

TOSHIBA

MULTIFUNCTIONAL DIGITAL SYSTEMS

Quick Start Guide for Printing Functions

e-STUDIO165/205

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Preface

Thank you for purchasing the Toshiba multifunctional digital system e-STUDIO165/205. This **Quick Start Guide for Printing Functions** is a manual for the e-STUDIO165/205 when the following option is installed:

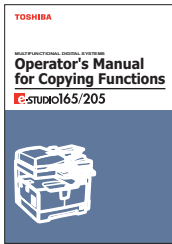
- Network Printer Kit

This **Quick Start Guide** for Printing Functions explains about the accessories, conditions required for network systems, connecting procedures of a network, general description of network settings, default setting lists and troubleshooting.

Be sure to read this manual before using the e-STUDIO165/205 with the options shown above. Keep this manual handy and retain it for future reference.

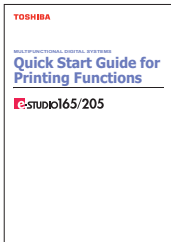
Lineup of Our Manuals

These manuals are provided for the operation of the e-STUDIO165/205. Select and read the manual best suited to your needs.



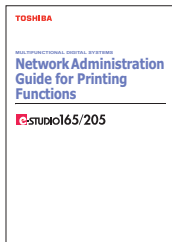
Operator's Manual for Copying Functions

This manual describes the basic operations, mainly copying functions, of this equipment. Be sure to read this before you use this equipment.



Quick Start Guide for Printing Functions (This manual)

This manual describes the operation of the equipment when the Network Printer Kit (optional) is installed on it. This also explains about the accessories, conditions required for network systems, connecting method of the network, general description of network settings and troubleshooting.



Network Administration Guide for Printing Functions (PDF)

This manual is only for the equipment on which the Network Printer Kit (optional) is installed. This provides you with setup procedures by the type of platforms or networks you are utilizing, and also setup procedures for network servers to enable various network services.



Setup Guide for Printing Functions (PDF)

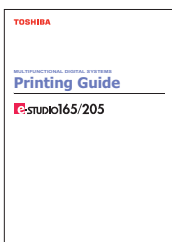
This manual is only for the equipment on which the Network Printer Kit (optional) is installed. The manual consists of the following 2 parts:

Settings Using Control Panel:

This part describes the printer-related settings using the [PRINTER] and [USER FUNCTIONS] buttons on the control panel of this equipment.

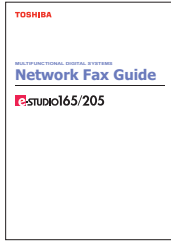
Settings Using TopAccess:

This manual describes how to set up this equipment from your computer through a network using a web-based utility TopAccess. This also explains about functions to check the current status of this equipment.



Printing Guide (PDF)

This manual is only for the equipment on which the Network Printer Kit (optional) is installed. This describes how to install client software for printing data to your computer. This also describes how to print data sent from your computer to this equipment.



Network Fax Guide (PDF)

This manual is only for the equipment on which the Fax Kit (optional) and the Network Printer Kit (optional) are installed. This explains about the network Fax functions, which enable Fax transmissions from a client computer through a network.

To read manuals of PDF (Portable Document Format) files

Viewing and printing this operator's manual of PDF files require that you install Adobe Reader or Adobe Acrobat Reader on your PC. If Adobe Reader or Adobe Acrobat Reader is not installed on your PC, download and install it from the website of Adobe Systems Incorporated.

Before Reading This Manual

Signage in this manual

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

Note

Indicates a procedure you should follow to ensure the optimal performance of the equipment and problem-free printing.

Tip

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



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

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1

INTRODUCTION

This chapter describes the details of option configurations.

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Function Enhancement by Option Configurations

This section provides you with the general descriptions of functions enabled with each option (the Network Printer Kit and Fax Kit).

For details of the function of the Fax Kit (optional), see the *Operator's Manual for Facsimile Functions*.

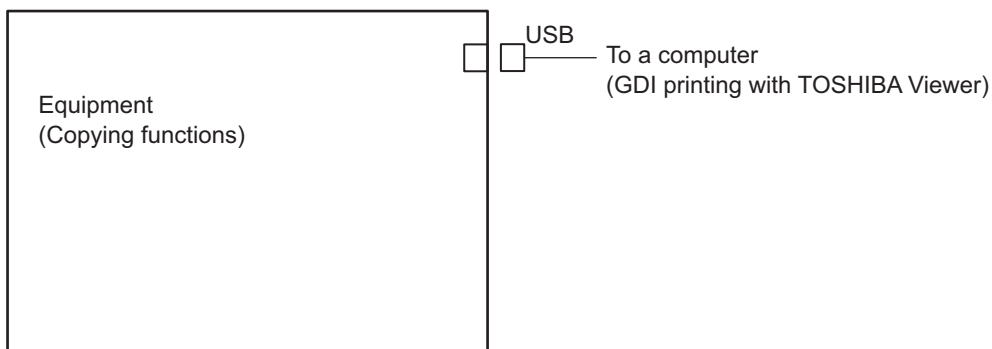
Note

When the Network Printer Kit (optional) is installed, the USB terminal originally installed on this equipment will be disabled, and therefore, some functions such as GDI printing from a computer using the TOSHIBA Viewer will be disabled too.

The general descriptions of the functions and the option configurations are shown below.

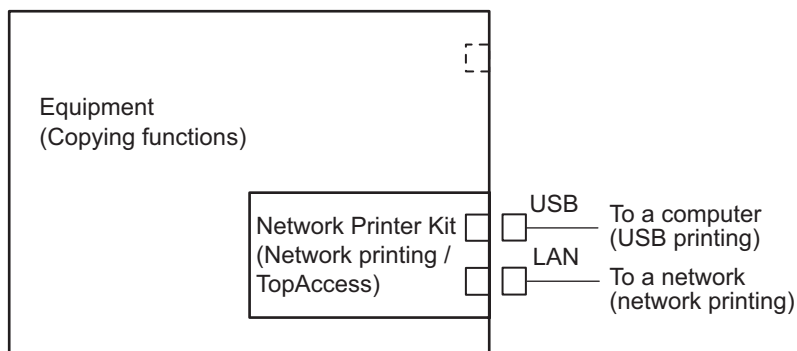
When no options above are installed

- Some functions such as a GDI printing using the TOSHIBA Viewer are enabled with a USB connector.



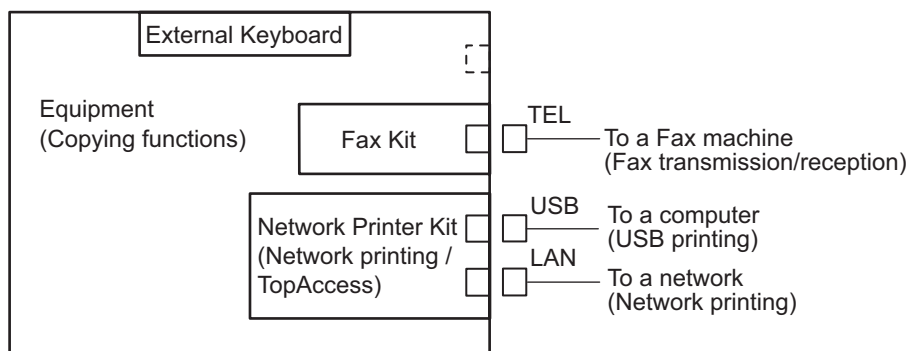
When the Network Printer Kit is installed

- Network printing is enabled when the Network Printer Kit is installed. (USB printing is also enabled with the USB connector of this kit.)
- TopAccess, a web-based utility, is enabled when the Network Printer Kit is installed. You can manage or set up this equipment through TopAccess installed on a client computer.



When the Network Printer Kit and the Fax Kit are installed

- Network printing is enabled when the Network Printer Kit is installed. (USB printing is also enabled with the USB connector of this kit.)
 - TopAccess, a web-based utility, is enabled when the Network Printer Kit is installed. You can manage or set up this equipment through TopAccess installed on a client computer.
 - Network Fax transmission (data transmission from a client computer) is enabled when the Network Printer Kit and the Fax Kit are installed.
 - Transmission and reception of Fax data through public switched telephone networks are enabled when the Fax Kit is installed.
- * The External Keyboard (optional) is used for entering and registering the destinations of the Fax (This is not used in network Fax functions.)



Items Included in Optional Kits


This section explains about the accessories of the options. Be sure that all the accessories described in this section are attached.
In case any of them is lacking or damaged, contact your service representative.

Network Printer Kit (optional)

The Network Printer Kit includes the following accessories:

Note

See the following page for the content of each CD-ROM:

 P.15 "About the CD-ROM"



Quick Start Guide
for Printing Functions



Font CD-ROM



Client Utilities CD-ROM



User Documentation CD-ROM

About the CD-ROM


This section explains about the CD-ROMs attached to each optional kit and the contents of each CD-ROM.

CD-ROMs of the Network Printer Kit

User Documentation CD-ROM

The User Documentation CD-ROM includes manuals in PDF files.

See the following page for the description of each manual in this CD-ROM: (The manuals denoted with “(PDF)” are included in this CD-ROM.)

 P.6 “Lineup of Our Manuals”

Client Utilities CD-ROM

The Client Utilities CD-ROM includes the following client software:

For Windows

- PCL6 Printer Driver
- PS3 Printer Driver
- Network Fax Driver
- Address Book Viewer
- Agfa TrueType Fonts

For Macintosh

- PPD file for Mac OS 8.6, 9.x, and OS X 10.1/10.2 (Classic)
- PPD file for Mac OS X 10.2.4 to Mac OS X 10.4.x

For Admin's client

- MIB
- CUPS (For Unix)

Others

- TopAccess

Note

For more details about the client software in the CD-ROM, see the following section:

 P.16 “About the Client Software”

About the Client Software

This section explains about the details of the client software included in the Client Utilities CD-ROM.

Client Utilities CD-ROM of the Network Printer Kit

Client software for printing functions

Network printing is enabled using the client software shown below. In this printing, this equipment operates as a network printer.

- **PCL6 printer driver**
This printer driver is used for printing black and white documents that use TrueType fonts, such as a Microsoft Word, from the Windows computers.
- **PS3 printer driver**
This printer driver is used for printing high-graphical-content documents that use PostScript fonts and graphics, such as Adobe PageMaker, from the Windows computers.
- **Font Manager**
Font Manager allows users to manage the TrueType fonts on the Windows computers.
- **Macintosh PPD files**
There are two PPD files provided in the Client Utilities CD-ROM: one is for Mac OS 8.6/9.x and OS X 10.1/10.2 (Classic), and the other one is for Mac OS X 10.2.4 to Mac OS X 10.4.x. These PPD files allow users to print from the Macintosh computers over the TCP/IP or AppleTalk network.
- **CUPS (For Unix)**
The Client Utilities CD-ROM includes the CUPS files that enable the CUPS print system on the UNIX workstation.

Note

Further details about the above client software are given in the **Printing Guide**.

Client software for network management

- **TopAccess**
TopAccess, a web-based utility, enables you to view the information of this equipment, monitor and manage jobs, and manage the address book, etc. It also provides the administration functions to set up and maintain this equipment.

Note

Further details about the functions of TopAccess are given in the **Setup Guide for Printing Functions**.

Client software for network fax functions

- **Network Fax Driver**

The Network Fax Driver enables you to set up the lists for destinations, and send electronic documents as Fax documents from your computer to one or more destinations.

- **Address Book Viewer**

The Address Book Viewer enables you to add or modify the names and numbers of Fax recipients in the address book. This utility allows you to manage the data of the Fax recipients, select and view the recipients – as well as their Fax numbers and other contact information - in the address book.

Note

Further details about the above client software are given in the **Network Fax Guide**.

2

SYSTEM REQUIREMENTS

This chapter describes system requirements.

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System Requirements

This equipment supports various functions under the environments shown below. The functions available for users vary depending on the environment. This section describes the environments required for each function.

Tip

The copying functions of this equipment do not require any special environments. You can utilize these functions when you turn the power of this equipment ON.

General requirements

- **Connector cable**

This equipment requires the following cables to connect with your computers:

For USB Connection: USB 2.0 compatible cable
 For Ethernet Connection: 10BASE-T/100BASE-TX STP cable with a Category 5 RJ-45 connector

When only the Network Printer Kit is installed

This equipment requires the following environments for printing functions:

- **TopAccess Web-base management utility**

Network protocol: TCP/IP, HTTP
 Browser for Windows: Microsoft Internet Explorer 5.5 or later
 Netscape Navigator 7.1 or later
 Browser for Macintosh: Microsoft Internet Explorer 5.5 or later
 Netscape Navigator 7.1 or later
 Browser for UNIX: Netscape Navigator 7.1 or later

Printing functions

- **Printing from Windows platform**

Display resolution: 1024 x 768 dots or more
 Display color: High Color (16bit) or higher is recommended
 CPU: Pentium 133 MHz minimum
 (Pentium 266 MHz or faster recommended)
 Memory: 64MB or more for Windows 98
 96MB or more for Windows Me and Windows NT 4.0
 128MB or more for Windows 2000/XP/Server 2003
 OS: Windows 98 Operating System, English Version
 Windows Me Operating System, English Version
 Windows NT Workstation Operating System 4.0, English Version
 Windows NT Server Network Operating System 4.0, English Version
 Windows 2000 Professional Operating System, English Version
 Windows 2000 Server Operating System, English Version
 Windows XP Home Edition Operating System, English Version
 Windows XP Professional Operating System, English Version
 Windows Server 2003 Operating System, English Version
 Connectability: USB 2.0, Ethernet
 Network protocol: TCP/IP, IPX/SPX
 Printing protocol: Raw TCP, LPR/LPD, IPP v1.1
 NetWare PSERVER with NDS or Bindery
 NetWare Print Server (if printing with the NetWare file server)
 NetWare 5.1 (NDS or NDPS)
 NetWare 6.5 (NDS or NDPS)

Note

USB printing is not supported by Windows NT 4.0.

- **Printing from Macintosh platform**

Display resolution:	1024 x 768 dots or more
OS:	Mac OS 8.6, Mac OS 9.x, Mac OS X 10.1/10.2 (Classic) Mac OS X 10.2.4 later
Connectability:	Ethernet
Network protocol:	TCP/IP, AppleTalk, Bonjour (Mac OS X 10.4.x)
Printing protocol:	AppleTalk, LPR/LPD, IPP
Printer driver:	LaserWriter 8 (Only required for Mac OS 8.6/9.x and Mac OS X 10.1/10.2 Classic)

Note

USB printing is not supported by Macintosh.

- **Printing from UNIX platform**

OS:	Operating systems that support CUPS
Connectability:	Ethernet
Network protocol:	TCP/IP
Printing protocol:	IPPv1.1

When the Network Printer Kit and the Fax Kit are installed

The equipment must be under the environments introduced as follows to enable the printing functions and the network fax functions.

- **Printing function**

📖 P.10 "When only the Network Printer Kit is installed"

- **Network fax function**

Connectability: Public Switched Telephone Network (PSTN)

3

CONNECTING TO A COMPUTER

This chapter describes how to connect the connector of the optional kit to a computer or a network.

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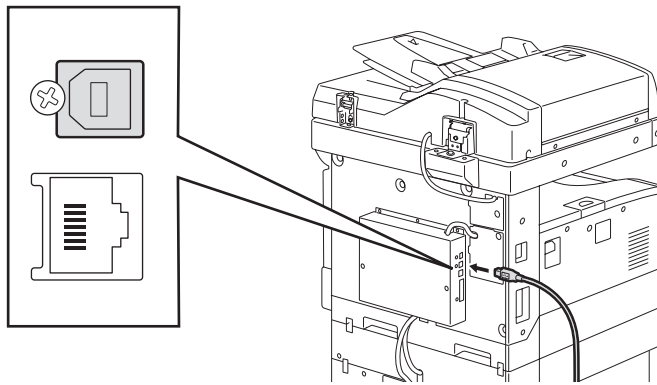
Connecting to the USB Port

This section describes how to connect this equipment to a computer using a USB 2.0 compatible cable.

Notes

- This USB cable is not included in the accessories. Obtain one compatible with your computer.
- When the Network Printer Kit is installed, the USB terminal originally installed on this equipment will be disabled. The USB connector described in this step is the connector of the Network Printer Kit.

- 1** After the Network Printer Kit has been installed, insert the USB cable into the deep end of the USB interface connector on the rear side of this equipment.



- 2** Connect the other end of the USB cable to the USB port of your computer.
- 3** Turn ON the power of this equipment and the power of the computer.

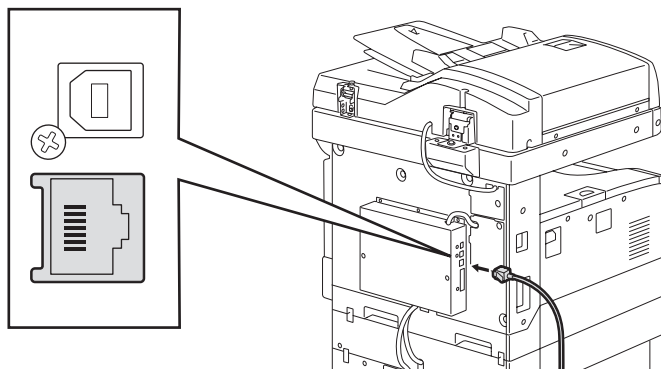
Connecting to the Network

This section describes how to connect this equipment to a network.

Note

The 10BASE-T cable and the 100BASE-TX cable are not included in the accessories. Obtain the ones compatible with the network you are utilizing.

- 1** After the Network Printer Kit has been installed, insert the 10BASE-T or 100BASE-TX cable into the network interface connector on the rear side of this equipment.



- 2** Turn ON the power of this equipment.

4

SETUP FLOW

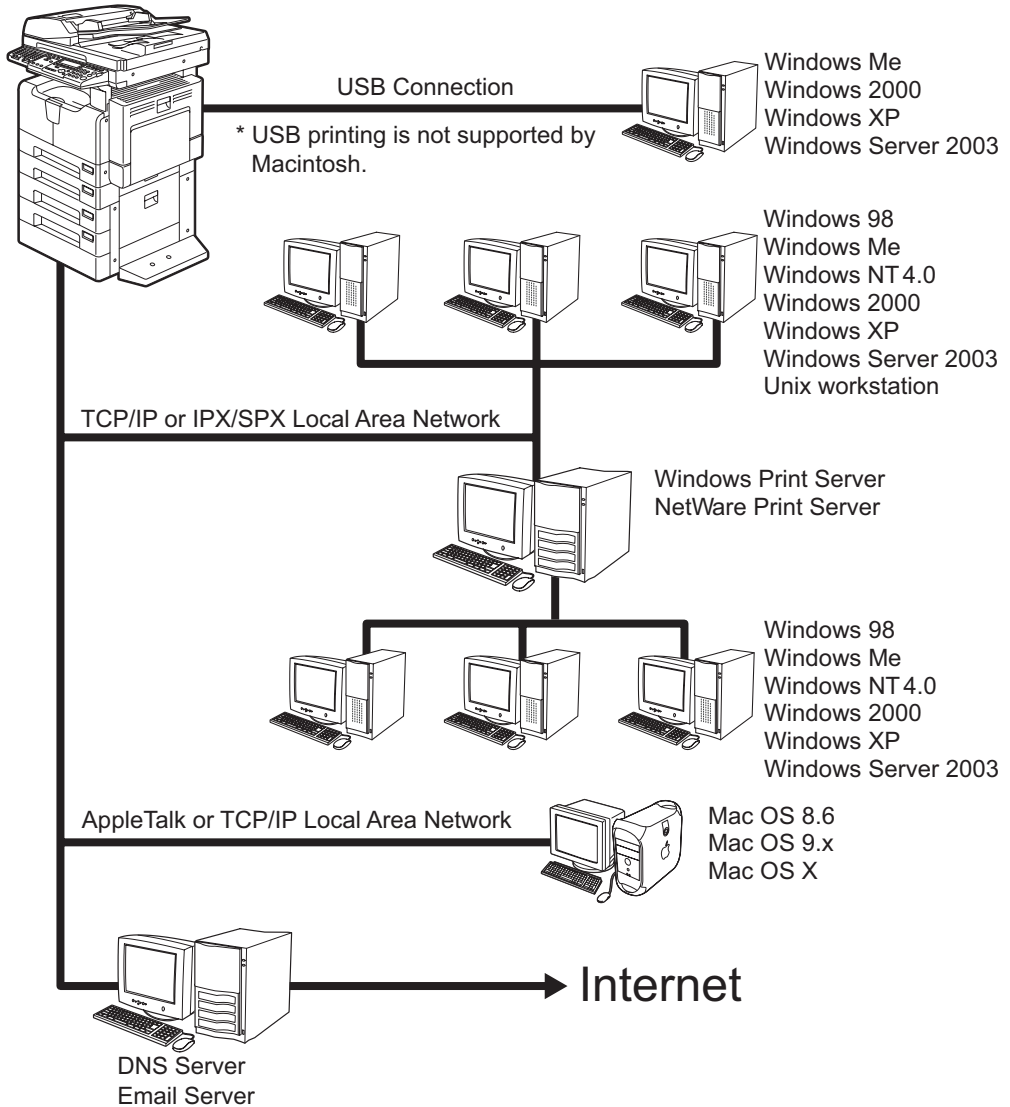
This chapter describes how to configure the system when the optional kits are installed.

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Overview of Connecting Configurations

Connecting the e-STUDIO165/205

This equipment supports the various functions of electric document processing in direct connection with a USB cable, and in a network connection such as printing, scanning, and sending E-mail or internet fax over the Internet. To enable these functions, an administrator has to configure the proper network configuration with client computers, servers, and this equipment.



Available functions under each connection

Functions available vary depending on each connecting configuration. This section describes the functions available for each connection.

Tip

The configurations shown below can be utilized together. For example, this equipment can be directly connected to your computer with a USB cable, and also connected to a local area network over TCP/IP. In this case, all the functions described for each configuration are available for users.

Note

The printing functions are available only when the Network Printer Kit is installed.

USB connection

The following functions are available when this equipment is directly connected to your computer with a USB cable:

Printing functions (Network Printer Kit required)

- USB printing from Windows computers
- Network fax functions

Note

USB printing is not supported by Windows NT 4.0.

Local area network connection over TCP/IP

The following functions are available when this equipment is connected to a local area network over TCP/IP with which Windows computers, Macintosh computers or UNIX workstations are connected:

Printing functions (Network Printer Kit required)

- Raw TCP or LPR printing from Windows computers
- IPP printing from Windows computers
- Novell printing from Windows computers through the NetWare 5.1 or 6.5 in NDS or NDPS mode
- LPR, IP, IPP, and AppleTalk printing from Macintosh computers
- Bonjour printing (for Mac OS X10.4.x) from Macintosh computers
- IPP and LPR printing from UNIX workstations

Network management functions (Network Printer Kit required)

- Monitoring and managing this equipment by client computers using the TopAccess

Network fax functions (Network Printer Kit and Fax Kit required)

- Transmitting Fax data from Windows computers using the network Fax driver

Local area network connection over IPX/SPX

The following functions are available when this equipment is connected to a local area network over IPX/SPX with which Windows computers and NetWare file servers are connected:

Printing functions (Network Printer Kit required)

- Novell Printing from Windows computers through the NetWare 5.1 or 6.5 in NDPS mode
- Novell Printing from Windows computers through the NetWare 5.1 or 6.5 in NDS mode

Internet connection

The following functions are available when this equipment is connected to a network where this equipment can access the Internet:

Printing functions


- IPP printing from Windows computers over the Internet (Network Printer Kit required)

About Setups

First of all, you must set up the management and the operation of this equipment as a network printer and a network Fax. Although this equipment can operate successfully in the default settings, the following settings can be changed for better performance:

Default setting check

Before using this equipment through a network, check the default settings of this equipment according to the following reference:

 P.32 "Default Setting Check"



Setup the network document processing system

This equipment is an MFP which enables you to have immediate use with the connection to a network you are utilizing.

Even in suitable conditions, however, you need to check if the functions of this equipment are under an appropriate environment for the operation and if they are set enabled as described below. Some functions may require additional settings depending on your environment.

This equipment can provide you with a more advanced document-processing system by adding a few more settings.

The following table shows the references for easy setup flows to enable these document-processing systems:

Options	Setup contents	Descriptions	References
Network Printer Kit	USB printing	Setups for a USB printing	 P.33 "Setup Flow for USB Printing"
Network Printer Kit	Network printing	<ul style="list-style-type: none">• Setups for Windows computers• Setups for Macintosh computers• Setups for Unix workstations	Network Administration Guide for Printing Functions
Network Printer Kit, Fax Kit, and External Keyboard	Network Fax	Setups for network Fax transmission	
Network Printer Kit	TopAccess	Setups for TopAccess	 P.34 "Setup Flow for TopAccess"

Default Setting Check

This section describes the items to be set before using this equipment through a network. Check if the following setups have been done:

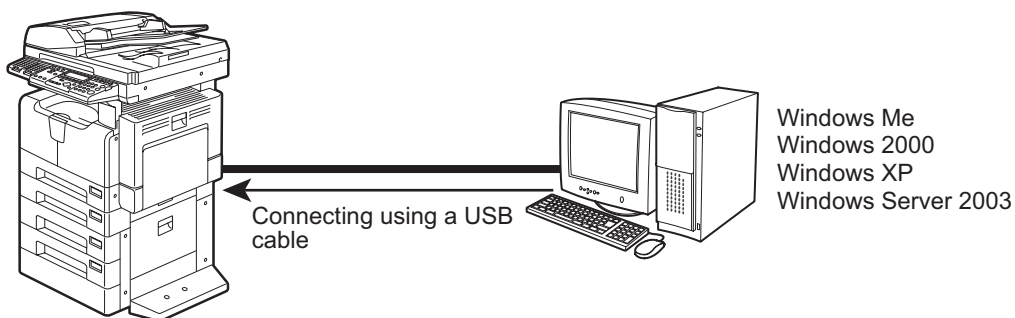
Item	Description/Reference
Setting the department code	<p>The department codes must be set to enable a network printing on a department basis.</p> <p>Reference: Operator's Manual for Copying Functions</p> <ul style="list-style-type: none"> Chapter 5 "CHANGING EQUIPMENT'S SETTINGS" <ul style="list-style-type: none"> ☞ "Department Code"
Setting the paper size for each drawer	<p>Check if the paper size of each drawer of this equipment is specified prior to network printing.</p> <p>Reference: Operator's Manual for Copying Functions</p> <ul style="list-style-type: none"> Chapter 5 "CHANGING EQUIPMENT'S SETTINGS" <ul style="list-style-type: none"> ☞ "Paper Size Setting"
Setting the device settings	<p>Check if the device settings are made prior to network printing.</p> <p>Reference: Setup Guide for Printing Functions</p> <ul style="list-style-type: none"> Chapter 10 "TopAccess ADMINISTRATION TAB PAGE-SETUP MENU" <ul style="list-style-type: none"> "Setting up Device Settings" <ul style="list-style-type: none"> ☞ "Setting the device settings"
Setting the terminal ID	<p>If the Fax Kit is installed, specify the terminal ID to identify the Fax terminal information.</p> <p>Reference: Operator's Manual for Facsimile Functions</p> <ul style="list-style-type: none"> Chapter 5 "ENTERING VARIOUS FUNCTIONS"(??) <ul style="list-style-type: none"> ☞ "Terminal ID Entry"

Setup Flow for USB Printing

This equipment can be used as a printer using a USB cable. When it is connected using a USB cable, setups at the initial stage are not required. When you have connected this equipment to your computer and installed printer drivers, USB printing functions are enabled.

Note

USB printing is not supported by Windows NT 4.0.



Setup Flow	Description/Reference
Connect this equipment	Connect this equipment to your computer using a USB cable. Reference: Quick Start Guide for Printing Functions (this manual) • Chapter 3 "CONNECTING TO A COMPUTER" 📖 P.24 "Connecting to the USB Port"
Install the client software	Install the printer driver from the Client Utilities CD-ROM. Reference: Printing Guide • Chapter 2 "INSTALLING CLIENT SOFTWARE" "Installing Client Software for Windows" 📖 "Installing the Client Software for USB Printing"
Configuring the printer drivers	Configure the options and department codes. Reference: Printing Guide • Chapter 3 "PRINTING" "Printing from Windows" 📖 "Before Using the Printer Driver"

Setup Flow for TopAccess

TopAccess, a web-based device management utility, enables a remote management of this equipment for users or administrators from their computers. The following functions are available in TopAccess:

- Viewing or setting the information related to this equipment
- Managing the address book data

Using TopAccess administrator's functions, administrators can set up and maintain the equipment remotely.

To enable TopAccess, administrators should set up the network connection between this equipment and your computers over TCP/IP, and should enable the HTTP network services of this equipment.

Setup Flow	Description/Reference
Connect this equipment	Connect this equipment to your network using a network cable. Reference: Quick Start Guide for Printing Functions (this manual) • Chapter 3 "CONNECTING TO A COMPUTER" 📖 P.25 "Connecting to the Network"
Set up the TCP/IP	Assign the IP address, Subnet mask, and Gateway address. Reference: Setup Guide for Printing Functions • Chapter 5 "CONFIGURING NETWORKS (EQUIPMENT)" 📖 "TCP/IP Configuration"
Set up the HTTP network service	Enable the HTTP Network Server. Reference: Setup Guide for Printing Functions • Chapter 5 "CONFIGURING NETWORKS (EQUIPMENT)" 📖 "HTTP Configuration"

5

APPENDIX

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Default Setting List

The printing-related default settings of this equipment are shown below.

Tips

- The default setting values are the ones set at the factory when this equipment is shipped.
- You can see the current setting values by printing the "Configuration Page" from the operation panel of this equipment. See the following page for how to print the "Configuration Page".

Setup Guide for Printing Functions

Chapter 4 "PRINTING LISTS (EQUIPMENT)"

To Print List

 "Configuration page"

Default settings for network setting

General

Link Speed/Duplex Mode Auto

TCP/IP

Address Mode Dynamic

IP Address Undefined

Subnet Mask Undefined

Default Gateway Undefined

IPX/SPX

Enable IPX/SPX Enable

Frame Type Auto Sense

AppleTalk

Enable AppleTalk Enable

Device Name MFP_[NIC Serial Number]

Desired Zone *

DNS session

Enable DNS Enable

Primary DNS Server Address 0.0.0.0

Secondary DNS Server Address 0.0.0.0

DDNS session

Enable DDNS Enable

Host Name MFP-[NIC Serial Number]

Domain Name Undefined

NetWare session

Enable Bindery Enable
Enable NDS Enable
Context Undefined
Tree Undefined
Search root Undefined

Bonjour

Enable Bonjour Enable
Link-Local Host Name MFP_[NIC Serial Number]
Service Name TOSHIBA e-STUDIO520-[serial]

HTTP network service

Enable HTTP Server Enable
Primary Port Number 80
Secondary Port Number 8080

SNMP network service

Enable SNMP Enable
Read Community public
Enable Authentication Trap Enable
Enable Alerts Trap Enable
IP Trap Address1 0.0.0.0
IP Trap Community public

Default settings for print service

Raw TCP print

Enable Raw TCP Enable
Port Number 9100

LPD print

Enable LPD Enable
Port Number 515
Banners OFF

IPP print

Enable IPP Enable
Enable Port80 Enable
Port Number 631
URL http://<IP address>:631/Print

NetWare print

Login Name MFP_[NIC Serial Number]
Password Undefined
Print Queue Scan Rate 5 seconds

Troubleshooting at Network Printing Setups

This section describes troubleshooting when you are setting up network printing. Network printing is enabled when the Network Printer Kit is installed.

The items in the table below are described in this section, and are transcribed from other manuals (in PDF files) of this equipment.

Item	Transcribed from
Network setting checklists 📖 P.39 "Network setting checklists"	Network Administration Guide for Printing Functions
Equipment detection and printing check 📖 P.43 "Equipment detection and printing check"	Network Administration Guide for Printing Functions
Printer driver installation error messages 📖 P.49 "Printer driver installation error messages"	Printing Guide

Note

For troubleshooting when the setups have been completed, see the following page:

📖 P.51 "Troubleshooting"

Network setting checklists

When a computer cannot print data to this equipment through a network, check if the settings are correctly made according to the Network Administration Guide for Printing Functions by referring to the checklists shown below. The checklist covers major printing setting items explained in the Network Administration Guide for Printing Functions.

Raw TCP or LPR printing in a Windows operating system environment:

No	Check...	Yes	No	For Instruction, Go To...
1	Are the IP Address properties correctly set?	Next Step ↓	⇒	Set up the IP address correctly.
2	Is the Raw TCP Printing correctly set?	Next Step ↓	⇒	Set up the Raw TCP print service correctly.
3	Is the LPR/LPD Printing correctly set?	Next Step ↓	⇒	Set up the LPD print service correctly.
4	Were the proper printer drivers installed?	Next Step ↓	⇒	See the Printing Guide to install proper printer drivers.
5	Is the Raw TCP or LPR port configured with correct IP address?	Next Step ↓	⇒	See the Printing Guide to configure the proper port.
6	Can you print to this equipment?	End	⇒	Refer to the following section to troubleshoot the condition. 📖 P.48 "Cannot print data to this equipment"

IPP printing in a Windows operating system environment:

No	Check...	Yes	No	For Instruction, Go To...
1	Are the IP Address properties correctly set?	Next Step ↓	⇒	Set up the IP address correctly.
2	Is the HTTP Server on this equipment enabled?	Next Step ↓	⇒	Enable the HTTP server in the HTTP Network Service.
3	Is the IPP Printing correctly set?	Next Step ↓	⇒	Set up the IPP print service correctly.
4	Were the proper printer drivers installed?	Next Step ↓	⇒	See the Printing Guide to install proper printer drivers.
5	Is the IPP port configured with correct URL?	Next Step ↓	⇒	See the Printing Guide to configure proper port.
6	Can you print to this equipment?	End	⇒	Refer to the following section to troubleshoot the condition. 📖 P.48 "Cannot print data to this equipment"

Printing via print server in a Windows operating system environment:

No	Check...	Yes	No	For Instruction, Go To...
1	Are the IP Address properties correctly set?	Next Step ↓	⇒	Set up the IP address correctly.
2	Is the Raw TCP Printing correctly set?	Next Step ↓	⇒	Set up the Raw TCP print service correctly.
3	Is the LPR/LPD Printing correctly set?	Next Step ↓	⇒	Set up the LPD print service correctly.
4	Were the proper printer drivers installed?	Next Step ↓	⇒	See the Printing Guide to install proper printer drivers.
5	Is the Raw TCP or LPR port configured with correct IP address?	Next Step ↓	⇒	See the Printing Guide to configure the proper port.
6	Is the Windows print server correctly set?	Next Step ↓	⇒	Set up the Windows print server correctly.
7	Can you print to this equipment?	End	⇒	Refer to the following section to troubleshoot the condition. 📖 P.48 "Cannot print data to this equipment"

Novell printing in a NetWare environment:

No	Check...	Yes	No	For Instruction, Go To...
1	Are the IPX/SPX protocol enabled? Is the correct frame type selected?	Next Step ↓	⇒	Set up the IPX/SPX correctly.
2	If applicable, did you successfully set up queue-based printing?	Next Step ↓	⇒	Set up the NetWare server properly.
3	Did you configure this equipment for NetWare connection?	Next Step ↓	⇒	Set up the NetWare network settings correctly.
4	Did you configure this equipment for Novell print service?	Next Step ↓	⇒	Set up the Novell print service correctly.
5	Were the proper printer drivers installed?	Next Step ↓	⇒	See the <i>Printing Guide</i> to install proper printer drivers.
6	Is the IPP port configured with correct URL?	Next Step ↓	⇒	See the <i>Printing Guide</i> to configure the proper port.
7	Can you see this equipment in Windows Network Neighborhood?	Next Step ↓	⇒	Check that the SMB protocol is enabled in client computers.
8	Can you print to this equipment?	End	⇒	Refer to the following section to troubleshoot the condition. 📖 P.48 "Cannot print data to this equipment"

AppleTalk printing in a Macintosh environment:

No	Check...	Yes	No	For Instruction, Go To...
1	Is AppleTalk enabled on this equipment?	Next Step ↓	⇒	Enable the AppleTalk.
2	Are the IP Address properties correctly set?	Next Step ↓	⇒	Set up the IP address correctly.
3	Is this equipment available in the Chooser when you click the LaserWriter 8 printer icon?	Next Step ↓	⇒	Make sure the AppleTalk zone is supported by the Macintosh client.
4	Can you access any other network device from the Macintosh computer?	Next Step ↓	⇒	Refer to your Macintosh networking documentation or contact Macintosh technical support.
5	Can another Macintosh computer on the network print to this equipment? If so, compare the settings to determine which need to be changed to support printing from this machine.	End	⇒	Refer to your Macintosh networking documentation or contact Macintosh technical support.

LPR printing in a Macintosh environment:

No	Check...	Yes	No	For Instruction, Go To...
1	Are the IP Address properties correctly set?	Next Step ↓	⇒	Set up the IP address correctly.
2	Is the LPR/LPD Printing correctly set?	Next Step ↓	⇒	Set up the LPD print service correctly.
3	Were the proper printer drivers installed?	Next Step ↓	⇒	See the Printing Guide to install proper printer drivers.
4	Is the LPR port configured with correct IP address?	Next Step ↓	⇒	See the Printing Guide to configure the proper port.
5	Can you print to this equipment?	End	⇒	Refer to the following section to troubleshoot the condition. 📖 P.48 "Cannot print data to this equipment"

IPP printing in a Unix environment:

No	Check...	Yes	No	For Instruction, Go To...
1	Are the IP Address properties correctly set?	Next Step ↓	⇒	Set up the IP address correctly.
2	Is the HTTP Server on this equipment enabled?	Next Step ↓	⇒	Enable the HTTP server in the HTTP Network Service.
3	Is the IPP Printing correctly set?	Next Step ↓	⇒	Set up the IPP print service correctly.
4	Were the proper printer drivers installed?	Next Step ↓	⇒	See the Printing Guide to install proper printer drivers.
5	Is the IPP port configured with correct URL?	Next Step ↓	⇒	See the Printing Guide to configure proper port.
6	Can you print to this equipment?	End	⇒	Refer to the following section to troubleshoot the condition. 📖 P.48 "Cannot print data to this equipment"

Equipment detection and printing check

When a computer cannot detect this equipment through a network or when network printing is disabled, see the following items to solve the problem:

Note

If the problem persists after you have followed all of the steps, contact TOSHIBA's authorized dealer for further assistance.

Cannot see this equipment

Problem description

After configuring this equipment, you cannot detect it over the network. This could be the result of configuration conflicts within this equipment, but is more likely to be caused by network configuration errors.

The checklist below helps you identify the cause of the error and search for more information about resolving it.

No	Check...	Yes	No	For Instruction, Go To...
1	Did a startup page print out? If not, wait until the communication comes online. Examine the protocol settings that print out on the startup page. Are they correct?	Next Step ↓	⇒	Set up the proper protocols.
2	Print out a configuration page. Make sure there are not any discrepancies or inconsistencies between the current network settings and your network environment. Change the network settings, if necessary. Use the Find Computer utility from your Windows computer to locate this equipment by its device name. Can you find this equipment?	Next Step ↓	⇒	Set up the proper protocol if required. Once you find this equipment, configure the port that it is mapped correctly to the device.
3	Can you locate other computers that are in the same network as this equipment?	Next Step ↓	⇒	Check the network settings on the client computer to make sure they are compatible with the network settings on this equipment.
4	Check link LED activity on the hub and/or NIC of this equipment and the client machine. Do the hardware components appear to be functioning properly?	Next Step ↓	⇒	Contact your TOSHIBA service representative.

No	Check...	Yes	No	For Instruction, Go To...
5	Make sure that the device name for this equipment is unique and verify that the WINS and/or DNS server database are not causing potential naming conflicts with the network settings on this equipment. If necessary, change the network settings on this equipment. After the communication comes back online, can you see this equipment in the network?	Next Step ↓	⇒	Set up the NetBIOS name of the device correctly.
6	If the network environment is using complex subnet or supernet structures, is the IP address used by this equipment within the network structures range of valid addresses?	End	⇒	Please contact your local network support specialist for further assistance.

Cannot discover this equipment


Problem description

This equipment is discovered automatically using SNMP.

When Address Book Viewer cannot automatically discover this equipment over the network, the most likely cause is the limitations of the protocols on the supporting computers. In some cases, you need to add or update network components.

The following checklist helps you identify the source of the error and directs you to where you can find more information about solving it.

No	Check...	Yes	No	For Instruction, Go To...
1	Is the SNMP enabled on this equipment? Is "public" is specify for the Read Community? Is "private" is specify for the Read Write Community?	Next Step ↓	⇒	Enable the SNMP (MIB) and confirm the Read Community and Read Write Community setting.
2	Confirm that the protocol suite installed on the client computer has been updated with the latest software for the given operating system. If your network only supports the IPX/SPX protocol, make sure that the most current version of Novell Client software is installed.	Next Step ↓	⇒	See the vendor's Web site for information about product updates and technical supports.

No	Check...	Yes	No	For Instruction, Go To...
3	Print a NIC Configuration page from this equipment. Does this equipment support the same protocol as the network?	Next Step ↓	⇒	Configure the proper protocol.
4	Change the protocol settings from TopAccess, if necessary, and reboot the equipment for the changes to take effect. Repeat step 2. Was the device discovered?	Next Step ↓	⇒	
5	Check the NIC Configuration page. Are the IP Address and subnet mask settings correct?	Next Step ↓	⇒	Set up the TCP/IP settings correctly.
6	Check the router to make sure it is not filtering out this equipment packets. Is the router processing equipment packets correctly?	Next Step ↓	⇒	Adjust the router settings.
7	Can another computer within the same network segment discover this equipment?	Next Step ↓	⇒	Refer to the following section to troubleshoot the condition.  P.39 "Network setting check-lists"
8	Check the NIC Configuration page. Is the Unit Serial Number part of the device name?	Next Step ↓	⇒	Contact your service representative.
9	Check link activities on the port being used by this equipment and the integrity of the network cable, hub, or switch that connects this equipment to the network. Replace any network components that you can tell or suspect are faulty.	End	⇒	

Cannot ping this equipment

Problem description

You can check if this equipment is correctly connected to a network by executing a ping command from a computer.

If this equipment does not respond when you ping it, there is a problem either with the network configuration or with device operation.

The following checklist helps you identify the source of the error and directs you where you can find more information about solving it.

No	Check...	Yes	No	For Instruction, Go To...
1	Confirm that the TCP/IP protocol suite is installed on the client computer.	Next Step ↓	⇒	The networking section of your operating system documentation.
2	Look at the NIC configuration page and confirm the TCP/IP settings are correct. Is the IP Address entered and valid? Are the Gateway and Subnet settings correct?	Next Step ↓	⇒	Enter the correct TCP/IP settings.
3	Reboot this equipment. Check the NIC Configuration page that prints out. Are the TCP/IP settings correct?	Next Step ↓	⇒	The settings are not binding, contact your service representative.
4	Try to ping this equipment again. Did this equipment respond to the ping?	Next Step ↓	⇒	
5	Can you ping this equipment from any other computer within the same network? If not, this equipment might have an IP Address that is out of range or invalid.	Next Step ↓	⇒	Contact your local network specialist for a valid IP address for this equipment.
6	Can you ping to another computer within the same network?	Next Step ↓	⇒	Check the computer's protocol settings to make sure the gateway and subnet settings are correct.
7	If you have customized the device name, you can check if the NIC is functional by restoring the default settings. When this equipment automatically reboots and a NIC Configuration page prints, does the device name include the NIC's Unit Serial Number?	Next Step ↓	⇒	The NIC is faulty or improperly installed. Contact your service representative.

No	Check...	Yes	No	For Instruction, Go To...
8	Check link activities on the port being used by the equipment and also the integrity of the network cable, Hub, or Switch that is connecting the equipment to the network. Replace any network components that you suspect are faulty. Can you ping this equipment now?	End	⇒	Contact your service representative.

Cannot print from client computer

Problem description

After following the instructions in this guide to install and configure your hardware, network, and client software, you are still unable to print from a client computer to this equipment. This problem can arise as the result of a hardware malfunction, a network communication or configuration problem, or incorrect client setup or driver properties.

The following checklist will help you identify the source of the errors and direct you to information solving the issue.

No	Check...	Yes	No	For Instruction, Go To...
1	Is the copier functioning normally? Do copy jobs output properly?	Next Step ↓	⇒	Check the device status displayed in the Device tab page of TopAccess.
2	Check the Device page of TopAccess. Are the options specified for the job supported by the hardware configuration? If not, delete the job, install the required components, and try again.	Next Step ↓	⇒	Contact your service representative.
3	Can you print jobs from other client computers?	Next Step ↓	⇒	Refer to the following section to troubleshoot the condition. 📖 P.48 "Cannot print data to this equipment"
4	At this point, the problem you have identified is most likely related to a client-side error. Refer to the Printing Guide to troubleshoot the error condition.			

Cannot print data to this equipment

Problem description

When you are unable to print to this equipment, network printing services have not been set up correctly, or this equipment has not been properly configured to operate in your network environment. The following checklist will help you identify the source of the error and direct you to information solving the issue.

No	Check...	Yes	No	For Instruction, Go To...
1	Have you set the protocol settings so they are compatible with your network and client protocol settings? If data sent from a specific computer through a network to this equipment are successfully printed, this could be a network configuration error, not a hardware malfunction or the incorrect connection of this equipment.	Next Step ↓	⇒	Set up the proper protocol.
2	Have you set up the appropriate type(s) of print services should be supported?	Next Step ↓	⇒	Check the settings required for your printing environment.
3	If you are using Novell print services, did you set up the Novell side of network printing, such as creating print servers and attaching the print queue?	Next Step ↓	⇒	Set up the NetWare server.
4	If you set up Novell print services, can you see the print job using PCONSOLE or NWAdmin?	Next Step ↓	⇒	Refer to your Novell PCONSOLE or NWAdmin user documentation for help with using these utilities.
5	Have you checked the gateway and subnet settings to make sure this equipment is part of the same network Gateway as the client from which you are trying to print?	Next Step ↓	⇒	Set up the TCP/IP correctly.
6	Are other services and communications performed over the network behaving in the normal and expected manner?	End	⇒	Refer to your network documentation or use a network diagnostic utility to research a network problem.

Printer driver installation error messages

Setup Needs to Copy Windows NT Files

Problem description

The wrong port type was selected from the Printer Ports dialog.

Corrective action

1. Click Cancel until the Add Printer Wizard terminates.
2. Double-click Add Printer from the Printers folder but, when prompted to select a port, choose Local Port.

Client Software CD Now Required

Problem description

When adding a new printer driver, the end user did not choose the Have Disk option; instead, he selected the printer name from the Add Printer list.

Corrective action

1. Cancel the Add Printer Wizard.
2. Double-click Add Printer from the Printers folder but, when prompted to locate the driver, click Have Disk.
3. Select Use Existing Driver to add another copy of an existing driver or browse to the subdirectory that contains the appropriate *.inf file.

File *.DRV on Client CD Count Not Be Found

Problem description

When adding a new printer driver, the user did not choose the Have Disk option but selected the printer name from the Add Printer list.

Corrective action

1. Cancel the Add Printer Wizard.
2. Double-click Add Printer from the Printers folder, but when prompted to locate the driver, click Have Disk.
3. Browse to the subdirectory that contains the appropriate *.inf file.

Location Does Not Contain Information About Your Hardware

Problem description

The path to the *.inf file selected during driver installation is too far away. In other words, there are too many characters in the directory path.

Corrective action

Copy the directory containing the *.inf file to the local drive and resume installation.

This Port is Currently in Use

Problem description

The driver was either open, printing a job, or is in use by another printer or application, when you attempted to delete it.

Corrective action

Make sure all print jobs have completed before deleting a port. If there are still problems, exit all applications and try again. Check each driver to see if another driver is using the same port. If so, first change the driver's port setting and delete the port.

Problem with the Current Printer Setup

Problem description

The driver was not set up properly, possibly because the installation procedure did not complete.

Corrective action


Delete the driver and reinstall it from the distribution CD-ROM.

Troubleshooting

This section describes troubleshooting when you have completed the setups of network printing, as shown in the table below. (The items in this table are transcribed from other manuals (in PDF files) of this equipment.)

Note

For troubleshooting at the time of the setups, see the following page:

 P.39 “Troubleshooting at Network Printing Setups”

Item	Transcribed from
Errors in hardware <ul style="list-style-type: none">• General errors• Error messages on the TopAccess screen	-
When printing cannot be performed <ul style="list-style-type: none">• Errors on client computers in Windows platform• Errors on client computers in Macintosh platform	Printing Guide
Printer driver errors	Printing Guide
TopAccess error messages	Setup Guide for Printing Functions

Errors in hardware

Conceivable errors in hardware are as follows:

- Malfunctions of system boards, cables or connectors, or their incorrect installation
- Malfunctions of the standard or optional units of this equipment, or their false operation
- Damage in system software or firmware in this equipment, or their deterioration

Note

If you assume the error comes from incorrect copying, see the **Operator’s Manual for Copying Functions** to solve it.

General errors

Cannot print the start page

Details

When a start page cannot be printed after the power-ON of this equipment even though start page printing has been enabled, this could be an error in the hardware. Contact our service station.

Cannot print jobs

Details

This could be an error in the software caused by the property settings of an inappropriate printer driver. However, it could be an error in the hardware when the job cannot be printed from any of the computers.

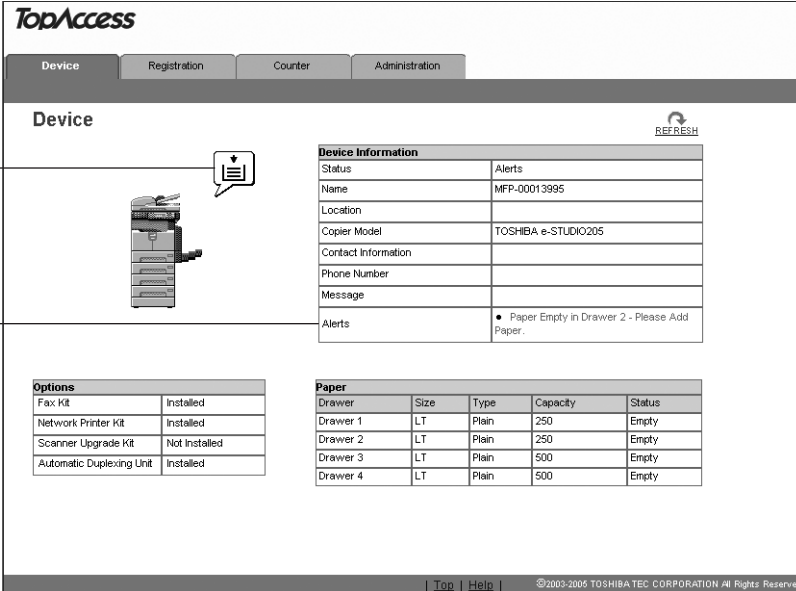
The checklist below helps you identify the cause of the error and search for more information about solving it.

NO	Check...	YES	NO	For Instruction, Go To...
1	Is printing disabled from all the client computers connected?	Next Step ↓	⇒	Refer to the following section to troubleshoot the condition: 📖 P.43 "Equipment detection and printing check"
2	Is the job monitored using print monitoring utilities, such as PCONSOLE or Print Manager?	Next Step ↓	⇒	See the following section for troubleshooting. 📖 P.43 "Equipment detection and printing check"
3	Can you analyze the problem by the error message and solve it?	Next Step ↓	⇒	Refer to the following sections to troubleshoot the condition: 📖 P.55 "When printing cannot be performed" 📖 P.55 "Printer driver general errors" 📖 P.57 "TopAccess error messages"
4	Can you print to this equipment?	End	⇒	Contact your service representative.

Device status indicators (TopAccess)

You can check if this equipment requires maintenance using the TopAccess utility. In the Device tab menu, visible checking of the current status of this equipment is enabled with displayed icons when trouble has occurred in this equipment.

TopAccess Device tab menu:



The screenshot shows the TopAccess utility interface. The 'Device' tab is selected, displaying a printer icon with a status indicator (1) and a 'Device Information' table (2). The 'Alerts' section shows a message: 'Paper Empty in Drawer 2 - Please Add Paper.' Below this are 'Options' and 'Paper' tables.

Options	
Fax Kit	Installed
Network Printer Kit	Installed
Scanner Upgrade Kit	Not Installed
Automatic Duplexing Unit	Installed


Paper				
Drawer	Size	Type	Capacity	Status
Drawer 1	LT	Plain	250	Empty
Drawer 2	LT	Plain	250	Empty
Drawer 3	LT	Plain	500	Empty
Drawer 4	LT	Plain	500	Empty

1) Device status indicators

The error status of this equipment is displayed with the icon. See the next page for the types of icons and what each icon displayed indicates.

2) Alerts

An alert message is displayed. Errors are displayed in red and warnings are displayed in yellow. See the following page for the messages to be displayed:

 P.57 "TopAccess error messages"

- Printer Error



The above printer error icon indicates:

- You need to remove paper from the receiving tray.

- Cover Open



The Cover Open error icon indicates that you need to close the cover.

- Drawer Open



The Drawer Open error icon indicates that one of the drawers is opened. You must close the opened drawer to resume printing or copying.

- Toner Empty



The Toner Empty icon indicates the empty status of the toner cartridge. For information on how to resolve the error condition, see “Replacing Toner Cartridge” in the **Operator’s Manual for Copying Functions**.

- Paper Empty



The Out of Paper error icon indicates the empty status of the drawer. This status does not immediately stop a print job or a copy job. If the automatic paper selection (APS) function is enabled, the print or copy job may continue by selecting paper of the same size in the other drawer. For information on how to resolve the error condition, see “When Message Lamp is Lit/Blinking” in the **Operator’s Manual for Copying Functions**.

When paper has run out, you can cancel a print job in process from the control panel of this equipment. See the following page for how to cancel a print job:

Setup Guide for Printing Functions

Chapter 3 "CANCELING PRINT JOBS AND PRINTING FONT LISTS (EQUIPMENT)"

 "To Cancel Print Jobs"

- Paper Jam



The Paper Jam icon indicates that you must remove jammed paper from the equipment. For information on how to resolve the error condition, see “Paper Jams” in the **Operator’s Manual for Copying Functions**.

- Service calls



The Service Call error icon indicates that you must call for service. Contact your service technician.

When printing cannot be performed

Note

This problem can arise as the result of a hardware malfunction, a network communication or configuration problem. Before troubleshooting the client error, ask your administrator to troubleshoot the hardware or network errors.

The following checklist helps you identify the source of the error and directs to you where you can find more information about resolving it.

Client error for Windows platform

No	Check...	Yes	No	For Instruction, Go To...
1	Did you mapped to the correct network port?	End	⇒	P.55 "Driver Mapped to Wrong Port"

Client error for Macintosh platform

No	Check...	Yes	No	For Instruction, Go To...
1	Is this equipment you created selected in the Chooser?	End	⇒	Refer to "Installing the printer on Mac OS 8.6/9.x" in the Printing Guide.

Printer driver general errors

Driver Mapped to Wrong Port

Problem description

If the printer driver on a client workstation points to the wrong network port, jobs do not appear in the current jobs queue or print out.

Corrective action

1. Open the Printers folder from the Control Panel.
2. Right-click the printer driver icon.
3. Select Properties from the shortcut menu.
4. Depending on the operating system, select the following tab:
 - In Windows 98/Me — Select Details. Browse to select the printer or Novell queue.
 - In Windows NT 4.0/2000/XP/Server 2003 — Select Ports. Add a new port and map it to the printer.
5. Make sure that the path to the printer and the device name are correct.
\\<device name>\print
 - Where <device name> is the same as the device name set from the Control Panel.
6. Click the General Tab and click Print Test Page to confirm that the settings are correct.

Command Line Options Not Processed

Problem description

All print options are sent to this equipment at the start of the print job. If the print file already contains print commands, they override the command line options you set. For example, if the print file specifies the Letter media, and you specify the A4 media option with the lp command, the document is output on letter size paper (provided, of course, that all copier-related restrictions have been met).

Corrective action

Change the properties in the document you want to print and recreate the print file. Submit the print job using the LP command without setting additional parameters.

Retrieval of Printer Configuration Failed

Problem description

When accessing the printer properties, the system displayed “Retrieval of printer configuration failed”.

Corrective action

If the printer driver cannot communicate with this equipment — Verify that the system is running. If not, turn it on. Connect to this equipment via TopAccess. If you cannot connect, reboot this equipment. If that fails, check the printer driver port assignment to make sure it is correct.

Cannot Print a Job as Expected Using PS Printer Driver

Problem description

When printing with the PS3 printer driver from the application that creates the PostScript code for printing such as Adobe Acrobat, the following print options may not work correctly.

- Manual Scale
- Print Paper Size
- Paper Type
- User Front Cover
- User Back Cover
- Booklet
- Multiple Pages per Sheet
- All options in the Effect tab
- All options in the Image Quality tab

Corrective action

Disable “Use PostScript Passthrough” in the PostScript Settings dialog box and print a document.

Cannot Change Settings on Fonts Tab and Configuration Tab

Problem description

The Fonts Tab and Configuration tab are grayed out and they cannot be modified.

Corrective action

Users who do not have the privilege to change the printer driver setting cannot change the options in the Fonts Tab and Configuration tab. Please log in with Administrator or Power User.

TopAccess error messages

The error message will be displayed in “Alerts” field on the Device tab page of TopAccess.

TopAccess Message	Corrective Action
Front Cover Open - Please Close Cover.	Close the Front Cover.
Paper Feeding Cover Open - Please Close Cover.	Close the Paper Feeding Cover.
Transfer/Transport unit Open - Please Close Cover.	Close the Transfer/Transport unit.
Drawer Open - Please Close Cover.	Close the drawer.
Automatic Duplexer Unit Cover Open - Please Close Cover.	Close the Automatic Duplexer Unit Cover.
Paper Jam in Auto Duplexer Unit - Please Clear Paper Path	Remove jammed paper.
Paper Jam in Printer - Please Clear Paper Path	Remove jammed paper.
Paper Ejection Jam - Please Clear Paper Path	Remove jammed paper.
Black Toner Empty - Please Refill.	Replace the black toner. Refer to the Operator's Manual for Copying Functions for instruction.
Automatic Document Feeder Error - Please Contact Service Technician.	Contact your service representative.
Alignment Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.

TopAccess Message	Corrective Action
Motor Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.
I/F Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.
Fatal Error - Please Contact Service Technician.	Contact your service representative.
Main Motor Error - Please Contact Service Technician.	Contact your service representative.
Printer Output Error - Please Contact Service Technician.	Contact your service representative.
Printer Input Error - Please Contact Service Technician.	Contact your service representative.

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