status Button**

Displays the current status of the machine: [Idle], [Printing], [Error], [Paused], or [Offline]. If an error occurs, the error icon flashes.

③ **FORCEJET™ Link Icon**

Indicates whether the print-related components are operating properly.

④ **Remaining Ink Indicator**

Displays the remaining amount of ink for each color. If the remaining amount of ink is less than 10%, the icon flashes.
Prepare new ink cartridges for colors that are flashing.

> The amount of remaining ink cannot be displayed when using Non-RISO ink . The remaining ink icon is grayed out.

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Job List Icons

The job list on the printer mode screen displays the job name and one of the following icons depending on the type of job.
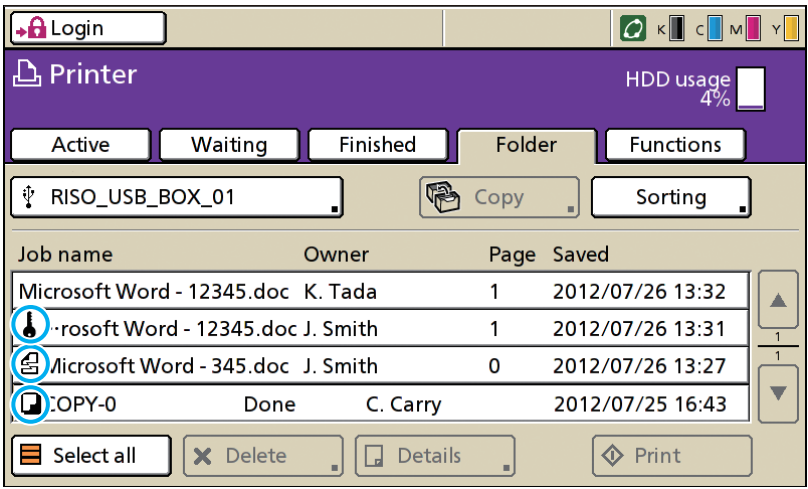
Job Icon	Job Type
	Copy job
	Jobs with a PIN code
	Broken jobs (broken data or a file format different from the RISO printer driver's)

If you select a broken job, [Details] and [Print] are grayed out.

Chapter 1 Error Messages

This chapter describes the reasons why the error lamp flashes on the operation panel and error messages appear on the touch panel and what action to take.

Follow the displayed messages to resolve the error.

Operation panel error lamp

If an error occurs, the error lamp flashes in red.
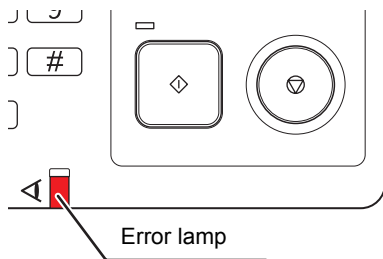
Error lamp

Scanner lamp

If a scanner error occurs, the scanner lamp flashes in red.

Scanner lamp
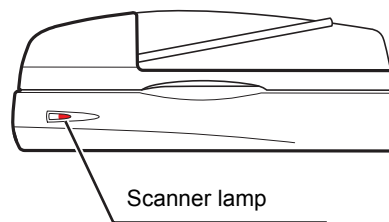
Error Messages on the Touch Panel

The description of the error and instructions for resolving the error are displayed as shown below.

S98-0020

!!System Error!!
Turn the power SW OFF then ON.
If recovery has failed, call service.
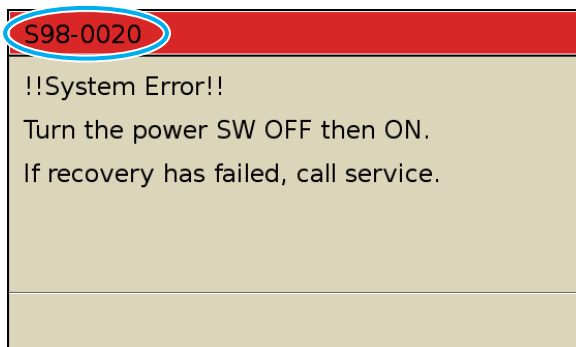
An alphanumeric error code is displayed at the top of the error message screen. Be sure to mention this error code when contacting your service representative.

• **The first letter of the error code indicates the type of error.**
• **The number of numeric digits indicates the location of the error.**

Examples of Error Messages

The following are examples of error messages.

<S00-000>Service Calls

These error messages are displayed when inspection or repair is required by a service representative.

Message	Action to Take
Communication with the external device is disconnected. Check the external device for power supply or connection. Turn the printer power on again. If recovery has failed, call service.	An error occurred in the coin vendor or card vendor, or the machine is not correctly connected to the printer. Check if the coin vendor or card vendor is connected and turned on, and press the [Sub power] key to turn off the power and then on again. If the system does not recover, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
!!System Error!! Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the standard tray. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
!!System Error!! Reboot by press the Sub Power key. If recovery has failed, call service.	A system error occurred. Press the [Sub power] key on the operation panel to turn off the power and then on again. If the system does not recover, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The drain tank is full. Call service to replace it.	The drain tank is full. Contact your dealer (or authorized service representative) and have the drain tank replaced.
The finisher has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the multifunction finisher. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The finisher punching unit has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the multifunction finisher's punch unit. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The High capacity stacker has an error. Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the high capacity stacker. Press the [Sub power] key on the operation panel to turn off the power and then on again. If the system does not recover, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The Paper feed tray has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the feed tray. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.

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Message	Action to Take
The Standard tray has an error. Press RESET key. (The job has been cancelled.) If recovery has failed, call service.	An error occurred in the standard tray. Press the [Reset] key on the operation panel. If the system does not recover, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The Standard tray has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the standard tray. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
Error in Feed Tray 1 (Feed Tray 2, Feed Tray 3) ! To recover, remove the jammed paper. Also, you can continue printing by using another tray.	An error occurred in the feed tray 1 (feed tray 2 or feed tray 3). Pull out the feed tray 1 (feed tray 2 or feed tray 3) and remove the jammed paper. See "Troubleshooting the Feed tray" (p. 2-24) for details. Trays without errors can be used. Press [Cancel] or [Continue] to resume operations. If the recovery operation does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
Error in Feed Tray 1 (Feed Tray 2, Feed Tray 3)! To recover, remove the jammed paper and then press RESET key. Also, you are able to print by using another tray.	An error occurred in the feed tray 1 (feed tray 2 or feed tray 3). Pull out the feed tray 1 (feed tray 2 or feed tray 3) and remove the jammed paper. See "Troubleshooting the Feed tray" (p. 2-24) for details. Trays without errors can be used. Press the [Reset] key on the operation panel and resume operations. If the recovery operation does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.

<U00-000>Unit Errors

These error messages are displayed when repair is required by a service representative.

Message	Action to Take
An error has occurred in the external CI. Check the external CI.	An error occurred in the external controller (ComColorExpress IS1000C or IS950C) or it is not connected properly. Check the LED indicator and cable connection of the external controller.
Communication with the scanner is disconnected. Check the scanner for power supply or connection and press RESET key. If recovery has failed, call service.	The machine cannot communicate correctly with the scanner. Check if the scanner is turned on and connected, and press the [Reset] key on the operation panel. If the system does not recover, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
Communication with the scanner failed. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	The machine cannot communicate correctly with the scanner. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.

Message	Action to Take
The finisher punching unit (stapler unit, stacking tray, booklet tray) has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the multifunction finisher's punch unit, staple unit, stacking tray or booklet tray. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time. If you press the [Stop] key, feed trays without errors can be used.
The High capacity feeder has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the high capacity feeder. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The High capacity stacker has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the high capacity stacker. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The Offset stapler (staple unit in Offset stapler) has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred on the face down offset stapler (or staple unit). Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The scanner has an error. Press RESET key or Reboot by press the Sub Power key. If recovery has failed, call service.	An error occurred in the scanner. Press the [Reset] key on the operation panel. If the system does not recover, press the [Sub power] key to turn off the power and then on again. If either of the two recovery operations above does not help solve your error, contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The scanner setting has not been completed. Call service. (The lock not yet released.)	The scanner is not correctly connected. Contact your dealer (or authorized service representative). Mention the error code displayed on the touch panel at that time.
The scanner settings are not realized properly. Call service.	

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<X00-000>Paper Jams

These error messages are displayed when there is a paper jam.

Message	Action to Take
An original has jammed in the scanner. Open the ADF cover and remove the jammed original.	Paper is jammed in the scanner. Open the ADF (original cover) cover and remove the paper jammed in the ADF.
Paper has been possibly double fed. Check the printed sheets.	No sheets or multiple sheets of paper are being fed on the standard tray. Press [Close] on the touch panel, and check the standard tray and original.
Paper has been possibly misfed. Check the paper-feed tray.	No sheets or multiple sheets of paper are being fed on the standard tray. Press [Close] on the touch panel, and check the standard tray.
Paper has jammed. A button appears in the jammed location. Touch the button to view the removal method.	Paper is jammed inside the machine or multifunction finisher, or no paper or multiple sheets of paper fed inside the printer or finisher. Press the button indicating the location of the paper jam to display how to remove the jammed paper, and follow the procedure displayed on the touch panel to remove the paper. See "Paper Jam" (p. 2-1) for details.
Paper is not possibly suitable for print. Do not use the following paper. • Wrinkled, curled, folded, or torn • Extremely thick or heavy • Paper having holes	Using unsuitable paper causes paper jam. Check loaded paper. For details on suitable paper, see **"Paper and Originals"** in the **"Basic Guide"**.

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<Y00-000>Consumable Errors

These error messages are displayed when it is time to replace consumables or parts that require periodical replacement.
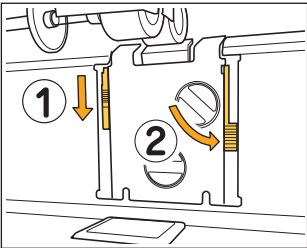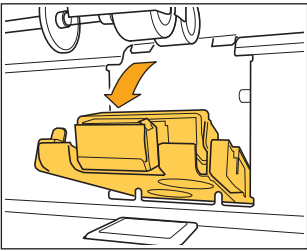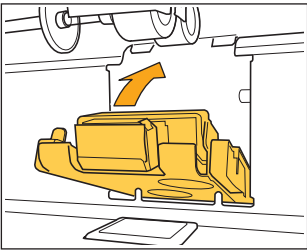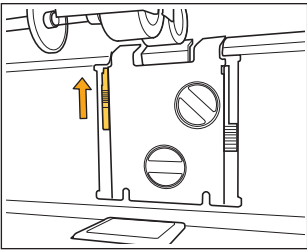
Message	Action to Take
Add staples in Offset stapler.	There are no more staples in the face down offset stapler. Add staples. See "Replacing the Staple Cartridge" (p. 3-1) for details.
Open the finisher front door and add staples. Open the finisher front door and add staples for booklet stapling.	There are no more staples in the multifunction finisher. Add staples. See "Replacing the Staple Cartridge" (p. 3-1) for details.
Replace the ink cartridge. Do not install the removed ink cartridge back again. Doing so may cause a failure.	The ink cartridge is empty. Replace the ink cartridge for the displayed color. For details on how to replace the ink cartridges, see **"Routine Care"** in the **"Basic Guide"**. 🚫 **Do not remove the ink cartridge until the ink replacement message is displayed.** 📝 **When the remaining amount of ink is low, the remaining ink indicator flashes on the touch panel screen. Prepare new ink cartridges for colors that are flashing.**
The finisher is full of punching trash. Open the finisher front door and dispose of the punching trash.	Dispose of all punching trash inside the punching box of the multifunction finisher. See "Cleaning the Punching Box" (p. 3-5) for details.

<Z00-000>Check Settings Errors

These error messages are displayed when a cover or tray is not completely closed or an ink cartridge is not properly installed.

Message	Action to Take
Close the ADF cover.	The ADF cover (original cover) is not completely closed. Securely close it.
Close the cover of High capacity feeder.	The high capacity feeder cover is not completely closed. Securely close it.
Close the finisher booklet tray.	The multifunction finisher booklet tray is not properly installed. Securely install it.
Close the finisher door.	The multifunction finisher cover is not completely closed. Securely close it.
Close the front door. Press "Front door release button" before opening. The door might be damaged if opened forcibly.	The front doors are not completely closed. Securely close them.
Close the Jam Release Cover [G] ([H]).	The jam release cover [G] ([H]) is not completely closed. Securely close it.

Message	Action to Take
Close the left (right) cover of "High capacity stacker".	The high capacity stacker's left (right) cover is not completely closed. Securely close it.
Close the Staple Cover of the Offset stapler.	The stapler cartridge is not properly installed or the staple cover is not completely closed. Securely install the stapler cartridge or close the staple cover.
Close the Transfer Cover of Offset stapler.	The face down offset stapler cover is not completely closed. Securely close it.
Install the ink cartridge.	Either a Non-RISO ink cartridge has been installed or no ink cartridge has been installed. Install a RISO ink cartridge. Otherwise, contact your administrator.
Set Feed Tray1 (Feed Tray2/Feed Tray3) in place.	Feed Tray1, Feed Tray2, or Feed Tray3 is not completely closed. Securely close it.
Set the high capacity stacker carriage.	No carriage is set to the high capacity stacker. Set the carriage to the high capacity stacker and close the right-side cover.
The high capacity stacker stacking tray is not set. Set the stacking tray.	The stacking tray is not set to the high capacity stacker. Set the stacking tray to the high capacity stacker and close the right-side cover.
Wrong-color ink cartridge is installed. Replace the ink cartridge.	Either the type or color of the installed ink cartridge is not correct. Check the color of the installed ink cartridge at the indicated position and reinstall the ink cartridge. If the wrong ink cartridge has been installed, wipe the ink port clean, put on the cap, and store horizontally in the correct storage direction.
Wrong-type ink cartridge installed or cannot read ink info. Replace the ink cartridge or contact RISO Dealer/Branch.	

Message	Action to Take
Safety SW on Standard Tray (High capacity feeder) or Stripper Plate is activated. Reset paper on Standard Tray (High capacity feeder), or Stripper Plate.	The safety switch on the standard tray or stripper plate is activated. Check that there are no obstructions below the standard tray or on top of the paper. Remove any obstructions. Reset the stripper plate if it is not set properly. Stripper plate **Setting the stripper plate** 1 Lower the stripper lock knob (①) to unlock the stripper plate. 2 Press the stripper release lever (②) and remove the stripper plate. 3 Reset the stripper plate. ⚠ **Make sure that the stripper plate is fully inserted.** 4 Lift the stripper lock knob to lock the stripper plate. When the stripper lock knob cannot be locked, the stripper plate is not fully inserted. Make sure that the stripper plate is fully inserted.

<W00-000>Warnings

These warning messages are displayed when there is no more paper, the output tray is full, a peripheral device is not connected, or there is another problem.

Message	Action to Take
Acceptable output tray does not exist. Remove the paper.	The paper output to each tray exceeds the maximum load capacity. Remove the paper and press [Cancel] or [Continue] to close the error message screen.
An error has occurred in scanner.	An error occurred in the scanner. Scanned data is lost if this message is displayed while scanning an original. Press [Confirm] and rescan the original. If this message is displayed at a time other than while scanning an original, press [Confirm]. If the error message does not disappear, press the [Sub power] key on the operation panel to turn off the power and then on again.
Auto feed tray selection is not available. Select the tray and press the [START] key.	Though [Feed tray] is set to [Auto], all trays are set to [Manual] in [Tray selection]. Either set [Auto] for one of the trays in [Tray selection] or press [Select tray] and select a usable tray.
Auto-Ctrl Stacking Tray is full. Remove the paper.	The paper output to the auto-control stacking tray exceeded the maximum load capacity. Remove the paper and press [Cancel] or [Continue] to close the error message screen.
Check the Auto-Ctrl Stacking Tray.	The paper guides of the auto-control stacking tray are not set correctly. Check the paper guides.
Paper with different sizes is loaded in the high capacity stacker. Remove paper from the stacking tray.	There is paper on the stacking tray of the high capacity stacker. If paper is on the stacking tray, the paper guides cannot move; therefore, they cannot adjust to the paper size of the next job. Remove the paper.
Paper stays in the high capacity stacker ejector. Print cannot be run. Remove paper from the ejector.	**When the power is turned on or the power saving mode is off, the paper guide cannot properly adjust to the paper size; therefore you need to remove the paper on the stacking tray. If you do not want to remove the output each time a job is finished, it is recommended to set a long duration to the power saving mode by configuring [Power save setting] in the "Admin. Settings". For details on the power saving status, see "Power save setting" in the "Administrator's Guide".**
Email transmission error. Check the destination address (Check the mail server settings./The email size exceeds the capacity. Change the scan function settings./An error has possibly occurred in the server./The sent data may be damaged.).	Failed to send an e-mail. Check the following and send the e-mail again. • Destination setting • Mail server settings • Problem with send data • Problem with the mail server • Send data capacity
Fit Standard tray paper guides to the paper width.	The paper guides and stopper are not positioned to the correct paper width. Check the feed tray. Press [Cancel] or [Continue] to resume operations.
HDD is full. Delete unnecessary jobs to prepare required HDD capacity.	The hard disk of the machine is full. Delete unnecessary jobs to free up space on the hard disk.

Message	Action to Take
Job name: The selected paper tray cannot eject paper of this size. Select another tray or change the paper size. (The job has been cancelled.)	The specified paper size cannot be output from the selected stacking tray. Press [Close] and send the job again. For details on each tray and available paper size, see **"Printing Paper"** in the **"Safety Information"**.
Job name: The stack of paper cannot be stapled as it exceeds the maximum stapling capacity. Remove the paper from the output tray. Printing can be continued without stapling.	If the job exceeds the maximum stapling capacity, the paper is output without being stapled. Remove the paper and press [Continue] or the [Stop] key.
Job name: This job cannot eject to the high capacity stacker. Check the settings (The job has been deleted).	The job cannot be output to the high capacity stacker (contains the paper size or mixed size that cannot be output to the high capacity stacker, or the unacceptable settings). Change the output tray, specify the available size or avoid mixing paper sizes when sending jobs.
Job name: This printing job is not acceptable because the finisher stapling unit (punching unit, top tray, stacking tray, booklet unit) is faulty. Printing without using the stapling unit (punching unit, top tray, stacking tray, booklet unit) is possible. (The job has been cancelled.)	None of the multifunction finisher units (stapler unit, punching unit, top tray, stacking tray, booklet unit) can be used. Contact your dealer (or authorized service representative). If you press [Close], you can continue using the machine except for the unit that has an error.
Load cover sheets in the following tray.	There is no paper in the tray for cover sheets. Load paper for the cover in the indicated tray.
Load cover sheets same size as the body sheets in the following tray.	A paper size having a different size than the main text is loaded in the tray for the cover. Load cover paper of the same size as that of the main text.
Load paper in Feed Tray1 (Feed Tray2/Feed Tray3).	Feed Tray1, Feed Tray2, or Feed Tray3 is empty. Load paper. To change the size or type of the paper, change the setting of the feed tray on the operation panel.
Load paper in the paper feed tray.	The feed tray has been set to [Auto] and paper corresponding to the specified paper size and type for the job is not loaded in the tray set in [Tray selection]. Load the specified type of paper. Otherwise, press [Change tray] to change the feed tray to other than [Auto] or set [Auto] for a tray loaded with the specified paper in [Tray selection].
	There is no paper in any feed tray. Load paper.
Load paper in the Standard Tray (High capacity feeder).	The standard tray is empty. Load paper. To change the size or type of the paper, change the setting of the feed tray on the operation panel.
Load slip sheets in the following tray. Selected tray:	There is no paper; or, the wrong size paper has been loaded in the specified tray. Load the right kind of paper in the specified tray.

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Message	Action to Take
No appropriate paper has been set. Load the following paper in the paper feed tray.	There is no paper in any feed tray that corresponds to the specified paper size for the job. Load the specified size of paper. Press [Cancel] or [Continue] to resume operations.
Paper has been possibly double fed. Check the printed sheets.	Multiple sheets of paper are fed. Press [Close] on the touch panel, and check the printed sheets.
Paper is not appropriately loaded in the high capacity stacker stacking tray. Check the stacking tray.	Sheets not appropriately output to the high capacity stacker; therefore, they are not neatly aligned. Press [Close] on the touch panel, and check the printed sheets. When using irregular size paper, register the paper size to [Custom paper entry] in advance.
Paper of this size cannot be output with the current fold (booklet, staple, punch) setting. Check the paper setting orientation or the printer settings.	The specified paper size cannot be combined to [Fold (Booklet, Staple, Punch)] function. Press [Close] and send the job again. For details on the paper size and orientation available to the fold (booklet, staple, punch) function, see **"Booklet binding"** and **"Staple/Punch"** in the **"User's Guide"**.
Paper of this size cannot be output with the current output tray. Check the paper setting orientation or the printer settings.	The specified paper size cannot be output from the selected stacking tray. Press [Close] and send the job again. For details on available paper size for the output tray, see **"Printing Paper"** in the **"Safety Information"**.
Paper of this size cannot be output with the offset output. Check the paper setting orientation or the printer settings.	The specified paper size cannot be combined with the [Offset output] function. Press [Close] and send the job again. For details on the paper available to the offset output, see **"Printing Paper"** in the **"Safety Information"**.
Printing on envelopes is selected. Check if another incompatible setting such as duplex printing or finisher setting has been specified.	The printing job is not acceptable because it contains unacceptable settings for the envelope job. Cancel the following settings and send the job again. • Duplex printing • Output tray selection (Multifunction finisher)
Remove the remaining paper from the output tray.	Paper is left on the face down offset stapler. Remove the paper and press [Cancel] or the [Stop] key.
Save to archive in Ex.CI cannot be performed.	An error occurred in the external controller or it is not connected properly. Check the LED indicator and cable connection of the external controller.
Scan file cannot be saved. Check the setting of storage destination.	Failed to save the scanned data. Check the following and save the data again. • Network configuration for the storage server • Problem with the storage server • Connection of network cables • Settings of [Directory] for the scanned data
The data cannot be saved in the USB flash drive. Check the USB flash drive. • Number of files • Capacity • Write protected	A file having the same job name exists in the USB flash drive specified as directory. To change the job name and save, press [Close] and scan the original again. Otherwise, press [Close], change the destination to the internal HDD, and scan the original again.
	Data cannot be saved because there is not enough space in the USB flash drive. Either press [Save to Internal HDD], or delete unnecessary data in the USB flash drive to free up enough space, and save the data again.
	USB memory is set to write protected. Press [Close], change the destination to the internal HDD, and scan the original again.

Message	Action to Take
The face down tray is full. Remove the paper.	The paper output to the output tray exceeded the maximum load capacity. Remove the paper and press [Cancel] or the [Continue] to close the error message screen.
The file of this name exists preservation ahead. Are you sure to overwrite it?	A file having the same name exists already in the [Directory] (USB flash device) . To overwrite, press [Continue]. To change the file name and save, press [Cancel] and save the file again.
The finisher stapler unit (punching unit/top tray unit/stacking tray unit/ booklet tray unit) is not connected. Check the connection. (The job has been cancelled.)	The multifunction finisher units are not connected. Contact your dealer (or authorized service representative).
The finisher status cannot be identified. Press the power key on the operation panel to turn off the power and then on again.	The multifunction finisher status cannot be identified. Press [Close]. Press the [Sub power] key on the operation panel to turn off the power and then on again.
The finisher top tray (stacking tray/ booklet tray) is full. Remove the paper.	The paper output to each tray exceeds the maximum load capacity. Remove the paper and press [Cancel] or the [Continue] to close the error message screen.
The high capacity feeder is overloaded with paper. Check the standard tray.	The amount of paper in the high capacity feeder exceeds the maximum load capacity. Remove the paper and press [Close]. For details on the maximum load capacity, see **"Paper and Originals"** in the **"Basic Guide"**.
The High capacity stacker is full. Remove the paper.	The amount of paper output to the high capacity stacker exceeds the maximum load capacity. Remove the paper and press [Cancel] or [Continue].
The Offset stapler tray is full. Remove the paper.	The amount of paper output to the face down offset stapler exceeds the maximum load capacity. Remove the paper and press [Cancel] or [Continue].
The paper size may be incorrect. Check the paper guides, paper trays or paper size settings. (The job has been cancelled.)	There is no paper in any feed tray that corresponds to the specified paper size for the job. Load the specified type of paper. Otherwise, press [Change tray] to set [Auto] for a tray loaded with the specified paper.
The printer clock may not synchronize with Kerberos time.	There is a time difference between the printer's internal clock and the Kerberos server. Contact your administrator. Time difference can be corrected by configuring [NTP time synchronization] in the "Admin. Settings".
The safety switch on the finisher stacking tray is activated. Check the tray.	Something may be obstructing the stacking tray. Make sure that there is nothing placed below or near the tray.
The safety switch on the high capacity stacker stacking tray is activated. Remove paper from the stacking tray.	The paper on the high capacity stacker contacts the paper guides; therefore, the stacking tray cannot rise. Remove the paper on the stacking tray.

Message	Action to Take
The scan file cannot be saved. The file size exceeds the system limit or the file name already exists. Check the scanner settings.	The data cannot be saved because the file size of scan data exceeds the system limit. Press [Close], reduce the amount of originals or change the save format, and scan the original again.
	A file having the same job name exists in the server specified as directory. To change the job name and save, press [Close] and scan the original again. Otherwise, press [Close], change the destination to the internal HDD, and scan the original again.
This is Non-Riso ink cartridge. Using Non-Riso ink may result in serious damage to the printer. Check your service provider's warranty service agreement if any, as damage caused by Non-Riso supplies could be excluded from coverage. Do you wish to continue using this cartridge?	A Non-RISO ink cartridge is installed. For details on what action to take, contact your administrator.
This job has already been deleted.	The corresponding job was deleted on the console while the "Confirmation" screen for a suspended job was being displayed or the setup screen displayed when [Setting chg.] was pressed on the "Confirmation" screen. Send the data again.
Transmission error to the Kerberos server (LDAP server). Contact the administrator.	Failed to send data. For details on what action to take, contact your administrator.
USB flash drive is not found. Set the USB flash drive again and press "Retry" button.	A USB flash drive is not inserted in the machine. • To save to a USB flash drive, insert it into the machine, and press [Retry]. • To change the storage directory to the internal hard disk, press [Save to Internal HDD]. • To change the storage directory to a location other than the internal hard disk or to cancel the save process, press [Cancel].
	The inserted USB flash drive is not compatible with the machine. Use a USB mass storage class device or a normal USB 1.1 or 2.0 flash drive.
Communication with the external system might have failed. Contact the administrator.	Failed to send data. For details on what action to take, contact your administrator.
Communication with the external system is disconnected. Please retry. If recovery has failed, contact the administrator.	
The count has reached the limit of the external system. Contact the administrator. (The job has been deleted.)	Copying and printing have been restricted. For details on what action to take, contact your administrator.

<Ι00-000>Information

These messages are displayed when maintenance of the machine is required.

Message	Action to Take
!!Maintenance!! Call Service.	The time for periodic inspection has arrived. Contact your dealer (or authorized service representative).
Required to renew the parts in Offset stapler. Call Service.	Contact your dealer (or authorized service representative). If you press [Close], you can continue using the machine except for the face down offset stapler that has an error. Scanner mode and output from other stacking tray are available.
The drain tank must be replaced soon. Call service to prepare a new drain tank.	Contact your dealer (or authorized service representative). ⚠ **When the drain tank is full, printing cannot be performed. Be sure to call for service when this message is displayed.**
The image may not be printed in properly caused by the soiled transfer path. Call service.	Contact your dealer (or authorized service representative). ⚠ **When the printer is unable to determine the size and the position of the paper because of the soiled transfer path, the image may not be printed in properly. The margin when printing images is 5 mm (3/16") regardless of the specification until the cleaning of the transfer path is performed.** **The cleaning should be performed by service engineer. Be sure to call for service when this message is displayed.**
Transmission error to the Control server. Call Service.	Information may not have been sent correctly to the control server. Contact your dealer (or authorized service representative).
Wrong-type ink cartridge is installed or cannot be read ink info. The ink cartridge will be unusable if this goes on. Replace the ink cartridge or contact RISO Dealer/Branch.	Install ComColor ink manufactured by RISO KAGAKU CORPORATION. If the appropriate ink is not available, contact your administrator.

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Chapter 2 Troubleshooting

This chapter describes what action to take when a problem occurs.

⚠ Caution

Be careful of protruding parts and metal terminals when inserting the hand inside the printer such as removing jammed paper. Otherwise, an injury might occur.

Paper Jam

If a paper jam occurs in the machine, multifunction finisher, or ADF, printing stops, the error lamp on the operation panel flashes in red, and the paper jam screen appears on the touch panel. Follow the procedure displayed on the touch panel to remove the jammed paper and resume printing.

1 **Touch the alphanumeric button indicating the location of the paper jam to display how to remove the jammed paper.**
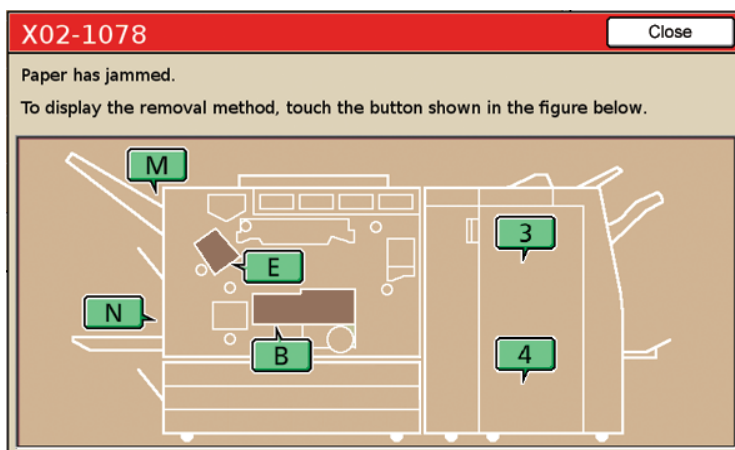
2 **Follow the procedure displayed on the touch panel to remove the paper.**

Press [◄ ►] to display the previous or next page.

(The following screenshots are examples of the display when there is a paper jam in the left of the transfer unit.)

2-1
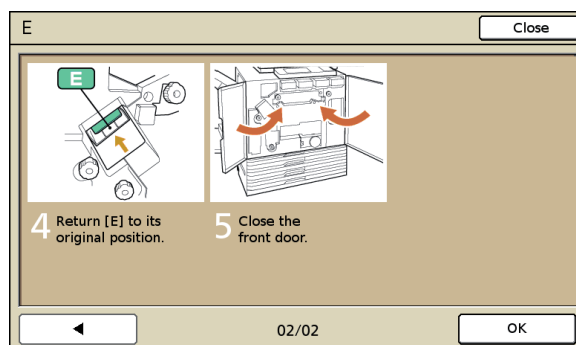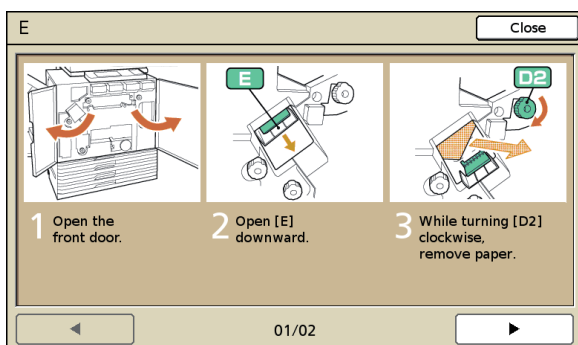
③ Press [Close].

Return to the screen in Step 1. Check that the button indicating the location where the paper was removed has disappeared.

⚠ **When alphabet buttons are displayed on the screen, paper still remains in the indicated locations. Repeat Steps 1 to 3 to remove the jammed paper.**

Precautions When Removing Jammed Paper

- Slowly and carefully remove the jammed paper. Be careful not to leave pieces of paper in the machine.
- When removing the paper from the machine, roll the paper a little at a time in the output direction inside the machine, and then remove the paper toward you.
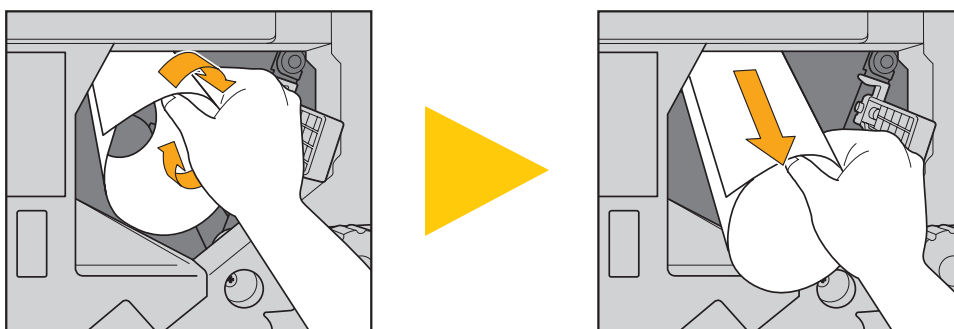
- Paper is transferred through the printer at a high speed during printing. Therefore, if a paper jam occurs when printing multiple sheets of paper, the sheet of paper that caused the paper jam as well as other sheets of paper may remain in the transfer path. When using the internal dials to remove jammed paper, after removing the first sheet of paper, turn the dial four or five times to check for other sheets of paper.

✏ **The transfer unit below the ink cartridges, in particular, may have several sheets of paper. Turn the "D2" dial inside the printer until no more paper is output.**
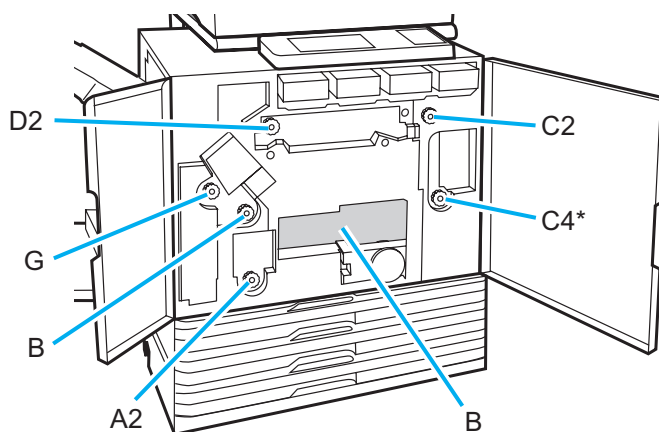
- The printer heads are located inside top of opening "B". Keep off your hand or sleeve from the printer heads not to get ink on when removing paper from "B".

∗ Use the dial "C4" only when the multifunction finisher has been connected.

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Frequent Paper Jams

If paper jams occur frequently, check the following points again.

- The paper on the standard tray or in the feed tray is within the maximum load capacity.
- The standard tray paper guides are positioned correctly and the paper is loaded properly.
- The paper that is actually loaded matches [Feed tray] settings.
- The usable paper is loaded.
  Wrinkled or curled paper, in particular, can cause paper jams, so do not use this paper.
- When using irregular size paper, the paper size must be registered in advance by using the "Admin. Settings". Contact your administrator. To use unregistered irregular size paper, select [Feed tray] ▶ [Details] ▶ [Irregular size].
- When using paper already printed on one side or dark colored paper, the machine may incorrectly detect this type of paper as though multiple sheets of paper are being fed. Set [D-Feed Check] to [OFF].
  ⇒ Printer mode screen ▶ [Functions] ▶ [Feed tray] ▶ select the feed tray ▶ [Paper type] ▶ set [D-Feed Check] to [OFF]
  ⇒ Copy mode screen ▶ [Basic] ▶ [Feed tray] ▶ select the feed tray ▶ [Details] ▶ [Paper type] ▶ set [D-Feed Check] to [OFF]

For details on how to load paper and the types of usable paper, see "Paper and Originals" in the "Basic Guide".

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Paper Feed Path

The paper path differs for simplex and duplex printing up to the point of output. Also, the tray used to output printouts may be restricted depending on the functions used.

During printing, paper is transferred through the machine as shown below.

- → Solid line: Paper feed path during simplex printing
- ▪▪▪▶ Dashed line: Paper feed path during duplex printing

<When using the output tray> **<When using the face down offset stapler>** **<When using the stacking tray>**
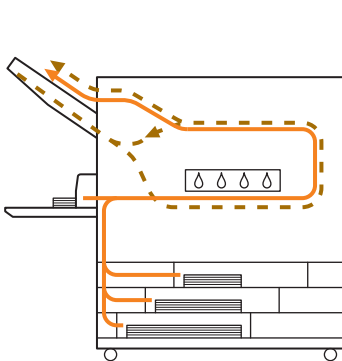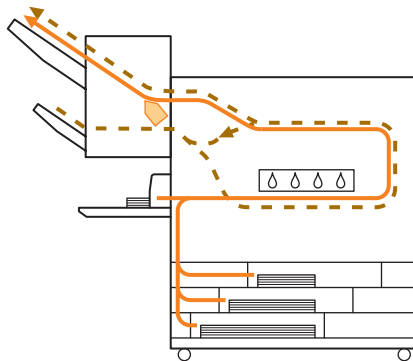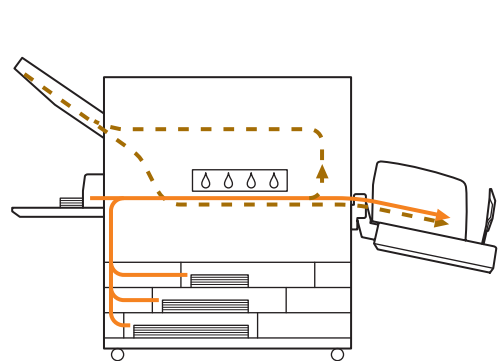
<When using the machine with the multifunction finisher>
The paper feed path inside the multifunction finisher is the same during both simplex and duplex printing.

Top tray

Stacking tray

Booklet tray
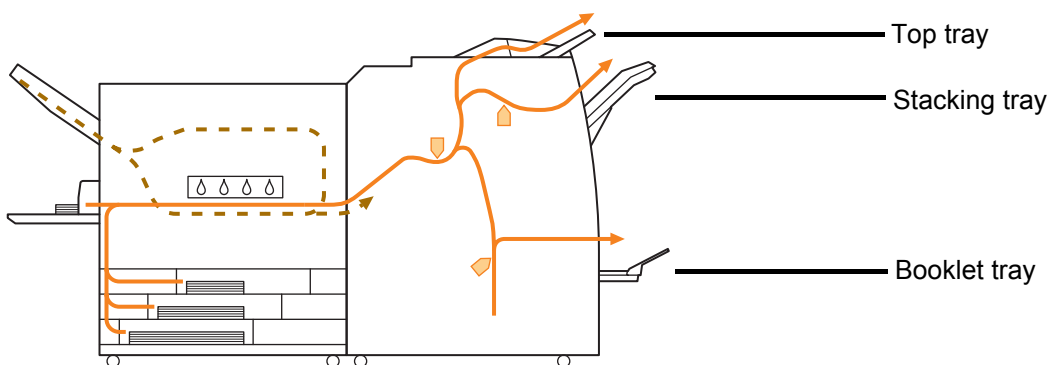
- There may be no feed tray depending on your model.
- The tray used to output printouts differs depending on the multifunction finisher functions that have been configured.
- For detailed illustrations of the paper feed path when using the multifunction finisher, see the next page.

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When using the multifunction finisher

● When stapling
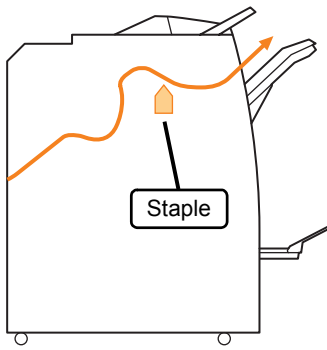
Staple

● When punching
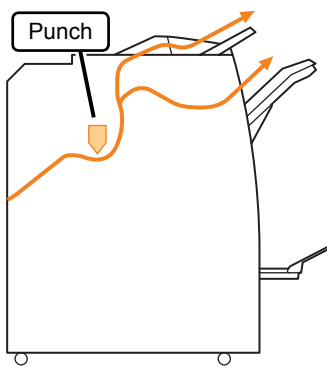
Punch

● When punching and stapling

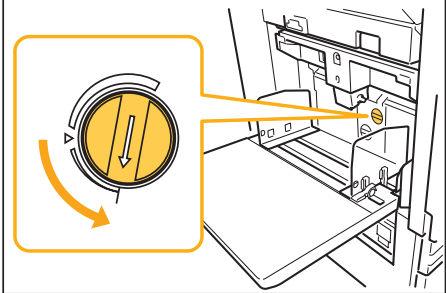Punch

Staple
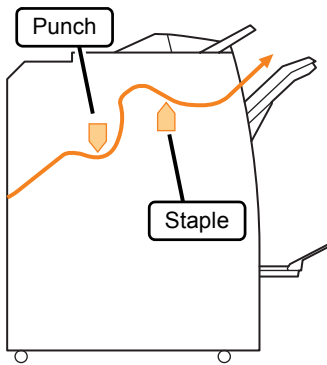
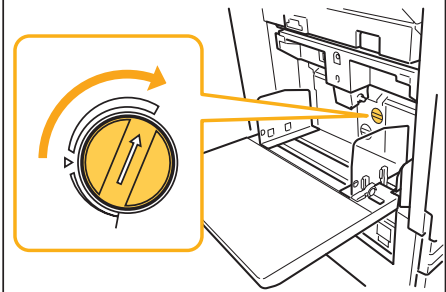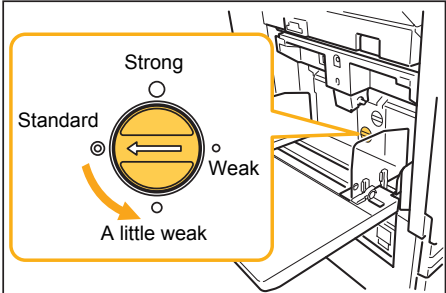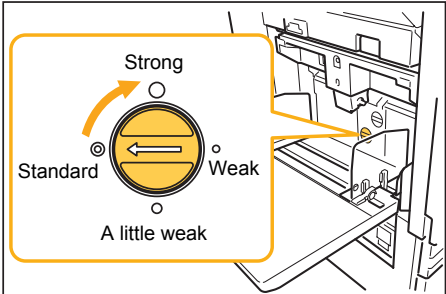● When using the booklet / 2-fold function

Booklet / 2-fold

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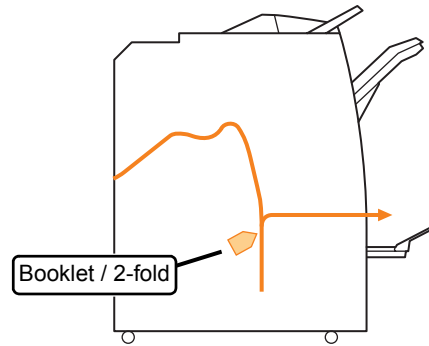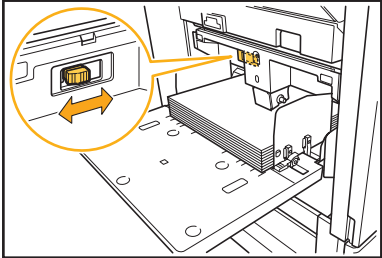
Troubleshooting the Printer Driver and Printer Mode

This section describes how to troubleshoot problems related to the printer driver and printer mode.

Problem	Possible Cause and Action to Take
Cannot print from a computer.	**The printer mode is offline.** Check the printer status button on the mode screen of the operation panel. [🗙 Offline] When [Offline] is displayed, change the status to [Online]. ⇒ Printer mode screen ▶ [Functions] ▶ press [Online]
	The status of the job may be [Waiting]. The job status may be [Waiting] when the administrator has set all jobs to go to [Waiting] status or when the job requires a PIN code. Check whether the job is on the [Waiting] screen in printer mode.
	The machine is busy. The machine gives higher priority to operations made on the operation panel than to jobs from a computer. When there are multiple idle jobs, the jobs are printed in the following order of priority. Copied job ▶ [Waiting] job ▶ Job from a computer
	The message showing ink cartridge replacement appears. You cannot print if the message shows that even one color needs to be replaced. Replace the ink cartridge of the color shown.
Cannot print well on irregular sized paper.	**Irregular sized paper requires to be registered.** The paper size must be registered in advance with [Custom paper entry] on both the printer driver and the machine. • Printer driver [Properties] dialog box ▶ [Environment] tab ▶ register paper size with [Custom paper entry] • To configure [Custom paper entry] on the machine, the administrator must configure the setting. Contact your administrator. **[Feed tray] ▶ [Details] ▶ [Irregular size] is selected.** To use irregular sized paper without configuring [Custom paper entry], go to [Feed tray] ▶ [Details] and select [Irregular size]. For width, the fence width of the feed tray is adopted. For length, the maximum value of each tray is adopted. If you use irregular sized paper that the administrator has registered, print speed and paper alignment improves.
When printing a document with multiple pages, some pages are printed with an incorrect paper size.	**The document data have different paper sizes.** Select the [Mixed size] check box on the [Basic] tab of the printer properties dialog box. The feed tray is automatically selected according to the original size and the document is printed.

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Problem	Possible Cause and Action to Take
It takes a long time to print. / When printing multiple copies, the printer makes a sound after each copy is output.	**The [Collate] check box may be selected on the [Print] dialog box of the application.** When the [Collate] check box has been selected, data for the number of pages to print (copies) is sent for each page (copy). Remove this check mark.
The PIN code for a job is lost.	**If the PIN code for a job is lost, that job cannot be printed.** Add a new PIN code and re-send the job. Contact the administrator and have the job remaining on the list on the [Waiting] screen deleted.
[Color] and [Auto] are not displayed on the [Color mode] menu of the printer properties dialog box.	**The color printing function has been restricted by the administrator.** Contact your administrator.
Cannot specify pages to print.	**The [Collate] check box has been selected on the [Print] dialog box of the application.** Remove the check mark from the [Collate] check box on the [Print] dialog box of the application, and set [Collate] to [Group] on the [Finishing] tab of the printer properties dialog box.
Only one copy (page) is printed although multiple copies (pages) are specified.	**[Print and pause] has been set.** When [Print and pause] has been set on the printer properties dialog box, printing stops after one copy (page) is printed. If there is no problem with the print result, press the [START] key on the operation panel or [Continue] on the touch panel to continue printing. To cancel [Print and pause], remove the check mark from the [Print and pause] check box on the [Advanced] tab.
Cannot reprint a job on the [Finished] screen in printer mode.	**Reprinting of jobs may be prohibited by the "Admin. Settings".** When reprinting of jobs has not been permitted by the "Admin. Settings", [Print] and the job list are grayed out and reprinting cannot be performed. Contact your administrator for details.
You cannot remember how much of your printing has been completed after you interrupt it or turn the machine off and back on.	**See the finished job details screen to check how many sheets have been printed. It says how many copies have been printed and the page number of the last printing.** ⇒ Printer mode screen ▶ select a job on the [Finished] screen ▶ [Details] ▶ the [Finished job] details screen ▶ [Settings]
You cannot store a print file from a USB drive to the printer.	If [Folder function] has been set to [OFF] in the "Admin. Settings", you cannot copy jobs. Contact your administrator for details.

2

Problem	Possible Cause and Action to Take
No paper is fed. / Multiple sheets of paper are being fed. / The back of a card is turned outward.	**Paper feed settings do not match the paper properties (paper thickness).** Configure the paper feed settings that match the paper properties using the [Paper type] for the feed tray. For details, see **"Feed Tray"** in the **"User's Guide."** **The paper feed pressure adjustment lever does not fit the paper thickness.** Use the paper feed pressure adjustment lever to adjust the paper feed pressure according to the loaded paper. Set the lever to [✳(NORMAL)] or [✿(CARD)] according to the paper type. • Normally, set the lever to [✳(NORMAL)]. If paper feeding is a problem, set this to [✿(CARD)]. For details on the paper feed pressure adjustment lever and paper type, see **"Paper and Originals"** in the**"Basic Guide"**.

Problem	Possible Cause and Action to Take
No paper is fed. / Multiple sheets of paper are fed. / The back of a card is turned outward.	**The angle of the stripper plate is not properly adjusted.** Turn the stripper plate angle adjustment dial to adjust the angle of the stripper plate according to conditions. • When no paper is fed: Turn the dial to the left. • When multiple sheets of paper are fed: Turn the dial to the right. ⬤ **When adjusting the angle, be sure to remove the paper from the standard tray and lower the standard tray all the way to the lowest position.**
	The paper separation pressure is not properly adjusted. • When no paper is fed, the back of a card is turned outward, or paper that can easily generate paper powder is used: Turn the dial to [A little weak]. • When multiple sheets of paper are fed: Turn the dial to [Strong]. ⬤ **When adjusting the angle, be sure to remove the paper from the standard tray and lower the standard tray all the way to the lowest position.**

Problem	Possible Cause and Action to Take
A multiple feeding error occurs although multiple feeding was not performed, or multiple feeding errors occur frequently.	**Dark colored paper or paper printed on one side are used.** When using paper printed on the back or paper with a dark base color, the machine may incorrectly detect this type of paper as though multiple sheets of paper are being fed. In this case, set [D-Feed Check] to [OFF]. ⇒ Printer mode screen ▶ [Functions] ▶ [Feed tray] ▶ select the feed tray ▶ [Paper type] ▶ set [D-Feed Check] to [OFF]
Paper is loaded but the error message "Load paper in the paper feed tray." appears.	**The [Paper size] and [Paper type] settings of the printer driver do not match the same settings on the machine.** Even with paper loaded, if the [Paper size] and [Paper type] settings of the printer driver and the machine do not match, an error message appears. Configure the same paper size and type settings on the machine. ⇒ Printer mode screen ▶ [Functions] ▶ [Feed tray] ▶ select the feed tray ▶ [Paper size] / [Paper type]
	[Tray selection] has been set to [Manual] for multiple trays. When [Input tray] has been set to [Auto], an error message is displayed if a feed tray of the machine [Auto] has not been set in [Tray selection]. Set [Feed tray] on the machine to [Tray selection] for the standard tray or selected feed tray. ⇒ Printer mode screen ▶ [Functions] ▶ [Feed tray] ▶ press the [Tray selection] button to select [Auto] or [Manual]
The quality of color printing fluctuates.	**Color tones (reproducibility) differ depending on the paper being used.** Color profile is determined according to the paper type. To find the optimal profile for a paper type, trying various paper type settings, which can be changed on the [Paper type] screen, to compare how finished printouts will look is recommended. Otherwise, contact your dealer. **In the case of the printing method of this machine (inkjet), the printing quality (especially for color printing) may vary depending on the paper type. Therefore, change the [Color profile] setting for each printing paper type.** **If the printer driver settings do not match the type of loaded paper, the printing functions cannot be fully utilized. Check the following.** • When [Paper type] has been set to [Any] for the printer driver, select the paper type actually in use. For details, see **"Printing Printer Driver Screens"** in the **"Basic Guide"**. • Check that the paper type loaded in the feed tray matches the paper type set in [Feed tray]. ⇒ Printer mode screen ▶ [Functions] ▶ [Feed tray] ▶ select the feed tray ▶ [Paper type]

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Problem	Possible Cause and Action to Take
Printed images are light or faded.	**The print density setting has been configured for light printing.** Adjust the [Print density] setting on the [Image] tab of the printer properties dialog box.
	The [Draft] function has been set. If [Draft] has been set in the printer driver, the printing density decreases because less ink is used. To increase the printing density, go to the [Image] tab ▶ [Image quality] ▶ [Details], and select [Standard].
	The [Data compression] function has been set. If [Data compression] has been set in the printer driver, the Drop value lowers, and neutral colors become uneven because the printing process speed increases. To increase the printing density, go to the [Image] tab ▶ [Image quality] ▶ [Details], and select [Standard].
	The paper type setting (on the machine) and the paper that is actually loaded do not match. Correctly configure the paper type. ⇒ Printer mode screen ▶ [Functions] ▶ [Feed tray] ▶ select the feed tray ▶ [Paper type]
	The ink heads are clogged. To unclog the ink head, perform head cleaning. ⇒ Printer mode screen ▶ [Functions] ▶ [Head cleaning] ▶ [Normal cleaning] If this does not fix the problem, perform [Strong cleaning].
Printed images are dark.	**The print density setting has been configured for dark printing.** Adjust the [Print density] setting on the [Image] tab of the printer properties dialog box.
	The paper type setting has not been correctly configured for the type of paper loaded in the feed tray or on the standard tray. Correctly configure the paper type. ⇒ Printer mode screen ▶ [Functions] ▶ [Feed tray] ▶ select the feed tray ▶ [Paper type]
Printed images have white streaks.	**The ink heads are clogged.** To unclog the ink head, perform head cleaning. ⇒ Printer mode screen ▶ [Functions] ▶ [Head cleaning] ▶ [Normal cleaning] If this does not fix the problem, perform [Strong cleaning].

2

2-11

Problem	Possible Cause and Action to Take
The paper or paper edges are dirty.	**Unusable paper is loaded.** Check the type of the paper loaded on the standard tray or in the feed tray. For details, see **"Paper and Originals"** in the **"Basic Guide"**.
	Curled paper is loaded. Curled paper can come in contact with the ink head, making the paper dirty. This can damage the ink head, so do not use curled paper.
	[Printable area] has been set to [Maximum] in the "Admin. Settings". The inside of the machine may be soiled with ink. Using the [Standard] setting is recommended particularly in cases where soiling appears after printing data containing an image extending to the edge of the paper. Contact your administrator.
Photo images are bright or dark.	**Correction is possible in the case of image data.** Select the [Gamma control] check box on the [Image] tab of the printer properties dialog box. Click [Details] to adjust the brightness and contrast on the [Gamma control] dialog box.
Duplex copying cannot be performed for the paper loaded in the standard tray.	**The feed tray setting for the standard tray is set to [Envelope].** When [Feed ctrl.] is set to [Envelope] on the [Feed tray] screen, duplex copying cannot be performed using paper from the standard tray regardless of the type of paper loaded. Configure the settings according to the paper to be used. ⇒ Printer mode screen ▶ [Functions] ▶ [Feed tray] ▶ select the standard tray ▶ [Details] ▶ [Paper type] ▶ [Feed ctrl.]
Sent data have become broken jobs.	**Job data is damaged or printed out in a printer driver other than the RISO printer driver.** The job data is damaged, or cannot be printed out because its file format is different from the RISO printer driver's. (The data might have been printed out or saved in another printer driver.) Use the RISO printer driver to send the job again.
The colors of a barcode background or images nearby cannot be printed out.	**There is an illustration in the barcode area or the barcode area definition is out of alignment.** Regardless of the original color, the base color of the area specified by [Barcode area definition] is printed in white; the barcode, letters and illustrations are black. Check whether the barcode area definition is out of alignment, or whether letters or illustrations lie over the 1 mm (0.04") around the barcode. For details, see **"Printing Barcode Originals"** in the **"Basic guide"**.

2-12

Troubleshooting the Copy Mode

This section describes how to troubleshoot problems related to copy mode.

Problem	Possible Cause and Action to Take
The original loaded in the ADF is not fed properly.	**A small original is loaded in the ADF.** The minimum size of the original that can be loaded in the ADF is 100 mm × 148 mm (3 15/16" × 5 13/16"). If the original is too small, it may not be fed properly from the ADF, causing a paper jam. Load originals smaller than 100 mm × 148 mm (3 15/16" × 5 13/16") on the platen glass. **Even though the size of the original is appropriate, depending on its thickness, type or other characteristics, it may not be scanned with the ADF. For details, see "Usable Originals" in the "Basic Guide".**
No paper is fed. / Multiple sheets of paper are fed. / The back of a card is turned outward.	For the cause and action to take, see "No paper is fed. / Multiple sheets of paper are being fed. / The back of a card is turned outward." (p. 2-8) for details.
A multiple feeding error occurs although multiple feeding was not performed, or multiple feeding errors occur frequently.	**Dark colored paper or paper printed on one side are used.** When using paper printed on the back or paper with a dark base color, the machine may incorrectly detect this type of paper as though multiple sheets of paper are being fed. In this case, set [D-Feed Check] to [OFF]. ⇒ Copy mode screen ▶ [Basic] ▶ [Feed tray] ▶ select the feed tray ▶ [Details] ▶ [Paper type] ▶ set [D-Feed Check] to [OFF]
Copied data is light or faded.	**The original image is light, or the [Scanning level] setting of the copy configured for light copying.** Configure the [Scanning level] setting for copying according to the original. ⇒ Copy mode screen ▶ [Basic] ▶ [Scanning level]
	The [Paper type] setting has not been correctly configured for the type of paper loaded on the standard tray or in the tray. Correctly configure the paper type. ⇒ Copy mode screen ▶ [Basic] ▶ [Feed tray] ▶ select the feed tray ▶ [Details] ▶ [Paper type]
	The ink heads are clogged. To unclog the ink head, perform head cleaning. ⇒ Copy mode screen ▶ [Functions] ▶ [Head cleaning] ▶ [Normal cleaning] If this does not fix the problem, perform [Strong cleaning].

2

Problem	Possible Cause and Action to Take
Copied data is dark.	**The original image is dark, or the [Scanning level] setting of the copy has been configured for dark copying.** Configure the [Scanning level] setting for copying according to the original. ⇒ Copy mode screen ▶ [Basic] ▶ [Scanning level]
	The [Paper type] setting has not been correctly configured for the type of paper loaded on the standard tray or in the tray. Correctly configure the paper type. ⇒ Copy mode screen ▶ [Basic] ▶ [Feed tray] ▶ select the feed tray ▶ [Details] ▶ [Paper type]
Copied data has white streaks.	**The ink heads are clogged.** To unclog the ink head, perform head cleaning. ⇒ Copy mode screen ▶ [Functions] ▶ [Head cleaning] ▶ [Normal cleaning] If this does not fix the problem, perform [Strong cleaning].
Copied data is dirty. / Copied data has black streaks.	**The original cover is not securely closed.** Close the original cover of the scanner unit securely to prevent any light from entering.
	The white roller of the ADF, platen glass, scanner glass or original pad is dirty. Clean the platen glass. **Dust, debris, ink, or correcting fluid adhering to the white roller of the ADF, the platen glass, or scanner glass can result in copied or scanned data that is not clean. Perform periodical cleaning.**
	The [Scanning level] setting has been configured for dark printing. Adjust the [Scanning level] setting for copying. ⇒ Copy mode screen ▶ [Basic] ▶ [Scanning level]
	Unusable paper is loaded. Check the type of the paper loaded on the standard tray or in the feed tray. For details, see **"Paper and Originals"** in the **"Basic Guide"**.
	Curled paper is loaded. Curled paper can come in contact with the ink head, making the paper dirty. This can damage the ink head, so do not use curled paper.

2-14
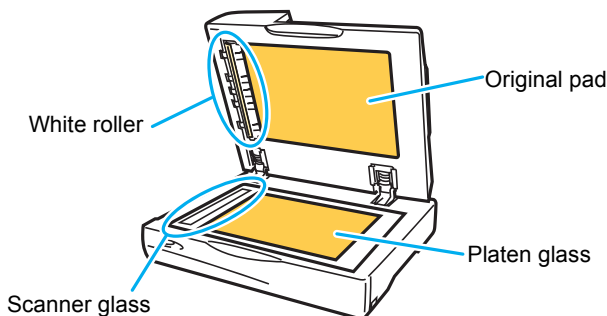
Problem	Possible Cause and Action to Take
Part of the original is missing in the copied data.	**The magnification ratio setting does not match the combination of the original size and paper size.** Use the same size paper as the original, or select a magnification ratio that matches the paper size. ⇒ Copy mode screen ▶ [Basic] ▶ [Reproduction size]
	[Auto reduce] has not been set on the [Booklet] or [Staple/Punch] screen. When creating a booklet or stapling/punching the printed paper, the margin width you have specified may cause the printed image not to fit on the sheet. With the [Auto reduce] selected on the screen for configuring [Booklet] or [Staple/Punch], the image will be automatically reduced to fit. ⇒ Copy mode screen ▶ [Functions] ▶ [Booklet] or [Staple/Punch] ▶ press [Auto reduce] to turn the function ON or OFF
The copied data is blurred. / The part of the copied image is not printed.	**The original is not in complete contact with the platen glass.** Close the original cover so that the original is in close contact with the platen glass.
	The paper is moist. If the paper contains moisture, part of the copied data may not be printed or it may be blurred. Use dry paper.
	The scanner unit is subjected to vibrations. Scan the original again without subjecting the scanner unit to vibrations.
The back of the original is visible in the copied data.	**If the original is thin, images from the rear of the original or from layered originals may be visible in the copied data.** • Configure the [Scanning level] setting for light copying and scan the original again. ⇒ Copy mode screen ▶ [Basic] ▶ [Scanning level] • Place a black piece of paper on the back side of the original and copy the original again. • When copying an original with a base color, such as a newspaper or magazine, you can use the [Base color level] setting to adjust the base color level. ⇒ Copy mode screen ▶ [Functions] ▶ [Base color level]
Moire interference occurs.	**A moire interference (meshed shadow) can easily occur in photographs and other screen processed publications.** The moire interference can be reduced by configuring the [Moire elimination] setting. ⇒ Copy mode screen ▶ [Functions] ▶ [Image control] ▶ [Moire elimination]
Duplex copying was performed, but the back of one or more pages is white.	**Duplex copying of an original consisting of different size pages is performed.** When performing duplex copying with the [Mixed size original] setting configured, if the size of the original to be copied for the front and back of a sheet of paper is not the same size, simplex (one-sided) copying is performed.

2

2-15

Problem	Possible Cause and Action to Take
Duplex copying cannot be performed for the paper loaded in the standard tray.	**The feed tray setting for the standard tray is set to [Envelope].** When [Feed ctrl.] is set to [Envelope] on the [Paper type] screen, duplex copying cannot be performed using paper from the standard tray regardless of the type of paper loaded. Configure the settings according to the paper to be used. ⇒ Copy mode screen ▶ [Basic] ▶ [Feed tray] ▶ select the standard tray ▶ [Details] ▶ [Paper type] ▶ [Feed ctrl.]

Troubleshooting the Scanner Mode

This section describes how to troubleshoot problems related to scanner mode.

Problem	Possible Cause and Action to Take
There is no scanned data on the scanner screen of the console.	**Scanned data has been saved in the folder.** When [Printable in this machine (save to folder)] has been selected on the [Confirm] screen for the save format displayed when the scanner mode selection button is pressed, the scanned data is processed as data to be printed from the machine and saved to a folder. To download it from the console, it must be saved to the hard disk of the machine in a compatible format ([PDF], [TIFF], or [JPEG]) using [Format for PC]. Select [Format for PC] on the [Confirm] screen for the save format, and scan the original again.
The original loaded in the ADF is not fed properly.	**A small original is loaded in the ADF.** The minimum size of the original that can be loaded in the ADF is 100 mm × 148 mm (3 15/16" × 5 13/16"). If the original is too small, it may not be fed properly from the ADF, causing a paper jam. Load originals smaller than 100 mm × 148 mm (3 15/16" × 5 13/16") on the platen glass. **Even though the size of the original is appropriate, depending on its thickness, type or other characteristics, it may not be scanned with the ADF. For details, see "Usable Originals" in the "Basic Guide".**
The scanned image is light or dark.	**The original image is light (or dark), or the [Scanning level] setting has been configured for light (or dark) scanning.** Configure the [Scanning level] setting in scanner mode according to the loaded original. ⇒ Scanner mode screen ▶ [Basic] ▶ [Scanning level]

2-16
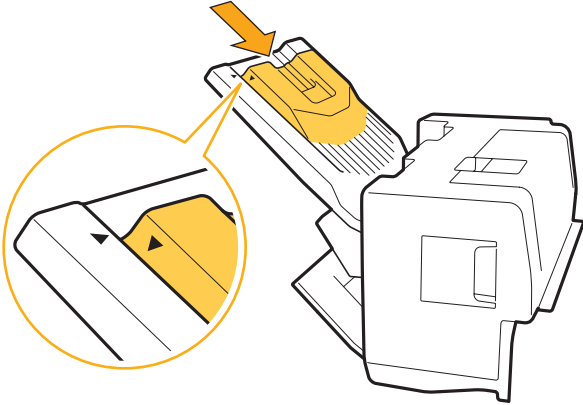
Problem	Possible Cause and Action to Take
The scanned image is dirty.	**The original cover is not securely closed.** Close the original cover of the scanner unit securely to prevent any light from entering.
	The white roller of the ADF, platen glass, scanner glass or original pad is dirty. Clean the platen glass. 🖊 **Dust, debris, ink, or correcting fluid adhering to the white roller of the ADF, platen glass, or scanner glass can result in scanned data that is not clean. Perform periodic cleaning.**
	The [Scanning level] setting has been configured for dark printing. Adjust the [Scanning level] setting in scanner mode. ⇒ Scanner mode screen ▶ [Basic] ▶ [Scanning level]
Part of the original is missing in the scanned data.	**The magnification ratio setting does not match the combination of the original size and [Image size] setting.** Configure the [Image size] setting to match the original size, or configure the [Reproduction size] setting to match the original size and [Image size] setting. ⇒ Scanner mode screen ▶ [Functions] ▶ [Image size] ⇒ Scanner mode screen ▶ [Basic] ▶ [Reproduction size]
The scanned data is blurred or part of the scanned data is not printed.	**The original is not in complete contact with the platen glass.** Close the original cover so that the original is in close contact with the platen glass.
	The scanner unit is subjected to vibrations. Scan the original again without subjecting the scanner unit to vibrations.

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Problem	Possible Cause and Action to Take
The back of the original is visible in the copied data.	**The image from the back side of the paper or from the next page is visible and therefore scanned because the original is thin.** • Configure the [Scanning level] setting for light copying and scan the original again. ⇒ Scanner mode screen ▶ [Basic] ▶ [Scanning level] • Place a black piece of paper on the back side of the original and scan the original again. • When copying an original with a base color, such as a newspaper or magazine, you can use the [Base color level] setting to adjust the base color level. ⇒ Scanner mode screen ▶ [Functions] ▶ [Base color level]
Moire interference occurs.	**A moire interference (meshed shadow) can easily occur in photographs and other screen processed publications.** The moire interference can be reduced by configuring the [Moire elimination] setting. ⇒ Scanner mode screen ▶ [Functions] ▶ [Image control] ▶ [Moire elimination]
You have set the color mode of your copying or scanning to [Auto], but the machine does not identify color originals automatically.	**Automatic identification may not normally work for the originals below.** • Color not identified A very lightly colored original A very dark and nearly black original An almost colorless original (only thin lines of color, etc.) • Black and white not identified An original in which the paper itself is not white (coarse paper) **Select a color mode other than [Auto], or adjust [Color/Black slice level] in the "Admin. Settings".** ⇒ Copy mode screen ▶ [Color mode] ▶ Select [Full color] / [Black] / [Cyan] / [Magenta] depending on the purpose **[Cyan] is not available for ComColor 2150.** **Also, select [Red] instead of [Magenta]; [Dual-color] instead of [Full color].** ⇒ Scanner mode screen ▶ [Color mode] ▶ Select [Full color] / [Grayscale] / [Black] depending on the purpose ⇒ The higher the adjustment value of [Color/Black slice level] (1 to 5) is in the "Admin. Settings", the more easily colors are identified. Contact your administrator for details.

Troubleshooting the Multifunction finisher/Face down offset stapler

This section describes how to troubleshoot problems related to the multifunction finisher and face down offset stapler.

Problem	Possible Cause and Action to Take
The multifunction finisher/face down offset stapler does not operate.	Make sure that the power plug has been properly inserted into the electrical outlet.
	Make sure that the printer and multifunction finisher have been securely connected by the cord.
	Make sure that the main power of the printer is on.
	Turn the printer off and then on again. If the multifunction finisher/face down offset stapler still does not operate, contact your dealer (or authorized service representative).
In copy mode, the paper is stapled at the wrong position.	**The orientation of the loaded original does not match the [Original orientation] setting on the [Staple/Punch] screen.** Align the orientation of the original with the [Original orientation] setting on the [Staple/Punch] screen. ⇒ Copy mode screen ▶ [Functions] ▶ [Staple/Punch] ▶ set [Original orientation]
	[Auto-Rotate] has not been set to [ON]. When [Auto-Rotate] has not been set to [ON], the machine cannot staple or punch the paper at the correct position. Set to [ON]. ⇒ Copy mode screen ▶ [Functions] ▶ [Auto-Rotate]

Staples do not go through well, e.g., they bend or crush. / Paper is not output from the face down offset stapler.	**There are too many pages for stapling.**
	
	• When using the multifunction finisher
	  ⇒ The number of pages that can be stapled are as follows: 100 for 85 g/m^2 (23-lb bond) A4 (Letter) or smaller paper, and 65 for paper larger than A4 (Letter).
	
	• When using the face down offset stapler
	  ⇒ The number of pages that can be stapled are as follows: 50 for 85 g/m^2 (23-lb bond) A4 (Letter) or B5 paper, and 25 for A3 or B4 paper.
	
	If staples have not been inserted correctly even within the above range of pages for stapling, contact your dealer (or authorized service representative).

A staple is caught inside the machine.	Follow the instructions for removing the staple in "A staple is Caught Inside the Machine (Multifunction finisher)" or "A staple is Caught Inside the Machine (Face down offset stapler)".

2

2-19

Problem	Possible Cause and Action to Take
Sheets come out loosely on the face down offset stapler. They flip over.	**The tray positions (fixed position marked with ▶◀) of the face down offset stapler are not aligned.** The tray positions (fixed position marked with ▶◀) vary depending on the paper type or output condition. To output thin sheets smaller than B5 paper by offsetting many sheets or non-sort, set the fixed position of the ◀ mark shown below.

A staple is Caught Inside the Machine (Multifunction finisher)

If a staple becomes caught inside the machine, use the following procedure to remove the staple.

● Case of the UR1 staple cartridge
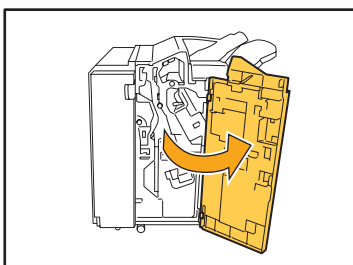
1 **Open the cover.**

2 **Remove the staple cartridge by holding the cartridge handle and pulling the staple cartridge toward you while slightly lifting it.**
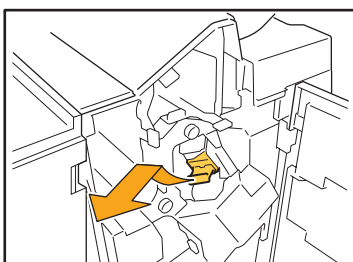
3 **Open the staple cartridge cover and remove the jammed staple.**
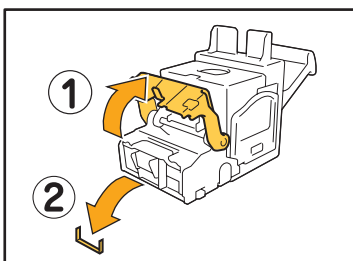
⚠ **CAUTION**
When removing the staple, be careful not to injure your fingers.

4 **If the jammed staple cannot be removed, push the bottom of the staple cartridge in the direction of the arrow to remove the staple.**
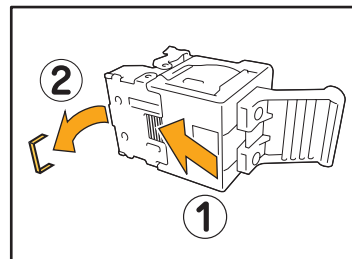
5 **Return the staple cartridge to its original position.**
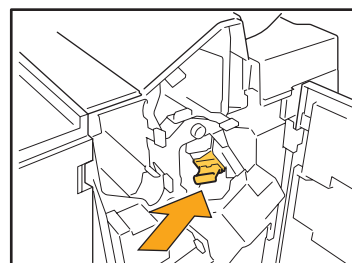
Push in the staple cartridge until it clicks.

6 **Close the cover.**

2
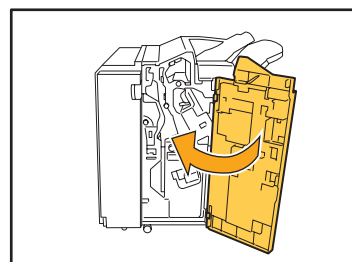
● Case of the UR2 or UR3 staple cartridge

1   **Open the cover.**
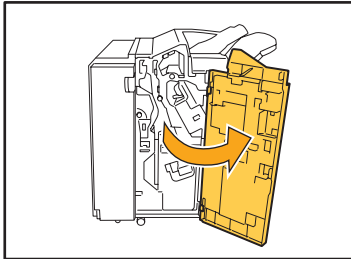
2   **Pull the stapler unit toward you while pushing the lever to the right and remove the unit.**
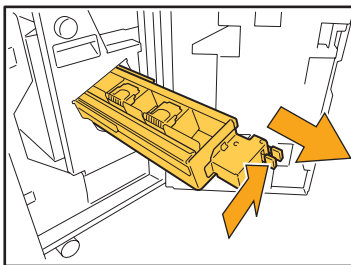
3   **Hold the tabs on the left and right of the staple cartridge, and lift the staple cartridge up and to the left.**
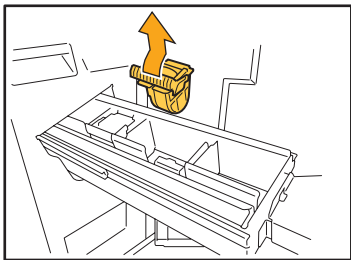
4   **Remove the jammed staple.**
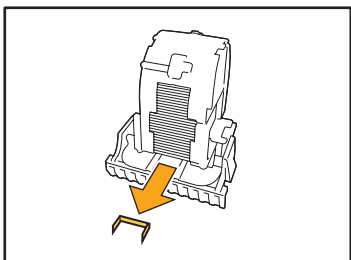
⚠ **CAUTION**

When removing the staple, be careful not to injure your fingers.

5   **Hold the tabs on the left and right of the staple cartridge, and install the staple cartridge to its original position in the stapler unit.**
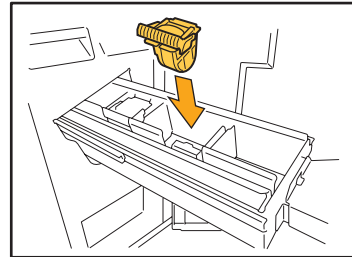
Push in the center (round dent) of the cartridge strong.

❗ **If not pushed in entirely, the cartridge will be loose, which may result in staples not being fed.**

6   **Return the staple unit to its original position.**

7   **Close the cover.**

2-22
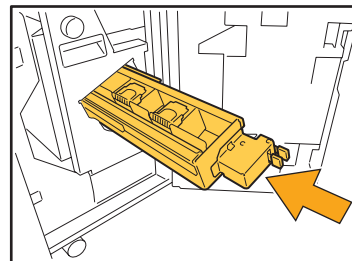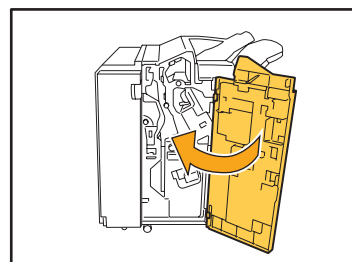
A staple is Caught Inside the Machine (Face down offset stapler)

If a staple is caught inside the machine, remove it by following these steps.

1 **Open the staple cover.**
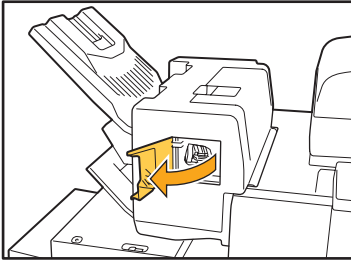
2 **Hold the handle of the staple cartridge, and pull it toward you.**
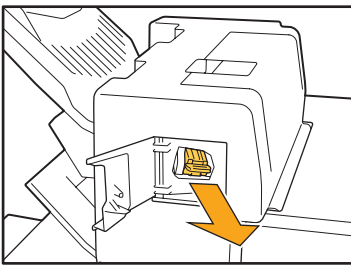
3 **Open the staple cartridge cover, and remove the caught staple.**
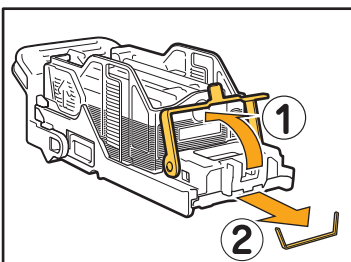
⚠ **CAUTION**

Be careful not to injure your fingers when removing the staple.

4 **Return the staple cartridge to its original position.**
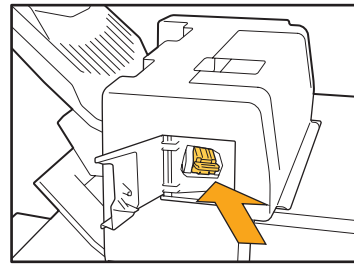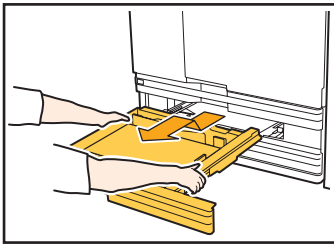
5 **Close the staple cover.**
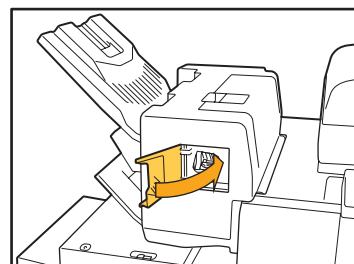
Troubleshooting the Feed tray

This section describes what to pay attention to when using the feed tray.

Problem	Possible Cause and Action to Take
Paper is caught on the feed tray / You cannot pull out the tray smoothly.	You may need to pull out the feed tray to remove a jammed sheet on the far end of the feed tray. The feed tray has a spring on its right. Hold the tray in the way shown below without contacting the spring, and pull the tray out. 1 Pull the tray until it stops. 2 Lift the front side of the tray diagonally upward, and pull out the tray. 3 Remove the jammed sheet. 4 Align the white projections on both sides of the tray with the rails, and return the tray. Lift the front side of the tray diagonally upward, and insert it into the rails. Next, horizontalize the tray, and push it in. **To hold the tray, place your right hand on the front cover part of the tray, and place your left hand on the far left part, located diagonally across your other hand, for proper balance. If you hold the front part with both of your hands and pull the tray, the end may drop due to the tray's weight.**

How to Load A3 (Ledger) Paper and B4 (Legal) Paper

To load A3 paper and B4 paper, install the A3/B4 paper guide properly for each type. If you pinch both sides of the A3/B4 paper guide, you can slide it out and install it in each paper size hole.

2-24
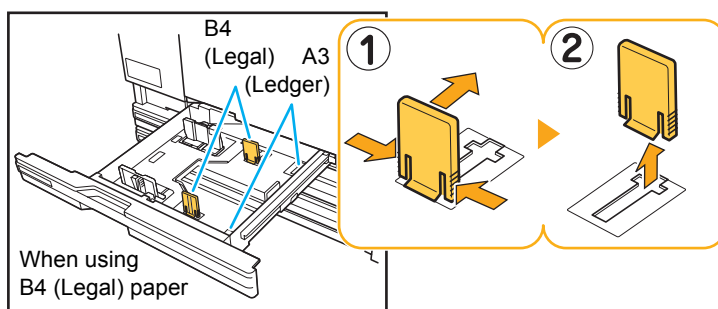
Troubleshooting the High capacity feeder

This section describes how to troubleshoot problems you may have when connecting the optional high capacity feeder.

Problem	Possible Cause and Action to Take
There is no paper in the high capacity feeder, but the standard tray stops halfway to the bottom.	To lower the standard tray, press the standard tray descent button. Each time you press the standard tray descent button, the standard tray lowers to the position of the next lower sensor. If you continue to press the standard tray descent button, the standard tray lowers to the position to which you wish to lower the tray. **The position where the standard tray goes down when there is no paper in the high capacity feeder or you press the standard tray descent button can be set in the "Admin. Settings".**
You cannot adjust the paper guides; therefore, sheets are not in neat order because they are bent or crinkled.	If you load many sheets at a time, you cannot adjust the paper guides, and they cannot be correctly loaded. (They are not in neat order because they are bend or crinkled) First load a package of paper, and then load the rest after adjusting the paper guides. If you need to set many sheets at a time, see **"If you load many sheets at a time"** in the **"Basic Guide"**.

Troubleshooting the High capacity stacker

This section describes how to troubleshoot problems you may have when connecting the optional high capacity stacker.

Problem	Possible Cause and Action to Take
The stacking tray cannot lower; therefore, you cannot remove printouts easily.	To lower the stacking tray, press the stacking tray descent button. If you press the stacking tray descent button, the stacking tray lowers to the position where the carriage is set (the lowest). • **While the stacking tray is lowering, press the stacking tray descent button to stop the stacking tray.** • **Press the stacking tray descent button when both the right and left covers are closed.** • **The position where the stacking tray goes down when printing is completed or suspended can be set in the "Admin. Settings".**
The machine cannot print continuously; the stacking tray lowers each time a job is printed.	**The location of the stacking tray is set to [Down to the carriage] or [Down to the specified point] when finished printing.** When [High capacity stacker] in the "Admin. Settings" is set to [Do not lower stacking tray.], the stacking tray does not lower. Contact your administrator for details.

Troubleshooting the IC card reader

This section describes how to troubleshoot common problems when using the optional IC card reader.

Problem	Possible Cause and Action to Take
Unable to log in using the IC card.	Check whether the IC card is being used with another card in the same case. If the cards interfere with one another, you may not be able to log in using the IC card.
	Make sure that the IC card is correctly placed above the card reader. If the IC card is too far from the IC card reader, the IC card is not recognized, resulting in authentication failure.
	Check that the USB cable of the IC card reader has been properly connected. If it has not been properly connected, you may not be able to log in using the IC card.
	Make sure that the administrator has registered your IC card. The IC card must be registered by the administrator in advance.
	The attribute of the external server which is used for IC card authentication is not set correctly. For details on what action to take, contact your administrator.
A registered IC card is missing.	Contact the administrator as soon as possible. The IC card allows the user to log in to the machine and print documents. An unauthorized third party can assume your identity and access data by using your IC card. If you notice you have lost your card, contact your administrator immediately.

Other problems

Problem	Possible Cause and Action to Take
The front cover does not open.	The front cover can only be opened when there is a paper jam or other error. To open the front cover when an error has not occurred, press [Front door release]. ⇒ Mode screen ▶ [Front door release] ⇒ Printer mode screen / Copy mode screen / Scanner mode screen ▶ [Functions] ▶ [Front door release]
The machine does not operate at all. / Nothing is displayed on the touch panel when the power is turned on.	Make sure that the main power switch has been turned on.
	Make sure that the power plug of the machine has been properly inserted into the electrical outlet.
	Make sure that the machine and power cord has been securely connected.
	Make sure that the power breaker has not been tripped.
The correct user name is not displayed when pressing the index button on the [Login] screen.	If [Index entry] has not been properly configured by the administrator for [User setting], the correct user name may not be displayed when pressing the index button. (There is no function for automatically configuring the index by the user name.) Contact your administrator.
The printer does not wake up automatically.	If you try to print in a network environment where wake online communication does not work, the printer does not wake up automatically due to the sleep level setting set by the administrator. Set [MAC address for this machine] under the [Environment] tab in the printer driver. See **"Configuring the MAC Address"** in **"User's Guide"** for details, or contact your administrator.
You cannot delete a job with a PIN code.	To delete a job that has a PIN code (without entering the PIN code), you need to log in as the administrator. To delete a job, contact your administrator.

ComColor 2150 Problems with Printing or Copying

Problem	Possible Cause and Action to Take
When printing the original in color, colors other than red and black on the printout do not look the same as on the original.	ComColor 2150 uses a dual-color color profile. Colors other than red and black (such as blue, green or yellow) are automatically distributed to red or black. To print colors exactly as seen on the original, create it again in two colors: red and black. For sample prints (or copies) with ComColor 2150 and its color profile, see "**ComColor 2150 Color Profile**" in the "**Basic Guide**".

Replacing the Staple Cartridge

When there are no more staples, printing stops and a message appears on the touch panel.
Check the message, and then use the following procedure to replace the staple cartridge.
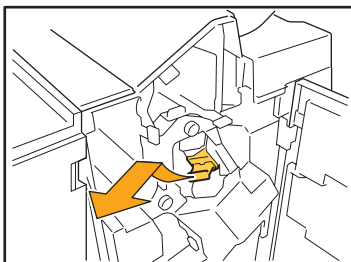
Replacing the UR1 Staple Cartridge (Multifunction finisher)

⚠ **The message may appear even if there are staples remaining. In that case, replace the staple case. The remaining staples can be used.**
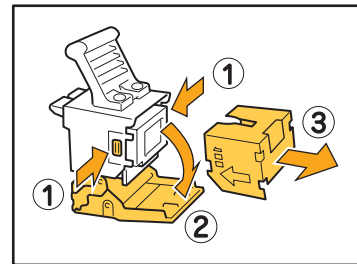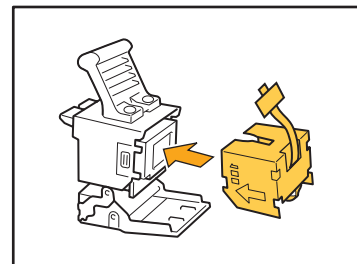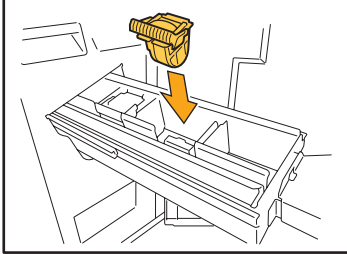
1 **Open the cover.**
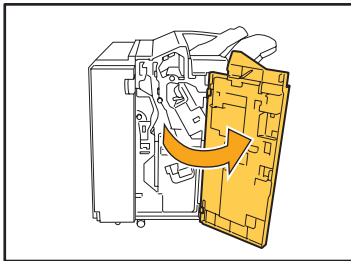
2 **Remove the staple cartridge by holding the cartridge handle and pulling the staple cartridge toward you while slightly lifting it.**

3 **Press the parts on the staple cartridge indicated with arrows, open the staple cartridge cover, and remove the staple case.**

4 **Insert a new staple case into the staple cartridge.**

5 **Remove the tape from the staple case.**
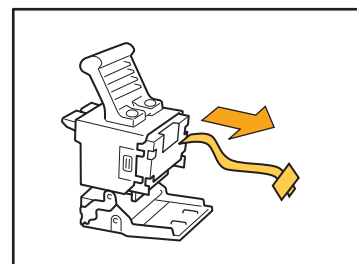
6 Close the staple cartridge cover.
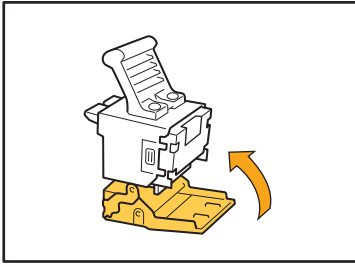
7 Return the staple cartridge to its original position.
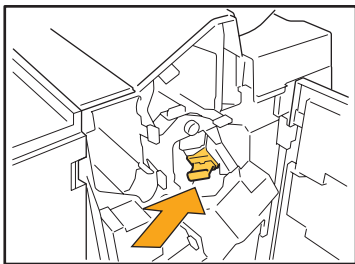
8 Close the cover.
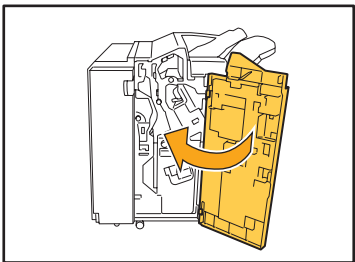
Replacing the UR2 or UR3 Staple Cartridge

⚠️ The message may appear even if there are staples remaining. In that case, replace the staple case. The remaining staples cannot be used.

1 Open the cover.
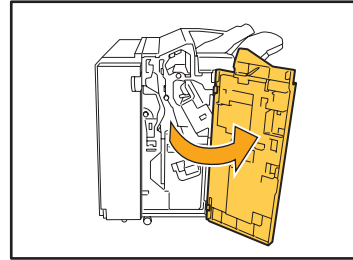
2 Pull the staple unit toward you while pushing the lever to the right and remove the unit.
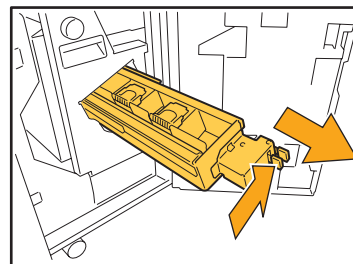
3 Hold the tabs on the left and right of the staple cartridge, and lift the staple cartridge up and to the left.
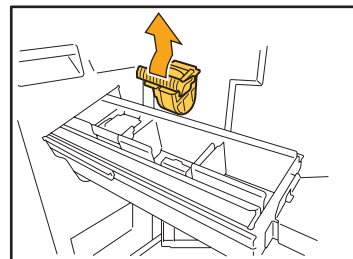
4 Hold the tabs on the left and right of the new staple cartridge, and install the staple cartridge to its original position in the staple unit.

Push in the center (round dent) of the cartridge strong.

❗ If not pushed in entirely, the cartridge will be loose, which may result in staples not being fed.

5 Return the staple unit to its original position.
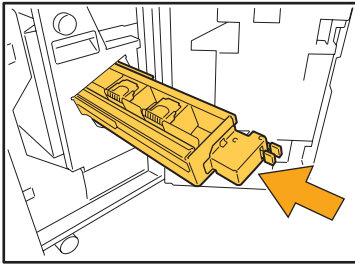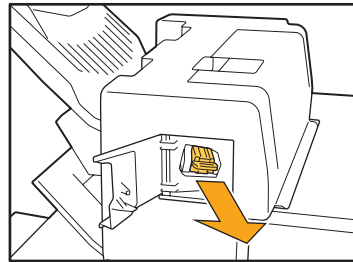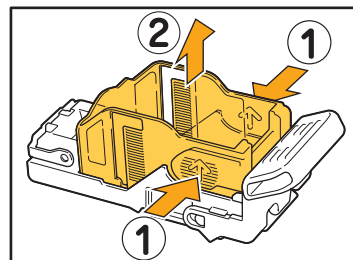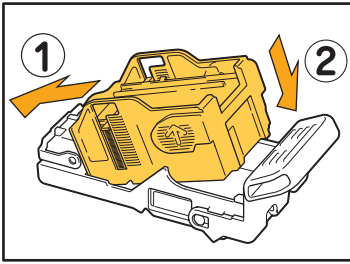

6 Close the cover.
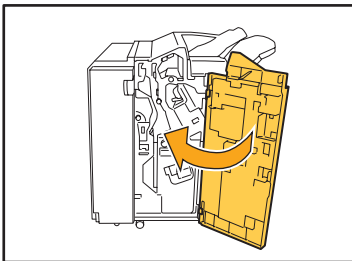
Replacing the Staple Cartridge
(Face down offset stapler)

❗ The message may appear even if there are staples remaining. In that case, replace the staple case. The remaining staples can be used.

1 Open the staple cover.
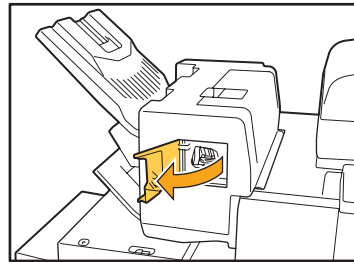
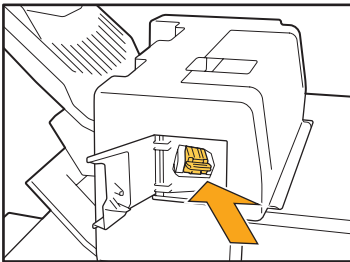**2** Hold the handle of the cartridge, and pull it toward you.

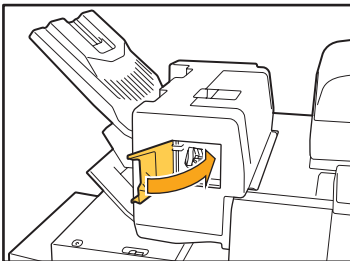**3** Press the positions indicated by the arrows ① to unhook the hooks, and remove the staple unit.

3

4 **Set the cartridge while inserting the front part of a new staple case.**

5 **Return the staple cartridge to its original position.**

6 **Close the staple cover.**

Cleaning the Punching Box

When the punching box becomes full of punching trash, printing stops and a message appears on the touch panel. Use the following procedure to remove the punching box and dispose of the punching trash.

⚠ • Be sure to dispose of all punching trash after removing the punching box. If punching trash remains inside the punching box, the punching box may become full of punching trash before the message appears, causing a malfunction.
   • Be sure to leave the power of the machine on when performing this operation. If the power is not left on, the machine will not recognize that the punching box is empty. When the machine is in the sleep status, press the [Wake up] key on the operation panel.
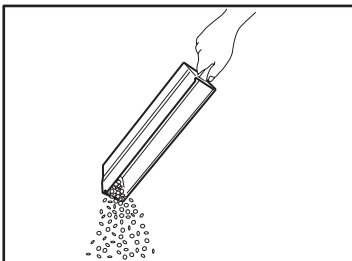
Disposing of the Punching Trash

1 Open the cover.
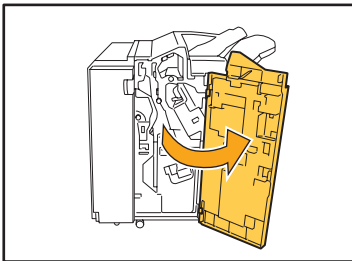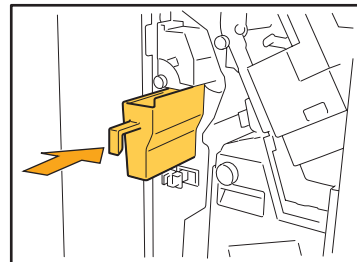

2 Pull the punching box toward you to remove it.
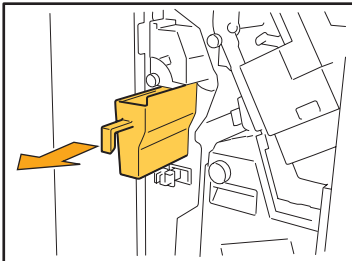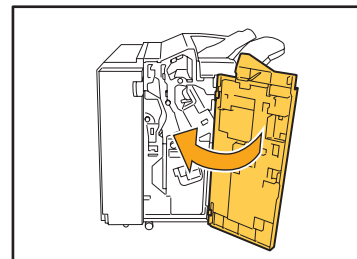

3 Dispose of all punching trash.

4 Return the punching box to its original position.

5 Close the cover.

Simple Questions

◇ The buttons of the operation panel do not work.

Is the machine in sleep status?
The machine may be configured to automatically enter power saving mode when it has not been operated for a fixed period. Press the [Wake up] key to resume operations.

◇ The console cannot be displayed.

Is the IP address of the printer entered correctly?
Ask your administrator for the IP address, and then enter it correctly.
Some of the power saving settings (sleep levels) set by the administrator do not allow you to activate the RISO Console.
After restoring the machine manually by pressing the [Wake up] key, activate the RISO Console.
For details on [Power save setting], contact your administrator.

◇ A message indicating that one ink cartridge must be replaced appears. Can I continue printing?

No, you cannot. Printing resumes after the empty ink cartridge has been replaced.
The job data will not be lost when printing is stopped because of an empty ink cartridge.
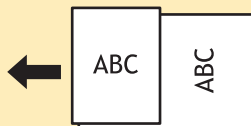
◇ Can different size originals be loaded into the ADF?

Yes, they can. Be sure to set [Mixed size original] to [ON] on the [Functions] on the Copy mode or Scanner mode screen.
• Only originals with one side of equivalent length can be scanned together.

Original loading
orientation
in the ADF
← ABC ABC

◇ How do I turn off the operation sounds?

The confirmation or error sound can be turned on or off by configuring [Beep sound] in the "Admin. Settings".
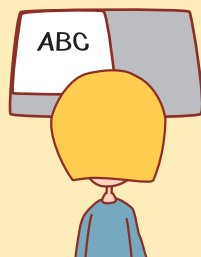Contact your administrator.

◇ What is the correct orientation of the original for [Top side up] and [Top side left] in the [Original orientation] setting?

When facing the machine…

[Top side up]

ABC

[Top side left]

ABC

- Load the original in the direction as if you were reading it.

- Load the original with the top of the page on the left side.

◇ I was logged out without doing anything.

The administrator configured [Auto logout time] for [Login setting]. [Auto logout time] can be set to between 10 and 3600 seconds.
Contact your administrator.

◇ Whenever I try to use the machine, it is always in sleep status and pauses my job.

When the administrator sets [Auto sleep] to [ON] with the [Power save setting] item, the machine automatically enters sleep status after a fixed period (1 to 60 minutes). [Auto sleep] setting can be turned off.
Contact your administrator.

◇ What is the [Offset output] setting?

This function enables the machine to output the paper for each print job at an offset position so that it is easy to identify the print job. This function can be used with the optional multifunction finisher, face down offset stapler or high capacity stacker.

◇ Can't I print out without the IC card?

Some of the [Login method] settings set by the administrator enable you to use both IC card and PIN code login authentications. In these cases, you can log in without the IC card if you enter the PIN code. Contact the administrator.

RISO

Please contact following for supplies and service: