



User Guide

-
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 3. Copy and scan
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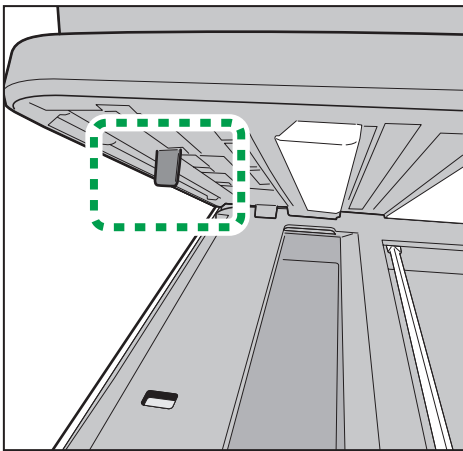
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Safety information

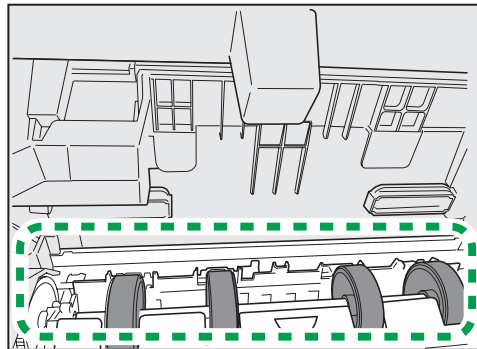
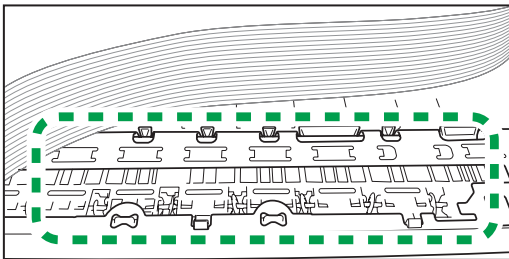


Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- Read and understand all instructions in the documentation that comes with the printer.
- Observe all warnings and instructions marked on the product.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water, or when you are wet.
- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
- Keep your hands away from the hinges and scanner glass when lowering the document feeder. Not doing so result in an injury if your hands or fingers are pinched. Take particular care to the protrusion shown in the figure below.



- Do not touch the part shown in the figure below. Touching protrusions and edges may result in an injury.



- If the product does not operate normally, see [Solve a problem](#).
- There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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1 Get started

This guide provides details about how to use the printer and how to resolve problems.

- [EcoSolutions \(Ricoh and the Environment\)](#)
- [Understand the printer parts](#)
- [Use the printer control panel](#)
- [Digital Solutions](#)
- [Paper basics](#)
- [Load paper](#)
- [Load an original on the scanner glass](#)
- [Load an original in the document feeder](#)
- [Update the printer](#)
- [Ricoh Printer Assistant software \(Windows\)](#)
- [Built-in driver](#)
- [Turn the printer off](#)

EcoSolutions (Ricoh and the Environment)

Ricoh is committed to helping you optimize your environmental footprint and empowering you to print responsibly—at home or in the office.

For more detailed information about environmental guidelines that Ricoh follows during the manufacturing process, see [Environmental product stewardship program](#). For more information about Ricoh's environmental initiatives, visit <https://www.ricoh.com/sustainability/environment/>.

- [Manage power](#)
- [Quiet Mode](#)
- [Optimize Printing Supplies](#)

Manage power

Use **Sleep Mode**, **Auto-Off** and **Schedule On/Off** to conserve electricity.

Sleep mode

Power usage is reduced while in Sleep mode. After initial setup of printer, the printer will enter Sleep mode after five minutes of inactivity.

Use the following instructions to change the period of inactivity before the printer sleeps.

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch .
2. Touch **Sleep Mode**, and then touch **After 5 minutes**, **After 10 minutes** or **After 15 minutes**.

Auto-Off

This feature turns the printer off after 8 hours of inactivity to help reduce energy use. Auto-Off turns the printer off completely, so you must use the Power button to turn on the printer again.

If your printer supports this energy saving feature, Auto-Off is automatically enabled or disabled depending on printer capabilities and connection options. Even when Auto-Off is disabled, the printer enters Sleep mode after 5 minutes of inactivity to help reduce energy use.

- Auto-Off is enabled when the printer is turned on, if the printer does not have network, fax or Wi-Fi Direct capability, or is not using these capabilities.
- Auto-Off is disabled when a printer's wireless or Wi-Fi Direct capability is turned on or when a printer with fax, USB, or Ethernet network capability establishes a fax, USB, or Ethernet network connection.

Schedule On and Off

Use this feature to automatically turn the printer on or off on selected days. For example, you can schedule the printer to turn on at 8 a.m. and turn off at 8 p.m. from Monday to Friday. In this way, you save energy during the night and weekends.

Use the following instructions to schedule the day and time for On and Off.

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch .
2. Touch **Schedule On/Off**.

3. Touch the toggle button next to **Schedule On** or **Schedule Off** to turn it on.
4. Touch the time option, and then follow the onscreen messages to set the day and time to turn the printer off and on.

 **CAUTION:** Always turn the printer off properly, using either **Schedule Off** or  (the Power button) located on the front left side of the printer.

If you improperly turn the printer off, the print carriage might not return to the correct position, causing problems with the cartridges and print quality issues.

Never turn off the printer when cartridges are missing. Ricoh recommends that you replace any missing cartridges as soon as possible to avoid print quality issues, possible extra ink usage from the remaining cartridges, or damage to the ink system.

Quiet Mode

Quiet Mode slows down printing to reduce overall noise without affecting print quality. It only works when printing on plain paper. Additionally, Quiet Mode is disabled if you are printing using the best or presentation print quality. To reduce printing noise, turn on Quiet Mode. To print at normal speed, turn Quiet Mode off. Quiet Mode is off by default.

 **NOTE:** Quiet Mode does not work if you print photos or envelopes.

You can create a schedule by selecting the time when the printer prints in Quiet Mode. For example, you can schedule the printer to be in Quiet Mode from 10 p.m. to 8 a.m. everyday.

To turn on Quiet Mode from the printer control panel

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
2. Touch **Quiet Mode**.
3. Touch the toggle button next to **Quiet Mode** to turn it on.

To create a schedule for Quiet Mode from the printer control panel

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
2. Touch **Quiet Mode**.
3. Turn on **Quiet Mode**.
4. Touch the toggle button next to **Schedule** to turn it on, and then change the start time and end time of the schedule.

To turn on Quiet Mode while the printer is printing

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then select the current print job in progress.
2. On the printing screen, touch  (Quiet Mode) to turn it on.

 **NOTE:** Quiet Mode is turned on only after the current page is printed and is only used for the current print job.

To turn Quiet Mode on or off from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Quiet Mode**.
3. Click **Quiet Mode** tab.
4. Select **On** or **Off**.
5. Click **Save Setting**.

To turn Quiet Mode on or off from the Embedded Web Server (EWS)

1. Open the EWS. For more information, see [Open the Embedded Web Server](#).
2. Click the **Settings** tab.
3. In the **Preferences** section, select **Quiet Mode**, and then select **On** or **Off**.
4. Click **Apply**.

Optimize Printing Supplies

To optimize printing supplies such as ink and paper, try the following:

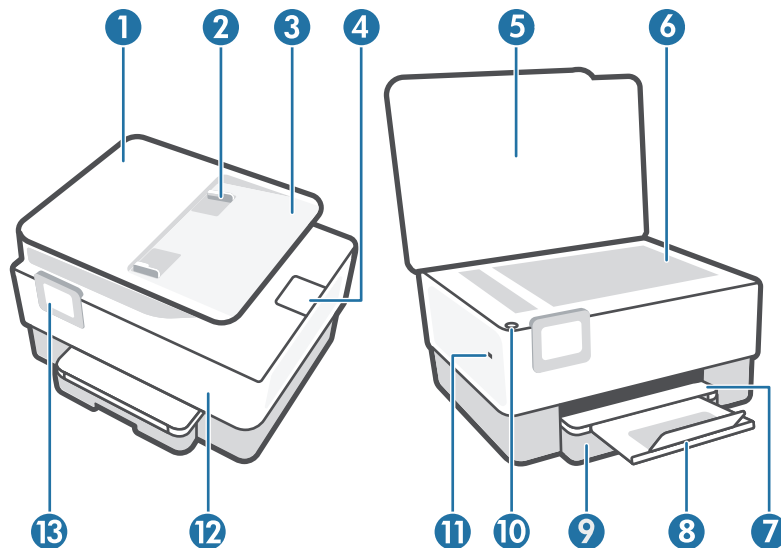
- Optimize paper usage by printing on both sides of the paper.
- Change the print quality in the printer driver to a draft setting. The draft setting uses less ink.
- Do not clean the printhead unnecessarily. Doing so wastes ink and shortens the life of the cartridges.

Understand the printer parts

This section contains the following topics:

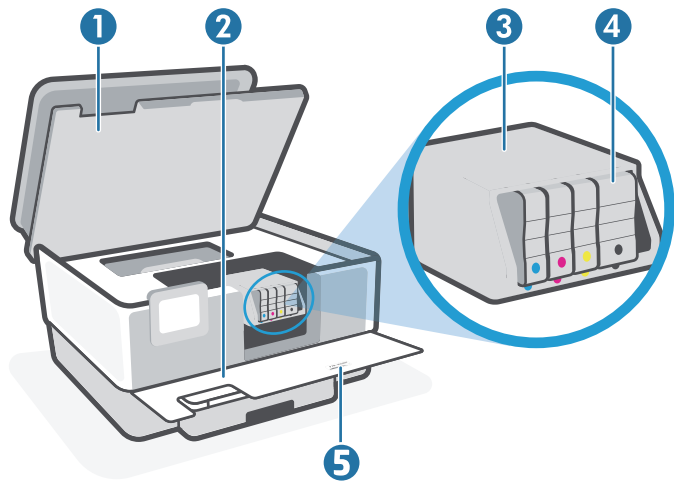
- [Top and front view](#)
- [Printing supplies area](#)
- [Back view](#)

Top and front view



1	Document feeder
2	Document feeder paper-width guides
3	Document feeder tray
4	Document feeder output extension
5	Scanner lid
6	Scanner glass
7	Output tray
8	Output tray extension
9	Input tray
10	Power button
11	Front USB port Insert a USB flash drive for scanning and printing.
12	Front door
13	Control panel display

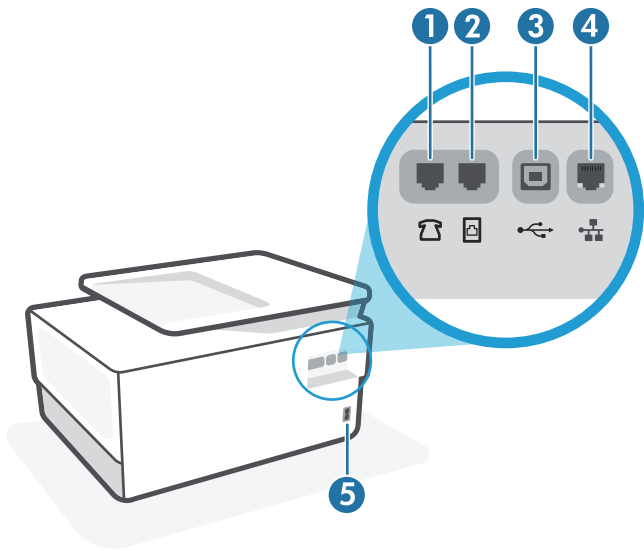
Printing supplies area



1	Cartridge access door
2	Front door
3	Printhead
4	Cartridges
5	PIN code label

 **NOTE:** Cartridges should be kept in the printer to prevent possible print quality issues or printhead damage. Avoid removing supplies for extended periods of time. Do not turn the printer off when a cartridge is missing.

Back view



1	Fax port 	Connect an external telephone.
2	Fax port 	Connect a telephone line.
3	Rear USB port	Port for connecting the USB cable to a computer.
4	Ethernet network port	Port for connecting the Ethernet cable.
5	Power input	Plug the power cord.

Use the printer control panel

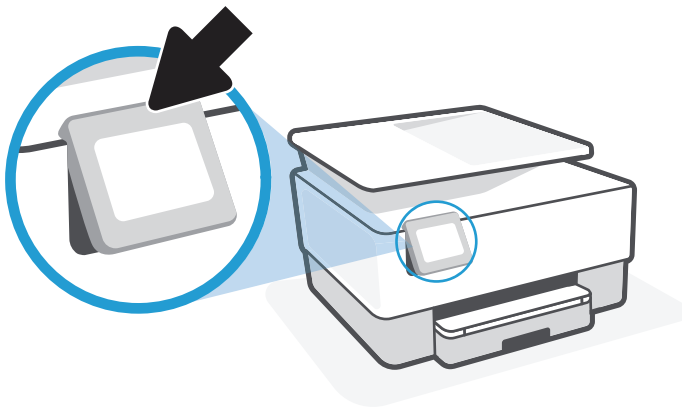
This section contains the following topics:

- [Lift the control panel](#)
- [Overview of buttons and lights](#)
- [Function buttons](#)
- [Dashboard icons](#)
- [Change printer settings](#)

Lift the control panel

You can move the control panel for easier use.

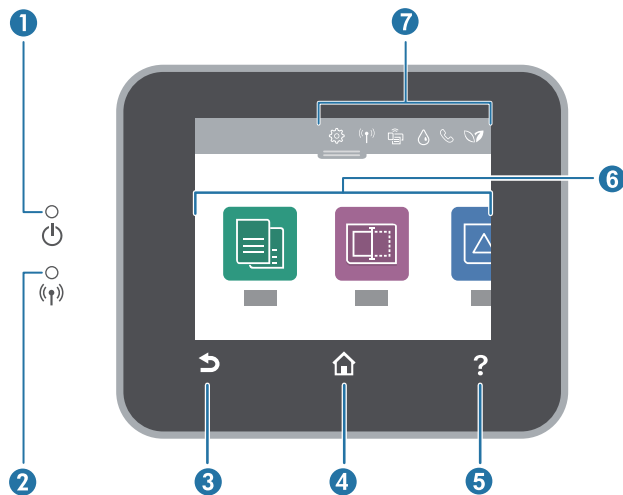
- Push the upper part of the control panel to lift it.



NOTE: Return the control panel to its original position by pushing down the bottom until it is back in place.

Overview of buttons and lights

The following diagram and related table provide a quick reference to the printer control panel features.



Label	Name and Description
1	Power light: Indicates whether the printer is turned on.
2	Wireless light: Indicates the status of the printer’s wireless connection. • Solid blue light indicates that wireless connection has been established and you can print. • Slow blinking light with clear pause indicates that wireless is on, but not configured. To connect your printer, see Set up the printer for wireless communication. • Slow blinking light indicates that wireless is on, but the printer is not connected to a network. Make sure your printer is within the range of wireless signal. • Fast blinking light indicates wireless error. Refer to the message on the printer display. • If the wireless light is off, wireless is turned off.
3	Back button: Returns to the previous menu.
4	Home button: Returns to the home screen from any other screen.
5	Help button: Opens the Help menu when on the Home screen, or shows contextual help content if it is available for the current operation when on other screens.
6	Function buttons: Tap to perform common tasks. For more information, see Function buttons .
7	Dashboard: Swipe down for additional printer management options. For more information, see Dashboard icons .

Function buttons

Function button	Purpose
USB 	Print photo from USB flash drive or Scan document to USB flash drive. NOTE: The USB button only appears when USB flash drive is inserted to the front USB port.
Copy 	Copy document, ID card, or photo.
Scan 	Scan document or photo to email, USB flash drive, network folder, SharePoint, or computer.
Photo 	Print photo from USB flash drive.
Fax 	Set up fax, send fax, or reprint received fax.

Dashboard icons

The Dashboard on the printer control panel lets you access the icons on the display, check the status of the printer, or monitor and manage current and scheduled printer tasks.

To open the Dashboard, touch or swipe down the tab  at the top of a screen on the control panel.

Icon	Purpose
	Setup: Displays the setup screen for changing preferences, network setup, Wi-Fi Direct, fax setup, and other maintenance settings and generating reports.
	Wireless: Displays wireless status and menu options. For more information, see Set up the printer for wireless communication . NOTE:  (Ethernet) and  (Wireless) will not be displayed at the same time. Showing the Ethernet icon or the wireless icon depends on the way your printer is connected to the network. If the network connection of the printer has not been set up, then the printer control panel display shows  (Wireless) by default.
	Ethernet: Shows that an Ethernet network connection exists and also provides easy access to the network status screen.
	Wi-Fi Direct: Displays the status, name, and password for Wi-Fi Direct, and the number of devices connected. You can also change settings and print a guide.
	Ink: Displays the estimated ink levels. NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until prompted to do so.
	Fax Status: Displays status information for the Auto Answer function, fax logs, and the fax sound volume.
	Environmental Settings: Displays a screen where you can configure some of the printer's environmental features.

Change printer settings

Use the control panel to change the printer functions and settings, print reports, or get help for the printer.

 **TIP:** If the printer is connected to a computer, you can also change the printer settings using the printer management tools in the software.

For more information about these tools, see [Printer management tools](#).

To change settings for a function

The Home screen of the control panel display shows the available functions for the printer. Some features of the functions allows you to change settings.

1. Select a desired option of a function such as **Copy Document** or **Scan to USB**.
2. After selecting a function, touch  (**Settings**), scroll through the available settings, and then touch the setting you want to change.
3. Follow the prompts on the control panel display to change the settings.

 **TIP:** Touch  (Home) to return to the Home screen.

To change the printer settings

To change the printer settings or print reports, use the options available on the **Setup** menu.

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
2. Touch and scroll through the screens.
3. Touch the screen items to select screens or options.

 **TIP:** Touch  (Home) to return to the Home screen.

Digital Solutions

The printer includes a collection of digital solutions that can help you simplify and streamline your work. These digital solutions include the following:

- “Scan to” function (including Scan to Network Folder and Scan to Email)

This section contains the following topics:

- [What are Digital Solutions?](#)
- [Requirements](#)
- [Set up Digital Solutions](#)
- [Use the Digital Solutions](#)

What are Digital Solutions?

Digital Solutions are a set of tools provided with this printer that can help improve your office productivity.

This section contains the following topics:

- [“Scan to” Function](#)

“Scan to” Function

“Scan to” function provides robust, general-office scanning—as well as basic, versatile, document-management capabilities—for multiple users over a network. With “Scan to” function, you can simply walk up to the printer, select the options on the printer control panel, and either scan documents directly to computer folders on your network or quickly share them with business partners as email attachments—and all without using additional scanning software.

Scanned documents can be sent to a shared network folder for personal or group access or to one or more email addresses for quick sharing. In addition, you can configure specific scan settings for each scan destination, allowing you to make sure that the best settings are being used for each specific task.

Requirements

Before you set up the Digital Solutions, make sure you have the following:

For all Digital Solutions

- **A network connection**

Connect the printer using either a wireless connection or an Ethernet cable.



NOTE: If the printer is connected using a USB cable, you scan documents to a computer or attach scans to an email message using the Ricoh Printer Assistant software. For more information, see [Scan](#).

- **The Ricoh Printer Assistant software**

Ricoh recommends that you set up Digital Solutions using the Ricoh Printer Assistant software.



TIP: If you would like to set up Digital Solutions without installing the Ricoh Printer Assistant software, you can use the printer's Embedded Web Server.

For Scan to Network Folder, Fax to Network Folder

- **An active network connection.** You must be connected to the network.

- **An existing Windows (SMB) shared folder**

For information about finding the computer name, see the documentation for your operating system.

- **The network address for the folder**

On computer running Windows, network addresses are usually written in this format:
\\mypc\sharedfolder

- **The name of the computer where the folder is located**

For information about finding the computer name, see the documentation for your operating system.

- **Appropriate privileges on the shared folder**

You must have write access to the folder.

- **A username and password for the shared folder (if necessary)**

For example, the Windows or Mac username and password used to log onto the network.



NOTE: "Scan to" function does not support Active Directory.

For Scan to Email, Fax to Email

- A valid email address
- Outgoing SMTP server information
- An active Internet connection

If you are setting up Scan to Email or Fax to Email on a computer running Windows, the setup wizard can automatically detect the email settings for the following email applications:

- Microsoft Outlook 2013–2021 (Windows 10)

However, if your email application is not listed above, you can still set up and use Scan to Email and Fax to Email if your email application meets the requirements listed in this section.

Set up Digital Solutions

You can set up Digital Solutions using software wizards that you can open from the Ricoh Printer Assistant software (Windows).

 **TIP:** You can also use the printer's Embedded Web Server (EWS) to set up the Digital Solutions. For information about using the EWS, see [Embedded Web Server](#).

 **NOTE:** If you are using the printer in an IPv6-only network environment, you must set up the digital solutions using the EWS.

This section contains the following topics:

- [Set up “Scan to” Function](#)

Set up “Scan to” Function

To set up “Scan to” function, follow the appropriate instructions.

 **NOTE:** You can also use these steps to change settings in the future.

This section contains the following topics:

- [Use Scan to Network Folder](#)
- [Use Scan to Email](#)

Set up Scan to Network Folder

You can configure up to 10 destination folders for each printer.

 **NOTE:** To use Scan to Network Folder, you must have created and configured the folder you are using on a computer connected to the network. You cannot create a folder from the printer's control panel. Also, make sure the folder preferences are set to provide read and write access. For more information about creating folders on the network and setting folder preferences, see the documentation for your operating system.

After you finish setting up Scan to Network Folder, the Ricoh Printer Assistant software automatically saves the configurations to the printer.

To set up Scan to Network Folder from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Scan** under **Print, Scan & Fax**, and then click **Scan to Network Folder Wizard**.

 **NOTE:** If the **Scan to Network Folder Wizard** option is not available, use Embedded Web Server (EWS) to set up Scan to Network Folder.

3. Enter the PIN from the label on your printer, and click **OK**.

 **NOTE:** The PIN label can be found inside the front door.

4. Follow the onscreen instructions.



NOTE: After you have created destination folders, you can use the printer's Embedded Web Server (EWS) to customize the scan settings for these folders. On the last screen of the Scan to Network Folder Wizard, make sure the **Launch Embedded Web Server when finished** check box is selected. When you click **Finish**, the EWS is displayed in your computer's default web browser. For more information about EWS, see [Embedded Web Server](#).

To set up Scan to Network Folder from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. On the **Home** tab, click **Scan to Network Folder**.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click , and then follow the onscreen instructions.



NOTE: You can customize the scan settings for each destination folder.

5. After you have entered the required information about the network folder, click **Save and Test** to make sure the link to the network folder is working correctly. The entry is added to the **Network Folder Profiles** table.

Set up Scan to Email

You can use the printer to scan documents and send them to one or more email addresses as attachments—without additional scanning software. You do not need to scan files from your computer and attach them to email messages.

Set the Outgoing Email Profiles

Configure the email address that will appear in the FROM portion of the email message sent by the printer. You can add up to 10 Outgoing Email Profiles. You can use the Ricoh Printer Assistant software installed on your computer to create these profiles.

Add email addresses to the Address Book

Manage the list of people to whom you can send email messages from the printer. You can add up to 15 email addresses with their corresponding contact names. You can also create email groups. To add email addresses, you can use the printer's Embedded Web Server (EWS) or the printer's control panel.

Configure other email options

You can configure default SUBJECT and body text that is included in all email messages sent from the printer. To configure these options, you can use the printer's EWS or the printer's control panel.

Step 1: Set up the outgoing email profiles

To set up the outgoing email profile used by the printer, complete the following steps for your operating system.

To set up the outgoing email profile from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Scan**.
3. Click **Scan to E-mail Wizard**.



NOTE: If the **Scan to E-mail Wizard** option is not available, use Embedded Web Server (EWS) to set up the outgoing email profiles.

4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. Click **New**, and then follow the onscreen instructions.



NOTE: After you have set the Outgoing Email Profile, you can use the printer's Embedded Web Server (EWS) to add more Outgoing Email Profiles, add email addresses to the Address Book, and configure other email options. To open the EWS automatically, select the **Launch Embedded Web Server when finished** checkbox on the last screen of the Scan to Email Wizard. When you click **Finish**, the EWS is displayed in your computer's default web browser. For more information about EWS, see [Embedded Web Server](#).

To set up the outgoing email profile from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
2. On the **Home** tab, click **Scan to Email**.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click , and then follow the onscreen instructions.
5. After you have entered the required information about the outgoing email settings, click **Save and Test** to make sure the outgoing email is working correctly. The entry is added to the **Outgoing Email Profiles** table.

Step 2: Add email addresses to the Address Book

1. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
2. Click the **Scan** tab,
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click **Address Book**, and then click **Contacts**.
5. Click  to add a single email address.

-Or-

Click  to create an email distribution list.



NOTE: Before you can create an email distribution list, you must have already added at least one email address to the Address Book.

6. Follow the onscreen instructions. The entry is added to the **Contacts Stored on the Printer** table.



NOTE: Contact names appear on the printer's control panel display and in your email application.

Step 3: Configure other email options

To configure other email options (such as configuring default SUBJECT and body text that is included in all email messages sent from the printer, as well as scan settings used when sending email from the printer), complete the following steps:

1. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
2. Click the **Scan** tab,
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click **Scan to Email**, and then click **Email Options**.
5. Change any settings, and then click **Apply**.

Use the Digital Solutions

To use the Digital Solutions available with the printer, follow the appropriate instructions.

Use Scan to Network Folder

1. Load your original print-side down on the scanner glass or print-side up in the document feeder. For more information, see [Load an original on the scanner glass](#) or [Load an original in the document feeder](#).
2. Touch **Scan**, and then touch **Network Folder**.
3. On the control panel display, select the name that corresponds to the folder you want to use.
4. If prompted, enter the PIN.
5. Change any scan settings, and then touch  **Send**.



NOTE: The connection might take some time, depending on network traffic and connection speed.

Use Scan to Email

To scan a document or photo to email from the control panel

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. From Home screen, touch **Scan**, and then touch **Email**.
3. Confirm the email account that you want to use.
If you want to change email account, touch , select the email account you want to use, and then touch **Continue**.
4. Enter recipient's email address in the **To** field.
Or touch , select the email account you want to send to, and then touch **Continue**.
5. Enter email subject in the **Subject** field.
6. Touch  if you want to preview scanned photo or document.
Touch  to change settings.
7. Touch  **Send**.
8. Touch **Finish** when the scan completes. Or touch **Add Page** to add another page.



NOTE: The connection might take some time, depending on network traffic and connection speed.

Paper basics

The printer is designed to work well with most types of office paper. It is best to test a variety of print paper types before buying large quantities. This section contains the following topics:

- [Order Ricoh paper supplies](#)
- [Tips for selecting and using paper](#)
- [How to Store and Handle Paper to Avoid Paper Jams](#)

Order Ricoh paper supplies

The printer is designed to work well with most types of office paper.

Tips for selecting and using paper

For the best results, observe the following guidelines.

- Load only one type and one size of paper at a time into a tray or document feeder.
- Make sure the paper is loaded correctly when loading from the input tray or document feeder.
- Do not overload the tray or document feeder.
- To prevent jams, poor print quality, and other printing problems, avoid loading the following paper in the tray or document feeder:
 - Multipart forms
 - Media that is damaged, curled, or wrinkled
 - Media with cutouts or perforations
 - Media that is heavily textured, embossed, or does not accept ink well
 - Media that is too lightweight or stretches easily
 - Media that contains staples or clips

How to Store and Handle Paper to Avoid Paper Jams

To help prevent frequent paper jams and maintain the best print quality, it is important to protect the printer paper from damage caused by improper handling, storage or extremes in temperature, and humidity. Follow the guidelines and steps in this document for handling and storing the paper you use in your Ricoh printer.

Store printer paper in a controlled environment

Store your printer paper in an enclosed space that is flat, dry, and easily accessible. Follow these guidelines to protect your printer paper from damage, prevent paper jams, and preserve the quality of your printed documents.

- **Original package.** Store the paper in its original package until it is ready for use. The package helps prevent the paper from being torn, wrinkled, folded or otherwise damaged. It also protects the paper's specified moisture content, weight, and other physical characteristics.
- **Reseal after opening.** When you open the paper package and do not use all the paper, be sure to reseal the package with tape. This protects the paper from environmental factors and also prevents dust from accumulating on the paper, which can cause the printer to pick up more than one sheet at a time.

- **Room temperature.** Store the paper at room temperature and at a relative humidity of 45% to 55%.

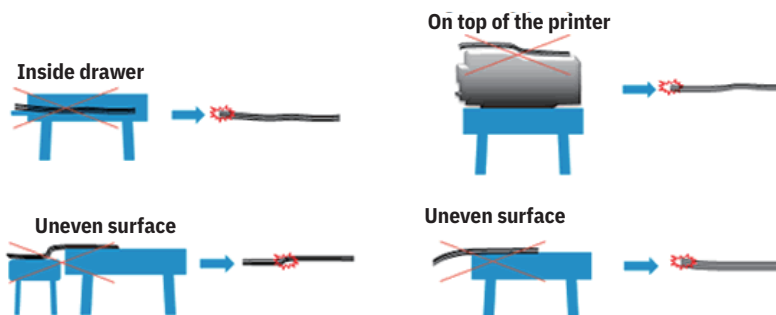


20° to 24°C (68° to 75°F)



Relative humidity of
45% to 55%

- **Keep away from doors, windows, and vents.** Avoid storing paper and print media near heating and air conditioning vents, or near windows and doors that are used frequently. The temperature and humidity fluctuations near these areas could damage the paper.
- **Flat surface only.** Store the paper on a flat surface, preferably in a cabinet or on a shelf. Do not store paper on uneven surfaces, like the top of the printer or the edge of a table. This can adversely affect the physical properties of the paper and cause poor print quality, paper jams, or paper pick issues.



- **The three-month rule.** As a general rule, do not purchase more paper than you can use in three months. Paper that is stored for long periods of time can suffer damage by extended exposure to the environment.

How temperature and humidity can cause paper jams

The following section explains how your paper can be damaged by environmental conditions and cause paper jams.

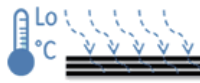
Paper is hygroscopic. Ambient humidity and temperature fluctuations can affect the following physical characteristics of printer paper:

- Paper weight
- Paper thickness
- Paper rigidity

Heating systems and air conditioners remove humidity from the air, and evaporative coolers add humidity to the air. If paper package is left open, paper can lose or gain moisture. Paper that has lost moisture content streaks and smudges when printing.



Heat causes moisture in paper to evaporate, and might cause multiple sheets to feed at the same time

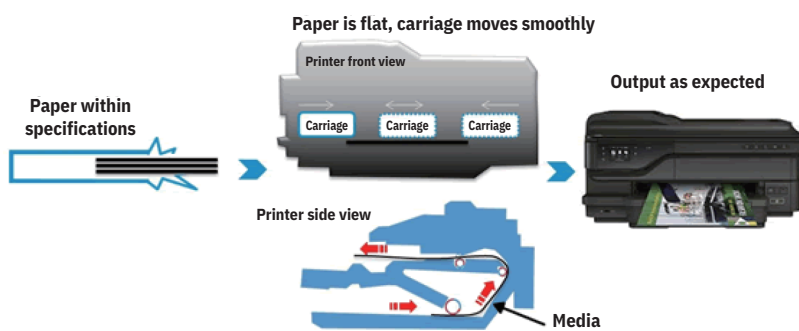


Air conditioners remove humidity from the air, and might cause streaks and smudges when printing

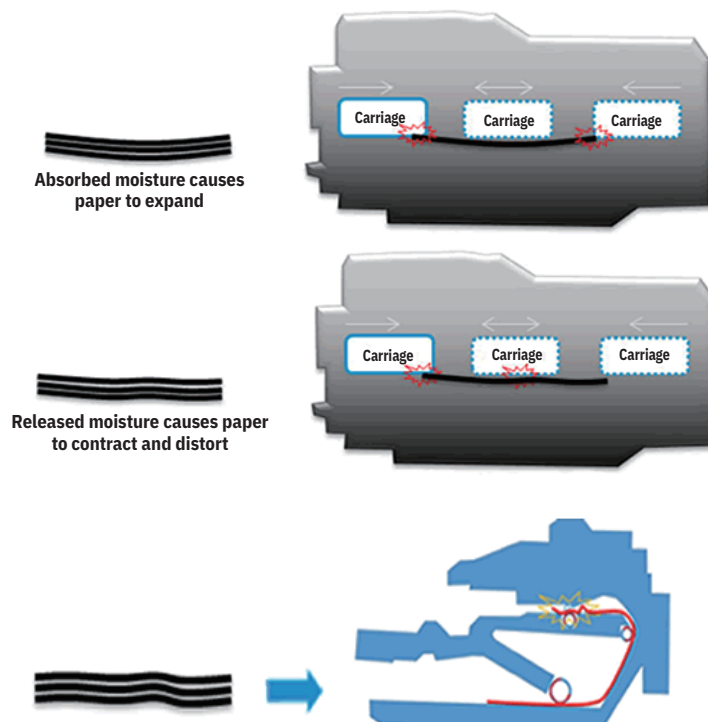


Humid weather or water coolers and humidity to the air, and might cause paper to distort and jam in the printer

Ricoh printers are designed to produce high-quality documents when the printer paper meets the printer's specifications.



As paper loses and gains moisture, its physical characteristics can change, and the paper warps or gets wavy. Feeding warped or wavy paper into the printer results in paper jams.



Load and handle the paper carefully

Paper that is misaligned in the input tray can cause paper jams, or can cause the printed image to be skewed. Feeding paper that has damaged by mishandling into the printer can cause paper jams, skewed images, and generally poor print quality.

Follow these steps to load the paper in the printer.

1. Open the paper tray door, and then pull it toward you to extend the paper tray.
2. Gently pull out the paper tray extender, and then lift up the paper catch.
3. Slide the paper width guides to their outermost position.
4. Examine the condition of the paper, and then replace any ripped, dusty, curled, wrinkled, or bent paper.
5. Load a stack of U.S. letter or A4 size paper into the input tray with the short edge forward and the print side down. Push the stack into the tray until it stops.
6. Slide in the paper width guides in until they rest against the edges of the paper.
7. Push the input tray forward until it clicks into place. Make sure that you push in the tray all the way to avoid an error message.

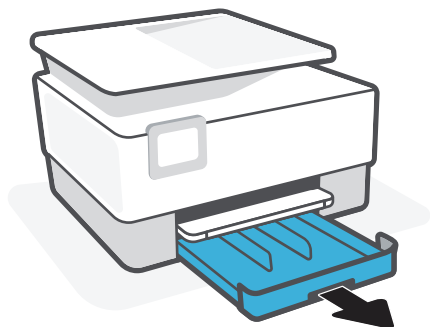
Load paper

To load standard paper

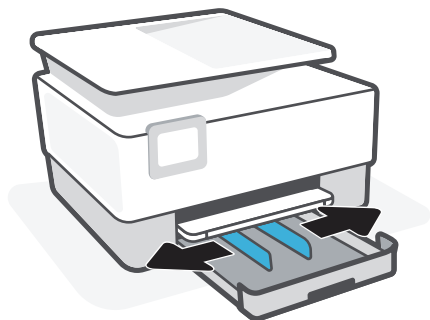
1. Pull out the input tray.



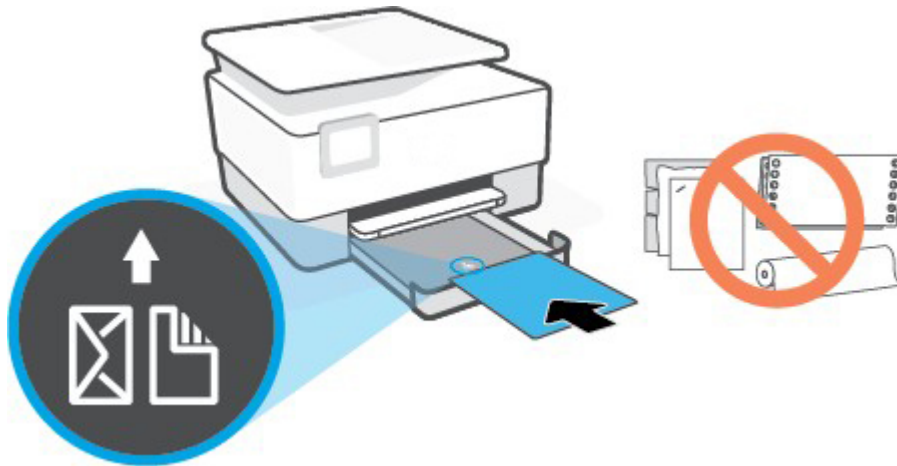
NOTE: If there is other paper in the input tray, remove the paper before loading a different paper type or size.



2. Slide the paper-width guides to the edges of the input tray.

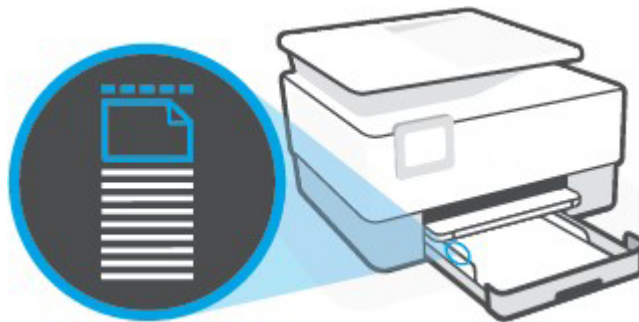


3. Insert the paper in portrait orientation and with the side to be printed facing down.



Push the stack of paper toward the rear of the input tray until the paper stops, and then slide the paper width guides until they lightly rest against the edges of the paper.

Make sure the stack of paper is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of paper does not exceed the stack height marking on the left edge of the tray.

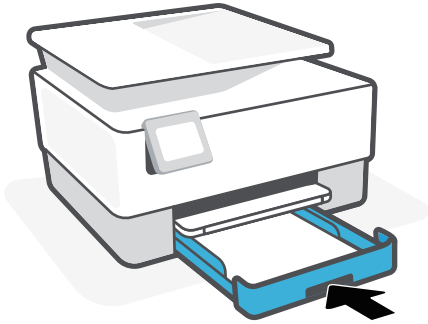


 **NOTE:** Do not load paper while the printer is printing.

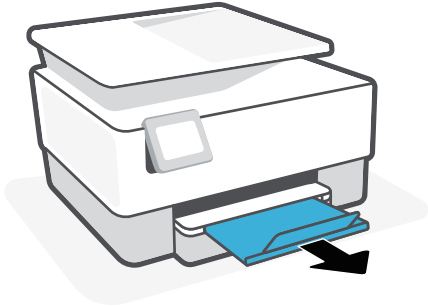
4. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.



5. Reinsert the input tray into the printer.



6. Pull out the output tray extension as shown.

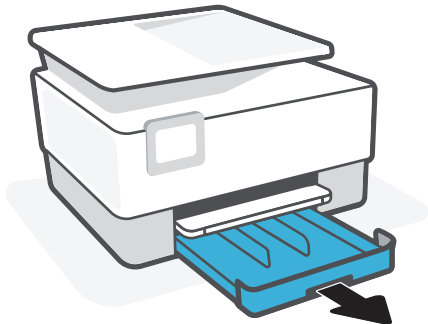


To load legal paper

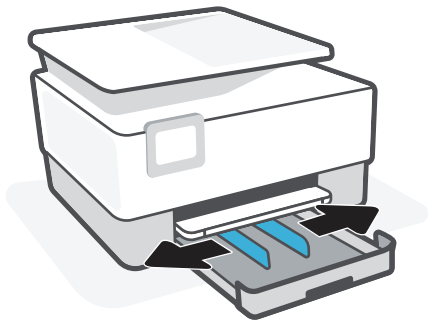
1. Pull out the input tray.



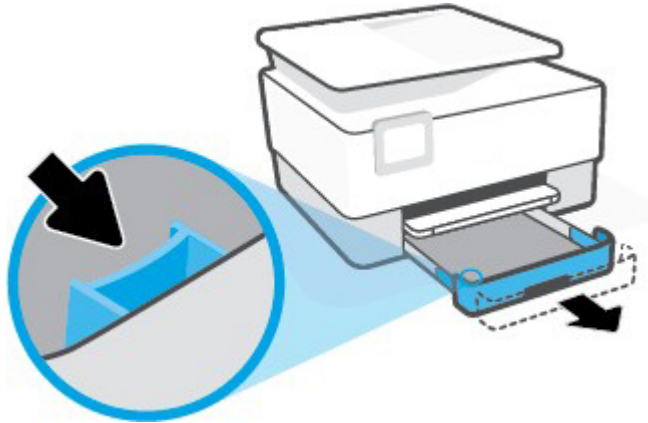
NOTE: If there is other paper in the input tray, remove the paper before loading a different paper type or size.



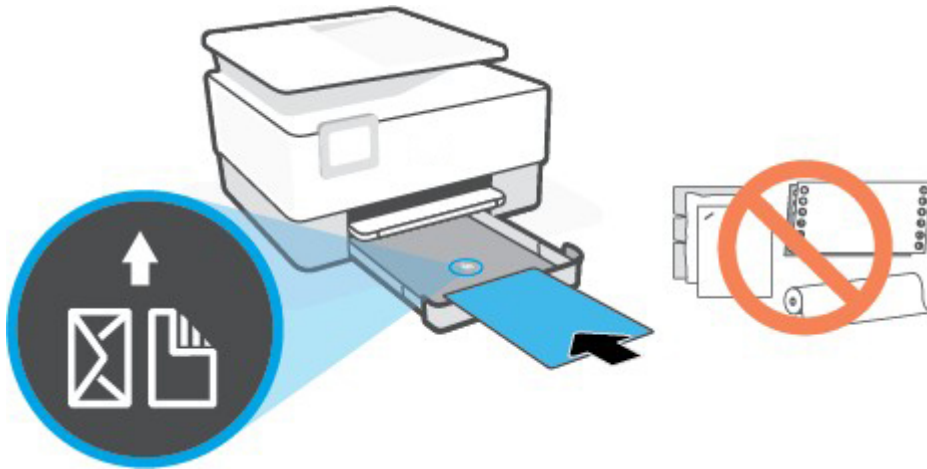
2. Slide the paper-width guides to the edges of the input tray.



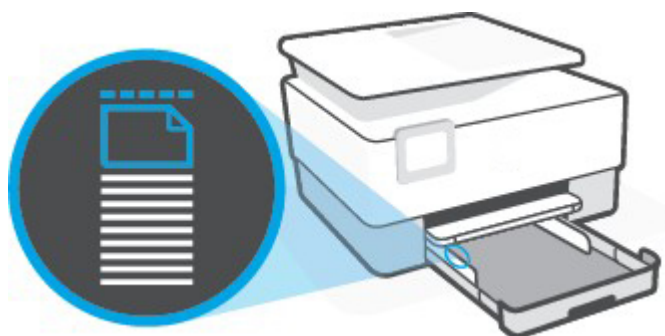
3. Press the button near the front left of the tray to extend the input tray.



4. Insert the paper in portrait orientation and with the side to be printed facing down.

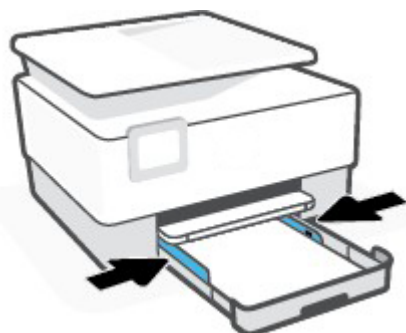


Make sure the stack of paper is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of paper does not exceed the stack height marking on the left edge of the tray.

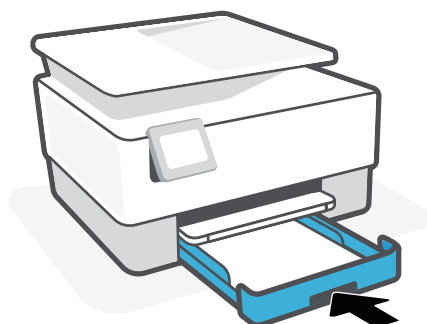


 **NOTE:** Do not load paper while the printer is printing.

5. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.

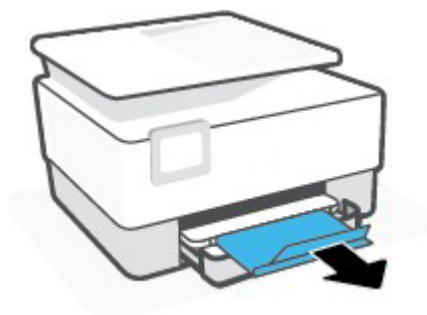


6. Reinsert the input tray into the printer.



 **NOTE:** When you insert the input tray, the input tray extension remains outside of the printer. This is the expected result.

7. Pull out the output tray extension as shown.

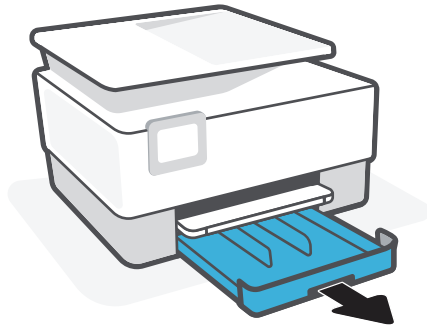


To load an envelope

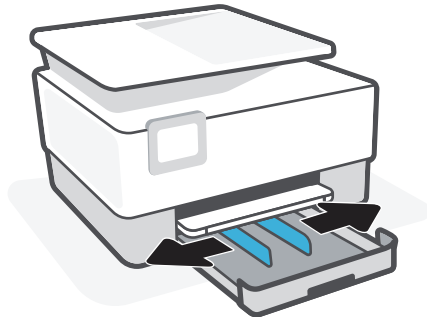
1. Pull out the input tray.



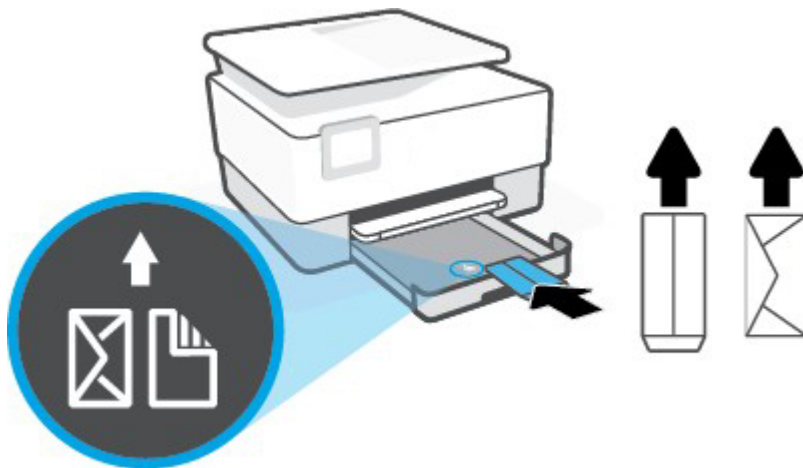
NOTE: If there is other paper in the input tray, remove the paper before loading a different paper type or size.



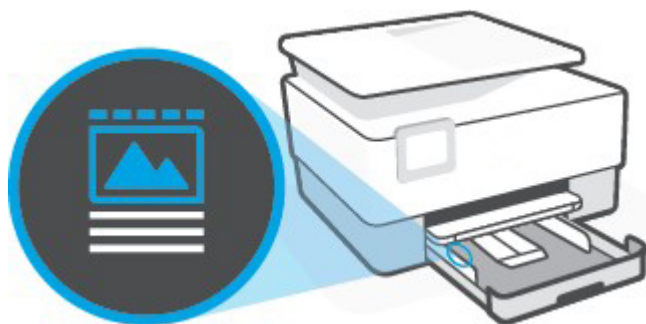
2. Slide the paper-width guides to the edges of the input tray.



3. Insert the envelope in portrait orientation and with the side to be printed facing down.

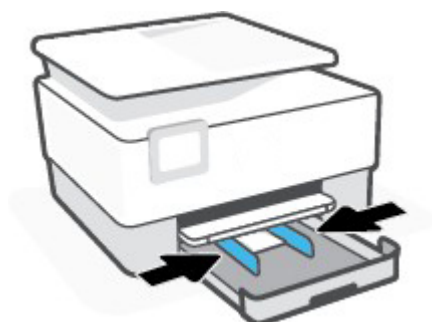


Make sure the stack of paper is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of paper does not exceed the stack height marking on the left edge of the tray.

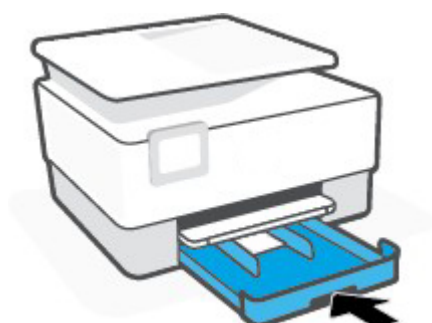


 **NOTE:** Do not load paper while the printer is printing.

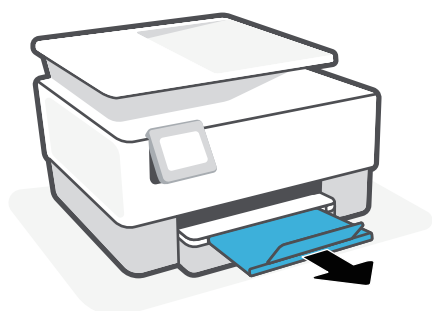
4. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.



5. Reinsert the input tray into the printer.



6. Pull out the output tray extension as shown.

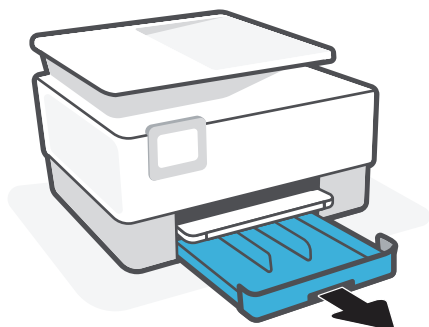


To load cards and photo paper

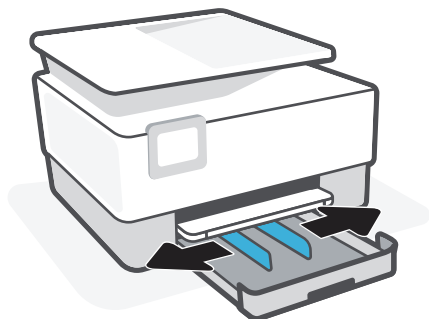
1. Pull out the input tray.



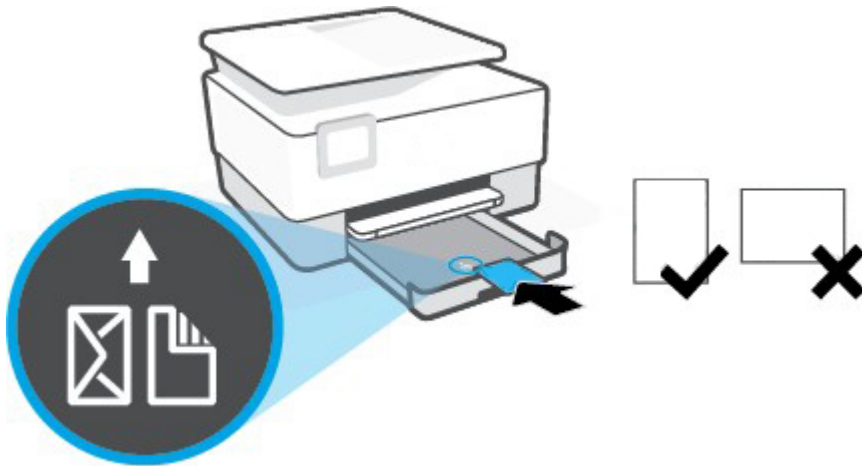
NOTE: If there is other paper in the input tray, remove the paper before loading a different paper type or size.



2. Slide the paper-width guides to the edges of the input tray.



3. Insert the cards or photo paper in portrait orientation and with the side to be printed facing down.

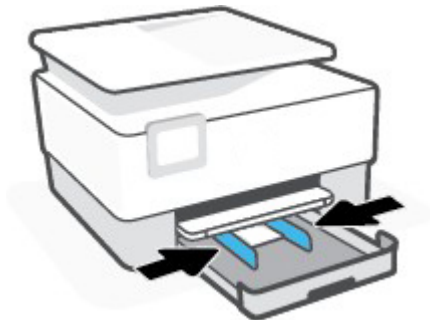


Make sure the stack of paper is aligned with the appropriate paper size lines on the front of the tray. Also, make sure the stack of paper does not exceed the stack height marking on the left edge of the tray.

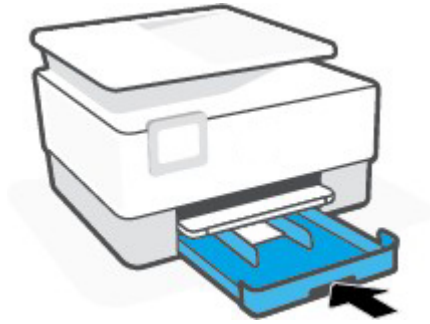


 **NOTE:** Do not load paper while the printer is printing.

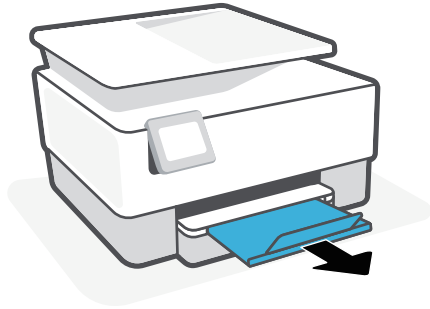
4. Adjust the paper-width guides until they touch the left and right edges of the stack of paper.



5. Reinsert the input tray into the printer.



6. Pull out the output tray extension as shown.



Load an original on the scanner glass

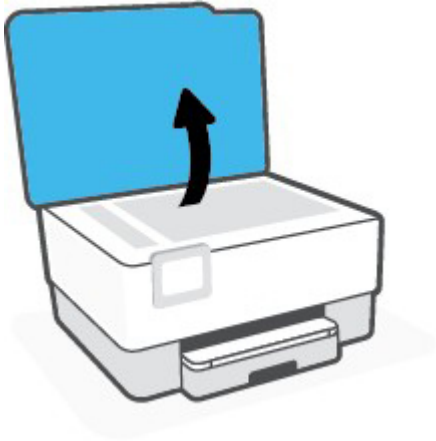
You can copy, scan, or fax originals by loading them on the scanner glass.

 **NOTE:** The scanner might not work correctly if the scanner glass and lid backing are not clean. For more information, see [Maintain the printer](#).

 **NOTE:** Remove all originals from the document feeder tray before lifting the lid on the printer.

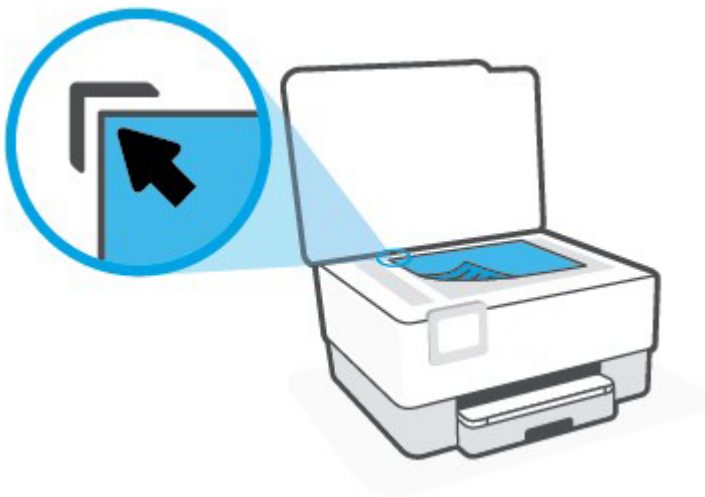
To load an original on the scanner glass

1. Lift the scanner lid.



2. Load your original print-side down and align it with the marking on the rear left corner of the glass.

 **TIP:** For more help on loading an original, refer to the engraved guides along the edge of the scanner glass.



3. Close the lid.

Load an original in the document feeder

You can copy, scan, or fax a document by placing it in the document feeder.

CAUTION: Do not load photos in the document feeder, this might cause damage to your photos. Use only paper that is supported by the document feeder.

NOTE: Some features, such as the **Fit to Page** copy feature, do not work when you load your originals in the document feeder. For those features to work, load your originals on the scanner glass.

To load an original in the document feeder

1. Load your original print-side up into the document feeder.
 - a. If you are loading an original printed in portrait orientation, place the pages so that the top edge of the document goes in first. If you are loading an original printed in landscape orientation, place the pages so that the left edge of the document goes in first.
 - b. Slide the paper into the document feeder until you hear a tone or see a message on the printer control panel display indicating that the loaded pages were detected.

NOTE: Placing unsuitable originals in the document feeder can cause paper misfeeds or black lines, or result in damage to the originals.

Place the following types of originals on the scanner glass instead:

- Stapled or clipped originals
- Perforated or torn originals
- Curled, folded, or creased originals
- Pasted originals
- Originals with adhesive tape, glue or paste stuck to them
- Originals with any kind of coating, such as thermal paper, art paper, aluminum foil, carbon paper, or conductive paper
- Originals with perforated lines
- Originals with indexes, tags, or other projecting parts
- Sticky originals such as translucent paper
- Thin or highly flexible originals
- Thick originals such as postcards
- Bound originals such as books
- Transparent originals such as OHP transparencies or translucent paper

NOTE: The original might become dirty if it is written with a pencil or a similar tool.



2. Slide the paper-width guides inward until they stop at the left and right edges of the paper.

Update the printer

Update the printer firmware for printers connected to a computer with Windows.

1. Make sure the printer is on and connected to the computer through your local network or USB cable.
2. Open the Ricoh website.
<http://support.ricoh.com/services/device/qr/D0EW.html>
3. Select the language.
4. Click the **Firmware** tab, and then click **Download**.
5. If a Firmware section is not listed, an update is not currently available for your printer.
6. Save the file to your computer.
7. Locate and then open the file to start the installation process.

Ricoh Printer Assistant software (Windows)

Ricoh Printer Assistant is printer management software that installs with your Windows Ricoh print driver. With it, you can scan documents and photos, check ink levels, and more.



NOTE: Ricoh Printer Assistant is not available for macOS.

Download the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh website.
<http://support.ricoh.com/services/device/qr/DOEW.html>
2. Select the language.
3. Select **Ricoh Printer Assistant software** in the **Utility** tab, and then click **Download**.

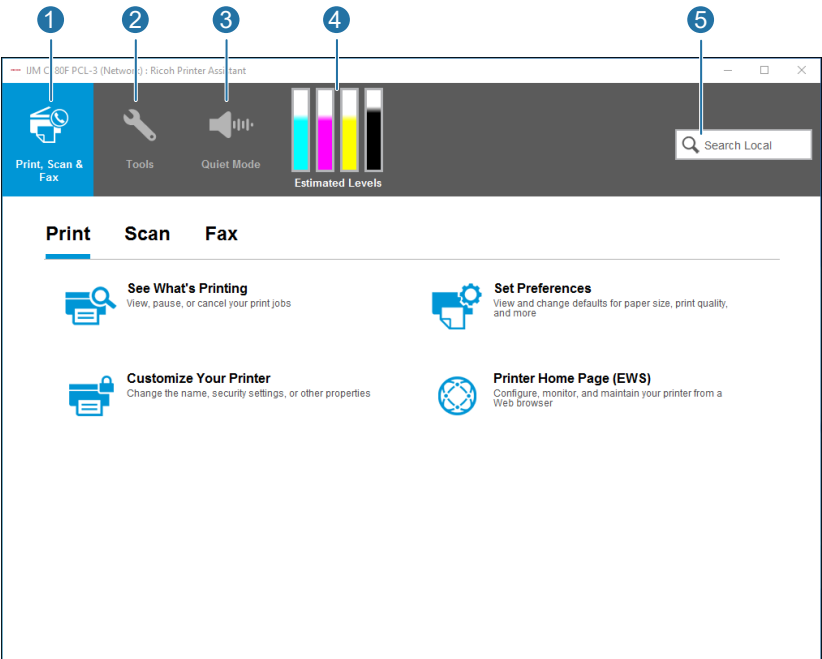
Install the Ricoh Printer Assistant software (Windows)

1. Double-click the downloaded file.
If your printer is connected to the computer with a USB cable, disconnect the cable from the printer. The software installation prompts you to connect the cable if needed.
2. On the “Installation Agreements and Settings” screen, check **I have reviewed and accept the End User License Agreement** and then click **Next**.
3. Select the **Automatic Setup (Recommended)** or **Manual Setup** when prompted by the software installer, and then click **Next**.
4. Select **Ricoh IJM C180F** in the list, and then click **Next**.
If Ricoh IJM C180F is not listed, check **My device is not listed**, and then click **Next**.
5. When the installation is complete, click **Finish**.

Open the Ricoh Printer Assistant software (Windows)

- 1. From the computer desktop, click **Start**, select **Ricoh** from the app list, and then select the icon with the printer name.

The Ricoh Printer Assistant software opens.



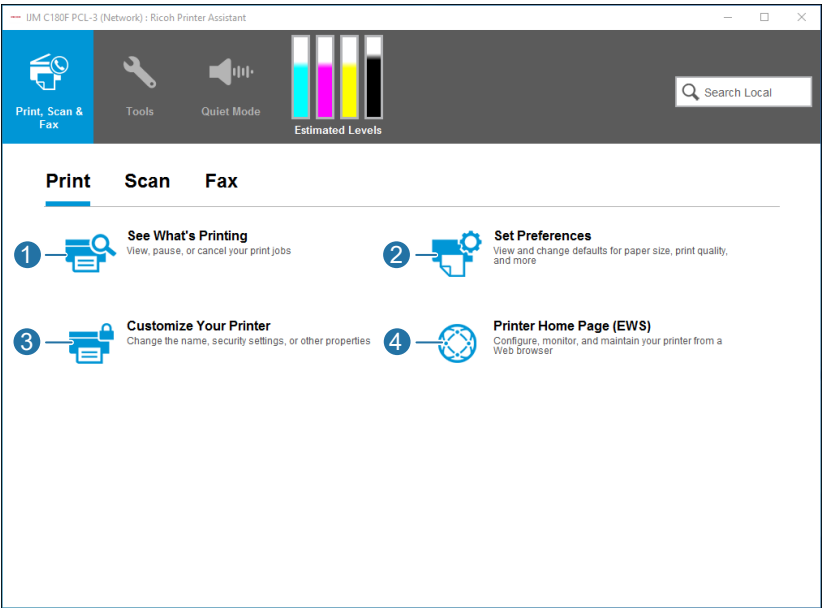
1	Print, Scan & Fax	Manage your print jobs, scan a document or photo, manage scan settings, send a fax, and manage fax settings.
2	Tools	Set up your device and connect to support information.
3	Quiet Mode	Change settings, defaults, print status information, and perform maintenance.
4	Estimated Levels	Check estimated cartridge ink levels. See To check the estimated ink levels from the Ricoh Printer Assistant software (Windows) .
5	Search Local	Search the function on Ricoh Printer Assistant software.

Print, Scan & Fax

Print

1. Click **Print, Scan & Fax**.

Print screen opens.

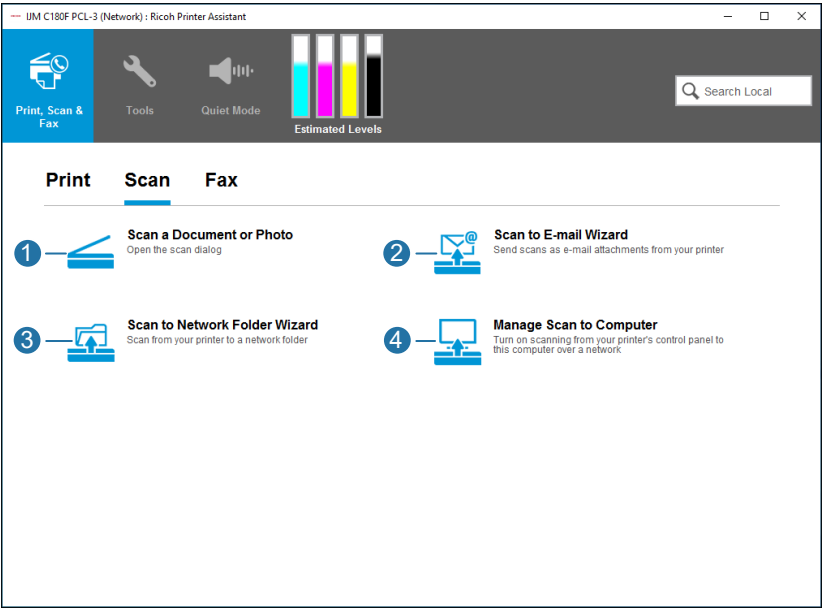


1	See What's Printing	Click to open the print monitor and view, pause, or cancel your print jobs.
2	Set Preferences	Click to open your Printing Preferences dialog box to view and change defaults for paper size, print quality, and more.
3	Customize Your Printer	Click to open your Printing Properties dialog box to change the name, security settings, or other properties of your printer.
4	Printer Home Page (EWS)	Click to open the Ricoh Embedded Web Server to configure, monitor, and maintain your printer..

Scan

- 1. Click **Print, Scan & Fax**, and then click **Scan**.

Scan screen opens.

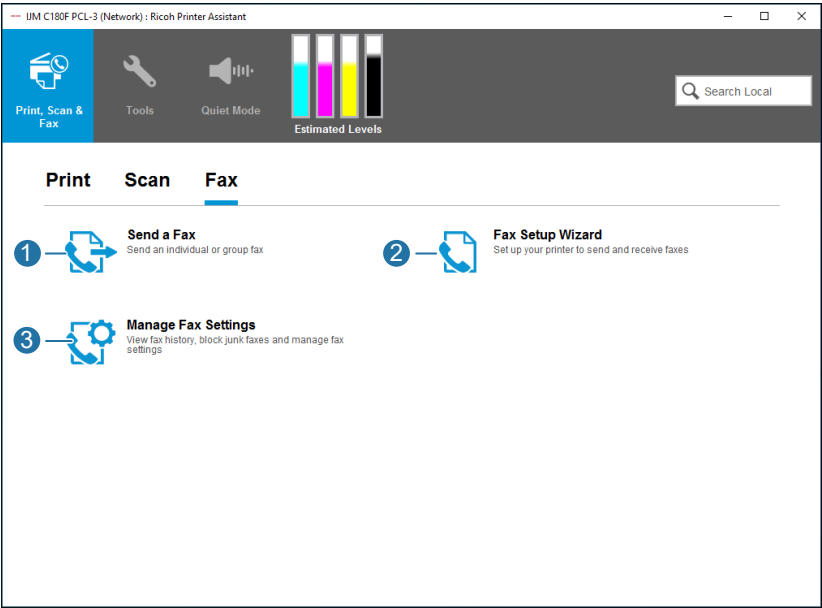


1	Scan a Document or Photo	Scan a document or photo to a file. For more information, see To scan a document or photo to a file (Windows) .
2	Scan to E-mail Wizard	For more information, see To scan a document or photo to email from Ricoh Printer Assistant software (Windows) .
3	Scan to Network Folder Wizard	For more information, see To set up Scan to Network Folder from the Ricoh Printer Assistant software (Windows) .
4	Manage Scan to Computer	Turn on scanning from your printer's control panel to this computer over a network. For more information, see To enable the scan to a computer feature (Windows) .

Fax

1. Click **Print, Scan & Fax**, and then click **Fax**.

Fax screen opens.

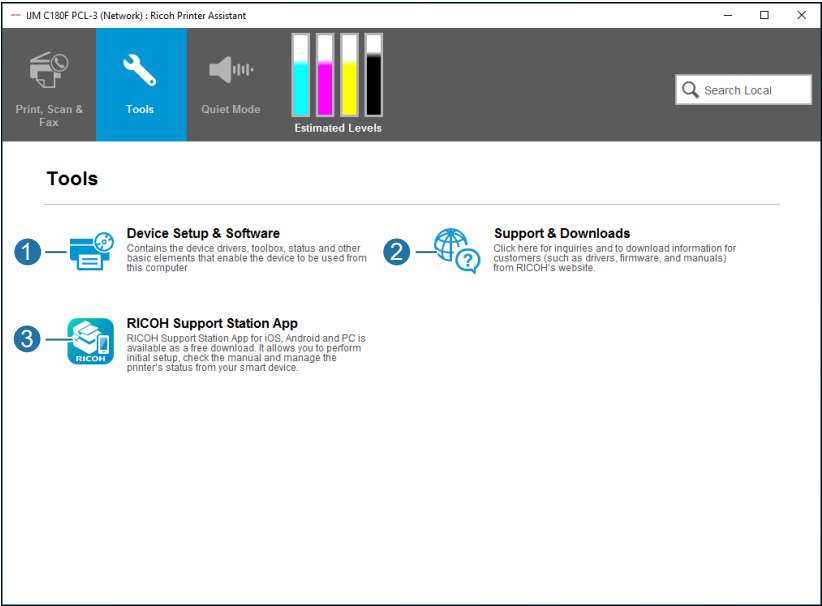


1	Send a Fax	Send a fax from Ricoh Printer Assistant software.
2	Fax Setup Wizard	Set up fax. For more information, see Set up fax using the Ricoh Printer Assistant software (Windows) .
3	Manage Fax Settings	Configure following fax settings: • Basic Settings: Configure personal information, Auto Answer settings, and Output Tray settings. • Fax Phonebook: Add, edit and remove phone book contacts and groups. • Junk Fax Blocker: Configure the settings of junk fax numbers. • Fax Forward: Configure the fax forward settings. • Fax Test: Run the Fax Test. • Fax History: Display the fax history.

Tools

- 1. Click **Tools**.

Tools screen opens.

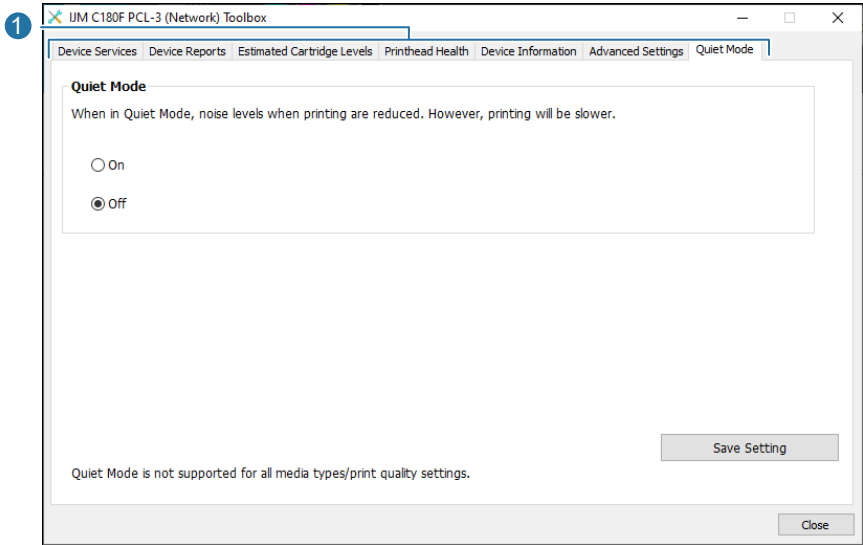


1	Device Setup & Software	Add or change device connections or software.
2	Support & Downloads	Go to Ricoh Support website.
3	RICOH Support Station App	Go to RICOH Support Station App website.

Quiet Mode

- 1. Click **Quiet Mode**.

Toolbox screen opens.



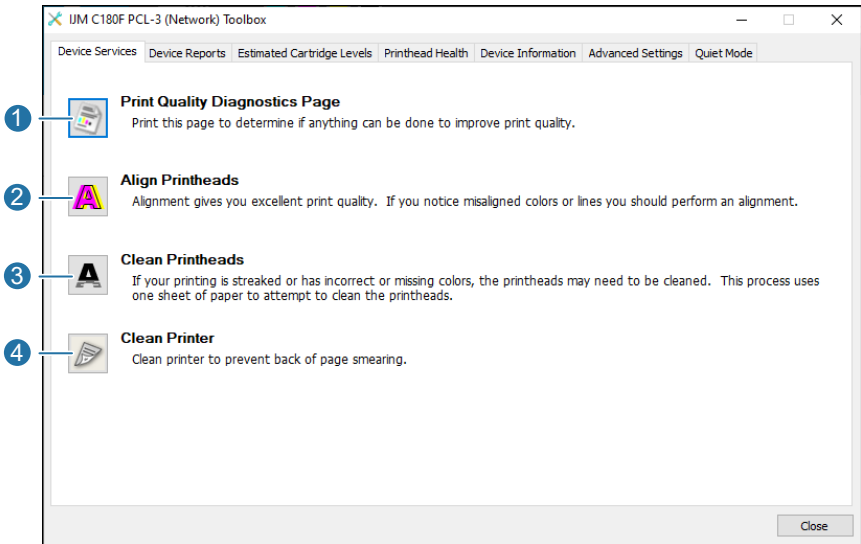
1	Tools tabs	Access various tools to help you configure, maintain your printer.
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Device Services

Set and maintain the printer driver and software and to diagnose and resolve printing and connectivity problems.

1. Click the **Device Services** tab.

Device Services screen opens.



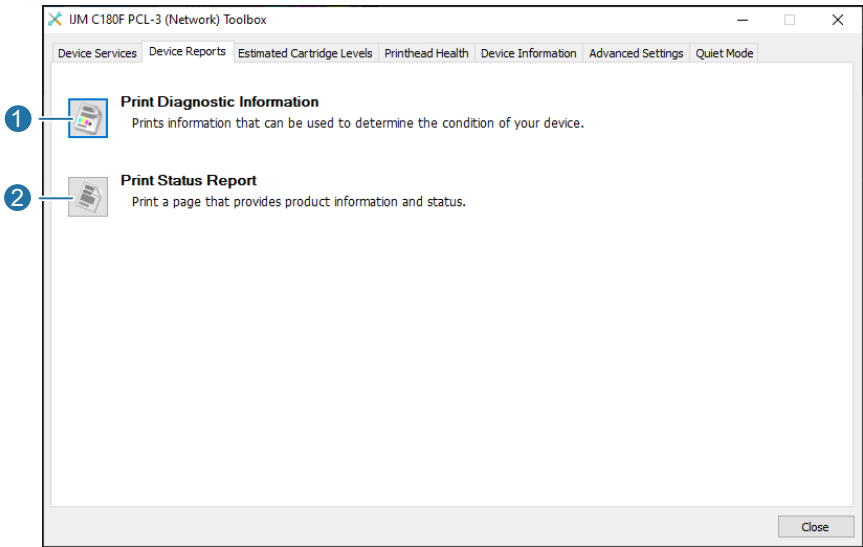
1	Print Quality Diagnostics Page	Print a diagnostics page that contains information about the product model, serial number, firmware version, total page count, and estimated ink levels.
2	Align Printheads	Align printerheads for excellent print quality.
3	Clean Printheads	Clean printer heads if your printing is streaked or has incorrect or missing colors.
4	Clean Printer	Clean printer to prevent back of page smearing.

Device Reports

Print a diagnostic information or a status report.

- 1. Click the **Device Reports** tab.

Device Reports screen opens.



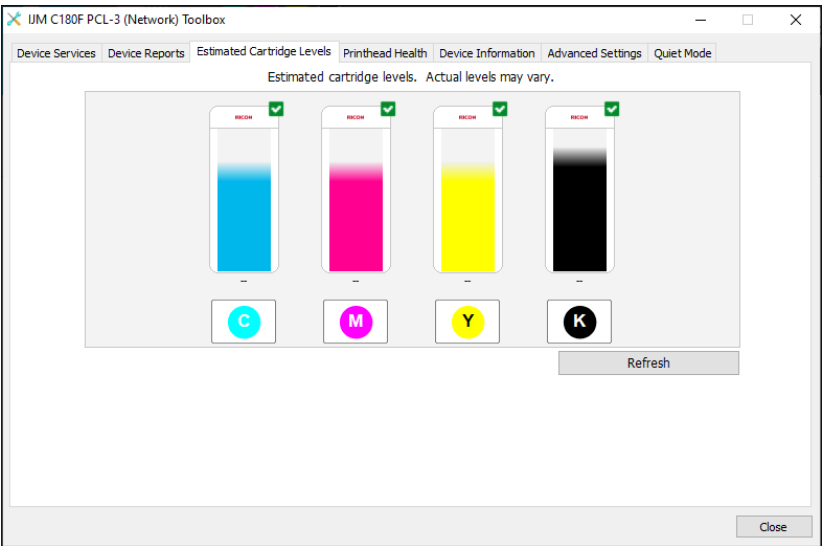
1	Print Diagnostic Information	Print a diagnostic page to check the condition of your printer.
2	Print Status Report	Print a status report to view current printer information and cartridge status.

Estimated Cartridge Levels

Displays the estimated ink levels.

- 1. Click the **Estimated Cartridge Levels** tab.

Estimated Cartridge Levels screen opens.



Printhead Health

Display the printhead health information.

1. Click the **Printhead Health** tab.

Printhead Health screen opens.

[illegible]

Device Information

Display detailed information on your printer.

1. Click the **Device Information** tab.

Device Information screen opens.

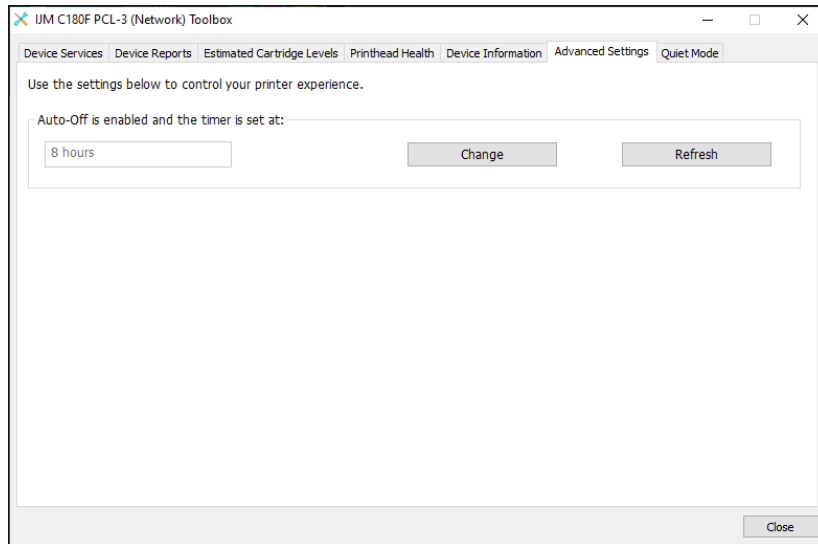
[illegible]

Advanced Setting

This feature turns the printer off after 8 hours of inactivity to help reduce energy use. Auto-Off turns the printer off completely, so you must use the Power button to turn on the printer again.

1. Click the **Advanced Settings** tab.

Advanced Settings screen opens.

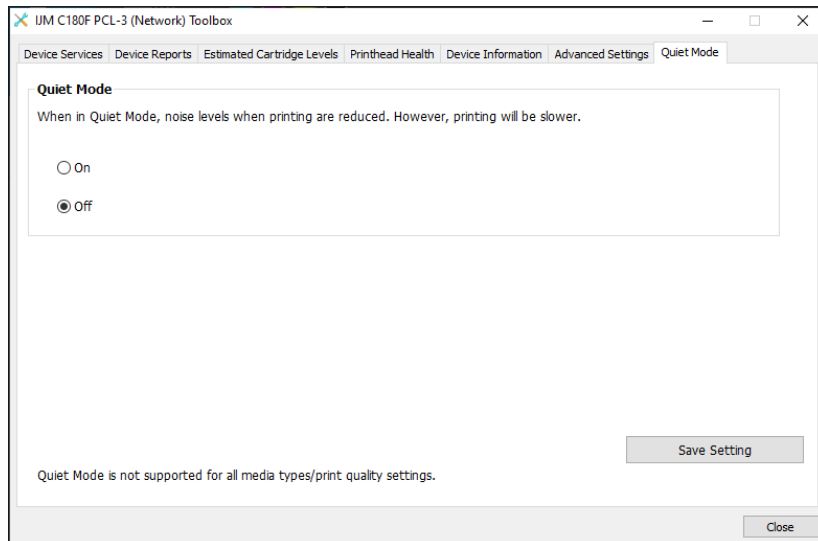


Quiet Mode

You can turn on or off Quiet Mode. For more information, see [To turn Quiet Mode on or off from the Ricoh Printer Assistant software \(Windows\)](#).

1. Click the **Quiet Mode** tab.

Quiet Mode screen opens.

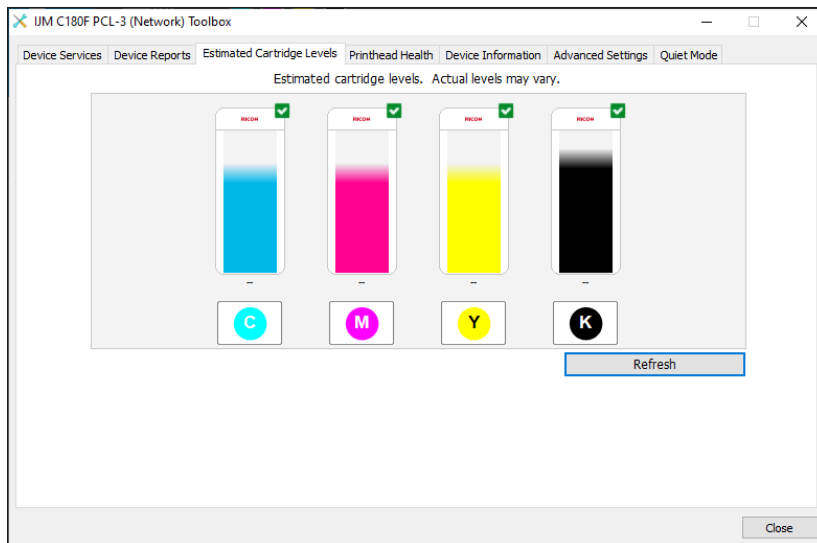


Estimated Levels

Displays the estimated ink levels.

1. Click **Estimated Levels** icon.

Estimated Cartridge Levels screen opens.



Built-in driver

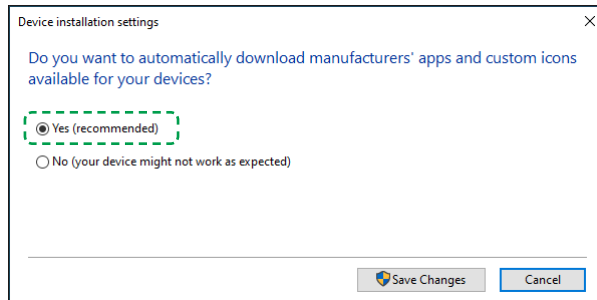
Windows built-in driver

Set up your printer using the printer drivers that come built into Windows.

Add a network printer to Windows

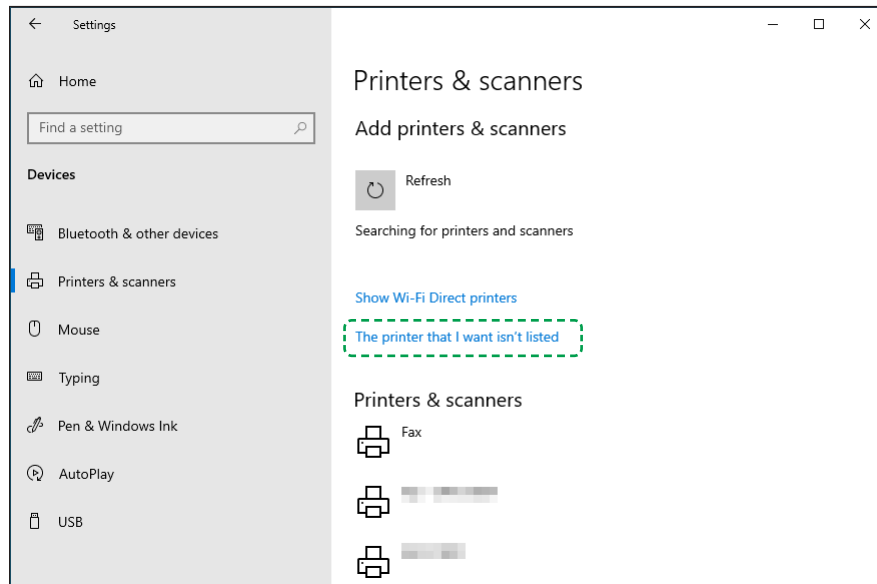
Set up a Wi-Fi or wired network printer in Windows without installing any additional drivers.

1. Search Windows for and open **Change device installation settings**, and then make sure **Yes (recommended)** is selected.



2. Place the printer and the computer near the Wi-Fi router.
3. Connect the printer to the same network that your computer is connected to.
 - **Wi-Fi connection:**
 - i. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
 - ii. Touch  (**Settings**).
 - iii. Touch **Wireless Settings**.
 - iv. Touch **Wireless Setup Wizard**.
 - v. Follow the display instructions to complete the setup.
 - **Wired (Ethernet) network connection:**
 - i. Connect the network cable to the printer Ethernet port  and to an available port on the router or access point.
 - ii. At the printer port, the green light should be steady and the orange activity light should blink.
4. In Windows, search for and open **Add a printer or scanner**.
5. Click **Add a printer or scanner**, and then wait for Windows to locate available printers.
 - If your printer is found, click it, and then click **Add device** to complete the driver installation.
 - If your printer is not found, continue with these steps.

6. Click **The printer that I want isn't listed.**

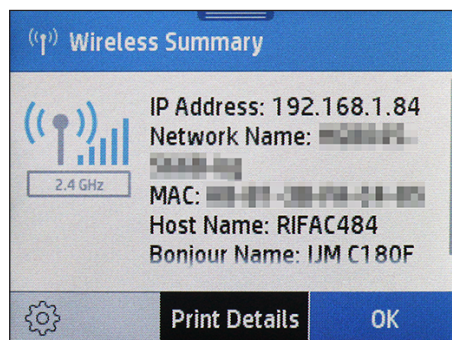


7. In the **Find a printer by other options** window, select **Add a printer using TCP/IP address or hostname**, and then click **Next**.

8. Select **Autodetect** from the Device type drop-down.

9. Find the printer IP address.

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).

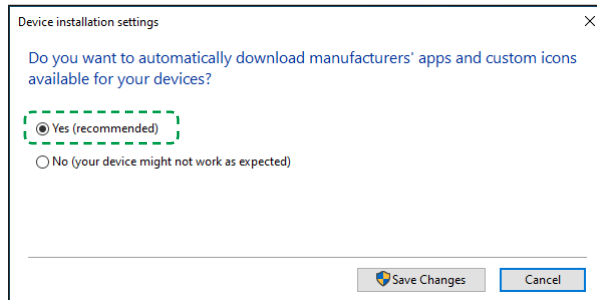


10. Type the printer IP address, click **Next**, and then follow the instructions to install the driver.

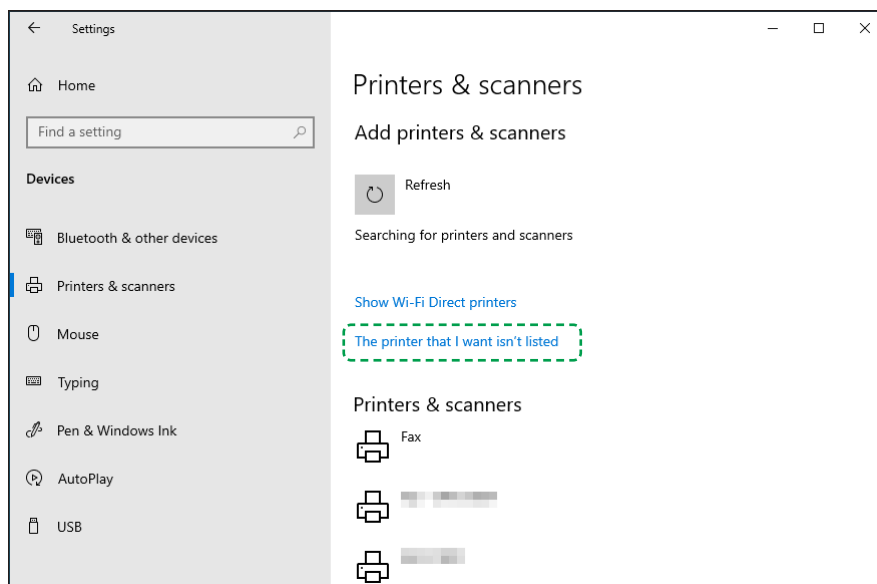
Add a USB-connected printer to Windows

Set up a USB printer connection in Windows without installing any additional drivers.

1. Search Windows for and open **Change device installation settings**, and then make sure **Yes (recommended)** is selected.



2. Make sure an open USB port  is available on your computer. Do not connect the printer to a USB hub or docking station as the printer might not receive enough power to operate properly.
3. Turn on the printer, and then connect the USB cable to the printer and to the computer port.
4. If a **Found new hardware** message displays, follow any prompts to install the printer.
 - If you can print, the driver installed successfully.
 - If you cannot print, continue with these steps to add the printer in Windows settings.
5. In Windows, search for and open **Add a printer or scanner**.
6. Click **Add a printer or scanner**, and then wait for Windows to locate available printers.
 - If your printer is found, click it, and then click Add device to complete the driver installation.
 - If your printer is not found, continue with these steps.
7. Click **The printer that I want isn't listed**.



8. In the **Find a printer by other options** window, select **Add a local printer or network printer with manual settings**, and then click **Next**.
9. In the **Choose a printer port** window, select **Use an existing port**, select **USB001: (Virtual printer port for USB)** from the drop-down menu, and then click **Next**.
10. Follow the instructions to install the driver.

Frequently asked questions (FAQs)

Still have a question? Find additional answers and help.

How do I use the printer functions with the built-in driver?

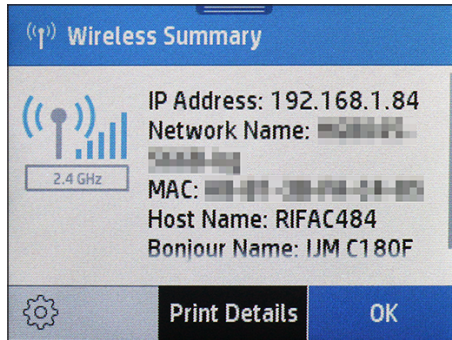
Windows supports most standard printing and scanning tasks with the built-in driver.

- **Scan documents and photos:** Complete scan jobs with a Windows app that works with the built-in driver.
 - **Windows Fax and Scan:** In Windows, search for and open **Windows Fax and Scan**. Click **New Scan**, and then select your printer.
 - **Windows Paint:** In Windows, search for and open **Paint**. Click **File > From scanner or camera**.
 - **Windows Scan app:** In Windows, search for and open the **Windows Scan** app . If it is not listed, go to [Windows Scan](#) (in English) to install it.
- **Set up print jobs:** Depending on the app, click the menu icon **...**, and then click **Print**, or click **File > Print**.
- **Check estimated ink levels:** View the ink level indicators on the printer control panel, if available. Or print a self-test page or printer status report.
- **Change print preferences:** In Windows, search for and open **Printers & scanners**. Click your printer name, click **Manage**, and then click **Printing preferences** in the left sidebar.
- **Fax:** Use the buttons and menus on the printer control panel.

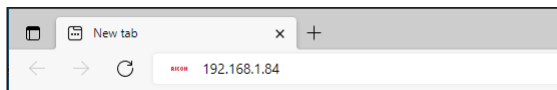
Can I change printer settings if I use the built-in driver?

If your printer is on a network, open the printer homepage through a web browser to manage settings, get updates, and perform maintenance tasks.

1. Make sure the printer is connected to the same network as your computer.
2. Find the printer IP address.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).



3. Type the IP address into the web browser address line, and then press **Enter**.



4. If a login or certificate window displays, complete the information to finish opening the EWS.
 - If a website security certificate displays, click **Continue** to open the printer homepage.
 - If a login window opens, type **admin** for the username, and then type the PIN found on the label located inside the front door of the printer, or the password set by the printer administrator.

The printer homepage opens.

What if the printer did not connect to the network?

Check for network issues and review setup requirements if the printer failed to connect.

- **Check the network connection:** Move the printer and computer or mobile device closer to the Wi-Fi router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, wait 15 seconds, and then reconnect it.
- **Printer is off or in sleep mode:** Touch the printer touchscreen or press the Power button to wake the printer and put it in a ready state. Sometimes the printer status might display **Offline** when it is actually ready.
- **Restart the printer:** Restarting the printer can clear possible error conditions and restore the Wi-Fi connection.
- **Check the printer Wi-Fi signal:** If your printer has a light next to a Wireless icon or button , make sure the light is on. Check the wireless settings to make sure the signal is turned on.
- **Print a Wireless Test Report:**
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Wireless Test Report**.

What if my printer is not found or the connection failed during USB setup?

Check the USB cable for damage and recommended length, and then restart your printer and computer.

1. Turn off the printer and the computer.
2. Disconnect the USB cable from the computer and printer, and then inspect the cable.
 - If the cable is damaged or longer than 3 m (9 ft 10 in), replace it.
 - If the cable is undamaged and shorter than 3 m (9 ft 10 in), connect the cable to a different USB port on the computer. The port should be USB 2.0 or greater. If you are using a USB hub or docking station, connect the cable directly to the computer.
3. Connect the cable to the printer.
4. Turn on the computer, and then wait for the start up process to complete.
5. Turn on the printer, and then add the printer (Mac) or wait for the computer to install the new device (Windows).

What if my printer is not found or the wired network connection fails?

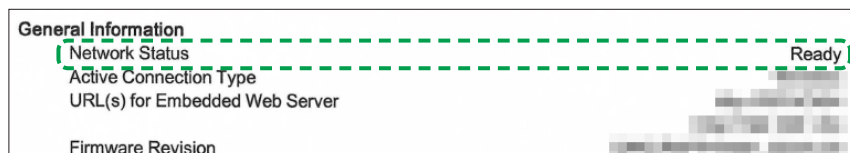
Make sure you are using an undamaged Ethernet cable, check for a green light near the Ethernet port on the printer, and then print a report to verify the connection.

1. Turn off the printer, and then disconnect the Ethernet cable from the router and the printer.
2. Check the cable for damage, and then verify that it is an Ethernet cable and not a phone cable.



NOTE: Ethernet and phone cables look similar, but Ethernet cables are usually bigger and have eight visible wires on the connector.

3. Reconnect the cable to a different Ethernet or LAN port on the router, and then connect the other end to the printer's Ethernet port.
4. Turn on the printer.
5. Check the lights on the printer's Ethernet port to make sure the connection is successful. The green light should be steady, and the orange activity light should blink.
6. Print a **Wireless Network Test Results** or **Network Configuration report**.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Network Configuration Page** or **Wireless Test Report**.
7. Make sure the **Network Status** is **Ready**, or follow any instructions to resolve network issues identified on the report.



Mac built-in driver

Use AirPrint or available basic drivers to set up and use a Ricoh printer on a Mac computer.

Connect and set up a printer in macOS

Set up your printer when it is on the same Wi-Fi network as your Mac or with a USB cable without installing any additional drivers.

Your printer might already be available if it is on the network or USB-connected. In the app you are printing from, click **File > Print**, click the **Printer** menu, select **Nearby Printers** or **Printers & Scanners preferences**. If your printer is not listed, continue with these steps.

1. For a USB connection or if your printer does not support AirPrint, open the **Apple** menu, click **System Preferences**, and then click **Software Update** to confirm that the Mac is up to date, or to install any new available software.
2. Connect the printer to the same network that the Mac is connected to, or use a direct USB connection.
 - **Wi-Fi connection:**
 - i. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
 - ii. Touch  (**Settings**).
 - iii. Touch **Wireless Settings**.
 - iv. Touch **Wireless Setup Wizard**.
 - v. Follow the display instructions to complete the setup.
 - **Wired (Ethernet) network connection:**
 - i. Connect the network cable to the printer Ethernet port  and to an available port on the router or access point.
 - ii. At the printer port, the green light should be steady and the orange activity light should blink.
 - **USB connection:**
 - i. Connect the cable to the USB port on the rear of the printer  and to a port on the Mac.
 - ii. Install any new software, if prompted.
3. Open the Apple menu, click **System Preferences**, and then click **Printers & Scanners**.

If your printer is not listed, click the **Plus sign (+)**, and then follow the instructions, or select the printer and click **Add** to complete the setup.

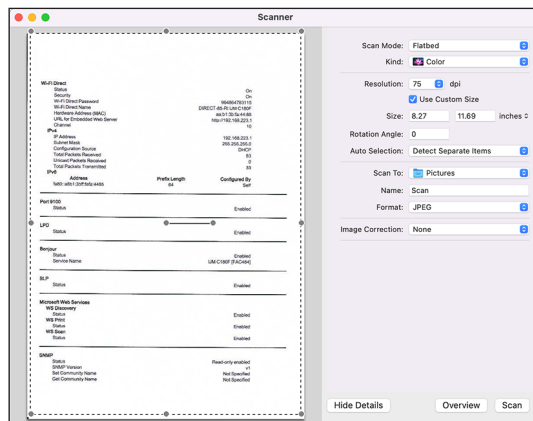
Frequently asked questions (FAQs)

Still have a question? Find additional answers and help.

How do I use the printer functions and settings?

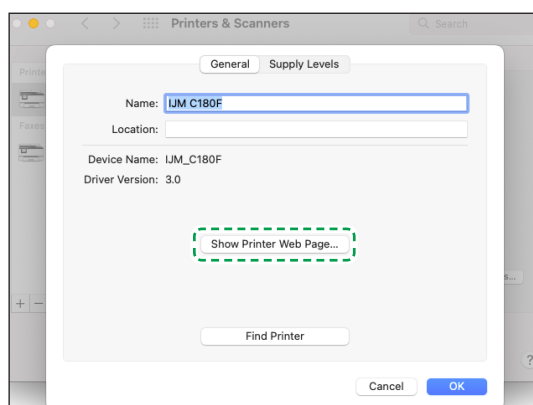
Apple supports standard printing and scanning functions and settings with AirPrint or the print driver that installs.

- **Print job setup and settings:** Click **File > Print**. For the Photos app, select a layout, and then click **Print**. Click **Show Details** to view all options and settings.
- **Scan documents and photos:** Click the Apple menu, click **System Preferences**, and then click **Print & Scan** or **Printers & Scanners**. Click **Scan**, click **Open Scanner**, and then click **Show Details** to view all options and settings.



Additional scan options:

- **Apple Image Capture:** Open Image Capture from the **Applications** list, click your printer name in the **Devices** or **Shared** list, and then click Show Details to view all options and settings.
- **Check estimated ink levels:** View the ink level indicators on the printer control panel, if available. Or print a self-test page or printer status report.
- **Access the printer homepage (network printers):** Open the **Print & Scan** or **Printers & Scanners** window, select your printer, click **Options & Supplies**, and then click **Show Printer Web Page**.



- **Fax:** Use the buttons and menus on the printer control panel.

What if the Mac cannot find my printer?

Try these troubleshooting tips if the Mac does not add or list the printer.

- **Check the printer connection:** Check the Wireless or Settings menu on the printer control panel or print a Network Configuration Page, and then make sure the printer is connected to the Wi-Fi network.
- **Check the computer connection:** On your Mac, click the **Network** icon , and then make sure the Mac is connected to the Wi-Fi network.
- **Check for software updates:** Open the Apple menu, click **System Preferences**, and then click **Software Update** to ensure the computer can download the latest printer software.
- **Restart the router, printer, and Mac:** Unplug the router, turn off the printer, and then close all programs on the Mac and shut it down. Turn on the router, wait for a successful internet connection, turn on the printer, and then turn on the Mac.
- **Reset the printing system:** Open the Apple menu, click **System Preferences**, and then click **Print & Scan** or **Printers & Scanners**. Right-click or **Ctrl** + click anywhere in the Printers list, and then click **Reset printing system**. Restart the printer, and then click the plus icon (+) to re-add it to the list.

Turn the printer off

Press  (the Power button) to turn off the printer. Wait until the power light turns off before unplugging the power cord or turning off a power strip.

 **CAUTION:** If you incorrectly turn the printer off, the print carriage might not return to the correct position, causing problems with the cartridges and print quality issues.

2 Print

Most print settings are automatically handled by the software application. Change the settings manually only when you want to change print quality, print on specific types of paper, or use special features.

- [Print using a computer](#)
- [Print with mobile devices](#)
- [Cancel a print job](#)
- [Tips for successful printing](#)

Print using a computer

- [Print documents](#)
- [Print brochures](#)
- [Print on envelopes](#)
- [Print photos](#)
- [Print on special and custom-size paper](#)
- [Print on both sides \(duplexing\)](#)
- [Print using a Mac desktop or laptop](#)

Print documents

To print documents (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.



NOTE: To set print settings for all print jobs, make the changes in the Ricoh Printer Assistant software. For more information on the Ricoh Printer Assistant software, see [Printer management tools](#).

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Paper Type** drop-down list in the **Paper Options** area, select the appropriate print quality in the **Print Quality** area, and then select the appropriate color in the **Print in Grayscale** area.
 - Select the appropriate paper size from the **Paper Size** drop-down list.



NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Print brochures

To print brochures (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. On the **File** menu in your software application, click **Print**.
3. Make sure your printer is selected.
4. To change settings, click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.



NOTE: To set print settings for all print jobs, make the changes in the Ricoh Printer Assistant software. For more information on the Ricoh Printer Assistant software, see [Printer management tools](#).

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Paper Type** drop-down list in the **Paper Options** area, select the appropriate print quality in the **Print Quality** area, and then select the appropriate color in the **Print in Grayscale** area.
 - Select the appropriate paper size from the **Paper Size** drop-down list.



NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Print on envelopes

Avoid envelopes with the following characteristics:

- Very slick finish
- Self-stick adhesives, clasps, or windows
- Thick, irregular, or curled edges
- Areas that are wrinkled, torn, or otherwise damaged

Make sure the folds of envelopes you load in the printer are sharply creased.



NOTE: For more information about printing on envelopes, see the documentation available with the software program you are using.

To print envelopes (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. On the **File** menu in your software, click **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.



NOTE: To set print settings for all print jobs, make the changes in the Ricoh Printer Assistant software. For more information on the Ricoh Printer Assistant software, see [Printer management tools](#).

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Paper Type** drop-down list in the **Paper Options** area, select the appropriate print quality in the **Print Quality** area, and then select the appropriate color in the **Print in Grayscale** area.
 - Select the appropriate paper size from the **Paper Size** drop-down list.



NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Print photos

You can print a photo from a computer.

Do not leave unused photo paper in the input tray. The paper might start to curl, which could impair the quality of your printout. Photo paper should be flat before printing.

To print a photo from the computer (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.

5. Select the appropriate options.

- On the **Layout** tab, select **Portrait** or **Landscape** orientation.
- On the **Paper/Quality** tab, select the appropriate paper type from the **Paper Type** drop-down list in the **Paper Options** area, select the appropriate print quality in the **Print Quality** area, and then select the appropriate color in the **Print in Grayscale** area.
- Select the appropriate paper size from the **Paper Size** drop-down list.



NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).

6. Click **OK** to close the **Properties** dialog box.

7. Click **Print** or **OK** to begin printing.



NOTE: After the printing is finished, remove unused photo paper from the input tray. Store the photo paper so it does not start to curl, which could reduce the quality of your printout.

Print on special and custom-size paper

If your application supports custom-size paper, set the size in the application before printing the document. If not, set the size in the printer driver. You might need to reformat existing documents to print them correctly on custom-size paper.

To set up custom sizes (Windows)

1. From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**. Select the printer name, and click **Print server properties**.
2. Select the **Create a new form** checkbox.
3. Enter the name of the custom size paper.
4. Enter the dimensions of the custom size in the **Form description (measurements)** section.
5. Click **Save Form**, and then click **Close**.

To print on special or custom-size paper (Windows)



NOTE: Before you can print on custom-size paper, you must set up the custom size in the Print Server Properties.

1. Load the appropriate paper in the input tray. For more information, see [Load paper](#).
2. From the **File** menu in your software application, click **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.



NOTE: To set print settings for all print jobs, make the changes in the Ricoh Printer Assistant software. For more information on the Ricoh Printer Assistant software, see [Printer management tools](#).

5. On the **Paper/Quality** tab, select the custom size from the **Paper Size** drop-down list.



NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

6. Select any other print settings that you want, and then click **OK**.
7. Click **Print** or **OK** to begin printing.

Print on both sides (duplexing)

To print on both sides of the page (Windows)

1. Load paper in the input tray. For more information, see [Load paper](#).
2. From your software, select **Print**.
3. Make sure your printer is selected.
4. Click the button that opens the **Properties** dialog box.

Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer Properties**, **Printer**, or **Preferences**.



NOTE: To set print settings for all print jobs, make the changes in the Ricoh Printer Assistant software. For more information on the Ricoh Printer Assistant software, see [Printer management tools](#).

5. Select the appropriate options.
 - On the **Layout** tab, select **Portrait** or **Landscape** orientation, and then select an appropriate flipping paper option from the **Print on Both Sides** drop-down list.
 - On the **Paper/Quality** tab, select the appropriate paper type from the **Paper Type** drop-down list in the **Paper Options** area, select the appropriate print quality in the **Print Quality** area, and then select the appropriate color in the **Print in Grayscale** area.
 - Select the appropriate paper size from the **Paper Size** drop-down list.



NOTE: If you change the paper size, be sure to load the correct paper in the input tray and set the paper size on the printer control panel.

If you want to change other print settings, click the other tabs. For more printing tips, see [Printer settings tips](#).



NOTE: The printer supports automatic two-sided printing of A4, Letter, Executive, and JIS B5 paper sizes.

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Print using a Mac desktop or laptop

Instructions for Ricoh AirPrint-compatible printers and Mac computers with macOS 10.xx and later.

Printer connected to network

If your printer is already set up and connected to your wireless network, you can enable printing from a Mac desktop or laptop using the **System Preferences** menu.

1. Open **System Preferences** and select **Printers and Scanners**.
2. Click **Add +** to set up the printer on your Mac. Choose your printer from the displayed list of network printers, then click **Add**. This will install the available print, scan, or fax drivers for your printer.

These instructions let you print from your Mac.

Print with mobile devices

Print from mobile devices

You can print documents and photos directly from your mobile devices, including iOS and Android.

1. Make sure your printer is connected to the same network as your mobile device.
2. Enable printing on your mobile device:
 - **iOS:** Tap the **Print** option from the **Share** menu or . For information how to print using AirPrint, go to <https://support.apple.com/HT201387>.
 - **Android:** Select **Print**, **Share**, or another menu to open the Mopria Print Service screen. For information about Mopria Print Service App, go to <https://mopria.org/print-from-android>.

 **NOTE:** If the Mopria Print Service App is not installed on your mobile device, download the Mopria Print Service App from the Google Play Store.

3. Make sure the loaded paper matches the paper settings of the printer (see [Load paper](#) for more information). Accurately setting the paper size for the paper that is loaded enables your mobile device to know what paper size it is printing.

Cancel a print job

Cancel any pending or in-progress print jobs from the printer control panel, or cancel print jobs from the computer or mobile device that sent the print job.

Cancel a print job from the printer control panel

Cancel the current print job from the printer control panel.

 **NOTE:** Canceling from the control panel stops only the current job. It does not cancel any other pending print jobs in the queue.

1. Touch **X**.

If you are unable to cancel the print job from the control panel, cancel it from the computer or mobile device that you used to send the job.

Cancel a print job from a computer

Cancel the current print job on a Windows or Mac computer.

 **NOTE:** You can only cancel a print job on the computer you used to send the job.

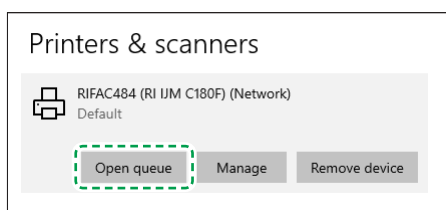
Cancel a print job (Windows)

Cancel a print job from the print queue in Windows.

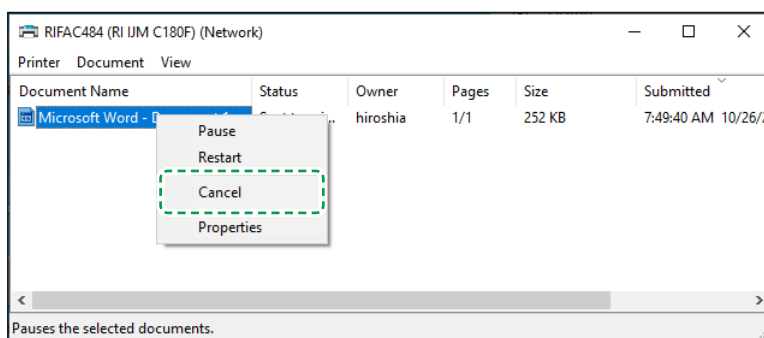
1. Open the print queue.
 - If a printer icon displays in the notification area, double-click the icon to open the print queue.



- If a printer icon does not display, search for and open **Printers & scanners**, select your printer, and then click **Open queue**.



2. Right-click the print job you want to cancel, and then click **Cancel**.



If the print job stays in queue after canceling it, go to [Print jobs stuck in print queue](#) for additional troubleshooting.

Cancel a print job (Mac)

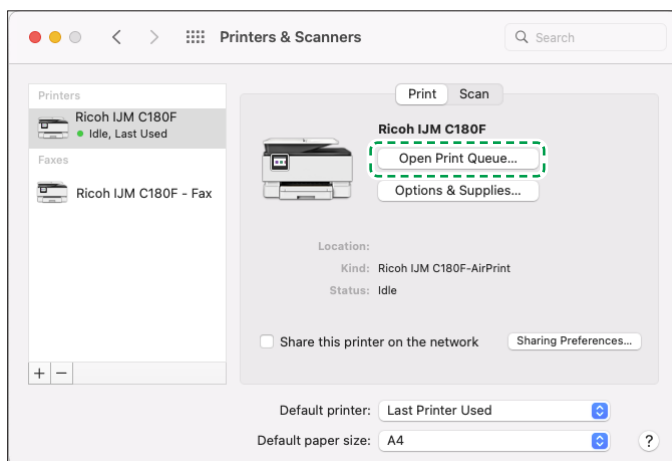
Cancel a print job from the print queue in macOS.

1. Open the print queue.

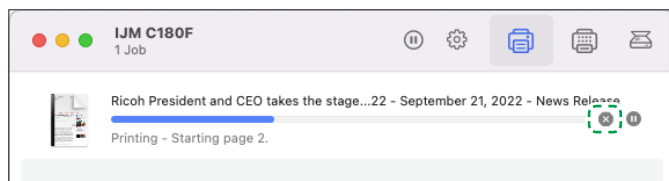
- If a printer icon displays in the Dock, click the icon to open the print queue.



- If a printer icon does not display, search for and open **Printers & Scanners**, select your printer in the list, and then click **Open Print Queue**.



2. Click the **Cancel** icon (⌫) next to the print job you want to cancel.



If the print job stays in queue after canceling it, go to [Print jobs stuck in print queue](#) for additional troubleshooting.

Cancel a print job from a mobile device

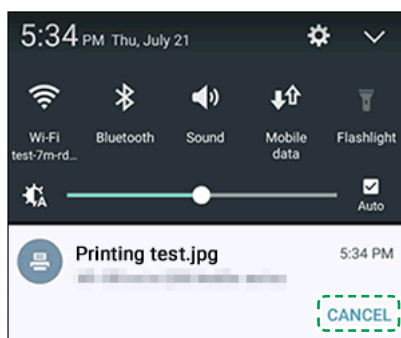
Cancel the current print job on an Android or Apple iOS device.

 **NOTE:** You can only cancel a print job on the mobile device you used to send the job.

Cancel a print job (Android)

Cancel a print job from the print queue in Android.

1. Swipe down from the top of the screen to open the notification area.
2. Select the print job you want to cancel.
3. Tap **Cancel** to cancel the print job.



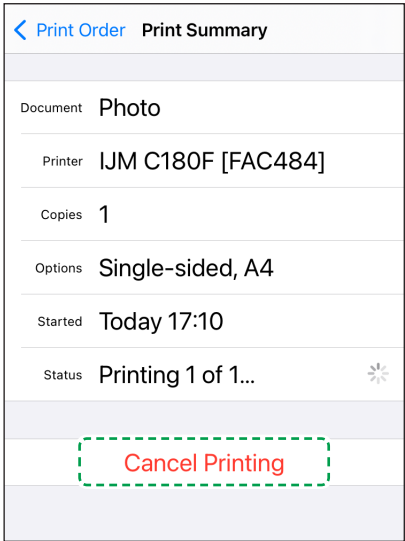
Cancel a print job (Apple iOS)

Cancel a print job from the print queue on an iPhone or iPad.

1. Open the App Switcher.
 - If the device has a **Home** button, press the **Home** button  twice.
 - If the device does not have a **Home** button, swipe up from the bottom of the screen.
2. Swipe left, and then tap the **Print Center** app.

 **NOTE:** The Print Center app displays in App Switcher only when the printer is processing a print job.

3. Tap the print job you want to cancel, and then tap **Cancel Printing**.



Tips for successful printing

To print successfully, the Ricoh cartridges should be functioning properly with sufficient ink, the paper should be loaded correctly, and the printer should have the appropriate settings.

- [Ink tips](#)
- [Paper loading tips](#)
- [Printer settings tips](#)

Ink tips

Following are the ink tips for successful printing:

- If the print quality is not acceptable, see [Printing issues](#) for more information.
- Use Original Ricoh cartridges.
Original Ricoh cartridges are designed and tested with Ricoh printers and papers to help you easily produce great results, time after time.



NOTE: Ricoh cannot guarantee the quality or reliability of non-Ricoh supplies. Product service or repairs required as a result of using a non-Ricoh supply will not be covered under warranty.

- Install both the black and color cartridges correctly.
For more information, see [Replace the cartridges](#).
- Check the estimated ink levels in the cartridges to make sure there is sufficient ink.
For more information, see [Check the estimated ink levels](#).



NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When an indicator shows low ink levels, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until you are prompted to.

- Always turn off the printer with  (the Power button) to allow the printer to protect the nozzles.

Paper loading tips

For more information, also see [Load paper](#).

- Ensure the paper is loaded in the input tray properly, and set the correct media size and media type. Upon loading paper in input tray, you will be prompted to set the media size and media type from the control panel.
- Load a stack of paper (not just one page). All the paper in the stack should be of the same size and type to avoid a paper jam.
- Load paper with the print-side down.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the guides do not bend the paper in the tray.

Printer settings tips

Software settings selected in the print driver only apply to printing, they do not apply to copying or scanning.

You can print your document on both sides of the paper. For more information, see [Print on both sides \(duplexing\)](#).

Printer settings tips (Windows)

- To change default print settings, open the Ricoh Printer Assistant software, click **Print, Scan & Fax**, and then click **Set Preferences**. For information how to open the printer software, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
- To understand paper and paper tray settings:
 - **Paper Size:** Select the paper size you loaded in the input tray.
 - **Paper Type:** Select the paper type you are using.
- To understand color or grayscale settings:
 - **Off:** Uses ink from all cartridges for full color prints.
 - **Black Ink Only:** Uses the black ink only for normal or lower quality black and white prints.
 - **High Quality Grayscale:** Uses ink from both the color and black cartridges to produce a wider range of black and gray tones for high quality black and white prints.
- To understand print quality settings:

The print quality is measured in print resolution dots per inch (dpi). Higher dpi produces clearer and more detailed prints, but slows print speed and might use more ink.

 - **Draft:** Lowest dpi typically used when ink levels are low or when high quality prints are not needed.
 - **Normal:** Suitable for most print jobs.
 - **Best:** Better dpi than **Normal**.
- To understand page and layout settings:
 - **Orientation:** Select **Portrait** for vertical prints or **Landscape** for horizontal prints.
 - **Print on Both Sides:** Automatically flip the pages after one side of the paper prints out so that you can print on both sides of the paper.
 - **Flip on Short Edge:** Select this checkbox if you want to flip pages by the short edge of the paper when printing on both sides of the paper. Deselect this checkbox if you want to flip pages by the long edge of the paper when printing on both sides of the paper.
 - **Pages per Sheet:** Helps you specify the order of the pages if you print the document with more than two pages per sheet.

3 Copy and scan

- [Copy](#)
- [Scan](#)
- [Tips for copy and scan success](#)

Copy

To copy document or ID card

1. Make sure you have paper loaded in the input tray. For more information, see [Load paper](#).
2. Place your original print-side down on the scanner glass or print-side up in the document feeder.
3. From the printer control panel display, touch **Copy**.
4. Select **Document** or **ID Card**.
5. Enter the number of copies by using the keypad or make changes to other settings.

 **TIP:** To save your settings as defaults for future jobs, touch  (**Copy Settings**), and then touch **Save Current Settings**.

6. Touch  **Copy**.

 **TIP:** By default, the printer is set to copy in color. If you want to copy in black-and-white, touch  (**Copy Settings**) to change the default color.

To copy default settings from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
2. Click the **Copy** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.

 **NOTE:** The PIN label can be found inside the front door.

4. In the **Settings** section, click **Default Settings**.
5. Change the settings and click **Apply**.

Scan

You can scan documents, photos, and other paper types, and send them to a variety of destinations, such as a computer or an email recipient.

When scanning documents with the Ricoh Printer Assistant software, you can scan to a format that can be searched and edited.

When scanning a borderless original, use the scanner glass and not the document feeder.



NOTE: Some scan functions are only available after you have installed the Ricoh Printer Assistant software.



TIP: If you have problems scanning documents, see [Copy and scan issues](#).

- [Scan to a computer](#)
- [Scan to a memory device](#)
- [Scan to email](#)
- [Scan using Webscan](#)
- [Create a new scan shortcut \(Windows\)](#)
- [Change scan settings \(Windows\)](#)

Scan to a computer

Before scanning to a computer, make sure you have already installed the Ricoh recommended printer software. The printer and computer must be connected and turned on.

In addition, on Windows computers, the printer software must be running prior to scanning.

To scan an original to a computer from the printer control panel

Please make sure the printer has already connected to the computer before scanning.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Touch **Scan** from the control panel, and then select **Computer**.
3. Select your computer name.
4. Touch **Start Scan**.

To enable the scan to a computer feature (Windows)

If the printer is connected to the computer with a USB connection, the feature for scanning to computer is enabled by default and cannot be disabled.

If you are using network connection, follow these instructions if the feature has been disabled, and you wish to enable it again.

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Scan**.
3. Select **Manage Scan to Computer**.
4. Click **Enable**.

To scan a document or photo to a file (Windows)

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
3. Click **Print, Scan & Fax**, and then click **Scan**.
4. Click **Scan a Document or Photo**.
5. Select the type of scan you want and then click **Scan**.
 - Choose **Save as PDF** to save the document (or photo) as a PDF file.
 - Choose **Save as JPEG** to save the photo (or document) as an image file.



NOTE: The initial screen allows you to review and modify basic settings. Click the **More** link at the top right corner of the Scan dialog box to review and modify detailed settings.

For more information, see [Change scan settings \(Windows\)](#).

If **Show Viewer After Scan** is selected, you can make adjustments to the scanned image in the preview screen.

Scan to a memory device

You can scan directly to a USB flash drive from the printer control panel without using a computer or the Ricoh Printer Assistant software.

 **CAUTION:** Do not remove the flash drive from the printer USB port while it is being accessed by the printer. This can damage the files on the USB flash drive. You can safely remove a USB flash drive only when the USB port light is not blinking.

 **NOTE:** The printer does not support encrypted USB flash drives.

To scan an original to a memory device from the printer control panel

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Insert a USB flash drive.
3. Touch **Scan**, and then select **USB**.
4. Make changes to scan options, if needed.
5. Touch  **Send**.

Scan to email

- [Scan to email through Scan function](#)
- [To scan a document or photo to email from Ricoh Printer Assistant software \(Windows\)](#)

Scan to email through Scan function

This section contains the following topics:

- [Set up Scan to Email](#)
- [Scan a document or photo to email](#)

Set up Scan to Email

To set up Scan to Email

You need to set up email addresses first, and then scan and email your documents.



NOTE: You need a network-connected computer to set up Scan to Email.

1. From Home screen, touch **Scan**, and then touch **Email**.
2. On the **Email Profile Not Set Up** screen, touch **Next**.
3. Touch **Using the Ricoh Software Installed on a Computer** or **Using a Web Browser**, and then follow the onscreen message to set up email profile.

For more information, see [Set up Scan to Email](#).

Scan a document or photo to email

To scan a document or photo to email from the control panel

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. From Home screen, touch **Scan**, and then touch **Email**.
3. Confirm the email account that you want to use.
If you want to change email account, touch , select the email account you want to use, and then touch **Continue**.
4. Enter recipient's email address in the **To** field.
Or touch , select the email account you want to send to, and then touch **Continue**.
5. Enter email subject in the **Subject** field.
6. Touch  if you want to preview scanned photo or document.
Touch  to change settings.
7. Touch  **Send**.
8. Touch **Finish** when the scan completes. Or touch **Add Page** to add another page.

To scan a document or photo to email from Ricoh Printer Assistant software (Windows)

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
3. Click **Print, Scan & Fax**, and then click **Scan**.
4. Click **Scan a Document or Photo**.
5. Select the type of scan you want and then click **Scan**.

Choose **Email as PDF** or **Email as JPEG** to open your email software with the scanned file as an attachment.



NOTE: The initial screen allows you to review and modify basic settings. Click the **More** link at the top right corner of the Scan dialog box to review and modify detailed settings.

For more information, see [Change scan settings \(Windows\)](#).

If **Show Viewer After Scan** is selected, you can make adjustments to the scanned image in the preview screen.

Scan using Webscan

Webscan is a feature of the Embedded Web Server that lets you scan photos and documents from your printer to your computer using a web browser.

This feature is available even if you did not install the printer software on your computer.

For more information, see [Embedded Web Server](#).



NOTE: By default, Webscan is off. You can enable this feature from the EWS.

If you are unable to open Webscan in the EWS, your network administrator might have turned it off. For more information, contact your network administrator or the person who set up your network.

To enable Webscan

1. Open the Embedded Web Server. For more information, see [Embedded Web Server](#).
2. Click the **Settings** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Security** section, click **Administrator Settings**.
5. Select **Webscan from EWS** to enable Webscan.
6. Click **Apply**.

To scan using Webscan

Scanning using Webscan offers basic scan options. For additional scan options or functionality, scan from the Ricoh Printer Assistant software.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the Embedded Web Server. For more information, see [Embedded Web Server](#).
3. Click the **Scan** tab.
4. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

5. In the **Scan to Computer** section, click **Webscan**, change any settings, and then click **Start Scan**.

Set Up and Use Scan to SharePoint

Set up a connection to scan from the printer control panel to a SharePoint.

Configure Scan to SharePoint

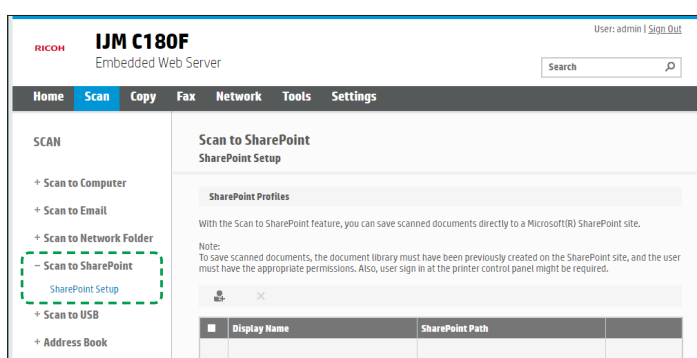
Access the printer's Embedded Web Server (EWS) to configure the SharePoint destination.

1. Open the Embedded Web Server. For more information, see [Embedded Web Server](#).
2. Click the **Scan** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click **Scan to SharePoint**, and then click **SharePoint Setup**.



5. Click the **Add New Profile**  icon.
6. Paste the SharePoint address into the **SharePoint Path** field, and then click **Generate Short URL**.
7. Type a name for the SharePoint in the **Display Name** field, and then click **Next**.
8. Type the credentials you use to access the SharePoint in the **Domain**, **User Name** and **Password** fields, and then click **Next**.



NOTE: If you want to restrict scanning to the SharePoint from this printer, add a PIN.

9. Change scan settings, if necessary, and then click **Save and Test**.

If a minus sign in a red circle displays, the printer cannot validate the settings on your network. Click **Edit** to change settings, and then test again. Repeat this step until the settings are correct. Contact your network or service provider to check your settings, if necessary.

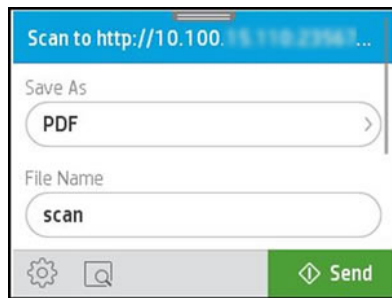
10. Click **OK** to complete the configuration.

Scan to SharePoint

Scan a document or photo to a SharePoint destination using the shortcut on the printer control panel.

1. Place your document on the scanner glass or load it into the Automatic Document Feeder (ADF).
2. On the printer control panel, touch **Scan**, and then touch **SharePoint**.
3. Touch **Select SharePoint Folder**, and then select the folder you want to scan to.
4. Enter the PIN, if necessary.
5. To preview the scan, touch the **Preview**  icon.

6. To change scan settings, touch the **Settings** icon .
7. On the control panel, make sure the **Save As** and **File Name** fields are correct, and then touch **Send**.



Create a new scan shortcut (Windows)

You can create your own scan shortcut to make scanning easier. For example, you might want to regularly scan and save photos in PNG format, rather than JPEG.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
3. Click **Print, Scan & Fax**, and then click **Scan**.
4. Click **Scan a Document or Photo**.
5. Click **Create New Scan Shortcut**.
6. Enter a descriptive name, choose an existing shortcut on which to base your new shortcut, and then click **Create**.

For example, if you are creating a new shortcut for photos, choose either **Save as JPEG** or **Email as JPEG**. This makes available the options for working with graphics when scanning.

7. Change the settings for your new shortcut to meet your needs, and then click the save icon to the right of the shortcut.



NOTE: The initial screen allows you to review and modify basic settings. Click the **More** link at the top right corner of the Scan dialog box to review and modify detailed settings.

For more information, see [Change scan settings \(Windows\)](#).

Change scan settings (Windows)

You can modify any of the scan settings either for a singular use or save the changes to use permanently. These settings include options such as page size and orientation, scan resolution, contrast, and the folder location for saved scans.

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
3. Click **Print, Scan & Fax**, and then click **Scan**.
4. Click **Scan a Document or Photo**.
5. Click the **More** link in the top right corner of the Scan dialog box.

The detailed settings pane appears on the right. The left column summarizes the current settings for each section. The right column allows you to change the settings in the highlighted section.

6. Click each section at the left of the detailed settings pane to review the settings in that section.

You can review and change most settings using drop-down menus.

Some settings allow greater flexibility by displaying a new pane. These are indicated by a + (plus sign) at the right of the setting. You must either accept or cancel any changes on this pane to return to the detailed settings pane.

7. When you have finished changing settings, do one of the following:
 - Click **Scan**. You are prompted to save or reject the changes to the shortcut after the scan is finished.
 - Click the save icon to the right of the shortcut. It saves the changes into the shortcut so that you can reuse them next time. Otherwise, the changes only affect the current scan. Then click **Scan**.

Tips for copy and scan success

Use the following tips to copy and scan successfully:

- Keep the glass and the back of the lid clean. The scanner interprets anything it detects on the glass as part of the image.
- Load your original print-side down on the scanner glass and align it with the marking on the rear left corner of the glass.
- To make a large copy of a small original, scan the original into the computer, resize the image in the scanning software, and then print a copy of the enlarged image.
- If you want to adjust scan size, output type, scan resolution, or file type, and so on, start scan from the printer software.
- To avoid incorrect or missing scanned text, make sure the brightness is set appropriately in the software.
- If you want to scan a document with several pages into one file instead of multiple files, start the scan with the printer software instead of selecting **Scan** from the printer display, or use document feeder to scan.

4 Fax

You can use the printer to send and receive faxes, including color faxes. You can schedule faxes to be sent at a later time within 24 hours and set up phone book contacts to send faxes quickly and easily to frequently used numbers. From the printer control panel, you can also set a number of fax options, such as resolution and the contrast between lightness and darkness on the faxes you send.



NOTE: Before you begin faxing, make sure you have set up the printer correctly for faxing. You can verify the fax is set up correctly by running the fax setup test from the printer control panel.

- [Fax setup](#)
- [Send a fax](#)
- [Receive a fax](#)
- [Set up phone book contacts](#)
- [Change fax settings](#)
- [Fax and digital phone services](#)
- [Fax on Voice over Internet Protocol](#)
- [Use reports](#)
- [Additional fax setup](#)

Fax setup

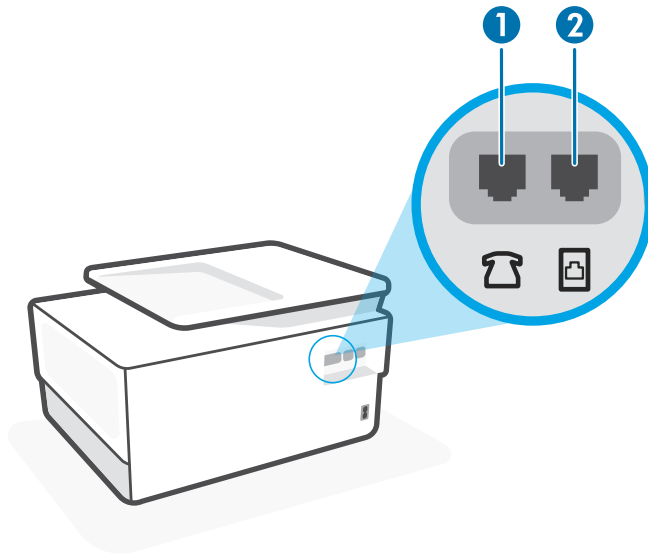
Before using the printer to fax, connect the printer to a telephone line and configure the fax settings.

Connect the printer to a telephone line

Connect the telephone cable to the fax port (2) on the printer and to the telephone jack on the wall.

Connect the answering machine telephone cable to the telephone line out port (1) on the rear of the printer.

Figure 4-1 Back view of the printer



NOTE: You might need to connect the phone cord to your country/region adapter.

For more information about setting up the printer so that faxing works successfully with equipment and services you might already have on the same phone line, please see [Additional fax setup](#).

Configure the printer for fax

Use this information to configure the fax settings after the printer is connected to a phone line.

To begin, use one of the following methods:

- [Set up fax using the printer control panel](#)
- [Set up fax using the Ricoh Printer Assistant software \(Windows\)](#)
- [Set up fax using the Embedded Web Server \(EWS\)](#)



NOTE: In the United States and many other countries/regions, setting the time, date, and other fax header information is a legal requirement.

Set up fax using the printer control panel

1. From the top of the screen, touch or swipe down the tab  to open the Dashboard, touch  (**Setup**).
2. Touch **Fax Setup**.
3. Touch **Setup Wizard**.
4. Follow the on-screen instructions in the Fax Setup Wizard to configure the fax settings.

Set up fax using the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Fax Setup Wizard**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. Follow the on-screen instructions in the Fax Setup Wizard to configure the fax settings.

Set up fax using the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Fax Setup Wizard**.
5. Follow the on-screen instructions in the Fax Setup Wizard to configure the fax settings.

Send a fax

You can send a fax in a variety of ways, depending on your situation or need.

- [Send a standard fax](#)
- [Send a standard fax from the computer](#)
- [Send a fax from a phone](#)
- [Send a fax using monitor dialing](#)
- [Send a fax using printer memory](#)
- [Send a fax to multiple recipients](#)
- [Send a fax in Error Correction Mode](#)

Send a standard fax

You can send a single-page fax, multiple-page fax, black-and-white fax or color fax by using the printer control panel.



NOTE: Send single-page faxes by placing the original on the glass. Send multiple page faxes using the document feeder.



NOTE: If you need printed confirmation that your faxes were successfully sent, fax confirmation must be enabled.

To send a standard fax from the printer control panel

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. From the printer control panel display, touch **Fax**.
3. Touch **Send Now**.
4. Enter the fax number by using the keypad or by selecting from the phone book.



TIP: To add a pause in the fax number you are entering, touch * repeatedly, until a dash (-) appears on the display.

5. Touch  **Send**.



TIP: By default, the printer is set to send a black-and-white fax. If you want to send a color fax, touch  (**Fax Settings**) to change the default color.

If the printer detects an original loaded in the document feeder, it sends the document to the number you entered.



TIP: If the recipient reports issues with the quality of the fax, try changing the resolution or contrast of your fax.

Send a standard fax from the computer

You can fax a document directly from your computer without printing it first.

To use this feature, make sure you have installed the Ricoh Printer Assistant software on your computer, the printer is connected to a working telephone line, and the fax function is set up and functioning correctly.

To send a standard fax from the computer (Windows)

1. Open the document on your computer that you want to fax.
2. On the **File** menu in your software application, click **Print**.
3. From the **Name** list, select the printer that has “**fax**” in the name.
4. To change settings (such as selecting to send the document as a black fax or a color fax), click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. After you have changed any settings, click **OK**.
6. Click **Print** or **OK**.
7. Enter the fax number and other information for the recipient, change any further settings for the fax, and then click **Send Fax**. The printer begins dialing the fax number and faxing the document.

Send a fax from a phone

You can send a fax using your telephone extension. This allows you to talk with the intended recipient before sending the fax.

To send a fax from an extension phone

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. Dial the number by using the keypad on the phone that is connected to the printer.

If the recipient answers the telephone, inform the recipient that they should receive the fax on their fax machine after they hear fax tones. If a fax machine answers the call, you will hear fax tones from the receiving fax machine.
3. From the printer control panel display, touch **Fax**.
4. Touch **Send Now**.
5. When you are ready to send the fax, touch  **Send**.

 **TIP:** By default, the printer is set to send a black-and-white fax. If you want to send a color fax, touch  (**Fax Settings**) to change the default color.

The telephone is silent while the fax is transmitting. If you want to speak to the recipient later, remain on the line until the transmission is complete. If you were finished talking to the recipient, you can hang up the telephone as soon as the fax begins transmitting.

Send a fax using monitor dialing

When you send a fax using monitor dialing, you can hear the dial tones, telephone prompts, or other sounds through the speakers on the printer. This enables you to respond to prompts while dialing, as well as control the pace of your dialing.

 **TIP:** If you are using a calling card and do not enter your PIN fast enough, the printer might start sending fax tones too soon and cause your PIN not to be recognized by the calling card service. If this is the case, create a phone book contact to store the PIN for your calling card.

 **NOTE:** Make sure the volume is turned on to hear a dial tone.

To send a fax using monitor dialing from the printer control panel

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. From the printer control panel display, touch **Fax**.
3. Touch **Send Now**.
4. Touch  **Send**.

 **TIP:** By default, the printer is set to send a black-and-white fax. If you want to send a color fax, touch  (**Fax Settings**) to change the default color.

5. When you hear the dial tone, enter the number by using the keypad on the printer control panel.
6. Follow any prompts that might occur.

 **TIP:** If you are using a calling card to send a fax and you have your calling card PIN stored as a phone book contact, when prompted to enter your PIN, touch  (**Phone Book**), and then touch **Local Phone Book** to select the phone book contact where you have your PIN stored.

Your fax is sent when the receiving fax machine answers.

Send a fax using printer memory

You can scan a black-and-white fax into memory and then send the fax from memory. This feature is useful if the fax number you are trying to reach is busy or temporarily unavailable. The printer scans the originals into memory and sends them once it is able to connect to the receiving fax machine. After the printer scans the pages into memory, you can immediately remove the originals from the document feeder tray or scanner glass.

 **NOTE:** You can only send a black-and-white fax from memory.

To send a fax using printer memory

1. Ensure that **Scan and Fax Method** is turned on.
 - a. From the printer control panel display, touch **Fax**.
 - b. Touch **Setup**, and then touch **Preferences**.
 - c. Touch **Scan and Fax Method** to turn it on.
2. Load your original print-side down on the scanner glass or print-side up in the document feeder.
3. From the printer control panel display, touch **Fax**.
4. Touch **Send Now**.
5. Enter the fax number by using the keypad.

Or touch  (**Phone Book**), and then touch **Local Phone Book** or **Call History** to select a number or group to dial.
6. Touch  **Send**.

The printer scans the originals into memory and sends the fax when the receiving fax machine is available.

Send a fax to multiple recipients

You can send a fax to multiple recipients by creating a group phone book contact made up of two or more individual recipients.

To send a fax to multiple recipients using group phone book

1. Load your original print-side down on the scanner glass or print-side up in the document feeder.
2. From the printer control panel display, touch **Fax**.
3. Touch **Send Now**.
4. Touch  (**Phone Book**), and then touch **Local Phone Book**.
5. Touch  and select  (**Group**) to switch to the group phone book.
6. Touch the name of the group that you want to send.
7. Touch  **Send**.

Printer sends the document to all the numbers in the selected group.

 **TIP:** If the recipient reports issues with the quality of the fax, try changing the resolution or contrast of your fax.

Send a fax in Error Correction Mode

Error Correction Mode (ECM) prevents loss of data due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or might even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. The default setting is **On**. Turn ECM off only if it increases phone charges substantially, and if you can accept poorer quality in exchange for reduced charges.

If you turn ECM off:

- The quality and transmission speed of faxes you send and receive are affected.
- The **Speed** is automatically set to **Medium**.
- You can no longer send or receive faxes in color.

To change the ECM setting from the control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Preferences**.
4. Scroll to **Error Correction Mode** to touch to turn the feature on or off.

To change the ECM setting from the the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. From the **Error Correction Mode** drop-down list, select **On**.
6. Click **Apply**.

Receive a fax

You can receive faxes automatically or manually. If you turn off the **Auto Answer** option, you must receive faxes manually. If you turn on the **Auto Answer** option (the default setting), the printer automatically answers incoming calls and receives faxes after the number of rings that are specified by the **Rings to Answer** setting. (The default **Rings to Answer** setting is five rings.)

If you receive a Legal-size or larger fax and the printer is not currently set to use Legal-size paper, the printer reduces the fax so that it fits on the paper that is loaded. If you have disabled the **Automatic Reduction** feature, the printer prints the fax on two pages.



NOTE: If you are copying a document when a fax arrives, the fax is stored in the printer memory until the copying finishes.

- [Receive a fax manually](#)
- [Set up backup fax](#)
- [Reprint received faxes from memory](#)
- [Forward faxes to another number](#)
- [Set automatic reduction for incoming faxes](#)
- [Block unwanted fax numbers](#)

Receive a fax manually

When you are on the phone, the person you are speaking with can send you a fax while you are still connected. You can pick up the handset to talk or listen for fax tones.

You can receive faxes manually from a phone that is directly connected to the port labeled  on the back of the printer.

To receive a fax manually

1. Make sure the printer is turned on and you have paper loaded in the input tray.
2. Remove any originals from the document feeder tray.
3. Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the printer answers. Or, turn off the **Auto Answer** setting so that the printer does not automatically answer incoming calls.
4. If you are currently on the phone with the sender, instruct the sender to press **Send** on their fax machine.
5. Do the following when you hear fax tones from a sending fax machine.
 - a. From the printer control panel display, touch **Accept** to receive the fax.
 - b. After the printer begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

Set up backup fax

Depending on your preference and security requirements, you can set up the printer to store all the faxes it receives, only the faxes it receives while the printer is in an error condition, or none of the faxes it receives.

To set backup fax from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Preferences**.
4. Touch **Backup Fax Reception**.
5. Touch the required setting.

On	The default setting. When Backup fax is On , the printer stores all received faxes in memory. This enables you to reprint up to 30 of the most recently printed faxes if they are still saved in memory. NOTE: When printer memory is low, it overwrites the oldest, printed faxes as it receives new faxes. If the memory becomes full of unprinted faxes, the printer stops answering incoming fax calls. NOTE: If you receive a fax that is too large, such as a very detailed color photo, it might not be stored in memory due to memory limitations.
On Error Only	Causes the printer to store faxes in memory only if an error condition exists that prevents the printer from printing the faxes (for example, if the printer runs out of paper). The printer continues to store incoming faxes as long as there is memory available. (If the memory becomes full, the printer stops answering incoming fax calls.) When the error condition is resolved, the faxes stored in memory print automatically, and then they are deleted from memory.
Off	Faxes are never stored in memory. For example, you might want to turn off Backup fax for security purposes. If an error condition occurs that prevents the printer from printing (for example, the printer runs out of paper), the printer stops answering incoming fax calls.

To set backup fax from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. From the **Backup Fax Reception** drop-down list, select **On**, **Off** or **On Error**.
6. Click **Apply**.

Reprint received faxes from memory

The received faxes that are not printed are stored in memory.



NOTE: After the memory becomes full, the printer cannot receive the new fax until you print or delete the faxes from memory. You might also want to delete the faxes in memory for security or privacy purposes.

You can reprint up to 30 of the most recently printed faxes, if they are still in memory. For example, you might need to reprint your faxes if you lost the copy of your last printout.

To reprint faxes in memory from the printer control panel

1. Make sure you have loaded paper in the input tray. For more information, see [Load paper](#).
2. From the printer control panel display, touch **Fax**.
3. Touch **Reprint**.

The faxes are printed in the reverse order from which they were received with the most recently received fax printed first, and so on.

4. Touch to select a fax, and then touch **Print**.

If you want to stop reprinting the faxes in memory, touch **X** (Cancel).

Forward faxes to another number

You can set up the printer to forward your faxes to another fax number. All faxes are forwarded in black and white, regardless of how they were originally sent.

Ricoh recommends that you verify the number you are forwarding to is a working fax line. Send a test fax to make sure the fax machine is able to receive your forwarded faxes.

To forward faxes from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Preferences**.
4. Touch **Fax Forwarding**.
5. Touch **On (Print and Forward)** to print and forward the fax, or select **On (Forward)** to forward the fax.



NOTE: If the printer is not able to forward the fax to the designated fax machine (for example, if it is not turned on), the printer prints the fax. If you set up the printer to print error reports for received faxes, it also prints an error report.

6. At the prompt, enter the number of the fax machine intended to receive the forwarded faxes, and then touch **Done**. Enter the required information for each of the following prompts: start date, start time, end date, and end time.
7. Fax forwarding is activated. Touch **OK** to confirm.

If the printer loses power when fax forwarding is set up, it saves the fax forwarding setting and phone number. When the power is restored to the printer, the fax forwarding setting is still **On**.



NOTE: You can cancel fax forwarding by selecting **Off** from the **Fax Forwarding** menu.

To forward faxes from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Fax Forward** section.
6. Select the **Forward incoming faxes to the following number** checkbox, and enter the phone number.
7. Select **Forward** to forward the fax, or **Print and Forward** to print and forward the fax.
8. Set the start date and time in **Start Forwarding**, and the end date and time in **End Forwarding**.



NOTE: If the printer is not able to forward the fax to the designated fax machine (for example, if it is not turned on), the printer prints the fax. If you set up the printer to print error reports for received faxes, it also prints an error report.

9. Click **Apply**.

Fax forwarding is activated.

If the printer loses power when fax forwarding is set up, it saves the fax forwarding setting and phone number. When the power is restored to the printer, the fax forwarding setting is still **On**.



NOTE: You can cancel fax forwarding by deselecting the **Forward incoming faxes to the following number** checkbox.

10. Click **Close**.

To forward faxes from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Fax Forwarding**.
5. From the **Fax Forwarding** drop-down list, select **On - Print and Forward** to print and forward the fax, or select **On - Forward** to forward the fax.



NOTE: You can cancel fax forwarding by selecting **Off** from the **Fax Forwarding** drop-down list.

6. Enter the required information for each of the following settings: **Start Date (MM-DD-YYYY)**, **Start Time (HH:MM)**, **End Date (MM-DD-YYYY)**, and **End Time (HH:MM)**.
7. Click **Apply**.

Set automatic reduction for incoming faxes

The **Automatic Reduction** setting determines what the printer does if it receives a fax that is too large for the loaded paper size. This setting is turned on by default, so the image of the incoming fax is reduced to fit on one page, if possible. If this feature is turned off, information that does not fit on the first page is printed on a second page. **Automatic Reduction** is useful when you receive a fax larger than A4/Letter-size fax and A4/Letter-size paper is loaded in the input tray.

To set automatic reduction from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Preferences**.
4. Scroll to **Automatic Reduction** and touch to turn the feature on or off.

To set automatic reduction from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. Select **On** from the **Automatic Reduction** drop-down list.
6. Click **Apply**.
7. Click **OK**.

Block unwanted fax numbers

If you subscribe to a caller ID service through your phone provider, you can block specific fax numbers so the printer does not receive faxes received from those numbers. When an incoming fax call is received, the printer compares the number to the list of junk fax numbers to determine if the call should be blocked. If the number matches a number in the blocked fax numbers list, the fax is not received. (The maximum number of fax numbers you can block varies by model.)



NOTE: This feature is not supported in all countries/regions. If it is not supported in your country/region, **Junk Fax Blocking** does not appear in the **Preferences** menu.



NOTE: If no phone numbers are added in the Caller ID list, it is assumed that you are not subscribed to a Caller ID service.

You can block specific fax numbers by adding them to the junk fax list, unblock these numbers by removing them from the junk fax list, and print a list of blocked junk fax numbers.

To block unwanted fax number from the printer control panel

To add a number to the junk fax list

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Preferences**.
4. Touch **Junk Fax Blocking**.
5. Touch  (**Plus Sign**).
6. Do one of the following:
 - To select a fax number to block from the call history list, touch  (**Call History**).
 - Manually enter a fax number to block, and touch **Done**.



NOTE: Make sure you enter the fax number as it appears on the control panel display, and not the fax number that appears on the fax header of the received fax, as these numbers can be different.

To remove numbers from the junk fax list

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Preferences**.
4. Touch **Junk Fax Blocking**.
5. Touch the number you want to remove, and then touch **Remove**.

To print a junk fax list

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Reports**.
3. Touch **Print Fax Reports**.
4. Touch **Junk Fax Report**.
5. Touch **Print** to begin printing.

To block unwanted fax number from the Ricoh Printer Assistant software (Windows)

To add a number to the junk fax list

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Junk Fax Blocker** section.
6. Do one of the following:
 - Click the **Junk Fax List** tab. Click **Add a Number** and enter a fax number, and then click **Add**.
 - Click the **Caller ID List** tab. Select the checkboxes of the fax numbers, and then click **Add to Junk Fax List**.
7. Click **Close**.

To remove numbers from the junk fax list

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Junk Fax Blocker** section.
6. Select the checkbox of the number you want to remove, and then click **Delete**.
7. Click **Close**.

To print a junk fax list

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Junk Fax Blocker** section.
6. Click **Print Junk Fax List**.
7. Click **Close**.

To block unwanted fax number from the Embedded Web Server (EWS)

To add a number to the junk fax list

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Junk Fax Blocker**.
5. Click
6. Enter a fax number, and then click **Apply**
7. Click **OK**.

To remove numbers from the junk fax list

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Junk Fax Blocker**.
5. Select the checkbox of the number you want to remove, and then click .
6. Click **Yes** to confirm.
7. Click **OK**.

To print a junk fax list

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Junk Fax Blocker**.
5. Click .
6. Click **OK**.

Set up phone book contacts

You can set up frequently used fax numbers as phone book contacts. This lets you quickly dial those numbers using the printer control panel.

 **TIP:** In addition to creating and managing phone book contacts from the printer control panel, you can also use tools available on your computer, such as the Ricoh Printer Assistant software and the printer EWS. For more information, see [Printer management tools](#).

- [Create and edit a phone book contact](#)
- [Create and edit a phone book contact from the Ricoh Printer Assistant software \(Windows\)](#) [Delete phone book contacts](#)

Create and edit a phone book contact

You can store fax numbers as phone book contacts.

Create and edit a phone book contact from the printer control panel

To set up phone book contacts

1. From the printer control panel display, touch **Fax**.
2. Touch **Phone Book**.
3. Touch **Local Phone Book**.
4. Touch  (**Plus Sign**) to add a contact.
5. Touch **Name**, and then enter the name of the phone book contact, and then touch **Done**.
6. Touch **Fax Number**, and then enter the fax number for the phone book contact, and then touch **Done**.



NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

7. Touch **Add**.

To change phone book contacts

1. From the printer control panel display, touch **Fax**.
2. Touch **Phone Book**.
3. Touch **Local Phone Book**.
4. Touch the phone book contact that you want to edit.
5. Touch **Name** and then edit the name of the Phone Book contact, and then touch **Done**.
6. Touch **Fax Number** and edit the fax number for the phone book contact, and then touch **Done**.



NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

7. Touch **Done**.

Create and edit a phone book contact from the Ricoh Printer Assistant software (Windows)

To set up phone book contacts

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Fax Phonebook** section.
6. Click **New Entry** to add a contact.
7. Select the ID number from **ID** pull down list.
8. Enter the name of the phone book contact and fax number, and then click **Save**.



NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

9. Click **Close**.

To change phone book contacts

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Fax Phonebook** section.
6. Select the checkbox of the phone book contact that you want to edit, and then click **Edit**.
7. Edit the ID, name of the Phone Book contact, and Fax number.
8. Click **Save**.



NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

9. Click **Close**.

Create and edit a phone book contact from Embedded Web Server (EWS)

To set up phone book contacts

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Scan** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Address Book** section, click **Contacts**.
5. Select a address book from the **Select Address Book** drop-down list.
6. Click
7. Enter the following information:
 - Display Name
 - Last Name
 - First Name
 - Email Address
 - Fax Number
 - Description

8. Click **Apply**.



NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

9. Click **OK**.

To change phone book contacts

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Scan** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Address Book** section, click **Contacts**.
5. Select a address book from the **Select Address Book** drop-down list.
6. Select the checkbox of the phone book contact that you want to edit, and then click **Edit**.
7. Edit the contact information, and then click **Apply**.



NOTE: Be sure to include any pauses or other required numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix.

8. Click **OK**.

Create and edit a group phone book contact

You can store groups of fax numbers as group phone book contacts.

Create and edit a group phone book contact from the printer control panel

To set up group phone book contacts



NOTE: Before you can create a group phone book contact, you must have already created at least one phone book contact.

1. From the printer control panel display, touch **Fax**.
2. Touch **Phone Book**.
3. Touch **Local Phone Book**, then touch  and select  (**Group**) to switch to the group phone book.
4. Touch  (**Plus Sign**) to add a group.
5. Touch **Name**, and then enter the name of the group, and then touch **Done**.
6. Touch **Number of Members**, select the phone book contacts you want to include in this group, and then touch **Select**.
7. Touch **Create**.

To change group phone book contacts

1. From the printer control panel display, touch **Fax**.
2. Touch **Phone Book**.
3. Touch **Local Phone Book**, then touch  and select  (**Group**) to switch to the group phone book.
4. Touch the group phone book contact that you want to edit.
5. Touch **Name** and then edit the name of the group phone book contact, and then touch **Done**.
6. Touch **Number of Members**.
7. If you want to add a contact to the group, touch  (**Plus Sign**). Touch a contact name, and then touch **Select**.



NOTE: If you want to remove a contact from the group, touch to deselect the contact.

8. Touch **Done**.

Create and edit a group phone book contact from the Ricoh Printer Assistant software (Windows)

To set up group phone book contacts



NOTE: Before you can create a group phone book contact, you must have already created at least one phone book contact.

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Fax Phonebook** section.
6. Click **New Group**.
7. Enter the name of the group in the **Group Name** field.
8. Select the checkboxes of the phone book contacts you want to include in this group, and then click **Add**.
9. Click **Save**.
10. Click **Close**.

To change group phone book contacts

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Fax Phonebook** section.
6. Select the checkbox of the phone book contact in the group that you want to edit.
7. If you want to add another phone book contacts in the group, select the checkboxes of the phone book contacts, and then click **Add**.
8. If you want to delete the phone book contacts from the group, select the checkboxes of the phone book contacts, and then click **Remove**.
9. Click **Save**.
10. Click **Close**.

Create and edit a group phone book contact from Embedded Web Server (EWS)

To set up group phone book contacts



NOTE: Before you can create a group phone book contact, you must have already created at least one phone book contact.

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Scan** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Address Book** section, click **Contacts**.
5. Select a address book from the **Select Address Book** drop-down list.
6. Click .
7. Enter the group name and description.
8. From left pane, select the phone book contacts you want to include in this group, and then click .
The selected contact is added to right pane.



NOTE: If you want to add new contact here, click **Add Contact**.

If you want to remove a contact from the group, select the phone book contacts, and then click .

9. Click **Apply**.
10. Click **OK**.

To change group phone book contacts

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Scan** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Address Book** section, click **Contacts**.
5. Select a address book from the **Select Address Book** drop-down list.
6. Select the group phone book contact that you want to edit, and then click **Edit**.
7. From left pane, select the phone book contacts you want to include in this group, and then click .
The selected contact is added to right pane.



NOTE: If you want to add new contact here, click **Add Contact**.

If you want to remove a contact from the group, select the phone book contacts, and then click .

8. Click **Apply**.
9. Click **OK**.

Delete phone book contacts

You can delete phone book contacts or group phone book contacts.

Delete phone book contact from the printer control panel

To delete phone book contacts

1. From the printer control panel display, touch **Fax**.
2. Touch **Phone Book**.
3. Touch **Local Phone Book**.
4. Touch the name of the phone book contact you want to delete.
5. Touch **Delete**.
6. Touch **Yes** to confirm.

To delete group phone book contacts

1. From the printer control panel display, touch **Fax**.
2. Touch **Phone Book**.
3. Touch **Local Phone Book**, then touch  and select  (**Group**) to switch to the group phone book.
4. Touch the name of the phone book contact you want to delete.
5. Touch **Delete**.
6. Touch **Yes** to confirm.

Delete phone book contact from the Ricoh Printer Assistant software (Windows)

To delete phone book contacts

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
 2. Click **Print, Scan & Fax**, and then click **Fax**.
 3. Click **Manage Fax Settings**.
 4. Enter the PIN from the label on your printer, and click **OK**.
-
-  **NOTE:** The PIN label can be found inside the front door.
-
5. On the **Manage Fax Settings** screen, click the **Fax Phonebook** section.
 6. Select the checkboxes of the phone book contacts you want to delete, and then click **Delete**.
 7. Click **Close**.

To delete group phone book contacts

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Fax Phonebook** section.
6. Select the checkboxes of the group phone book contacts you want to delete, and then click **Delete**.
7. Click **Close**.

Delete phone book contact from the Embedded Web Server (EWS)

To delete phone book contacts

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Scan** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Address Book** section, click **Contacts**.
5. Select a address book from the **Select Address Book** drop-down list.
6. Select the checkboxes of the phone book contacts you want to delete, and then click **×**.
7. Click **Yes** to confirm.

To delete group phone book contacts

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Scan** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Address Book** section, click **Contacts**.
5. Select a address book from the **Select Address Book** drop-down list.
6. Select the checkboxes of the group phone book contacts you want to delete, and then click **×**.
7. Click **Yes** to confirm.

Change fax settings

After completing the steps in [Fax setup](#), use the following steps to change the initial settings or to configure other options for faxing.

- [Configure the fax header](#)
- [Set the answer mode \(Auto answer\)](#)
- [Set the number of rings before answering](#)
- [Change the answer ring pattern for distinctive ring](#)
- [Set the dial type](#)
- [Set the redial options](#)
- [Set the fax speed](#)
- [Set the fax sound volume](#)

Configure the fax header

The fax header prints your name and fax number on the top of every fax you send. Ricoh recommends that you set up the fax header by using the Ricoh Printer Assistant software. You can also set up the fax header from the printer control panel, as described here.



NOTE: In some countries/regions, the fax header information is a legal requirement.

To set or change the fax header from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Preferences**.
3. Touch **Fax Header**.
4. Enter your personal or company name, and then touch **Done**.
5. Enter your fax number, and then touch **Done**.

To set or change the fax header from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Basic Settings** section.
6. Click the **Personal Information** tab.
7. Enter your personal or company name in the **Name/Company Name** field.
8. Enter your fax number in the **Fax Number** field, and then click **Apply**.
9. Click **Close**.

To set or change the fax header from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Basic Fax Settings**.
5. Enter your personal or company name in the **Fax Header Name** field in the **Fax Header** area.
6. Enter your fax number in the **Fax Number** field, and then click **Apply**.

Set the answer mode (Auto answer)

The answer mode determines whether the printer answers incoming calls.

- Turn on the **Auto Answer** setting if you want the printer to answer faxes **automatically**. The printer answers all incoming calls and faxes.
- Turn off the **Auto Answer** setting if you want to receive faxes **manually**. You must be available to respond in person to the incoming fax call or else the printer does not receive faxes.

To set the answer mode from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Preferences**.
3. Touch **Auto Answer** to turn it on or off.



TIP: You may also access this feature by pressing  (the **Fax Status** button) on the Dashboard.

To set the answer mode from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Basic Settings** section.
6. Click the **Auto Answer** tab.
7. Select the **Auto Answer my fax calls** checkbox.
8. Click **Apply**.
9. Click **Close**.

To set the answer mode from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Basic Fax Settings**.
5. Select **On** from the **Auto Answer** drop-down list in the **Other Basic Fax Settings** area.
6. Click **Apply**.

Set the number of rings before answering

If you turn on the **Auto Answer** setting, you can specify how many rings occur before incoming calls are automatically answered.

The **Rings to Answer** setting is important if you have an answering machine on the same phone line as the printer, because you want the answering machine to answer the phone before the printer does. The number of rings to answer for the printer should be greater than the number of rings to answer for the answering machine.

For example, set your answering machine to a low number of rings and the printer to answer in the maximum number of rings. (The maximum number of rings varies by country/region.) In this setup, the answering machine answers the call and the printer monitors the line. If the printer detects fax tones, it receives the fax. If the call is a voice call, the answering machine records the incoming message.

To set the number of rings before answering from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Preferences**.
3. Touch **Rings to Answer**.
4. Touch to set the number of rings.
5. Touch **Done**.

To set the number of rings before answering from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Basic Settings** section.
6. Click the **Auto Answer** tab.
7. Set the **Number of rings**.

8. Click **Apply**.
9. Click **Close**.

To set the number of rings before answering from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Basic Fax Settings**.
5. Select the number of rings from **Rings-to-answer** drop-down list in the **Other Basic Fax Settings** area.
6. Click **Apply**.

Change the answer ring pattern for distinctive ring

Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number is assigned a different ring pattern. You can set up the printer to answer incoming calls that have a specific ring pattern.

If you connect the printer to a line with distinctive ring, have your telephone company assign one ring pattern to voice calls and another ring pattern to fax calls. Ricoh recommends that you request double or triple rings for a fax number. When the printer detects the specified ring pattern, it answers the call and receives the fax.



TIP: You can also use the Ring Pattern Detection feature in the printer control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls.

If you do not have a distinctive ring service, use the default ring pattern, which is **All Standard Rings**.



NOTE: The printer cannot receive faxes when the main phone number is off the hook.

To change the answer ring pattern for distinctive ring from the printer control panel

1. Ensure that the printer is set to answer fax calls automatically.
For more information, see [Set the answer mode \(Auto answer\)](#).
2. From the printer control panel display, touch **Fax**.
3. Touch **Setup**, and then select **Preferences**.
4. Touch **Distinctive Ring**.
5. Touch one ring pattern and then follow the onscreen instruction.



NOTE: If you are using a PBX phone system that has different ring patterns for internal and external calls, you must call the fax number from an external number.

To change the answer ring pattern for distinctive ring from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Basic Settings** section.
6. Click the **Auto Answer** tab.
7. Select one ring pattern from the **Distinctive Ring Pattern** drop-down list.



NOTE: If you are using a PBX phone system that has different ring patterns for internal and external calls, you must call the fax number from an external number.

8. Click **Apply**.
9. Click **Close**.

To change the answer ring pattern for distinctive ring from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. Select one ring pattern from the **Distinctive Ring** drop-down list.



NOTE: If you are using a PBX phone system that has different ring patterns for internal and external calls, you must call the fax number from an external number.

6. Click **Apply**.
7. Click **OK**.

Set the dial type

Use this procedure to set tone-dialing or pulse-dialing mode. The factory-set default is **Tone**. Do not change the setting unless you know that your phone line cannot use tone dialing.



NOTE: The pulse-dialing option is not available in all countries/regions.

To set the dial type from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Preferences**.
3. Touch **Dial Type**.
4. Touch to select **Tone** or **Pulse**.

To set the dial type from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Basic Fax Settings**.
5. Select **Tone Dialing** or **Pulse Dialing** from the **Tone or Pulse Dialing** drop-down list.
6. Click **Apply**.
7. Click **OK**.

Set the redial options

If the printer was unable to send a fax because the receiving fax machine did not answer or was busy, the printer attempts to redial based on the settings for the redial options. Use the following procedure to turn the options on or off:

- **Busy Redial** : If this option is turned on, the printer redials automatically if it receives a busy signal. The default is **On**.
- **No Answer Redial** : If this option is turned on, the printer redials automatically if the receiving fax machine does not answer. The default is **Off**.
- **Connection Problem Redial** : If this option is turned on, the printer redials automatically if there has been a problem connecting with the receiving fax machine. Connection problem redial works only for sending faxes from memory. The default is **On**.

To set the redial options from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Preferences**.
3. Touch **Auto Redial**.
4. Touch **Busy Redial**, **No Answer Redial**, or **Connection Problem Redial** to switch it on or off.

To set the redial options from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. Select **On** or **Off** from the **Busy Redial** drop-down list.
6. Select **On** or **Off** from the **No Answer Redial** drop-down list.
7. Click **Apply**.
8. Click **OK**.

Set the fax speed

You can set the fax speed used to communicate between your printer and other fax machines when sending and receiving faxes.

If you use one of the following, setting the fax speed to a slower speed might be required:

- An Internet phone service
- A PBX (private branch exchange) system
- Fax on Voice over Internet Protocol (VoIP)
- An integrated services digital network (ISDN) service

If you experience problems sending and receiving faxes, try using a slower **Speed**. The following table provides the available fax speed settings.

Fax speed setting	Fax speed
Fast (33600 bps)	v.34 (33600 bps)
Medium (14400 bps)	v.17 (14400 bps)
Slow (9600 bps)	v.29 (9600 bps)

To set the fax speed from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Preferences**.
3. Touch **Speed**.
4. Touch to select an option.

To set the fax speed from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. Select an option from the **Fax Speed** drop-down list.

Set the fax sound volume

You can change the volume of fax sounds.

To set the fax sound volume from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Preferences**.
3. Touch **Fax Volume**.
4. Touch to select **Soft**, **Loud**, or **Off**.

 **TIP:** You may also access this feature by pressing  (the **Fax Status** button) on the Dashboard.

To set the fax sound volume from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Basic Fax Settings**.
5. Select **Soft**, **Loud**, or **Off** from the **Fax Sound Volume** drop-down list.
6. Click **Apply**.
7. Click **OK**.

Fax and digital phone services

Many telephone companies provide their customers with digital phone services, such as the following:

- DSL: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
- PBX: A private branch exchange (PBX) phone system.
- ISDN: An integrated services digital network (ISDN) system.
- VoIP: A low-cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax on Voice over Internet Protocol (VoIP).

For more information, see [Fax on Voice over Internet Protocol](#).

This printer is designed specifically for use with traditional analog phone services. If you are in a digital phone environment (such as DSL/ADSL, PBX, or ISDN), you might need to use digital-to-analog filters or converters when setting up the printer for faxing.



NOTE: Ricoh does not guarantee that the printer will be compatible with all digital service lines or providers, in all digital environments, or with all digital-to-analog converters. It is always recommended that you discuss with the telephone company directly for the correct setup options based on their line services provided.

Fax on Voice over Internet Protocol

You might be able to subscribe to a low cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax on Voice over Internet Protocol (VoIP).

The following are indications you probably use a VoIP service:

- Dial a special access code along with the fax number.
- Have an IP converter box that connects to the Internet and provides analog phone ports for the fax connection.



NOTE: You can only send and receive faxes by connecting a phone cord to the port labeled  on the back of the printer. This means that your connection to the Internet must be done either through a converter box (which supplies regular analog phone jacks for fax connections) or your telephone company.



TIP: Support for traditional fax transmission over any Internet protocol telephone systems are often limited. If you experience problems faxing, try using a slower fax speed or disabling the fax error-correction mode (ECM). However, if you turn off ECM, you cannot send and receive color faxes.

If you have questions about Internet faxing, contact your Internet faxing services support department or your local service provider for further assistance.

Use reports

You can set up the printer to print error reports and confirmation reports automatically for each fax you send and receive. You can also manually print system reports as required; these reports provide useful system information about the printer.

By default, the printer is set to print a report only if there is a problem sending or receiving a fax. A confirmation message that indicates whether a fax was successfully sent appears briefly on the control panel display after each transaction.

 **NOTE:** If the reports are not legible, you can check the estimated ink levels from the control panel or the Ricoh Printer Assistant software. For more information, see [Check the estimated ink levels](#).

 **NOTE:** Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until the print quality becomes unacceptable.

 **NOTE:** Ensure that the printheads and cartridges are in good conditions and installed properly. For more information, see [Work with cartridges](#).

This section contains the following topics:

- [Print fax confirmation reports](#)
- [Print fax error reports](#)
- [Print and view the fax log](#)
- [Clear the fax log](#)
- [Print the details of the last fax transaction](#)
- [Print a Caller ID Report](#)
- [View the Call History](#)

Print fax confirmation reports

You can print a confirmation report either when a fax is sent, or when any fax is sent or received. The default setting is **On (Fax Send)**. When turned off, a confirmation message appears briefly on the control panel after each fax is sent or received.

To enable fax confirmation from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Reports** and touch **Fax Confirmation**.
4. Touch to select one of the following options.

On (Fax Send)	Prints a fax confirmation report for every fax you send.
On (Fax Receive)	Prints a fax confirmation report for every fax you receive.
On (Fax Send and Fax Receive)	Prints a fax confirmation report for every fax you send and receive.
Off	Does not print a fax confirmation report when you send and receive faxes successfully. This is the default setting.

To enable fax confirmation from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. Select one of the following options from the **Fax Confirmation** drop-down list.

On Fax Send	Prints a fax confirmation report for every fax you send.
Send and Receive	Prints a fax confirmation report for every fax you send and receive.
Off	Does not print a fax confirmation report when you send and receive faxes successfully. This is the default setting.
On Fax Receive	Prints a fax confirmation report for every fax you receive.

6. Click **Apply**.
7. Click **OK**.

To include an image of the fax on the report from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Reports** and touch **Fax Confirmation**.
4. Touch **On (Fax Send)** or **On (Fax Send and Fax Receive)**.
5. Touch **Fax confirmation with image**.

To include an image of the fax on the report from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. Select **On** from the **Image on Fax Send** drop-down list.

Print fax error reports

You can configure the printer so that it automatically prints a report when there is an error during transmission or reception.

To set the printer to print fax error reports automatically from printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**.
3. Touch **Reports** and touch **Fax Error Reports**.
4. Touch to select one of the following.

On (Fax Send)	Prints whenever a transmission error occurs. This is the default setting.
On (Fax Receive)	Prints whenever a receiving error occurs.
On (Fax Send and Fax Receive)	Prints whenever a fax error occurs.
Off	Does not print any fax error reports.

To set the printer to print fax error reports automatically from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Settings** section, click **Advanced Fax Settings**.
5. Select one of the following options from the **Fax Error Report** drop-down list.

On Fax Send	Prints whenever a transmission error occurs. This is the default setting.
Send and Receive	Prints whenever a fax error occurs.
Off	Does not print any fax error reports.
On Fax Receive	Prints whenever a receiving error occurs.

6. Click **Apply**.
7. Click **OK**.

Print and view the fax log

You can print a log of faxes that have been received and sent by the printer.

To print the fax log from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Reports**.
3. Touch **Print Fax Reports**.
4. Touch **Last 30 Transactions Logs**.
5. Touch **Print** to begin printing.

To print the fax log from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Fax History** section.
6. Click the **Auto Answer** tab.
7. Click the **Send Fax** or **Received Fax** tab
8. Click **Print History** to begin printing.

To print the fax log from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Information** section, click **Fax Log**.
5. Click **Print Fax Log**.

Clear the fax log

Clearing the fax log also deletes all faxes stored in memory.

To clear the fax log from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Tools**.
3. Touch **Clear Fax Logs/Memory**.

To clear the fax log from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Fax** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Information** section, click **Fax Log**.
5. Click **Clear Fax Log**.

Print the details of the last fax transaction

The Last Fax Transaction report prints the details of the last fax transaction to occur. Details include the fax, number of pages, and the fax status.

To print the Last Fax Transaction report

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Reports**.
3. Touch **Print Fax Reports**.
4. Touch **Last Transaction Log**.
5. Touch **Print** to begin printing.

Print a Caller ID Report

You can print a list of Caller ID fax numbers.

To print a Caller ID History Report from the printer control panel

1. From the printer control panel display, touch **Fax**.
2. Touch **Setup**, and then touch **Reports**.
3. Touch **Print Fax Reports**.
4. Touch **Caller ID Report**.
5. Touch **Print** to begin printing.

To print a Caller ID History Report from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Junk Fax Blocker** section.
6. Click the **Caller ID List** tab.
7. Click **Print History**.

View the Call History

You can view a list of all the calls placed from the printer.



NOTE: You cannot print the call history.

To view the call history

1. From the printer control panel display, touch **Fax**.
2. Touch **Send Now**.
3. Touch  (**Phone Book**).
4. Touch **Call History**.

Additional fax setup

In this section, you learn how to set up the printer so that faxing works successfully with equipment and services you might already have on the same phone line.

 **TIP:** You can also use the Fax Setup Wizard (Windows) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access these tools through the Ricoh Printer Assistant software. After you run these tools, follow the procedures in this section to complete your fax setup.

This section contains the following topics:

- [Set up faxing \(parallel phone systems\)](#)
- [Test fax setup](#)

Set up faxing (parallel phone systems)

Before you begin setting up the printer for faxing, determine which kind of phone system your country/region uses. The instructions for fax setup differ depending on whether you have a serial- or parallel-type phone system:

- If you do not see your country/region listed in the table, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the port labeled  on the back of the printer. Instead, all equipment must be connected at the telephone wall jack.



NOTE: You might need to connect the phone cord to your country/region adapter.

- If your country/region is listed in the table, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the port labeled  on the back of the printer.



NOTE: If you have a parallel-type phone system, Ricoh recommends you connect a 2-wire phone cord to the telephone wall jack.

Countries/regions with a parallel-type phone system

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan
Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia
Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		

If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company.

This section contains the following topics:

- [Select the correct fax setup for your home or office](#)
- [Case A: Separate fax line \(no voice calls received\)](#)
- [Case B: Set up the printer with DSL](#)
- [Case C: Set up the printer with a PBX phone system or an ISDN line](#)
- [Case D: Fax with a distinctive ring service on the same line](#)
- [Case E: Shared voice/fax line](#)
- [Case F: Shared voice/fax line with voice mail](#)
- [Case G: Fax line shared with computer modem \(no voice calls received\)](#)
- [Case H: Shared voice/fax line with computer modem](#)
- [Case I: Shared voice/fax line with answering machine](#)
- [Case J: Shared voice/fax line with computer modem and answering machine](#)
- [Case K: Shared voice/fax line with computer dial-up modem and voice mail](#)

Select the correct fax setup for your home or office

To fax successfully, you need to know what types of equipment and services (if any) share the same phone line with the printer. This is important because you might need to connect some of your existing office equipment directly to the printer, and you might also need to change some fax settings before you can fax successfully.

1. Determine if your telephone system is serial or parallel.

For more information, see [Set up faxing \(parallel phone systems\)](#).

- a. Serial-type telephone system.
 - b. Parallel-type telephone system—Go to step 2.
2. Select the combination of equipment and services sharing your fax line.
 - **DSL:** A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
 - **PBX:** A private branch exchange (PBX) phone system.
 - **ISDN:** An integrated services digital network (ISDN) system.
 - **Distinctive ring service:** A distinctive ring service through your telephone company provides multiple telephone numbers with different ring patterns.
 - **Voice calls:** Voice calls are received at the same phone number you use for fax calls on the printer.
 - **Computer dial-up modem:** A computer dial-up modem is on the same phone line as the printer. If you answer Yes to any of the following questions, you are using a computer dial-up modem:
 - Do you send and receive faxes directly to and from your computer software applications through a dial-up connection?

- Do you send and receive email messages on your computer through a dial-up connection?
 - Do you access the Internet from your computer through a dial-up connection?
 - **Answering machine:** An answering machine that answers voice calls at the same phone number you use for fax calls on the printer.
 - **Voice mail service:** A voice mail subscription through your telephone company at the same number you use for fax calls on the printer.
3. From the following table, select the combination of equipment and services applicable to your home or office setting. Then look up the recommended fax setup. Step-by-step instructions are included for each case in the sections that follow.



NOTE: If your home or office setup is not described in this section, set up the printer as you would a regular analog phone. Connect one end of the phone cord to your telephone wall and the other end to the port labeled  on the back of the printer.

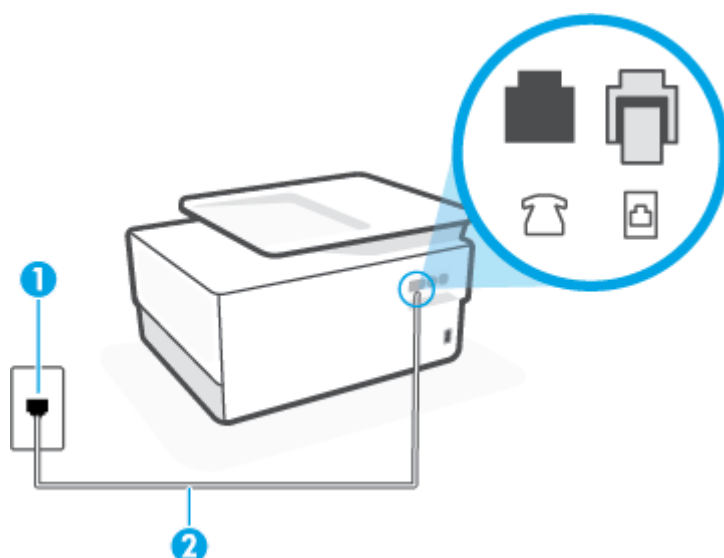
You might need to connect the phone cord to your country/region adapter.

Other equipment or services sharing your fax line							Recommended fax setup
DSL	PBX	Distinctive ring service	Voice calls	Computer dial-up modem	Answering machine	Voice mail service	
							Case A: Separate fax line (no voice calls received)
✓							Case B: Set up the printer with DSL
	✓						Case C: Set up the printer with a PBX phone system or an ISDN line
		✓					Case D: Fax with a distinctive ring service on the same line
			✓				Case E: Shared voice/fax line
			✓			✓	Case F: Shared voice/fax line with voice mail
				✓			Case G: Fax line shared with computer modem (no voice calls received)
			✓	✓			Case H: Shared voice/fax line with computer modem
			✓		✓		Case I: Shared voice/fax line with answering machine
			✓	✓	✓		Case J: Shared voice/fax line with computer modem and answering machine
			✓	✓		✓	Case K: Shared voice/fax line with computer dial-up modem and voice mail

Case A: Separate fax line (no voice calls received)

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up the printer as described in this section.

Figure 4-2 Back view of the printer



1	Telephone wall jack.
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2	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.
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To set up the printer with a separate fax line

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

2. Turn on the **Auto Answer** setting.
3. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
4. Run a fax test.

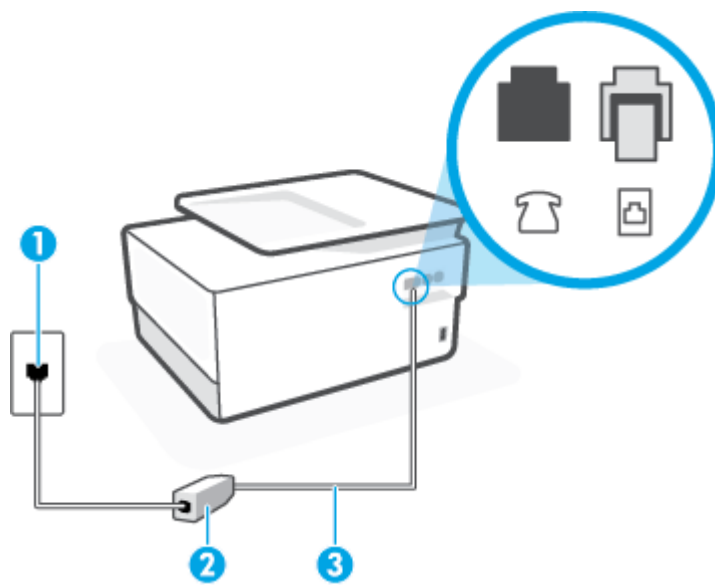
When the phone rings, the printer answers automatically after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

Case B: Set up the printer with DSL

If you have a DSL service through your telephone company, and do not connect any equipment to the printer, use the instructions in this section to connect a DSL filter between the telephone wall jack and the printer. The DSL filter removes the digital signal that can interfere with the printer, so the printer can communicate correctly with the phone line. (DSL might be called ADSL in your country/region.)

 **NOTE:** If you have a DSL line and you do not connect the DSL filter, you cannot send and receive faxes with the printer.

Figure 4-3 Back view of the printer



1	Telephone wall jack.
2	DSL (or ADSL) filter and cord supplied by your DSL provider.
3	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.

To set up the printer with DSL

1. Obtain a DSL filter from your DSL provider.
2. Connect one end of the phone cord to the DSL filter, and then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

If you do not use the supplied cord to connect from the DSL filter to the printer, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

You might need to obtain additional phone cords for this setup.

3. Connect an additional phone cord from the DSL filter to the telephone wall jack.
4. Run a fax test.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case C: Set up the printer with a PBX phone system or an ISDN line

If you are using either a PBX phone system or an ISDN converter/terminal adapter, make sure you do the following:

- If you are using either a PBX or an ISDN converter/terminal adaptor, connect the printer to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.



NOTE: Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled “multi-combi” or something similar.

- If you are using a PBX phone system, set the call waiting tone to “off.”



NOTE: Many digital PBX systems include a call-waiting tone that is set to “on” by default. The call waiting tone interferes with any fax transmission, and you cannot send or receive faxes with the printer. Refer to the documentation that came with your PBX phone system for instructions on how to turn off the call-waiting tone.

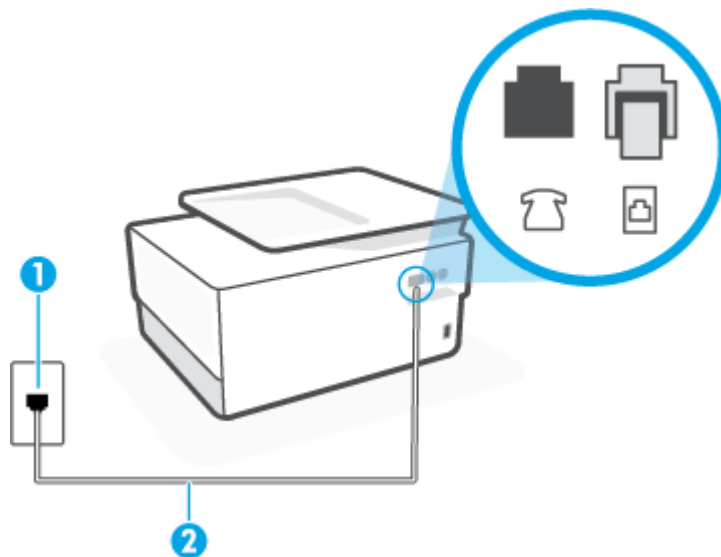
- If you are using a PBX phone system, dial the number for an outside line before dialing the fax number.
- You might need to connect the phone cord to your country/region adapter.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case D: Fax with a distinctive ring service on the same line

If you subscribe to a distinctive ring service (through your telephone company) that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, set up the printer as described in this section.

Figure 4-4 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.

To set up the printer with a distinctive ring service

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

2. Turn on the **Auto Answer** setting.
3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.



NOTE: By default, the printer is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the printer might answer both voice calls and fax calls or it might not answer at all.



TIP: You can also use the Ring Pattern Detection feature in the printer control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls. For more information, see [Change the answer ring pattern for distinctive ring](#).

4. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
5. Run a fax test.

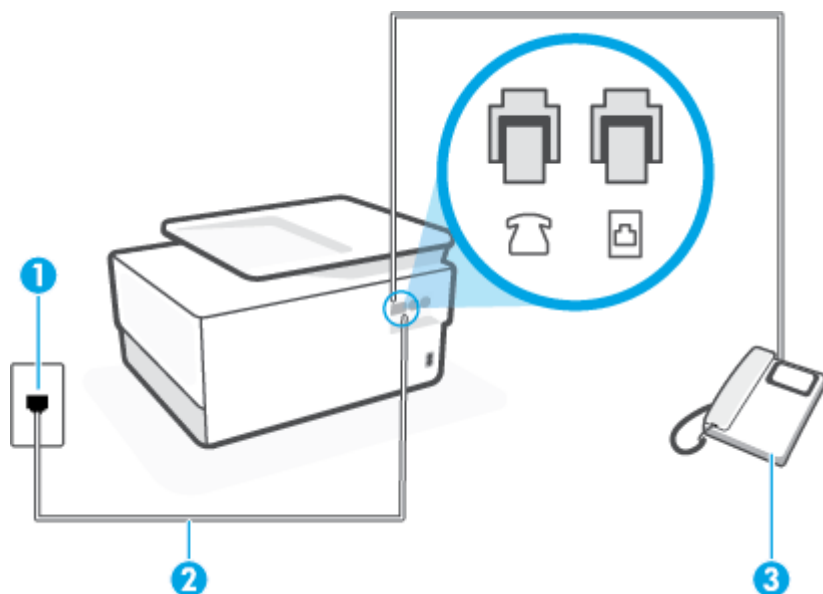
The printer automatically answers incoming calls that have the ring pattern you selected (**Distinctive Ring** setting) after the number of rings you selected (**Rings to Answer** setting). The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up the printer as described in this section.

Figure 4-5 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Telephone (optional).

To set up the printer with a shared voice/fax line

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

2. Do one of the following:
 - If you have a parallel-type phone system, remove the white plug from the port labeled  on the back of the printer, and then connect a phone to this port.
 - If you have a serial-type phone system, you might plug your phone directly on top of the printer cable which has a wall plug attached to it.
3. Now you need to decide how you want the printer to answer calls, automatically or manually:
 - If you set up the printer to answer calls **automatically**, it answers all incoming calls and receives faxes. The printer cannot distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you need to answer it before the printer answers the call. To set up the printer to answer calls automatically, turn on the **Auto Answer** setting.
 - If you set up the printer to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the printer cannot receive faxes. To set up the printer to answer calls manually, turn off the **Auto Answer** setting.
4. Run a fax test.

If you pick up the phone before the printer answers the call and hear fax tones from a sending fax machine, you need to answer the fax call manually.

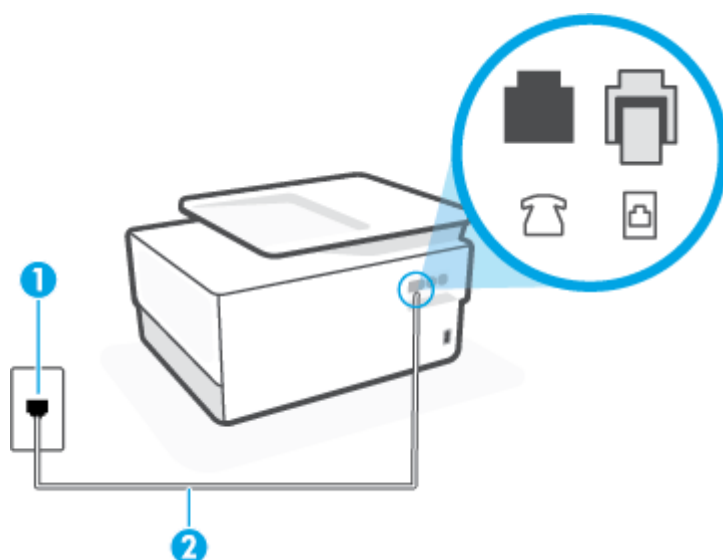
If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case F: Shared voice/fax line with voice mail

If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your telephone company, set up the printer as described in this section.

 **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Figure 4-6 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.

To set up the printer with voice mail

1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.

 **NOTE:** You might need to connect the phone cord to your country/region adapter.

2. Turn off the **Auto Answer** setting.
3. Run a fax test.

You must be available to respond in person to incoming fax calls, or the printer cannot receive faxes. You must initiate the manual fax before voicemail picks up the line.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case G: Fax line shared with computer modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a computer modem connected on this line, set up the printer as described in this section.

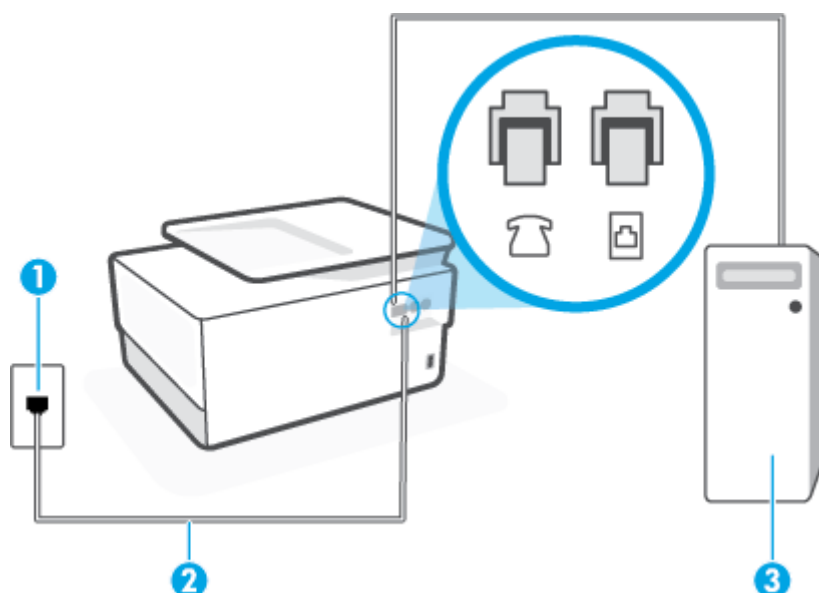
 **NOTE:** If you have a computer dial-up modem, your computer dial-up modem shares the phone line with the printer. You cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing while you are using your computer dial-up modem to send an email or access the Internet.

- [Set up the printer with a computer dial-up modem](#)
- [Set up the printer with a computer DSL/ADSL modem](#)

Set up the printer with a computer dial-up modem

If you are using the same phone line for sending faxes and for a computer dial-up modem, follow these directions for setting up the printer.

Figure 4-7 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Computer with modem.

To set up the printer with a computer dial-up modem

1. Remove the white plug from the port labeled  on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled  on the back of the printer.
3. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

4. If your modem software is set to receive faxes to your computer automatically, turn off that setting.



NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

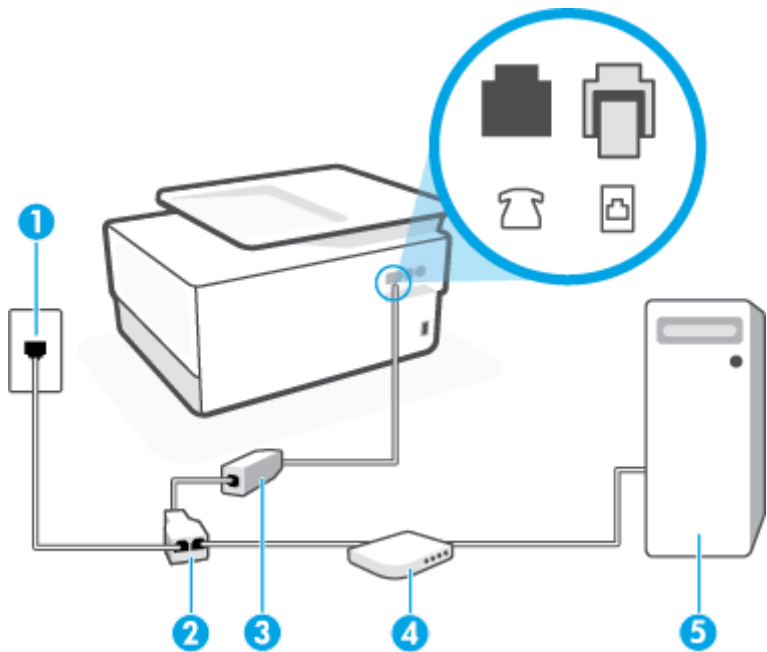
5. Turn on the **Auto Answer** setting.
6. (Optional) Change the **Rings to Answer** setting to the lowest setting (two rings).
7. Run a fax test.

When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Set up the printer with a computer DSL/ADSL modem

If you have a DSL line and use that phone line to send faxes, follow these instructions to set up your fax.



1	Telephone wall jack.
2	Parallel splitter.
3	DSL/ADSL filter. Connect one end of the phone cord to the port labeled  on the back of the printer. Connect the other end of the cord to the DSL/ADSL filter. You might need to connect the phone cord to your country/region adapter.
4	Computer
5	Computer DSL/ADSL modem.

 **NOTE:** You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

Figure 4-8 Example of a parallel splitter



To set up the printer with a computer DSL/ADSL modem

1. Obtain a DSL filter from your DSL provider.
2. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

3. Connect the DSL filter to the parallel splitter.
4. Connect the DSL modem to the parallel splitter.
5. Connect the parallel splitter to the wall jack.
6. Run a fax test.

When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case H: Shared voice/fax line with computer modem

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- [Shared voice/fax with computer dial-up modem](#)
- [Shared voice/fax with computer DSL/ADSL modem](#)

Shared voice/fax with computer dial-up modem

If you use your phone line for both fax and telephone calls, use these instructions to set up your fax.

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

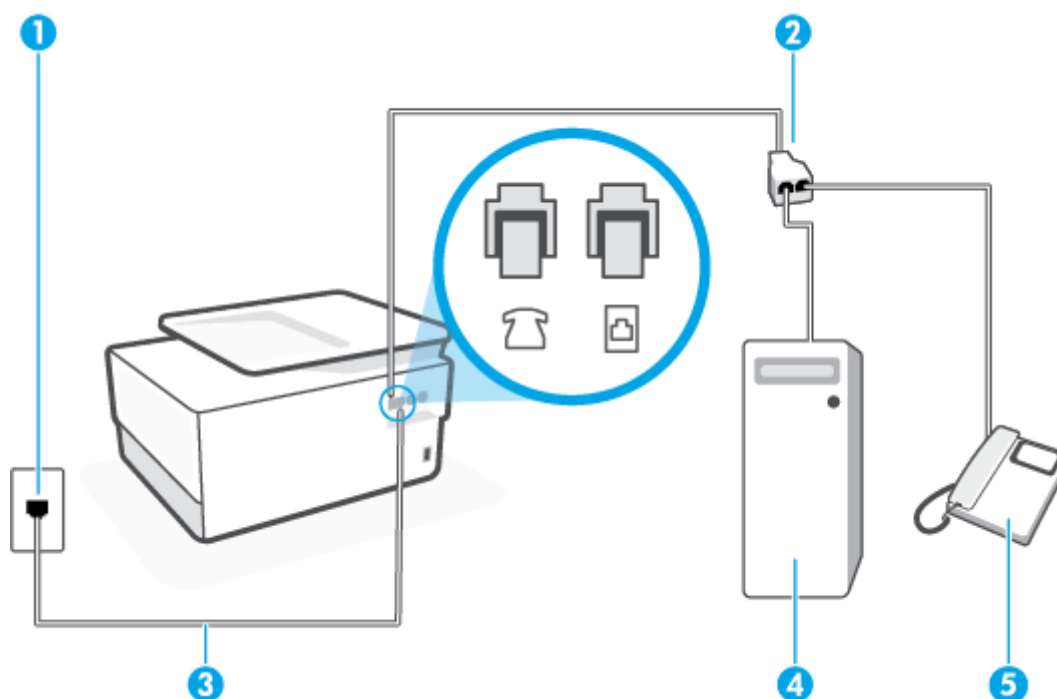


NOTE: If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 4-9 Example of a parallel splitter



Figure 4-10 Back view of the printer



1 Telephone wall jack.

2 Parallel splitter.

3 Use a minimum 26 AWG phone cord to connect to the  port on the printer.

4 Computer with modem.

5 Telephone.

To set up the printer on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled  on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled  on the back of the printer.
3. Connect a phone to the “OUT” port on the back of your computer dial-up modem.
4. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

5. If your modem software is set to receive faxes to your computer automatically, turn off that setting.



NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

6. Now you need to decide how you want the printer to answer calls, automatically or manually:
- If you set up the printer to answer calls **automatically**, it answers all incoming calls and receives faxes. The printer cannot distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you need to answer it before the printer answers the call. To set up the printer to answer calls automatically, turn on the **Auto Answer** setting.
 - If you set up the printer to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the printer cannot receive faxes. To set up the printer to answer calls manually, turn off the **Auto Answer** setting.

7. Run a fax test.

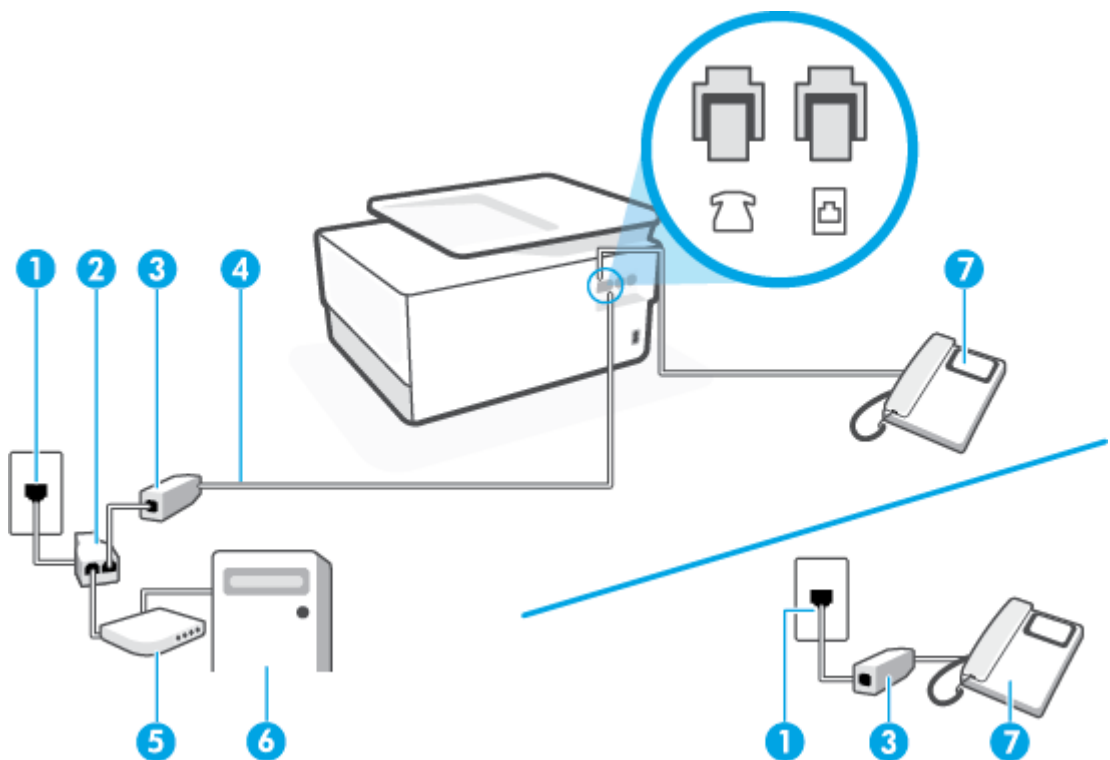
If you pick up the phone before the printer answers the call and hear fax tones from a sending fax machine, you need to answer the fax call manually.

If you use your phone line for voice, fax, and your computer dial-up modem, follow these directions to set up your fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax with computer DSL/ADSL modem

Use these instructions if your computer has a DSL/ADSL modem



1	Telephone wall jack.
2	Parallel splitter.
3	DSL/ADSL filter.
4	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.
5	DSL/ADSL modem.
6	Computer.
7	Telephone.

 **NOTE:** You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

Figure 4-11 Example of a parallel splitter



To set up the printer with a computer DSL/ADSL modem

1. Obtain a DSL filter from your DSL provider.



NOTE: Phones in other parts of the home/office sharing the same phone number with DSL service need to be connected to additional DSL filters to avoid noise when making voice calls.

2. Connect one end of the phone cord to the DSL filter, and then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

3. If you have a parallel-type phone system, remove the white plug from the port labeled  on the back of the printer, and then connect a phone to this port.
4. Connect the DSL filter to the parallel splitter.
5. Connect the DSL modem to the parallel splitter.
6. Connect the parallel splitter to the wall jack.
7. Run a fax test.

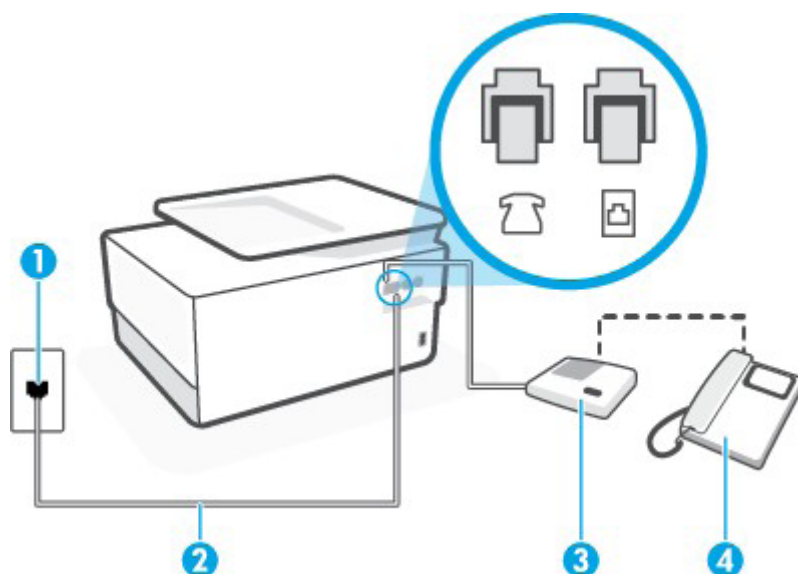
When the phone rings, the printer automatically answers after the number of rings you set in the **Rings to Answer** setting. The printer begins emitting fax reception tones to the sending fax machine and receives the fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case I: Shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, set up the printer as described in this section.

Figure 4-12 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Answering machine.
4	Telephone (optional).

To set up the printer with a shared voice/fax line with answering machine

1. Remove the white plug from the port labeled  on the back of the printer.
2. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled  on the back of the printer.



NOTE: If you do not connect your answering machine directly to the printer, fax tones from a sending fax machine might be recorded on your answering machine, and you might not receive faxes with the printer.

3. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

4. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the “OUT” port.



NOTE: If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the printer. You can use standard phone cords for these connections.

5. Turn on the **Auto Answer** setting.
6. Set your answering machine to answer after a low number of rings.
7. Change the **Rings to Answer** setting on the printer to the maximum number of rings supported by your printer. (The maximum number of rings varies by country/region.)
8. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The printer monitors the call during this time, “listening” for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receives the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case J: Shared voice/fax line with computer modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a computer modem and answering machine connected on this phone line, set up the printer as described in this section.



NOTE: Since your computer dial-up modem shares the phone line with the printer, you cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing while you are using your computer dial-up modem to send an email or access the Internet.

- [Shared voice/fax line with computer dial-up modem and answering machine](#)
- [Shared voice/fax line with computer DSL/ADSL modem and answering machine](#)

Shared voice/fax line with computer dial-up modem and answering machine

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

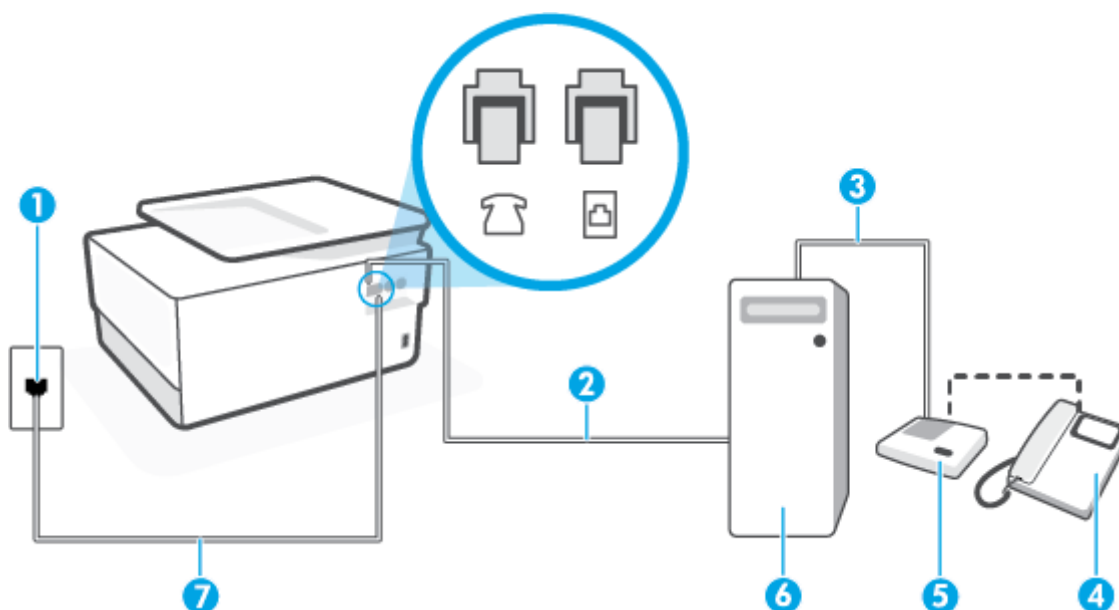


NOTE: If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 4-13 Example of a parallel splitter



Figure 4-14 Back view of the printer



1	Telephone wall jack.
2	"IN" phone port on your computer.
3	"OUT" phone port on your computer.
4	Telephone (optional).
5	Answering machine.
6	Computer with modem.
7	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.

To set up the printer on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled  on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled  on the back of the printer.
3. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled "OUT" on the back of the computer (the computer dial-up modem).
4. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

5. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the “OUT” port.



NOTE: If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the printer. You can use standard phone cords for these connections.

6. If your modem software is set to receive faxes to your computer automatically, turn off that setting.



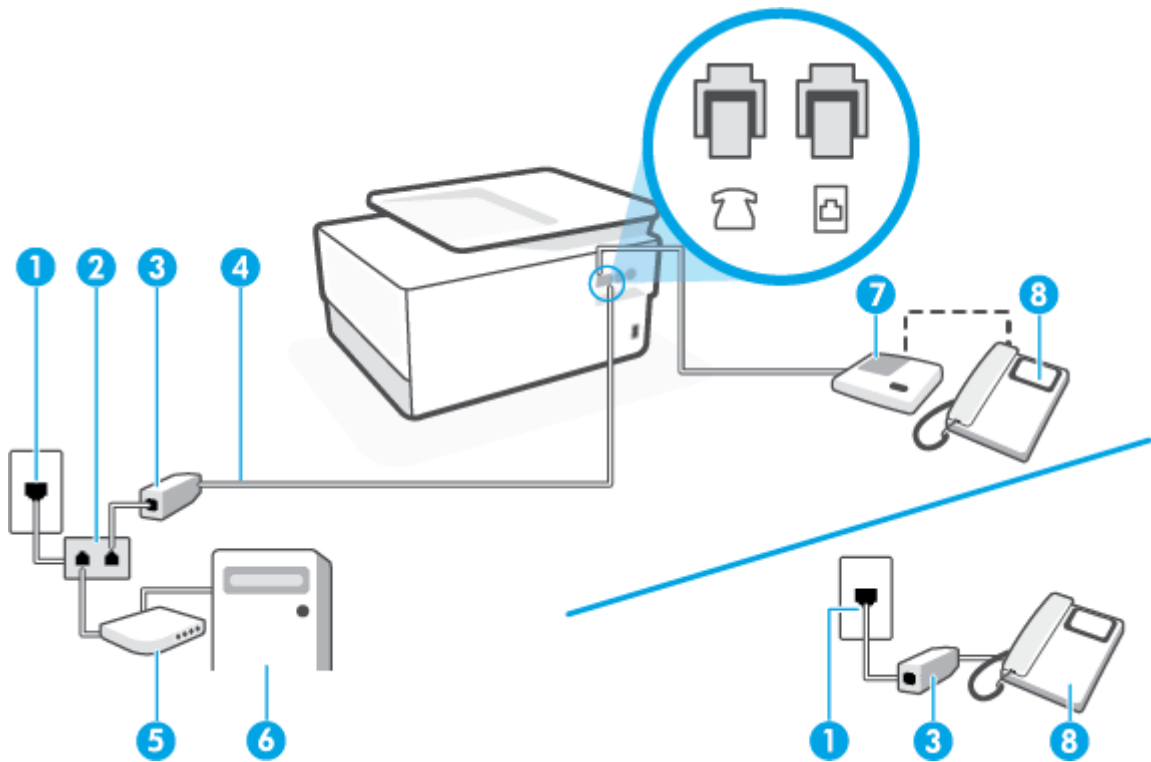
NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

7. Turn on the **Auto Answer** setting.
8. Set your answering machine to answer after a low number of rings.
9. Change the **Rings to Answer** setting on the printer to the maximum number of rings supported by the product. (The maximum number of rings varies by country/region.)
10. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then plays your recorded greeting. The printer monitors the call during this time, “listening” for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receives the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Shared voice/fax line with computer DSL/ADSL modem and answering machine



1	Telephone wall jack.
2	Parallel splitter.
3	DSL/ADSL filter.
4	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.
5	DSL/ADSL modem.
6	Computer.
7	Answering machine.
8	Telephone (optional).



NOTE: You need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.

Figure 4-15 Example of a parallel splitter



To set up the printer with a computer DSL/ADSL modem

1. Obtain a DSL/ADSL filter from your DSL/ADSL provider.



NOTE: Phones in other parts of the home/office sharing the same phone number with DSL/ADSL service need to be connected to additional DSL/ADSL filters, to avoid noise when making voice calls.

2. Connect one end of the phone cord to the DSL/ADSL filter, and then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

3. Connect the DSL/ADSL filter to the splitter.

4. Unplug the answering machine from the telephone wall jack, and connect it to the port labeled  on the back of the printer.



NOTE: If you do not connect your answering machine directly to the printer, fax tones from a sending fax machine might be recorded on your answering machine, and you might not receive faxes with the printer.

5. Connect the DSL modem to the parallel splitter.

6. Connect the parallel splitter to the wall jack.

7. Set your answering machine to answer after a low number of rings.

8. Change your **Rings to Answer** setting on the printer to the maximum number of rings supported by the printer.



NOTE: The maximum number of rings varies by country/region.

9. Run a fax test.

When the phone rings, your answering machine answers after the number of rings you have set, and then play your recorded greeting. The printer monitors the call during this time, “listening” for fax tones. If incoming fax tones are detected, the printer emits fax reception tones and receive the fax; if there are no fax tones, the printer stops monitoring the line and your answering machine can record a voice message.

If you use the same phone line for telephone, fax, and have a computer DSL modem, follow these instructions to set up your fax.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Case K: Shared voice/fax line with computer dial-up modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a computer dial-up modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up the printer as described in this section.

 **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

Since your computer dial-up modem shares the phone line with the printer, you cannot use both your modem and the printer simultaneously. For example, you cannot use the printer for faxing if you are using your computer dial-up modem to send an email or access the Internet.

There are two different ways to set up the printer with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

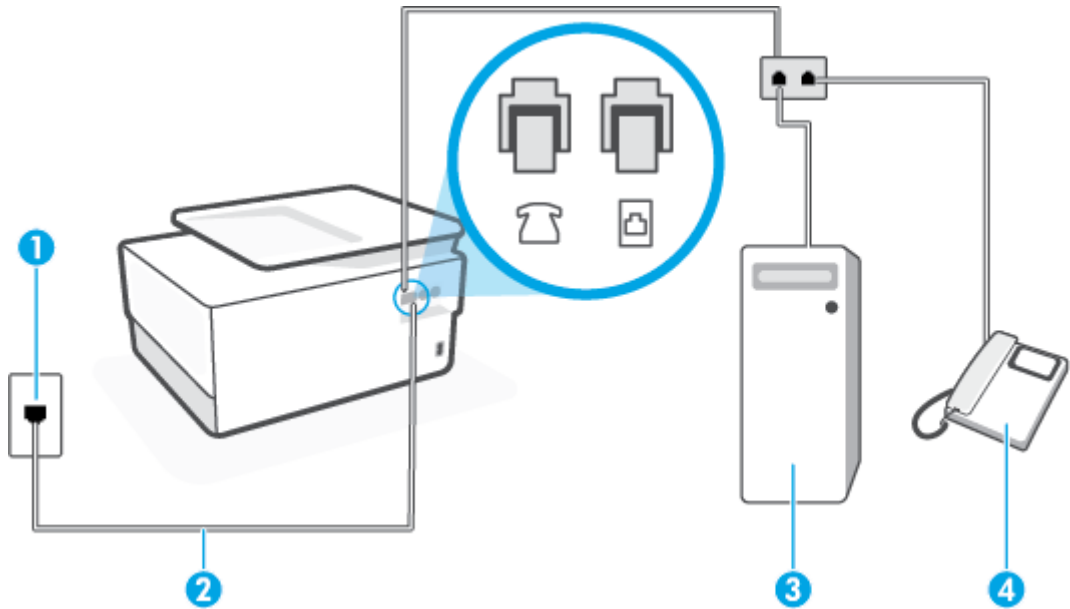
- If your computer has only one phone port, you need to purchase a parallel splitter (also called a coupler), as shown in the illustration. (A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a two-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.)

Figure 4-16 Example of a parallel splitter



- If your computer has two phone ports, set up the printer as follows:

Figure 4-17 Back view of the printer



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the  port on the printer. You might need to connect the phone cord to your country/region adapter.
3	Computer with modem.
4	Telephone

To set up the printer on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled  on the back of the printer.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled  on the back of the printer.
3. Connect a phone to the “OUT” port on the back of your computer dial-up modem.
4. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



NOTE: You might need to connect the phone cord to your country/region adapter.

5. If your modem software is set to receive faxes to your computer automatically, turn off that setting.



NOTE: If you do not turn off the automatic fax reception setting in your modem software, the printer cannot receive faxes.

6. Turn off the **Auto Answer** setting.
7. Run a fax test.

You must be available to respond in person to incoming fax calls, or the printer cannot receive faxes.

If you encounter problems setting up the printer with optional equipment, contact your local service provider or vendor for further assistance.

Test fax setup

You can test your fax setup to check the status of the printer and to make sure it is set up correctly for faxing. Perform this test after you have completed setting up the printer for faxing. The test does the following:

- Tests the fax hardware
- Verifies the correct type of phone cord is connected to the printer
- Checks that the phone cord is plugged into the correct port
- Checks for a dial tone
- Checks for an active phone line
- Tests the status of your phone line connection

The printer prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem and rerun the test.

To test fax setup from the printer control panel

1. Set up the printer for faxing according to your particular home or office setup instructions.
2. Make sure the cartridges are installed, and that full-size paper is loaded in the input tray before starting the test.
3. From the top of the screen, touch or swipe down the tab  to open the Dashboard, and then touch  (**Setup**).
4. Touch **Fax Setup**.
5. Touch **Tools**, and then touch **Run Fax Test**.

The printer displays the status of the test on the display and prints a report.

6. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.

To test fax setup from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Fax**.
3. Click **Manage Fax Settings**.
4. Enter the PIN from the label on your printer, and click **OK**.



NOTE: The PIN label can be found inside the front door.

5. On the **Manage Fax Settings** screen, click the **Fax Test** section.
6. Click the **Run Fax Test**.

The printer displays the status of the test on the display and prints a report.
7. Review the report.
 - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
 - If the test fails, review the report for more information on how to fix any problems found.

5 Work with cartridges

To ensure the best print quality from the printer, you need to perform some simple maintenance procedures.

 **TIP:** If you have problems copying documents, see [Printing issues](#).

This section contains the following topics:

- [Information on cartridges and the printhead](#)
- [Some color ink is used even when printing with black cartridge only](#)
- [Check the estimated ink levels](#)
- [Replace the cartridges](#)
- [Order cartridges](#)
- [Store printing supplies](#)
- [Cartridge warranty information](#)

Information on cartridges and the printhead

The following tips help maintain Ricoh cartridges and ensure consistent print quality.

- The instructions in this guide are for replacing cartridges, and are not intended for first time installation.
- Keep all cartridges in the original sealed packages until they are needed.
- Be sure to turn off the printer properly. For more information, see [Turn the printer off](#).
- Store cartridges at room temperature (15-35° C or 59-95° F).
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the printer, do the following to prevent ink leaking from the printer or other damage from occurring to the printer:
 - Make sure you turn off the printer by pressing  (the Power button). Wait until all sounds of internal motion stop before unplugging the printer.
 - Make sure you leave the cartridges installed.
 - The printer must be transported sitting flat; it should not be placed on its side, back, front, or top.
 - During transport, always keep the printer horizontal when transporting in the original package. If the printer is not kept horizontal during transportation, ink might leak.

 **CAUTION:** Ricoh recommends that you replace any missing cartridges as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when cartridges are missing.

 **NOTE:** This printer is not designed to use continuous ink systems.

 **NOTE:** This printer is designed for ink cartridges to be used until they are empty. Refilling cartridges prior to depletion might cause your printer to fail. If this happens, insert a new Ricoh genuine cartridge to continue printing.

Some color ink is used even when printing with black cartridge only

Ink is used in a number of ways throughout the inkjet printing process. In general, ink in a cartridge is used for printing documents, photographs and other such materials. Some ink, however, must be used to maintain the health of the printhead; some ink is residual; and some ink evaporates.

Check the estimated ink levels

You can check the estimated ink levels from the printer software or from the printer control panel.

To check the estimated ink levels from the printer control panel

- ▲ From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Ink**) to check the estimated ink levels.



NOTE: Ink level alerts and indicators provide estimates for planning purposes only. When you receive a low-ink alert, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until prompted to do so.



NOTE: If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.



NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used.

To check the estimated ink levels from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Estimated Cartridge**.

To check the estimated ink levels from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. Click the **Tools** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Product Information** section, click **Supply Status**.

Replace the cartridges

Additional information on ink cartridge label:

EUH 208: Contains Benzothiazolinone and 2,4,7,9-tetramethyl-5-decyne-4,7-diol. May produce an allergic reaction.

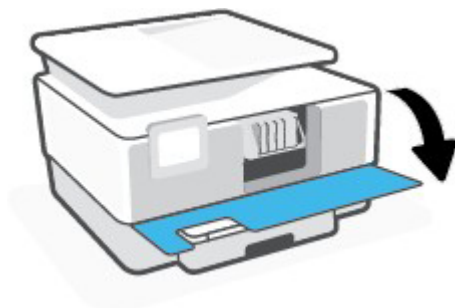
EUH 210: Safety data sheet available on request.

CAUTION:

- Ricoh recommends that you replace any missing cartridges as soon as possible to avoid print quality issues and possible extra ink usage or damage to the ink system. Never turn off the printer when cartridges are missing.
 - Keep ink and ink containers out of reach of children.
 - If ink gets into contact with eyes, wash eyes immediately with running water. Consult a doctor if necessary.
 - If ink is ingested, induce vomiting by drinking a strong saline solution. Consult a doctor immediately.
 - When removing jammed paper or replacing ink, avoid getting ink on your clothing. If ink comes into contact with your clothing, wash the stained area with cold water. Hot water will set the ink into the fabric and make removing the stain impossible.
 - When removing jammed paper or replacing ink, avoid getting ink on your skin. If ink comes into contact with your skin, wash the affected area thoroughly with soap and water.
-

To replace the cartridges

1. Make sure the printer is turned on.
2. Open the front door.



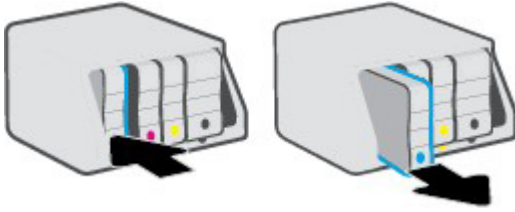
3. Open the cartridge access door.



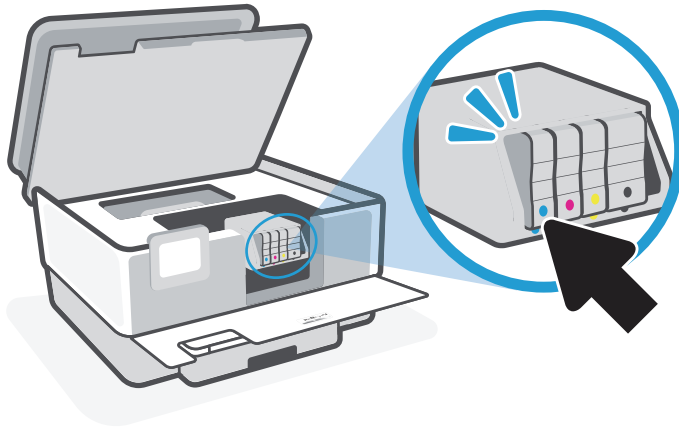
NOTE: Wait until the print carriage stops moving before proceeding.



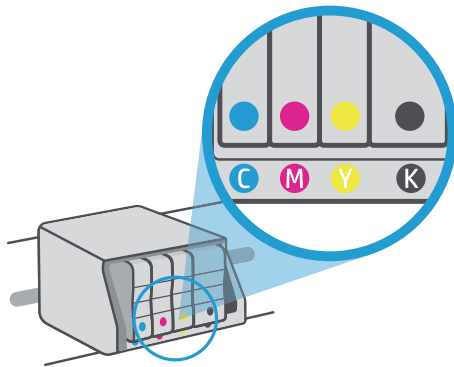
4. Press the front of the cartridge to release it, and then remove it from the slot.



5. Remove the new cartridge from its packaging.
6. Using the color-coded letters for help, slide the cartridge into the empty slot until it is securely installed in the slot.



Make sure that the color-coded letter on the cartridge matches that on the slot.

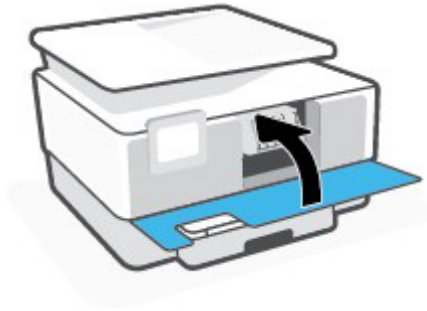


7. Repeat steps 3 through 5 for each cartridge you are replacing.

8. Close the cartridge access door.



9. Close the front door.



Order cartridges

To order cartridges, contact your sales or service representative. In the following countries, you can order ink cartridges from your smart device using the **RICOH Support Station** App.

- USA
- Canada
- UK
- Germany
- Sweden
- Spain
- France
- Italy
- Netherlands
- Belgium
- Switzerland
- Luxembourg

Download **RICOH Support Station** App on your smart device (iOS or Android) from <https://www.ricoh.com/software/support-station/>. It is available for iOS or Android.

*Availability varies by country.

*Pre-registration for online ordering system is required.

Use only the replacement cartridges that have the same cartridge number as the cartridge you are replacing. You can find the cartridge number in the following places:

- In the Embedded Web Server, click the **Tools** tab, and then click **Supply Status** under **Product Information**. For more information, see [Embedded Web Server](#).
- On the printer status report (see [Understand printer reports](#)).
- On the label of the cartridge you are replacing.
- On a sticker inside the printer. Open the cartridge access door to locate the sticker.



NOTE: The **Setup** cartridge that comes with the printer is not available for separate purchase.

Store printing supplies

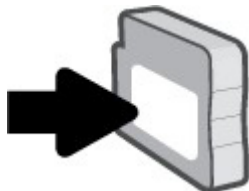
Cartridges can be left in the printer for extended periods of time. However, to assure optimal cartridge health, be sure to turn off the printer properly when the printer is not in use.

For more information, see [Turn the printer off](#).

Cartridge warranty information

The Ricoh cartridge warranty is applicable when the cartridge is used in its designated Ricoh printing device. This warranty does not cover Ricoh ink cartridges that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the cartridge is covered as long as the Ricoh ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM format, may be found on the cartridge as indicated:



6 Network setup

Additional advanced settings are available from the printer's home page (Embedded Web Server or EWS). For more information, see [Embedded Web Server](#).

This section contains the following topics:

- [Set up the printer for wireless communication](#)
- [Change network settings](#)
- [Use Wi-Fi Direct](#)
- [Minimum security settings for open networks](#)
- [Secure your Ricoh printer against unwanted access](#)

Set up the printer for wireless communication

This section contains the following topics:

- [Before you begin](#)
- [Set up the printer on your wireless network](#)
- [Change the connection type](#)
- [Test the wireless connection](#)
- [Turn on or off the wireless capability of the printer](#)



NOTE: If you encounter problems connecting the printer, see [Network and connection issues](#).

Before you begin

Ensure the following before you begin setting up the printer for wireless communication:

- The printer is not connected to the network using an Ethernet cable.
- The wireless network is set up and working properly.
- The printer and the computers that use the printer are on the same network (subnet).



NOTE: While connecting the printer, you might be prompted to enter the wireless network name (SSID) and a wireless password.

- The wireless network name is the name of your wireless network.
- The wireless password prevents other people from connecting to your wireless network without your permission. Depending on the level of security required, your wireless network might use either a WPA passphrase or WEP key.

If you have not changed the network name or the security passkey since setting up your wireless network, you can sometimes find them on the back or side of the wireless router.

If you cannot find the network name or the security password or cannot remember this information, see the documentation provided with your computer or with the wireless router. If you still cannot find this information, contact your network administrator or the person who set up the wireless network.

Set up the printer on your wireless network

Use the Wireless Setup Wizard or Wi-Fi Protected Setup from the printer control panel display to set up wireless communication.



NOTE: Before you proceed, go through the list at [Before you begin](#).

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
2. Touch  (**Settings**).
3. Touch **Wireless Settings**.
4. Touch **Wireless Setup Wizard** or **Wi-Fi Protected Setup**.
5. Follow the display instructions to complete the setup.

If you are already using the printer with a different type of connection, such as a USB connection, follow the instructions in [Change the connection type](#) to set up the printer on your wireless network.

Change the connection type

After you have installed the Ricoh Printer Assistant software and connected the printer to your computer or to a network, you can use the software to change the connection type (for example, from a USB connection to a wireless connection).



NOTE: Connecting an Ethernet cable turns off the wireless capability of the printer.

To change from an Ethernet connection to a wireless connection (Windows)

1. Remove the Ethernet cable from the printer.
2. Run the Wireless Setup Wizard to make the wireless connection. For more information, see [Set up the printer on your wireless network](#).

To change from a USB connection to a wireless network (Windows)

Before you proceed, go through the list at [Before you begin](#).

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Tools**.
3. Click **Device Setup & Software**.
4. Select **Convert a USB connected printer to wireless**. Follow the onscreen instructions.

To change from a wireless connection to a USB or Ethernet connection (Windows)

- Connect the USB or Ethernet cable to the printer.

Test the wireless connection

Print the wireless test report for information about the printer wireless connection. The wireless test report provides information about the printer status, hardware (MAC) address, and IP address. If there is a problem with the wireless connection or if a wireless connection attempt failed, the wireless test report also provides diagnostic information. If the printer is connected to a network, the test report displays details about the network settings.

To print the wireless test report

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Settings**).
2. Touch **Reports**.
3. Touch **Wireless Test Report**.

Turn on or off the wireless capability of the printer

The blue Wireless light on the printer control panel is lit when the wireless capability of the printer is on.

 **NOTE:** Connecting an Ethernet cable to the printer automatically turns off the wireless capability and the Wireless light.

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch  (the Wireless button), and then touch  (**Settings**).
2. Touch **Wireless Settings**.
3. Touch the toggle button next to **Wireless** to switch it on or off.

 **NOTE:** If the printer has never been configured to connect to a wireless network before, turning on the wireless capability will automatically start the Wireless Setup Wizard.

Connect a Ricoh printer using Wi-Fi Protected Setup (WPS)

Quickly connect a Ricoh printer to your Wi-Fi network using the Wi-Fi Protected Setup (WPS) push button method. You do not need the network name and password to connect the printer using WPS.

 **NOTE:** If **Enter the WPS PIN for your printer** displays during a printer setup, click **Cancel** in the message window. This PIN is used to connect to the printer with Wi-Fi Direct.

Some router brands do not support connecting with WPS. Before you begin, make sure your router has a WPS button or a button with the WPS icon .

1. Place the printer and the computer or mobile device near the Wi-Fi router.
2. Put the printer in WPS connection mode.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
 2. Touch  (**Settings**).
 3. Touch **Wireless Settings**.
 4. Touch **Wi-Fi Protected Setup**.
 5. Select **Push Button**, and then select **Start**.

3. Within two minutes, press and hold the WPS button on the router for three to five seconds, or until the connection process begins.
4. Return to the printer and check the status of the wireless light or bar.
 - If the light or blue bar stops flashing, the printer successfully connected to the network.
Go to <http://support.ricoh.com/services/device/qr/DOEW.html> to install the Ricoh software to complete the connection to your computer.
 - If the light or blue bar is still flashing or turned off, the connection failed. Continue to the next step.
5. Restore Wi-Fi setup mode.
 1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Network Setup**, and then select **Restore Network Settings**.
6. Repeat the steps to put the printer and router in WPS mode to complete the connection.

Change network settings

From the printer control panel, you can set up and manage your printer's wireless connection and perform a variety of network management tasks. This includes viewing and changing network settings, restoring network defaults, and turning the wireless function on or off.

 **CAUTION:** Network settings are provided for your convenience. However, unless you are an advanced user, you should not change some of these settings (such as the link speed, IP settings, default gateway, and firewall settings).

To print network settings

Do one of the following:

- From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard. Touch  (Wireless) or  (Ethernet) to display the network status screen. Touch **Print Details** to print the network configuration page.
- From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch  (**Setup**), touch **Reports**, and then touch **Network Configuration Page**.

To set the link speed

You can change the speed at which data is transmitted over the network. The default is **Automatic**.

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch  (**Setup**), and then touch **Network Setup**.
2. Touch **Ethernet Settings**.
3. Touch **Link Speed**.
4. Touch the appropriate option that matches your network hardware.

To change IP settings

The default IP setting for the IP settings is **Automatic**, which sets the IP settings automatically. If you are advanced user and want to use different settings (such as the IP address, subnet mask, or the default gateway), you can change them manually.

 **TIP:** Before setting a manual IP address, it is recommended to first connect the printer to the network using Automatic mode. This allows the router to configure the printer with other needed settings like subnet mask, default gateway and DNS address.

 **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components cannot connect with the printer.

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch  (**Setup**), and then touch **Network Setup**.
2. Touch **Ethernet Settings** or **Wireless Settings**.

3. Touch **IP Settings**.
4. A message appears warning that changing the IP address removes the printer from the network. Touch **OK** to continue.
5. To change the settings manually, touch **Manual (Static)**, and then enter the appropriate information for the following settings:
 - **IP Address**
 - **Subnet Mask**
 - **Default Gateway**
 - **DNS Address**
6. Enter your changes, and then touch **Done**.
7. Touch **Apply**.
8. Touch **OK**.

Use Wi-Fi Direct

With Wi-Fi Direct, you can print wirelessly from a computer, smart phone, tablet, or other wireless-capable device—without connecting to an existing wireless network.

Guidelines for using Wi-Fi Direct

- Make sure your computer or mobile device has the necessary software.
 - If you are using a computer, make sure you have installed the Ricoh Printer Assistant software.

If you have not installed the Ricoh Printer Assistant software on the computer, connect to Wi-Fi Direct first and then install the printer software. Select **Wireless** when prompted by the printer software for a connection type.
- Make sure Wi-Fi Direct for your printer is turned on.
- Up to five computers and mobile devices can use the same Wi-Fi Direct connection.
- Wi-Fi Direct can be used while the printer is also connected either to a computer using a USB cable or to a network using a wireless connection.
- Wi-Fi Direct cannot be used to connect a computer, mobile device, or printer to the Internet.

To turn on Wi-Fi Direct

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wi-Fi Direct).
2. Touch  (**Settings**).
3. If the display shows that Wi-Fi Direct is **Off**, touch **Wi-Fi Direct** and then switch it on.

 **TIP:** You can also turn on Wi-Fi Direct from the EWS. For more information about using the EWS, see [Embedded Web Server](#).

To change connection method

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wi-Fi Direct).
2. Touch  (**Settings**).
3. Touch **Connection Method** and then select **Automatic** or **Manual**.
 - If **Automatic** was selected during Wi-Fi Direct setup on the printer, the mobile device automatically connects to the printer.
 - If **Manual** was selected during the Wi-Fi Direct setup on the printer, acknowledge the connection on the printer display or enter the printer PIN on your mobile device. The PIN is provided by the printer when a connection attempt is made.

To print from a wireless-capable mobile device that supports Wi-Fi Direct



NOTE: If your mobile device does not support Wi-Fi, you are not able to use Wi-Fi Direct.

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on Wi-Fi Direct on your mobile device. For more information, see the documentation provided with the mobile device.
3. From your mobile device, select a document from a print enabled application, and then select the option to print the document.

The list of available printers appears.
4. From the list of available printers, choose the Wi-Fi Direct name shown such as **DIRECT-**-RI IJM C180F** (where ** are the unique characters to identify your printer), and then follow the onscreen instructions on the printer and your mobile device.
5. Print your document.

To print from a wireless-capable mobile device that does not support Wi-Fi Direct

Make sure you have installed a compatible printing app on your mobile device.

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on the Wi-Fi connection on your mobile device. For more information, see the documentation provided with the mobile device.



NOTE: If your mobile device does not support Wi-Fi, you are not able to use Wi-Fi Direct.

3. From the mobile device, connect to a new network. Use the process you normally use to connect to a new wireless network or hotspot. Choose the Wi-Fi Direct name from the list of wireless networks shown such as **DIRECT-**-RI IJM C180F** (where ** are the unique characters to identify your printer).

Enter the Wi-Fi Direct password when prompted.

4. Print your document.

To print from a wireless-capable computer (Windows)

1. Make sure you have turned on Wi-Fi Direct on the printer.
2. Turn on the computer's Wi-Fi connection. For more information, see the documentation provided with the computer.



NOTE: If your computer does not support Wi-Fi, you are not able to use Wi-Fi Direct.

3. From the computer, connect to a new network. Use the process you normally use to connect to a new wireless network or hotspot. Choose the Wi-Fi Direct name from the list of wireless networks shown such as **DIRECT-**-RI IJM C180F** (where ** are the unique characters to identify your printer).
4. Enter the Wi-Fi Direct password when prompted.

5. Proceed to step 5 if the printer has been installed and connected to the computer over a wireless network. If the printer has been installed and connected to your computer with a USB cable, follow the steps below to install the printer software using the Wi-Fi Direct connection.
 - a. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
 - b. Click **Tools**.
 - c. Click **Device Setup & Software**, and then select **Connect a new device**.

 **NOTE:** If you have previously installed the printer over USB and want to convert to Wi-Fi Direct, do not select the **Convert a USB connected printer to wireless** option.

 - d. When the **Connection Options** screen appears, select **Manual setup**.
 - e. Select **Wireless**.
 - f. Select your Ricoh printer from the detected printer list.
 - g. Follow the onscreen instructions.
6. Print your document.

Minimum security settings for open networks

Ricoh does not recommend connecting a printer to an open network that is not secured behind a firewall or router. This increases the risk of other people accessing printer functions, printing unwanted pages, or worse. To avoid security issues, make sure the printer is connected to a secured network with a configured firewall or router.

Ricoh recommends upgrading your printer to the latest firmware version. To obtain the latest firmware, go to <http://support.ricoh.com/services/device/qr/D0EW.html>.

If you must connect the printer to an open network, change security settings to help reduce the risk of unwanted access.



NOTE: Available settings and menu names vary by printer model and firmware version. Refer to your printer user guide for specific configuration options.

Network settings

Change network settings to improve printer security. The following settings are available in the printer homepage. For more information, see [Open the Embedded Web Server](#).

- Disable **IPP Printing**
- Enable **IPPS Printing**
- Disable **Proxy Settings**
- Disable **LLMNR (Link-Local Multicast Name Resolution)**
- Change wireless security to **WPA2** or stronger
- Enable **Redirect to HTTPS**
- Set **Encryption Strength** to High

Web Services and cloud printing

Disable cloud printing if you do not use these services. The following settings are available in the printer homepage. For more information, see [Open the Embedded Web Server](#).

- Disable **Proxy Settings**
- Disable **Google Cloud Print** if it is not used

Fax settings

Change these fax settings to help prevent unwanted faxes. Navigate to the Fax or Setup menus on the printer control panel to change the settings.

- Disable **Auto Answer**
- Enable **Junk Fax Blocker**

Additional security settings

To help keep the printer secure, make sure the printer gets regular updates and set up an administrator password. The following settings are available in the printer homepage. For more information, see [Open the Embedded Web Server](#).

- Create a secure administrator password for the EWS

Secure your Ricoh printer against unwanted access

Protect your Ricoh printer against unwanted access and printouts by using a password-protected (secured) Wi-Fi connection, creating a unique printer display name, and limiting access to your printer.

Connect to a secured Wi-Fi network

Connect the printer to a secured Wi-Fi network to prevent unwanted access.

⚠ CAUTION: Ricoh does not recommend connecting your printer to an unsecured (open) network. Doing so increases the risk of possible unwanted printer and network access.

When connecting to a network, look at the icon next to the network name and make sure it has a Lock icon  next to it. This lock represents a secure connection.

Change the Wi-Fi network password

Change the router Wi-Fi password to make the network more secure and to remove any unwanted users.

📝 NOTE: Changing the Wi-Fi password removes all connected devices from the network. Any devices you want to use will need to be reconnected with the new password.

1. Determine your router IP address and password.

📝 NOTE: The following list is provided for informational purposes only and might not work with your router model. Consult your internet provider or router documentation for steps to access router settings.

COMMON ROUTER BRANDS WITH DEFAULT IP ADDRESSES, USER NAMES, AND PASSWORDS

Router brand	IP address	User name	Password
3Com	http://192.168.1.1	admin	no password required, or admin
ASUS	http://192.168.1.1	admin	admin
Belkin	http://192.168.2.1	no user name required, or admin	no password required
D-Link	http://192.168.0.1	admin or user	no password required, or admin
Linksys	http://192.168.1.1	admin, no user name required, or Comcast	admin, no password required, or 1234
Netgear	http://192.168.0.1	admin	password, 1234, or setup

Open an internet browser, type the router IP address into the address bar, and then press **Enter**.

2. On the router sign-in page, enter the user name and password.
The router home page displays.
3. Locate your Wi-Fi network settings, and then change the password.
The router reboots and the password is updated.
4. Reconnect your printer to the network using the new password.

Create a unique printer display name

Create a unique printer name to make it easier to identify in a list of available network devices.

1. Find out the IP address or hostname of the printer by touching  (Wireless) or  (Ethernet) or by printing a network configuration page.



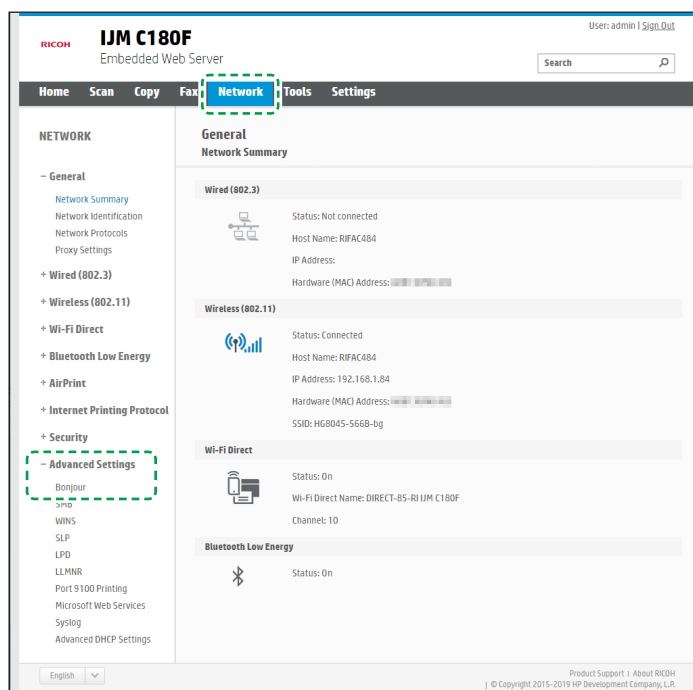
NOTE: The printer must be on a network and must have an IP address.

2. In a supported web browser on your computer, type the IP address or hostname assigned to the printer.
For example, if the IP address is 123.123.123.123, type the following address into the web browser:
`http://123.123.123.123`.
3. If a message displays in the web browser indicating that the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
4. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
5. Enter the PIN from the label on your printer, and click **Submit**.



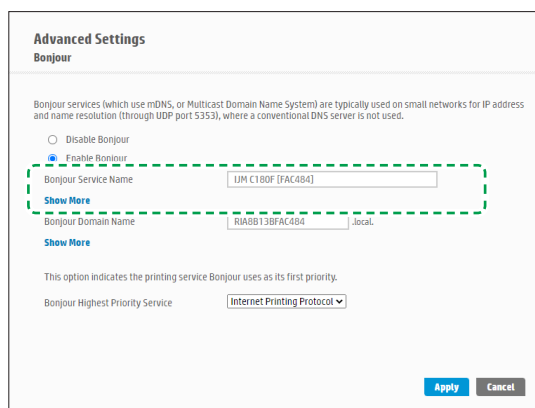
NOTE: The PIN label can be found inside the front door.

6. On the printer home page, click the **Network**, and then select **Advanced Settings > Bonjour**.



7. Under Bonjour Service Name, enter a new display name for your printer.

For example, if the original name is **IJM C180F [XXXXXX]**, change it to something you can recognize easily but is not personally identifiable to protect your privacy.



8. Click **Apply** to save the changes.

The printer name is now more identifiable and secure.

Secure the Wi-Fi Direct feature

Make printers that support Wi-Fi Direct more secure by requiring a password to use the printer, customizing the printer display name, and changing the password.

1. Find out the IP address or hostname of the printer by touching  (Wireless) or  (Ethernet) or by printing a network configuration page.



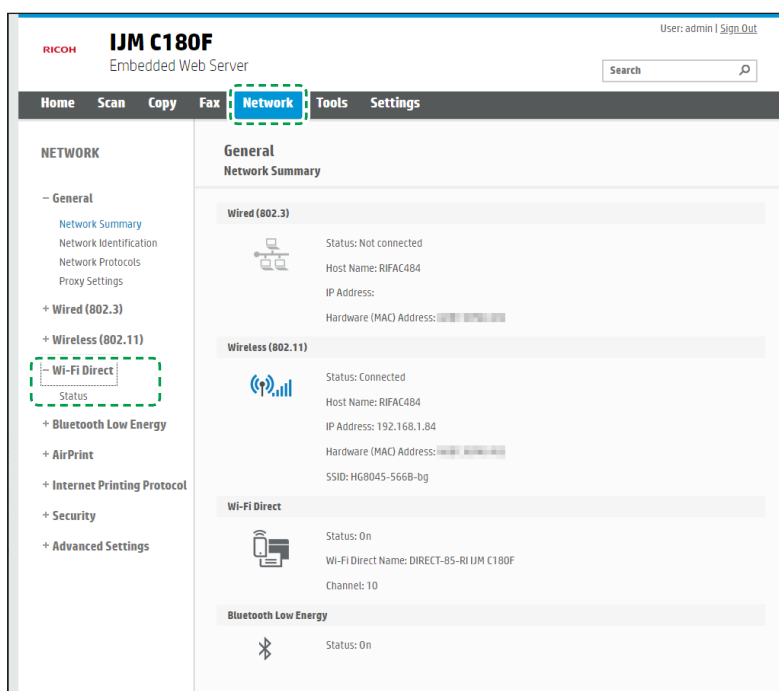
NOTE: The printer must be on a network and must have an IP address.

2. In a supported web browser on your computer, type the IP address or hostname assigned to the printer.
For example, if the IP address is 123.123.123.123, type the following address into the web browser:
`http://123.123.123.123`.
3. If a message displays in the web browser indicating that the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
4. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
5. Enter the PIN from the label on your printer, and click **Submit**.



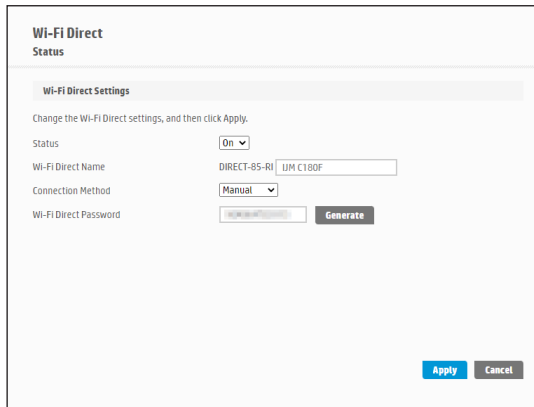
NOTE: The PIN label can be found inside the front door.

6. On the printer home page, click **Network > Wi-Fi Direct > Status**.



7. On the Status screen, click Edit Settings, and then customize the settings to make the Wi-Fi Direct connection more secure.
 - **Status:** Turns Wi-Fi Direct on or off. Ricoh recommends turning Wi-Fi Direct off when you are not using it.
 - **Wi-Fi Direct Name:** Change the printer name to something you can recognize easily but is not personally identifiable to protect your privacy.
 - **Connection Method:** Choose **Manual** or **Advanced** to require as password to use the printer. Ricoh does not recommend using the Automatic method to avoid unwanted access and printouts.
 - **Wi-Fi Direct Password:** Create a custom password to add extra security, or click Generate to randomly generate a password.

EXAMPLE OF UPDATED WI-FI DIRECT SECURITY SETTINGS



The screenshot shows the 'Wi-Fi Direct Status' screen. At the top, it says 'Wi-Fi Direct Status'. Below that is a section titled 'Wi-Fi Direct Settings' with the instruction 'Change the Wi-Fi Direct settings, and then click Apply.' The settings are as follows: 'Status' is set to 'On' with a dropdown arrow; 'Wi-Fi Direct Name' is 'DIRECT-BS-RI' followed by a text box containing 'UIM C180F'; 'Connection Method' is set to 'Manual' with a dropdown arrow; and 'Wi-Fi Direct Password' is a text box with a masked password followed by a 'Generate' button. At the bottom right, there are 'Apply' and 'Cancel' buttons.

8. Click **Apply** to save the changes.

Wi-Fi Direct is now more secure

7 Printer management tools

This section contains the following topics:

- [Toolbox \(Windows\)](#)
- [Embedded Web Server](#)

Toolbox (Windows)

The Toolbox provides maintenance information about the printer.

To open the Toolbox

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Quiet Mode**.

Embedded Web Server

When the printer is connected to a network, you can use the printer's Embedded Web Server (EWS) to view status information, change settings, and manage it from your computer.

 **NOTE:** For your security, some settings in the EWS are password-protected. If prompted for a password, enter the PIN from the label on your printer. The PIN label can be found inside the front door.

 **NOTE:** You can open and use the Embedded Web Server without being connected to the Internet. However, some features are not available.

This section contains the following topics:

- [About cookies](#)
- [Open the Embedded Web Server](#)
- [Embedded Web Server cannot be opened](#)
- [Embedded Web Server features](#)

About cookies

The Embedded Web Server (EWS) places very small text files (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you have selected so that the next time you access the EWS, the pages are displayed in that language. Some cookies (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

You can configure your browser to accept all cookies, or you can configure it to alert you every time a cookie is offered, which allows you to decide which cookies to accept or refuse. You can also use your browser to remove unwanted cookies.

Depending on your printer, if you disable cookies, you also disable one or more of the following features:

- Using some setup wizards
- Remembering the EWS browser language setting
- Personalizing the EWS Home page

For information about how to change your privacy and cookie settings and how to view or delete cookies, see the documentation available with your Web browser.

Open the Embedded Web Server

You can access the Embedded Web Server through either a network or Wi-Fi Direct.

To open the Embedded Web Server through a network

1. Find out the IP address or hostname of the printer by touching  (Wireless) or  (Ethernet) or by printing a network configuration page.



NOTE: The printer must be on a network and must have an IP address.

2. In a supported web browser on your computer, type the IP address or hostname assigned to the printer.
For example, if the IP address is 123.123.123.123, type the following address into the web browser:
http://123.123.123.123.
3. If a message displays in the web browser indicating that the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
4. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
5. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

To open the Embedded Web Server from the Ricoh Printer Assistant software (Windows)

1. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
2. Click **Print, Scan & Fax**, and then click **Print**.
3. Click **Printer Home Page (EWS)**.
4. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
5. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

To open the Embedded Web Server through Wi-Fi Direct

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wi-Fi Direct).
2. Touch  (**Settings**).
3. If the display shows that Wi-Fi Direct is **Off**, touch **Wi-Fi Direct** and then switch it on.
4. From your wireless computer, turn wireless on, search for and connect to the Wi-Fi Direct name, for example: **DIRECT-**-RI IJM C180F** (where ** are the unique characters to identify your printer).
5. Enter the Wi-Fi Direct password when prompted.
6. In a supported web browser on your computer, type the following address: <http://192.168.223.1>.
7. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
8. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

Embedded Web Server cannot be opened

Check your network setup

- Make sure you are not using a phone cord or a crossover cable to connect the printer to the network.
- Make sure the network cable is securely connected to the printer.
- Make sure the network hub, switch, or router is turned on and working correctly.

Check the computer

- Make sure the computer that you are using is connected to the same network as the printer.

Check your web browser

- Make sure the web browser meets the minimum system requirements.
- If your web browser uses any proxy settings to connect to the Internet, try turning off these settings. For more information, see the documentation available with your web browser.
- Make sure JavaScript and cookies are enabled in your web browser. For more information, see the documentation available with your web browser.

Check the printer IP address

- Make sure the printer IP address is correct.

To find out the printer IP address, from the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch  (Wireless) or  (Ethernet).

To obtain the printer IP address by printing a network configuration page, from the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch  (Setup), touch **Reports**, and then touch **Network Configuration Page**.

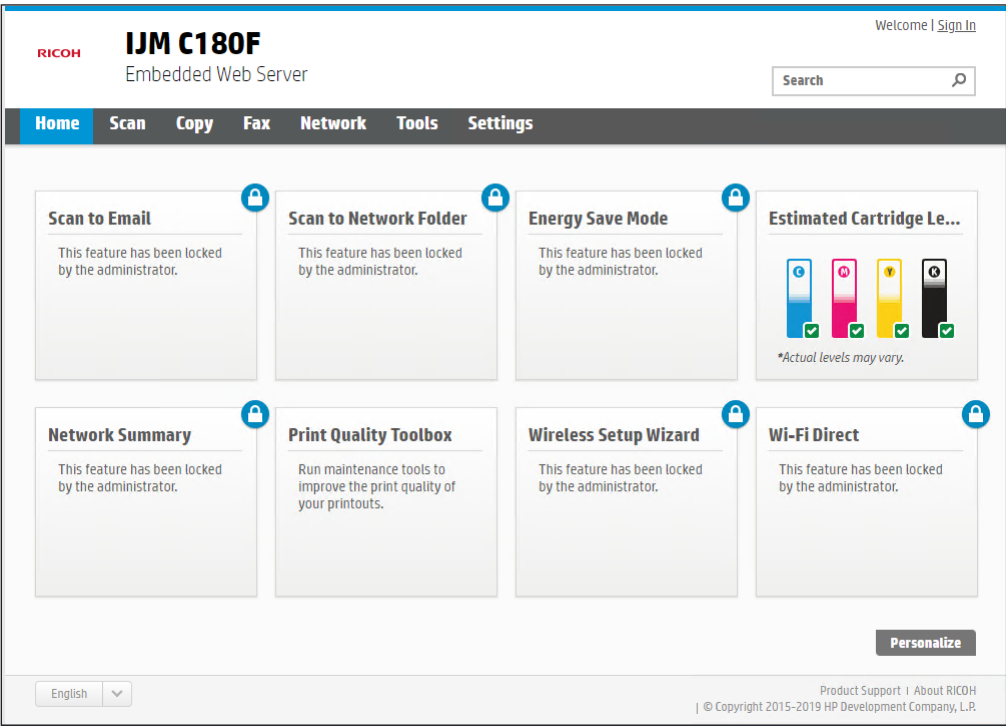
- Make sure the printer IP address is valid. The printer IP address should have the similar format as the router IP address. For example, the router IP address might be 192.168.0.1 or 10.0.0.1 and the printer IP address is 192.168.0.5 or 10.0.0.5.

If the printer IP address is similar to 169.254.XXX.XXX or 0.0.0.0, it is not connected to the network.

 **TIP:** If you are using a computer running Windows, you can visit the Ricoh online support website at <https://www.ricoh.com/support/>. This website provides information and utilities that can help you correct many common printer problems.

Embedded Web Server features

 **NOTE:** For your security, some settings in the EWS are password-protected. If prompted for a password, enter the PIN from the label on your printer. The PIN label can be found inside the front door.



Home tab

Shortcuts of the features are displayed on the **Home** tab.

The Following features are available by default.

Shortcut	Description
Scan to Email	Scan documents and send them as email attachments.
Scan to Network Folder	Configure a network folder for saving scanned images or documents from the printer.
Energy Save Mode	Configure the Sleep Mode settings.
Estimated Cartridge Levels	View the status of the cartridges and the estimated cartridge levels.
Network Summary	View a summary of the printer's network settings.
Print Quality Toolbox	Use maintenance tools to improve the print quality of your printouts.
Wireless Setup Wizard	Connect the printer to a wireless network.
Wi-Fi Direct	View and edit Wi-Fi Direct settings.
Personalize	Add or remove features that are displayed on the Home tab.

To add other features on the **Home** tab, do the following:

1. Click **Personalize** on the **Home** tab.
2. Check the boxes of the features you want to add.
Uncheck the boxes of the features you want to delete.
3. Click **Done**.

Scan tab

Configure scanning and digital sending.

Section	Item	Description
Scan to Computer	Webscan	Scan documents from the web browser.
Scan to Email	Settings	Configure outgoing Email settings.
	Email Options	Configure scan settings and Email message settings.
Scan to Network Folder	Network Folder Setup	Configure a network folder for saving scanned images or documents from the printer.
Scan to Sharepoint	SharePoint Setup	Configure the SharePoint settings for digital sending.
Scan to USB	Settings	Configure the Scan to USB settings.
Address Book	Contacts	Add or remove contacts in an address book.
	Address Book Settings	Manage address books and configure the LDAP directory server.

Copy tab

Configure the default copy settings.

Section	Item	Description
Settings	Default Settings	Enables changing of the default copy settings from your computer.

Fax tab

This tab provides access to fax settings and configuration for a printer.

Section	Item	Description
Settings	Fax Setup Wizard	Set up fax.
	Basic Fax Settings	Configure basic fax settings.
	Advanced Fax Settings	Configure advanced fax settings.
	Fax Forwarding	Configure fax forwarding settings.
	Junk Fax Blocker	Add or remove specific fax numbers to block incoming fax.
Information	Fax Log	View fax logs.

Network tab

This tab provides access to network configuration and security settings for a printer.

Section	Item	Description
General	Network Summary	View a summary of the printer's network settings.
	Network Identification	View and edit the printer's network identification.
	Network Protocols	Specify the network protocols.
	Proxy Settings	Configure proxy settings.
Wired (802.3)	Status	View wired network (802.3) settings.
	IPv4 Configuration	Configure wired IPv4 settings.
	IPv6 Configuration	Configure wired IPv6 settings.
	Advanced	Configure wired advanced settings.
Wireless (802.11)	Status	View wireless network (802.11) settings.
	Wireless Setup Wizard	Connect the printer to a wireless network.
	IPv4 Configuration	Configure wireless IPv4 settings.
	IPv6 Configuration	Configure wireless IPv6 settings.
	Wireless Band Frequency	Configure wireless band frequency.
	Advanced	Configure wireless advanced settings.
Wi-Fi Direct	Status	View and edit Wi-Fi Direct settings.
Bluetooth Low Energy	Status	Enable or disable Bluetooth Low Energy.
AirPrint	Status	View and edit AirPrint settings.
Internet Printing Protocol	Status	Configure Internet Protocol settings.
Security	Certificates	Configure security certificates for access to the network.
	Management Protocol	Manage network protocols.
	SNMP	Configure SNMP settings.
	802.1X Authentication	Configure 802.1X Authentication settings.
Advanced Settings	Bonjour	Configure Bonjour services settings.
	SMB	Configure SMB settings.
	WINS	Configure the Windows Internet Naming Service (WINS) settings.
	SLP	Enable or disable Service Location Protocol (SLP).
	LPD	Enable or disable Line Printer Daemon (LPD).
	LLMNR	Enable or disable Link-Local Multicast Name Resolution (LLMNR).
	Port 9100 Printing	Enable or disable TCP Port 9100 Printing.
	Microsoft Web Services	Configure Microsoft Web Services settings.
	Syslog	Configure Syslog settings.
	Advanced DHCP Settings	Configure advanced DHCP settings.

Tools tab

Section	Item	Description
Product Information	Printer Information	View general information about the printer.
	Supply Status	View and print the status of ink cartridges and the printerhead.
Reports	Usage Report	View usage report.
	Printer Reports	View the reports available for the printer.
	Event Log	View event logs.
Utilities	Print Quality Toolbox	Use maintenance tools to improve the print quality of your printouts.
	Asset Tracking	Assign and edit the asset number/location to help track your office assets.
Backup and Restore	Backup	Back up the printer's settings.
	Restore	Restore the printer's settings.
Printer Restart	Power Cycle	Restart the printer.

Settings tab

Section	Item	Description
Preferences	Tray and Paper Management	Configure settings of paper in the tray.
	General Printer Settings	Configure sound effects volume settings.
	Date & Time	Set the date and time or synchronize with a network time server.
	Printer Country/Region Settings	Set the country and region.
	Printer Language Settings	Set the language in which to display the printer's control panel.
	Embedded Web Server (EWS) Language Settings	Set the language in which to display the Embedded Web Server information.
	Display Settings	Set the screen brightness on the printer's control panel.
	Quiet Mode	Configure the Quiet Mode settings.
Power Management	Auto Off	Configure the printer to turn off automatically.
	Energy Save Mode	Configure the Sleep Mode settings.
	Schedule On/Off	Configure the printer to turn on or off automatically.
Supplies	Supply Settings	Configure ink cartridge settings.
Security	Password Settings	Set a password to sign in to the Embedded Web Server (EWS).
	Administrator Settings	Enable or disable printer features.
Email Alerts	Email Server	Configure Email server settings.
	Alert Destinations	Configure alert destinations to send e-mail notices.
	Alert Settings	Configure threshold values to all alert destinations for the printer.
Restore Defaults	Restore Factory Defaults	Restore printer settings to the factory defaults.
	Restore network Settings	Restore network settings (firewall, SSID and proxy settings).

Section	Item	Description
Firewall	Firewall Rules	Configure Firewall rules.
	Firewall Rules Priority	Configure Firewall rules priority.
	Firewall Address Template	Add or remove Firewall address templates.
	Firewall Services Template	Add or remove Firewall services templates.
	Firewall Services List	Add or remove Firewall services.
	Firewall Options	Configure Firewall settings.

8 Solve a problem

The information in this section suggests solutions to common problems. If your printer is not operating correctly and these suggestions did not solve your problem, try using one of the support services listed in [Ricoh support](#) to obtain assistance.

- [Get help with Ricoh online troubleshooting](#)
- [Get help from the printer control panel](#)
- [Get help in this guide](#)
- [Understand printer reports](#)
- [Maintain the printer](#)
- [Ricoh Printer Assistant Software Frequently Asked Questions \(FAQs\)](#)
- [Backup and restore printer's settings using the Embedded Web Server \(EWS\)](#)
- [Restore original factory defaults and settings](#)
- [Ricoh support](#)

Get help with Ricoh online troubleshooting

You can use a Ricoh online troubleshooting tool to solve your printer issues.

Go to <https://www.ricoh.com/support/>.



NOTE: The Ricoh online troubleshooting tools may not be available in all languages.

Get help from the printer control panel

You can use the printer's help topics to learn more about the printer, and some help topics include animations that guide you through procedures, such as loading papers.

To access the Help menu from the Home screen or contextual help for a screen, touch **?** on the printer control panel.

Get help in this guide

This section contains the following topics:

- [Jams and paper-feed issues](#)
- [Printing issues](#)
- [Copy and scan issues](#)
- [Fax issues](#)
- [Network and connection issues](#)
- [Printer hardware issues](#)

Jams and paper-feed issues

What do you want to do?

- [Clear a paper jam](#)
- [Clear a print carriage jam](#)
- [Learn how to avoid paper jams](#)
- [Solve paper-feed problems](#)

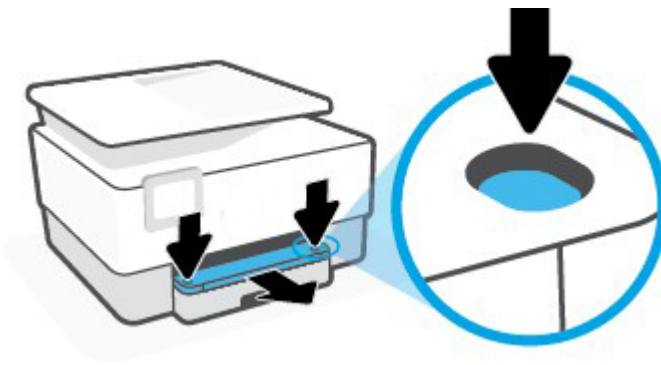
Clear a paper jam

Paper jams can occur in several locations inside the printer.

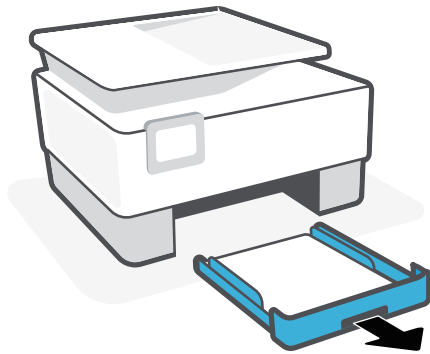
⚠ CAUTION: To prevent possible damage to the printhead, clear paper jams as soon as possible.

To clear a paper jam from input tray

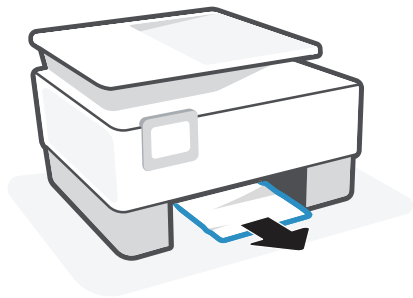
1. Press and hold the two buttons on both sides of the output tray to move out the output tray from the printer.



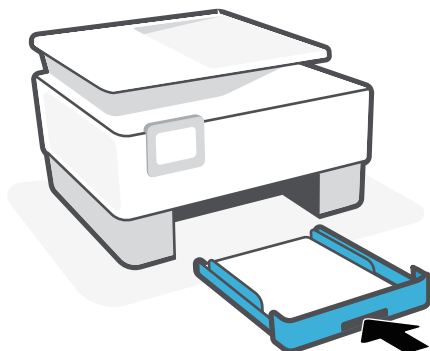
2. Remove the input tray by pulling it all the way out of the printer.



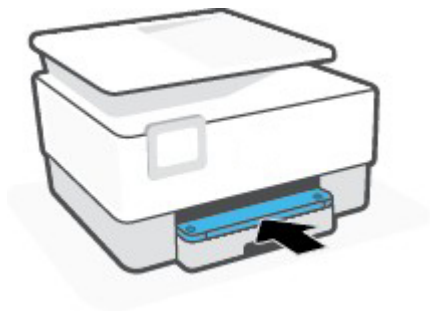
3. Check the input tray area underneath the printer. Remove the jammed paper.



4. Insert the input tray back until it snaps into place.

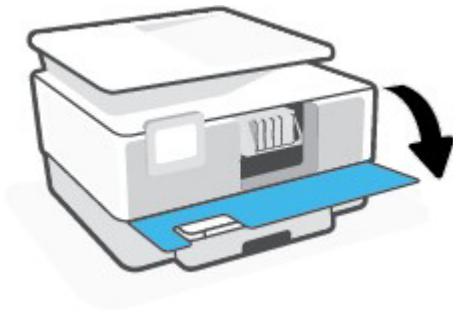


5. Insert the output tray back into the printer.



To clear a paper jam from print zone

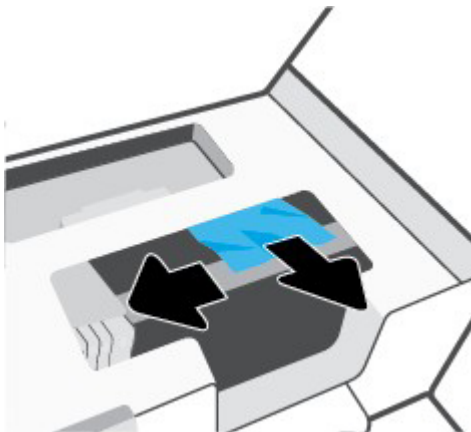
1. Open the front door.



2. Open the cartridge access door.

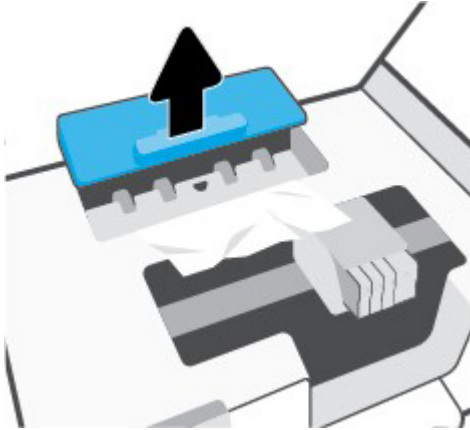


3. If the print carriage is not obstructed, move the print carriage to the far left of the printer and remove the jammed paper.



4. If needed, move the carriage to the far right of the printer, and remove any jammed or torn pieces of paper.

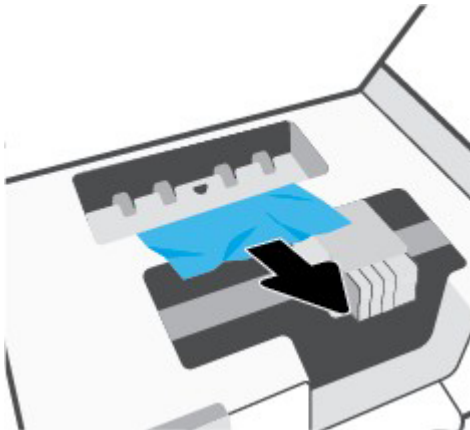
5. Lift the handle of the paper path cover and remove the cover.



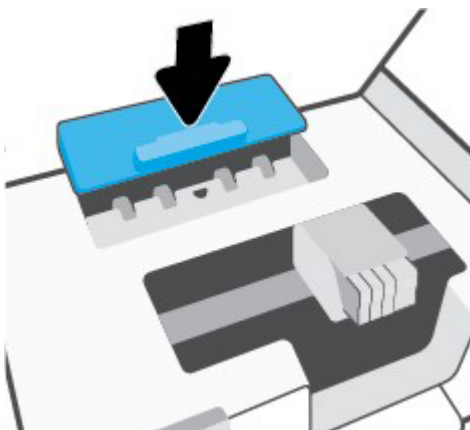
6. Locate any jammed paper inside the printer, grasp it with both hands and pull it towards you.

⚠ CAUTION: If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the printer.

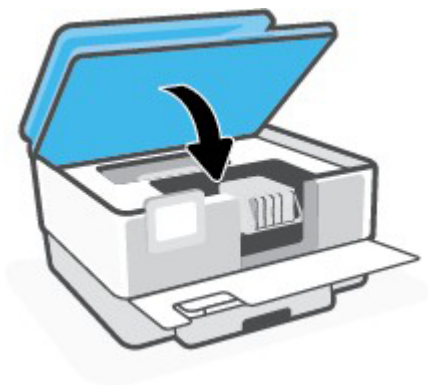
If you do not remove all the pieces of paper from the printer, more paper jams are likely to occur.



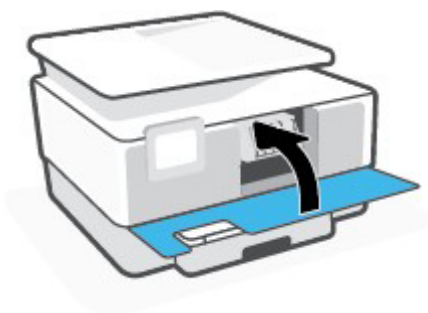
7. Reinsert the paper path cover until it snaps into place.



8. Close the cartridge access door.

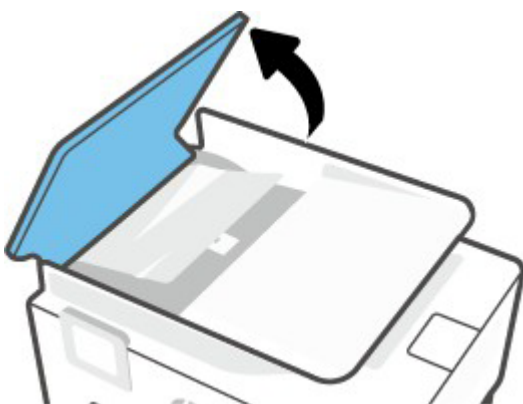


9. Close the front door.



To clear a paper jam from the document feeder

1. Lift the cover of the document feeder.



2. Pull any jammed paper out of the rollers.



3. Lift the document feeder tab from the side.



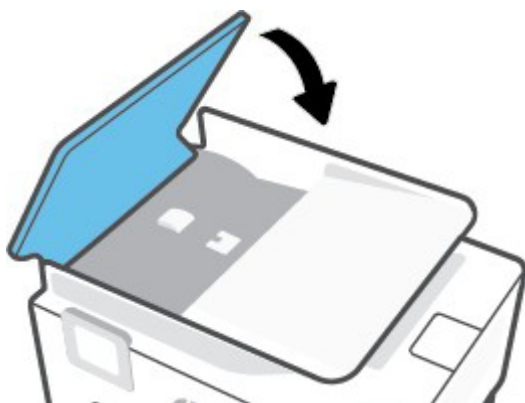
4. Pull any jammed paper out under the rollers. Make sure to hold the document feeder tab while removing the paper.



5. Close the document feeder tab.



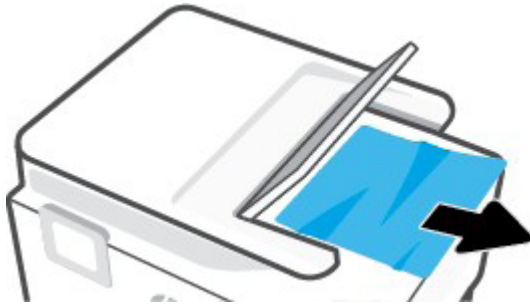
6. Close the cover of the document feeder until it snaps into space.



7. Lift up the document feeder tray.



8. Remove any jammed paper under the tray.



9. Put down the document feeder tray.



Clear a print carriage jam

Remove any objects, such as paper, that are blocking the print carriage.



NOTE: Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the printer.

Learn how to avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Make sure that you are printing with paper that is not wrinkled, folded, or damaged.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Do not use paper that is too thick or too thin for the printer.
- Make sure that the trays are loaded correctly and are not filled with too much paper. For more information, see [Load paper](#).
For the list of supported paper weights, see [Paper weights](#).
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not place too much paper in the document feeder tray. For information on the maximum number of sheets allowed in the document feeder, see [Specifications](#).
- Do not mix different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the input tray.

- Adjust the paper-length guide in the input tray to fit snugly against all paper. Make sure the paper-length guide does not bend the paper in the input tray.
- Do not force paper too far inside the input tray.
- If you are printing on both sides of a page, do not print highly saturated images on light weight paper.
- Use paper types that are recommended for the printer.
- If the printer is about to run out of paper, allow the printer to run out of paper first, and then add paper. Do not load paper when the printer is printing.
- When removing the input tray, it is recommended to remove the tray completely from the printer to make sure no paper is stuck at the rear of the tray. You might need to check the opening in the printer where the tray was, and reach into the gap to remove any paper.

Solve paper-feed problems

What kind of problem are you having?

- **Paper is not picked up from a tray**
 - Make sure paper is loaded in the tray. For more information, see [Load paper](#). Fan the paper before loading.
 - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper guides are snug, but not tight, against the stack.
 - Ensure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
 - Make sure paper in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- **Pages are skewing**
 - Make sure the paper loaded in the input tray is aligned to the paper-width guides. If needed, pull out the input tray from the printer and reload the paper correctly, making sure that the paper guides are aligned correctly.
 - Load paper into the printer only when it is not printing.
 - Make sure the rear access door is securely shut.
- **Multiple pages are being picked up**
 - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper-width guides are snug, but not tight, against the stack.
 - Ensure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
 - Make sure the tray is not overloaded with paper.
 - Use Ricoh paper for optimum performance and efficiency.

Printing issues

What do you want to do?

- [Fix problems with page not printing \(unable to print\)](#)
- [Fix print quality issues](#)
- [Find drivers, apps, and updates for Ricoh printers](#)
- [Print jobs stuck in print queue](#)
- [Print jobs stuck in print queue](#)

Fix problems with page not printing (unable to print)

To resolve print issues (Windows)

Make sure that the printer is turned on and that there is paper in the tray. If you are still unable to print, try the following in order:

1. Check for error messages from the printer display and resolve them by following the onscreen instructions.
2. If your computer is connected to the printer with a USB cable, disconnect and reconnect the USB cable. If your computer is connected to the printer with a wireless connection, confirm that the connection is working.
3. Verify that the printer is not paused or offline.

To verify that the printer is not paused or offline

- a. From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
 - b. Either double-click the icon for your printer or right-click the icon for your printer and select **See what's printing** to open the print queue.
 - c. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
 - d. If you made any changes, try printing again.
4. Verify that the printer is set as the default printer.

To verify that the printer is set as the default printer

- a. From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
- b. Make sure the correct printer is set as the default printer.

The default printer has a check mark in a black or green circle next to it.
- c. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.
- d. Try using your printer again.

5. Restart the print spooler so that the printer can respond to print jobs stuck on the print queue.

To restart the print spooler

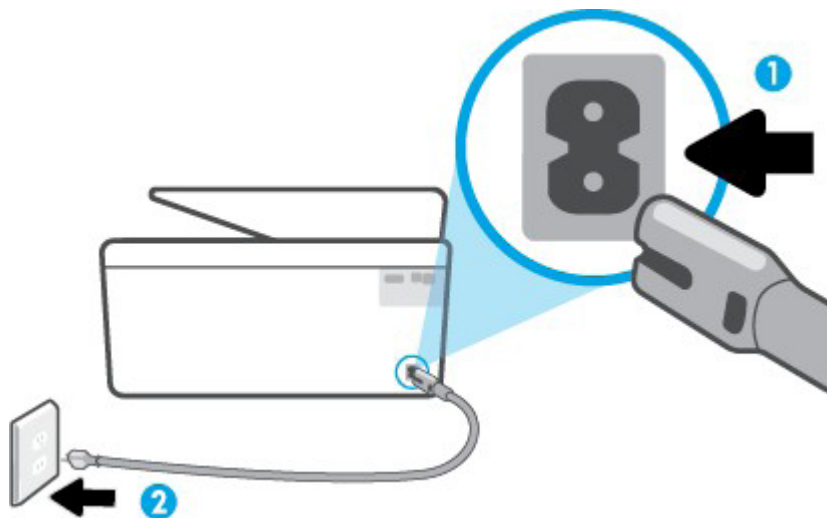
- a. From the Windows **Start** menu, select **Windows Administrative Tools** from the app list, and then select **Services**.
 - b. Right-click the **Print Spooler**, and then click **Properties**.
 - c. On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
 - d. If the service is not already running, under **Service status**, click **Start**, and then click **OK**.
 - e. Make sure the correct printer is set as the default printer.
The default printer has a check mark in a black or green circle next to it.
 - f. If the wrong printer is set as the default printer, right-click the correct printer and select **Set as Default Printer**.
 - g. Try using your printer again.
6. Restart the computer.
 7. Clear the print queue.

To clear the print queue

- a. From the Windows **Start** menu, select **Windows System** from the app list, select **Control Panel**, and then click **View devices and printers** under **Hardware and Sound**.
- b. Double-click the icon for your printer to open the print queue.
- c. On the **Printer** menu, click **Cancel All Documents**, and then click **Yes** to confirm.
- d. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
- e. Check the print queue again to make sure it is clear, and then try printing again.

To check the power connection and reset the printer

1. Make sure the power cord is firmly connected to the printer.



1	Power connection to the printer
2	Connection to a power outlet

2. Look at the Power button located on the printer. If it is not lit, the printer is turned off. Press the Power button to turn on the printer.



NOTE: If the printer is not receiving electrical power, connect it to another power outlet.

3. With the printer turned on, disconnect the power cord from the back of the printer.
4. Unplug the power cord from the wall outlet.
5. Wait at least 15 seconds.
6. Plug the power cord back into the wall outlet.
7. Reconnect the power cord to the back of the printer.
8. If the printer does not turn on by itself, press the Power button to turn on the printer.
9. Try using the printer again.

Fix print quality issues



NOTE: To avoid print quality problems, always turn the printer off using the Power button, and wait until the Power button light goes out before you pull the plug or turn off a power strip. This allows the printer to move the cartridges to a capped position, where they are protected from drying out.

To improve print quality (Windows)

1. Make sure you are using original Ricoh cartridges.
2. Check the printer software to make sure you have selected the appropriate paper type from the **Paper Type** drop-down list and print quality from the **Print Quality** drop-down list.
 - In the Ricoh Printer Assistant software, click **Print, Scan, & Fax** and then click **Set Preferences** to access the print properties.
3. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see [Check the estimated ink levels](#). If the cartridges are low on ink, consider replacing them.
4. Align the printhead.

To align the printhead from the Ricoh Printer Assistant software (Windows)



NOTE: Aligning the printhead ensures the high-quality output. The printhead does not have to be realigned when cartridges are replaced.

- a. Load letter or A4 unused plain white paper into the input tray.
 - b. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
 - c. In the printer software, click **Quiet Mode** to access the **Toolbox**.
 - d. In **Toolbox**, click **Align Printheads** on the **Device Services** tab. The printer prints an alignment sheet.
5. Print a diagnostics page if the cartridges are not low on ink.

To print a diagnostics page from the Ricoh Printer Assistant software (Windows)

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
- b. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
- c. In the printer software, click **Quiet Mode** to access the **Toolbox**.
- d. Click **Print Diagnostic Information** on the **Device Reports** tab to print a diagnostics page.

6. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the printhead.

To clean the printhead from the Ricoh Printer Assistant software (Windows)

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
 - b. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
 - c. In the printer software, click **Quiet Mode** to access the **Toolbox**.
 - d. Click **Clean Printheads** on the **Device Services** tab. Follow the onscreen instructions.
7. Check for ink smears on the back of printouts.

To remove buildup in the printer that causes smearing on printed pages from the Ricoh Printer Assistant software (Windows)

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
- b. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
- c. In the printer software, click **Quiet Mode** to access the **Toolbox**.
- d. Click **Clean Printer** on the **Device Services** tab. Follow the onscreen instructions.

To improve print quality from the printer display

1. Make sure you are using original Ricoh cartridges.
2. Make sure you have selected the appropriate paper type and print quality.
3. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see [Check the estimated ink levels](#). If the cartridges are low on ink, consider replacing them.
4. Align the printhead.

To align the printhead from the printer display

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
 - b. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 - c. Touch **Printer Maintenance**, touch **Align Printhead**, and then follow the onscreen instructions.
5. Print a diagnostics page if the cartridges are not low on ink.

To print a diagnostics page from the printer display

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
- b. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
- c. Touch **Reports**.
- d. Touch **Print Quality Report**.

6. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the printhead.

To clean the printhead from the printer display

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
 - b. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 - c. Touch **Printer Maintenance**, select **Clean Printhead**, and then follow the onscreen instructions.
7. Check for ink smears on the back of printouts.

To remove buildup in the printer that causes smearing on printed pages from the printer display

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
- b. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
- c. Touch **Printer Maintenance**, select **Clean Smear**, and then follow the onscreen instructions.

To improve print quality from the Embedded Web Server (EWS)

1. Make sure you are using original Ricoh cartridges.
2. Make sure you have selected the appropriate paper type and print quality.
3. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see [Check the estimated ink levels](#). If the cartridges are low on ink, consider replacing them.
4. Align the printhead.

To align the printhead from the Embedded Web Server (EWS)



NOTE: Aligning the printhead ensures the high-quality output. The printhead does not have to be realigned when cartridges are replaced.

- a. Load letter or A4 unused plain white paper into the input tray.
- b. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
- c. Click the **Tools** tab.
- d. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

- e. In the **Utilities** section, click **Print Quality Toolbox**.
- f. Click **Align** on **Align Printhead**, and then follow the onscreen instructions.

5. Print a diagnostics page if the cartridges are not low on ink.

To print a diagnostics page from the Embedded Web Server (EWS)

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
- b. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
- c. Click the **Tools** tab.
- d. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

- e. In the **Utilities** section, click **Print Quality Toolbox**.
 - f. Click **Print** on **Print a Print Quality Reports** to print a diagnostics page.
6. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the printhead.

To clean the printhead from the Embedded Web Server (EWS)

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
- b. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
- c. Click the **Tools** tab.
- d. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

- e. In the **Utilities** section, click **Print Quality Toolbox**.
 - f. Click **Clean** on **Clean Printhead**, and then follow the onscreen instructions.
7. Check for ink smears on the back of printouts.

To remove buildup in the printer that causes smearing on printed pages from the Embedded Web Server (EWS)

- a. Load Letter, A4, or Legal unused plain white paper into the input tray.
- b. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
- c. Click the **Tools** tab.
- d. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

- e. In the **Utilities** section, click **Print Quality Toolbox**.
- f. Click **Clean** on **Clean Smear**, and then follow the onscreen instructions.

Alignment Page Does Not Print

After you install new ink cartridges, the printer does not print an alignment page as expected.

Step 1: Make sure the printer is ready to print

Load paper, look inside the printer for obstructions, and then make sure the ink cartridge access door is completely closed.

1. Turn on the printer.
2. Make sure plain paper is loaded in the input tray and the paper guides rest against the sides of the paper stack.
3. Open the ink cartridge access door, and then wait for the carriage to stop moving.
4. Look inside the printer for obstructions, such as packing material or tape, and then remove any that you find.
5. Close the access door.
 - If an alignment page prints, complete the alignment process for your printer.
 - If an alignment page does not print, continue to the next step.

Step 2: Remove, inspect, and then reinstall the cartridges

Cartridges that were not installed correctly might prevent the printer from aligning.

1. Open the ink cartridge access door, and then wait for the carriage to stop moving.



CAUTION: If you are unable to access the cartridges, do not attempt to move the carriage. Skip to the next step.

2. Remove a cartridge from the printer, make sure the protective tape and plastic are removed, and then set it down on a clean, protected surface, such as a piece of paper.



CAUTION: Always hold cartridges by the sides. Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.

3. Remove all other cartridges.
4. Check for obstructions under and around the carriage in the printer, and then remove any that you find.
5. Reinsert the cartridges, making sure they snap in place and are inserted into the correct slots.
6. Close the access door.
 - If an alignment page prints, complete the alignment process for your printer.
 - If an alignment page does not print, continue to the next step.

Step 3: Reset the printer

Disconnecting the printer clears errors and can resolve issues.

1. With the printer turned on, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.



NOTE: Ricoh recommends plugging the printer directly into a wall outlet.

Turn the printer on, and then wait for an alignment page to print.

- If an alignment page prints, complete the alignment process for your printer.
- If an alignment page does not print, continue to the next step.

Step 4: Manually print an alignment page

Use the printer software or printer control panel to print an alignment page and align the cartridges.

1. If you have not installed your printer software, go to <http://support.ricoh.com/services/device/qr/D0EW.html>, and then download and install the recommended software.
2. Print an alignment page.
 - **Printer control panel:** Open the **Printer Maintenance** menu, and then select the option to **Align printhead**.
 - **Ricoh Printer Assistant (Windows):** Click **Quiet Mode**, and then select the option to align the printheads.
3. If your printer has a scanner, follow the directions on the alignment page to scan it and complete the alignment.

If the issue persists, continue to the next step.

Step 5: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Find drivers, apps, and updates for Ricoh printers

Download and install drivers, apps, and useful printing and scanning software for your Ricoh printer. Also find updates that might include performance enhancements, bug fixes, and new features.

Recommended Ricoh drivers, apps, and updates

Use these recommended options to download print drivers, install the RICOH Support Station app, and locate additional software and printer updates.

- **RICOH Support Station app:** Includes tools to print, scan, check ink levels, and set up your printer on a wireless network.
- **Ricoh Printer Assistant software (Windows):** <http://support.ricoh.com/services/device/qr/D0EW.html> (in English) is a convenient download and installation service for your Ricoh print driver and software. The driver guides you through the network or cable connection process and includes Ricoh Scan software.
- **Printer firmware updates:** Go to <http://support.ricoh.com/services/device/qr/D0EW.html>. Download and install the firmware through your computer.

Mobile printing apps and solutions (Android, Apple iOS)

Install a Ricoh app to set up a printer with a smartphone or tablet, or use Apple AirPrint.

- **RICOH Support Station app:** Go to <https://www.ricoh.com/software/support-station> (in English) to install the app on your Android or Apple smartphone or tablet. The app includes tools to print, scan, check ink levels, and set up your printer on a wireless network.
- **Mopria Print:** Go to [Print with mobile devices](#) for more information on printing for the Android.
- **AirPrint:** Go to [Print with mobile devices](#) for more information on Apple's built-in printing solution for the iOS and iPadOS.

Built-in print drivers and solutions (Windows, Mac)

Print and scan drivers for most Ricoh printers install automatically when you connect the USB cable or add a network-connected printer to your computer.

- **Windows:** Go to [Windows built-in driver](#) for more information.
- **macOS:** Go to [Mac built-in driver](#) for more information.

Frequently asked questions (FAQs)

Still have a question? Find additional answers and help.

Why can't I connect my wireless printer or print over the network?

Check network issues and setup requirements if the printer is not found during software installs or when wireless print jobs fail.

- **Poor network connection:** Move the printer and computer or mobile device closer to the wireless router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, waiting 15 seconds, and then reconnecting the cord.
- **Printer is off or in sleep mode:** Touch the control panel menu or press the Power button to wake the printer and put it in a ready state. Sometimes the printer status might display Offline when it is actually ready.
- **Check the printer connection status:** Make sure the wireless signal is on, and the printer is connected to the same network as your computer or mobile device. If your printer has a light next to a Wireless

icon or button , make sure the light is on. If it is off or blinks the printer is disconnected from the network.

- **Reconnect the printer to the network:**
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
 2. Touch  (**Settings**).
 3. Touch **Wireless Settings**.
 4. Touch **Wireless Setup Wizard**.
 5. Follow the display instructions to complete the setup.
- **Restart devices:** Restart the printer and the computer or mobile device to clear possible error conditions.
- **Print a Wireless Test Report:**
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Wireless Test Report**.

What if installing the driver did not resolve my printer issue?

If you are experiencing a printing or scanning issue such as unsatisfactory prints, wireless connection problems, or an error displays, a driver or printer update might not resolve the issue.

Go to Ricoh Customer Support, enter your printer model name and number, and then search or browse for the document for your issue.

Print jobs stuck in print queue

A print job is stuck in the print queue and prevents further print jobs from printing. Cancel and Delete buttons are gray or do not respond.

Perform the following tasks in the order given. Try using the printer after each task to see if the issue is resolved.

Resolve print jobs stuck in the print queue (Windows)

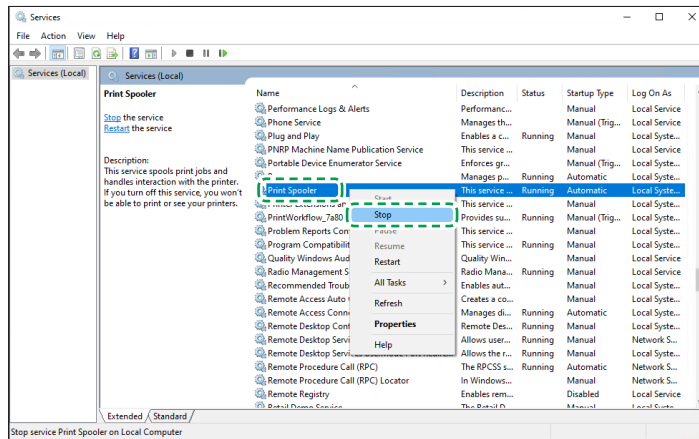
Troubleshoot print jobs stuck in the queue with your Windows computer.

Reset the Windows printing environment

Stop the print spooler, delete print job files, and then restart the computer and the printer.

1. Turn off the printer, and then unplug the power cord.
2. In Windows, search for and open **Services**.

3. In the **Services** window, right-click **Print Spooler**, and then click **Stop**.



4. After the Print Spooler stops, close the **Services** window.
5. In Windows, open **File Explorer**.
6. Browse to **C: > Windows > System 32 > spool > PRINTERS**.
7. Delete all files in the **PRINTERS** folder.
8. Shut down your computer.
9. Reconnect the power cord to the printer, and then turn it on.
10. Turn on the computer.

Reinstall the Ricoh print driver (Windows)

Uninstall then reinstall the print driver on a Windows computer.

1. Disconnect any USB cables from the printer.
2. In Windows, search for and open **Add or remove programs**.
3. Look for your Ricoh printer name in the list of programs.
 - If you find your printer, click the printer name, and then click **Uninstall**.
 - If you do not find your printer, search for and open **Printers & scanners**, click your printer, and then click **Remove device**.
4. If a **User Account Control** message displays, click **Yes**.
5. Follow the instructions to complete the software removal, and then restart the computer.
6. Go to <http://support.ricoh.com/services/device/qr/DOEW.html> to download and install the latest print driver.

Troubleshoot your printer connection

Identify and resolve printer connection issues.

Troubleshoot the printer USB connection

Check the USB cable for damage and recommended length, and then restart your printer and computer.

1. Turn off the printer and the computer.
2. Disconnect the USB cable from the computer and printer, and then inspect the cable.
 - If the cable is damaged or longer than 3 m (9 ft 10 in), replace it.
 - If the cable is undamaged and shorter than 3 m (9 ft 10 in), connect the cable to a different USB port on the computer. The port should be USB 2.0 or greater. If you are using a USB hub or docking station, connect the cable directly to the computer.
3. Connect the cable to the printer.
4. Turn on the computer, and then wait for the start up process to complete.
5. Turn on the printer, and then add the printer (Mac) or wait for the computer to install the new device (Windows).

Troubleshoot the wireless printer connection

Check network issues and setup requirements if the printer is not found during software installs or when wireless print jobs fail.

- **Poor network connection:** Move the printer and computer or mobile device closer to the wireless router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, waiting 15 seconds, and then reconnecting the cord.
- **Printer is off or in sleep mode:** Touch the control panel or press the Power button to wake the printer and put it in a ready state. Sometimes the printer status might display Offline when it is actually ready.
- **Check the printer connection status:** Make sure the wireless signal is on, and the printer is connected to the same network as your computer or mobile device. If your printer has a light next to a Wireless icon or button, make sure the light is on. If it is off or blinks, the printer is disconnected from the network.
- **Reconnect the printer to the network:** Place the printer within range of the Wi-Fi router signal, and then connect it to the network.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
 2. Touch  (**Settings**).
 3. Touch **Wireless Settings**.
 4. Touch **Wireless Setup Wizard**.
 5. Follow the display instructions to complete the setup.
- **Restart devices:** Restart the printer and the computer or mobile device to clear possible error conditions.

- **Print a Wireless Test Report:** Print and evaluate the report.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Wireless Test Report**.
- Wireless isolation could be causing your printer to appear offline. Check with your router manufacturer for more information.

Troubleshoot the wired network connection

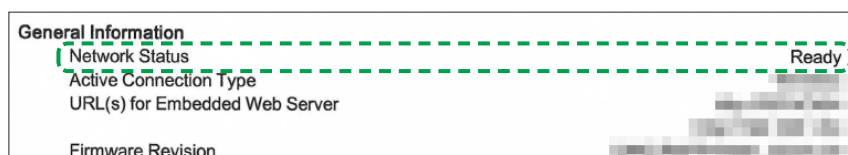
Make sure you are using an undamaged Ethernet cable, check for a green light near the Ethernet port on the printer, and then print a report to verify the connection.

1. Turn off the printer, and then disconnect the Ethernet cable from the router and the printer.
2. Check the cable for damage, and then verify that it is an Ethernet cable and not a phone cable.



NOTE: Ethernet and phone cables look similar, but Ethernet cables are usually bigger and have eight visible wires on the connector.

3. Reconnect the cable to a different Ethernet or LAN port on the router, and then connect the other end to the printer's Ethernet port.
4. Turn on the printer.
5. Check the lights on the printer's Ethernet port to make sure the connection is successful. The green light should be steady, and the orange activity light should blink.
6. Print a **Wireless Network Test Results** or **Network Configuration** report.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Network Configuration Page** or **Wireless Test Report**.
7. Make sure the **Network Status** is **Ready**, or follow any instructions to resolve network issues identified on the report.



Resolve print jobs stuck in the print queue (Mac)

Troubleshoot print jobs stuck in the queue with your Mac.

Clear the print queue (Mac)

Close all scanning apps, and then manually clear the print queue.

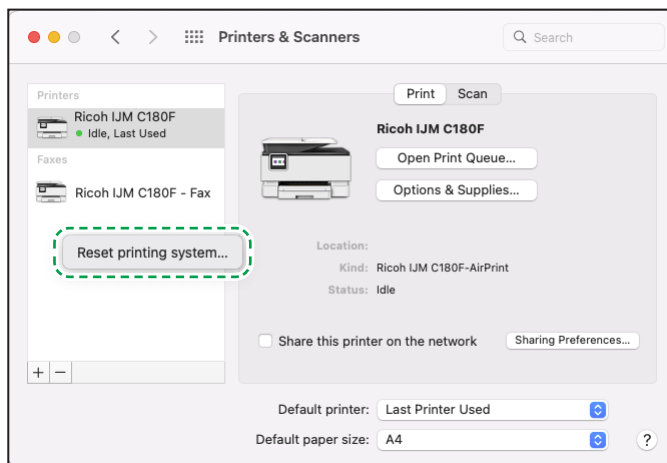
1. Close Apple Image Capture.
2. Click **Finder**, select **Applications**, click **Utilities**, and then double-click **Terminal**.
3. Type **Cancel -a**, and then press **Enter**.
4. Close the Terminal window, and then restart the computer.

Reset the print system (Mac)

Resetting the print system can clear any error states by removing all Ricoh and non-Ricoh printers, pending print jobs, and printer preferences.

⚠ CAUTION: Resetting the print system removes all printers. After you reset the print system, re-add your printers to the queue.

1. Click the Apple icon , click **System Preferences**, and then click **Printers & Scanners**, **Print and Scan**, or **Print and Fax**.
2. Right-click or **control**+click anywhere in the Printers list, and then click **Reset printing system**.



3. Click **Reset** to confirm.
4. Type the administrator name and password, and then click **OK** to complete the reset.
5. Once the reset is complete, re-add your printer. Click the **Plus sign (+)**, select your printer in the list, and then click **Add**.

Troubleshoot your printer connection

Identify and resolve printer connection issues.

Troubleshoot the printer USB connection

Check the USB cable for damage and recommended length, and then restart your printer and computer.

1. Turn off the printer and the computer.
2. Disconnect the USB cable from the computer and printer, and then inspect the cable.
 - If the cable is damaged or longer than 3 m (9 ft 10 in), replace it.
 - If the cable is undamaged and shorter than 3 m (9 ft 10 in), connect the cable to a different USB port on the computer. The port should be USB 2.0 or greater. If you are using a USB hub or docking station, connect the cable directly to the computer.
3. Connect the cable to the printer.
4. Turn on the computer, and then wait for the start up process to complete.
5. Turn on the printer, and then add the printer (Mac) or wait for the computer to install the new device (Windows).

Troubleshoot the wireless printer connection

Check network issues and setup requirements if the printer is not found during software installs or when wireless print jobs fail.

- **Poor network connection:** Move the printer and computer or mobile device closer to the wireless router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, waiting 15 seconds, and then reconnecting the cord.
- **Printer is off or in sleep mode:** Touch the control panel or press the Power button to wake the printer and put it in a ready state. Sometimes the printer status might display Offline when it is actually ready.
- **Check the printer connection status:** Make sure the wireless signal is on, and the printer is connected to the same network as your computer or mobile device. If your printer has a light next to a Wireless icon or button, make sure the light is on. If it is off or blinks, the printer is disconnected from the network.
- **Reconnect the printer to the network:** Place the printer within range of the Wi-Fi router signal, and then connect it to the network.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
 2. Touch  (Settings).
 3. Touch **Wireless Settings**.
 4. Touch **Wireless Setup Wizard**.
 5. Follow the display instructions to complete the setup.
- **Restart devices:** Restart the printer and the computer or mobile device to clear possible error conditions.

- **Print a Wireless Test Report:** Print and evaluate the report.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Wireless Test Report**.
- Wireless isolation could be causing your printer to appear offline. Check with your router manufacturer for more information.

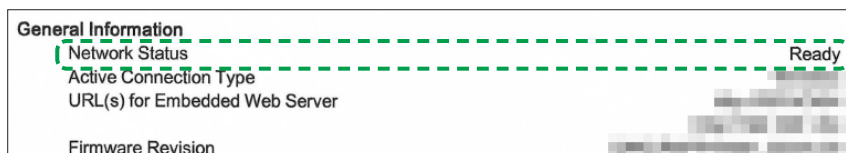
Troubleshoot the wired network connection

Make sure you are using an undamaged Ethernet cable, check for a green light near the Ethernet port on the printer, and then print a report to verify the connection.

1. Turn off the printer, and then disconnect the Ethernet cable from the router and the printer.
2. Check the cable for damage, and then verify that it is an Ethernet cable and not a phone cable.

NOTE: Ethernet and phone cables look similar, but Ethernet cables are usually bigger and have eight visible wires on the connector.

3. Reconnect the cable to a different Ethernet or LAN port on the router, and then connect the other end to the printer's Ethernet port.
4. Turn on the printer.
5. Check the lights on the printer's Ethernet port to make sure the connection is successful. The green light should be steady, and the orange activity light should blink.
6. Print a Wireless Network Test Results or Network Configuration report.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Network Configuration Page** or **Wireless Test Report**.
7. Make sure the **Network Status** is **Ready**, or follow any instructions to resolve network issues identified on the report.



Copy and scan issues

Copied documents or photos have unsatisfactory quality or lines, or the copier stops working.

‘Scanner Failure’ error displays

When attempting to scan, copy, or fax, a Scanner failure. Unable to scan, copy, or send a fax or Scanner System Failure error displays.

The error displays for **scanner hardware** or **power** issues, such as a scanner bar jam or calibration issue, low scanner bulb temperature, or an internal or external electrical problem. It **is not related** to network or USB connection issues.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Reset the printer

Reset the printer to recover from printer errors or failures.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.



NOTE: Ricoh recommends plugging the printer directly into a wall outlet.

5. Turn on the printer to complete the reset.

Step 2: Check scanner bar functionality

If you have a flatbed scanner, watch the scanner bar while scanning to see if it is working properly.

1. Remove any original documents or photos from the scanner glass.
2. Lift the scanner lid slightly, and then press the Copy button or icon.
3. Look at the scanner. The scanner bar should illuminate and travel across the length of the glass.

If the scanner light does not illuminate or move, Contact Ricoh Customer Support to service the printer.

Step 3: Reinstall the printer software

Reinstalling the printer software might resolve any printing or scanning issues.

1. Disconnect any USB cables from the printer.
2. In Windows, search for and open Add or remove programs.
3. Look for “**IJM C180F Basic Device Software**” in the list of programs.
 - If you find your printer, click the printer name, and then click **Uninstall**.
 - If you do not find your printer, search for and open **Printers & scanners**, click your printer, and then click **Remove device**.
4. If a **User Account Control** message displays, click **Yes**.
5. Follow the instructions to complete the software removal, and then restart the computer.
6. Go to <http://support.ricoh.com/services/device/qr/DOEW.html> to download and install Ricoh Printer Assistant software.

Step 4: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Copies have lines or color bands

Vertical or horizontal lines or color bands are typically caused by fingerprints, smudges, or debris on scanner parts, cartridge issues, or power or calibration issues with the scanner mechanism.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Clean the scanner glass and parts

Fingerprints, smudges, dust, or debris on the scanner glass, under the scanner lid, or in the document feed slot can cause lines and color bands. Clean these parts with a soft, lint-free cloth sprayed with glass cleaner.

See [Clean the scanner glass](#).

Step 2: Clean the document feeder

See [Clean the document feeder](#).

Step 3: Reset the printer

Reset the printer to recover from printer errors or failures.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.



NOTE: Ricoh recommends plugging the printer directly into a wall outlet.

5. Turn on the printer to complete the reset.

Step 4: Check scanner bar functionality

If you have a flatbed scanner, watch the scanner bar while scanning to see if it is working properly.

1. Remove any original documents or photos from the scanner glass.
2. Lift the scanner lid slightly, and then press the Copy icon.
3. Look at the scanner. The scanner bar should illuminate and travel across the length of the glass.

If the scanner light does not illuminate or move, Contact Ricoh Customer Support to service the printer.

Step 5: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Copies are completely black

Copies that are a black page can be caused by power source or mechanical issues.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Reset the printer

Reset the printer to recover from printer errors or failures.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.



NOTE: Ricoh recommends plugging the printer directly into a wall outlet.

5. Turn on the printer to complete the reset.

Step 2: Check scanner bar functionality

If you have a flatbed scanner, watch the scanner bar while scanning to see if it is working properly.

1. Remove any original documents or photos from the scanner glass.
2. Lift the scanner lid slightly, and then press the Copy icon.
3. Look at the scanner. The scanner bar should illuminate and travel across the length of the glass.

If the scanner light does not illuminate or move, Contact Ricoh Customer Support to service the printer.

Step 3: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Copies are too small or too large, or paper is the wrong size

This issue is caused by the printer detecting the wrong size paper or copy job settings that do not match the paper loaded.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Reload paper

Make sure the paper is loaded into the printer correctly.

1. Remove the paper stack from the input tray.
2. Reload the paper, making sure the paper-width guides rest gently against the edges of the stack.
3. If a message displays on the printer control panel to confirm the paper type and size, touch OK if the size is correct, or touch Change or Modify to change it.

Step 2: Change copy size settings

Adjust copy and paper size settings from the printer control panel menu to enlarge or reduce the size of copies.

1. Touch **Copy**, **Copy Document**, or **Copy Photo** on the printer control panel, and then select any available basic settings that apply to your copy job.
2. Touch Settings or the Gear icon  to open the copy job options.
3. Scroll to access and change the following copy settings.
 - **Resize or Size:** Change the size of the copy. Options can include a list of presets, custom sizes between 25 and 50 percent of the original size, **Fit to Page**, and an **Actual Size** setting to make a borderless copy.
 - **Paper Size:** Select the plain or photo paper size for your copies, or select **Automatic** to let the printer detect the paper loaded in the tray.
 - **Paper Type:** Select the type of plain or photo paper for your copies.
 - **Tray Selection:** Select the paper input tray with the paper being used for your copies.
4. Select **Save Current Settings** or **Set as New Defaults** to retain the settings for future copy jobs.

Step 3: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Copies have poor resolution, wrong colors, or blurry text

Copies that are faded, blurred, or have the wrong colors compared to the original might be caused by incorrect copy settings, power issues, or ink or toner.

 **NOTE:** Make sure the original being copied is high enough quality. If the original copy has low resolution or poor quality, use Ricoh scanning software to scan it into the computer, edit it to improve the image quality, and then print as many copies as you need.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Change copy settings to improve print quality

Adjust color, contrast, and enhancement settings from the printer control panel to improve copy quality.

1. On the printer control panel, touch **Copy**, **Copy Document**, or **Copy Photo**.
2. Touch **Settings** icon  to open the copy job options.
3. Scroll to access and change the following copy settings.
 - **Paper Type:** Select the type of plain or photo paper for your copies.
 - **Quality:** Select an available copy quality level.
 - **Lighter/Darker or Contrast:** If the original is faded or too saturated, make the copy lighter or darker.
 - **Optimize or Enhancements:** Select the type of item you are copying to apply automated quality improvements, such as sharpening text and image edges or improving faded photo colors.
4. Select **Save Current Settings** or **Set as New Defaults** to retain the settings for future copy jobs.

Step 2: Reset the printer

Reset the printer to recover from printer errors or failures.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.

 **NOTE:** Ricoh recommends plugging the printer directly into a wall outlet.

5. Turn on the printer to complete the reset.

Step 3: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Copies are blank

Copies might print without any ink or toner because of power-related problems or issues with the cartridges.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Reset the printer

Reset the printer to recover from printer errors or failures.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.



NOTE: Ricoh recommends plugging the printer directly into a wall outlet.

5. Turn on the printer to complete the reset.

Step 2: Check scanner bar functionality

If you have a flatbed scanner, watch the scanner bar while scanning to see if it is working properly.

1. Remove any original documents or photos from the scanner glass.
2. Lift the scanner lid slightly, and then press the Copy icon.
3. Look at the scanner. The scanner bar should illuminate and travel across the length of the glass.

If the scanner light does not illuminate or move, Contact Ricoh Customer Support to service the printer.

Step 3: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Slow copy speed

Copies might take too long to print because of quality settings.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Improve copy speed

1. Touch **Copy**, **Copy Document**, or **Copy Photo** on the printer control panel.
2. Touch **Settings** icon  to access and change settings.
 - **Paper Type:** Copy speed can be impacted if photo paper is selected for a plain copy job. Select the type of plain or photo paper for your copies.
 - **Tray Selection:** Select the paper input tray with the paper being used for your copies.
 - **Quality:** Select a lower copy quality level.
 - **Draft Mode:** Turning on Draft Mode speeds up copying, but reduces quality.
3. Select **Save Current Settings** or **Set as New Defaults** to retain the settings for future copy jobs.

Step 2: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Copies are cut off

Part of the original copy might be missing because of power or hardware issues, or incorrect paper and copy size settings.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Reset the printer

Reset the printer to recover from printer errors or failures.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.



NOTE: Ricoh recommends plugging the printer directly into a wall outlet.

5. Turn on the printer to complete the reset.

Step 2: Check scanner bar functionality

If you have a flatbed scanner, watch the scanner bar while scanning to see if it is working properly.

1. Remove any original documents or photos from the scanner glass.
2. Lift the scanner lid slightly, and then press the Copy icon.
3. Look at the scanner. The scanner bar should illuminate and travel across the length of the glass.

If the scanner light does not illuminate or move, Contact Ricoh Customer Support to service the printer.

Step 3: Change copy size settings

Adjust copy and paper size settings from the printer control panel menu to enlarge or reduce the size of copies.

1. Touch **Copy**, **Copy Document**, or **Copy Photo** on the printer control panel, and then select any available basic settings that apply to your copy job.
2. Touch Settings or the Gear icon  to open the copy job options.
3. Scroll to access and change the following copy settings.
 - **Resize or Size:** Change the size of the copy. Options can include a list of presets, custom sizes between 25 and 50 percent of the original size, **Fit to Page**, and an **Actual Size** setting to make a borderless copy.
 - **Paper Size:** Select the plain or photo paper size for your copies, or select **Automatic** to let the printer detect the paper loaded in the tray.
 - **Paper Type:** Select the type of plain or photo paper for your copies.
 - **Tray Selection:** Select the paper input tray with the paper being used for your copies.
4. Select **Save Current Settings** or **Set as New Defaults** to retain the settings for future copy jobs.

Step 4: Service the printer

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

'Another program has control of the scanner' Message Displays

Windows

When you try to scan, 'Another program has control of the scanner' Or 'Another program has control of the Ricoh device' displays on the computer and the scan fails.

Step 1: Stop the scanning processes, and then restart the printer and the computer

Use Windows Task Manager to stop the scanning processes, and then restart the Ricoh product and computer.

1. Open the **Task Manager**.
 - Right-click the taskbar near the Start button, and then click **Task Manager**.
2. Click the **Processes** tab.
3. Select **Keygrip.exe** from the list of processes, and then click **End Process**.
4. Select **scanapp.exe** from the list of processes, and then click **End Process**.
5. Press the **Power** button to turn the printer off, and then press the **Power** button again to turn the printer on.
6. Restart the computer.
7. Try to scan again.

If the issue persists, continue to the next step.

Step 2: Uninstall the Ricoh Printer Assistant software

Uninstall the Ricoh Printer Assistant software from your computer.

- Right-click the bottom left corner of the screen, and then click **Programs and Features**. The Programs and Features window opens with a list of installed programs.
- In the list of programs, click **IJM C180F Basic Device Software**, click **Uninstall**, and then click **Yes**. Follow the on-screen instructions to uninstall the software.
- Repeat the preceding step to remove other Ricoh printer software titles.
- Restart the computer before starting to reinstall the driver.

Step 3: Reinstall the software

Download and install the printer software from the Ricoh website.

1. Turn on the printer.
2. Disconnect the USB cable from the printer, if necessary. The software installation prompts you to connect the cable if needed.
3. Open the Ricoh website.
<http://support.ricoh.com/services/device/qr/DOEW.html>
4. Select the language.
5. Select **Ricoh Printer Assistant software** in the **Utility** tab, and then click **Download**.

Continue to the next step.

Step 4: Update the printer's firmware

Update the printer firmware for printers connected to a computer with Windows.

1. Make sure the printer is on and connected to the computer through your local network or USB cable.
2. Open the Ricoh website.
<http://support.ricoh.com/services/device/qr/D0EW.html>
3. Select the language.
4. Click the **Firmware** tab, and then click **Download**.
5. If a Firmware section is not listed, an update is not currently available for your printer.
6. Save the file to your computer.
7. Locate and then open the file to start the installation process.

If the issue persists, contact Ricoh.

Step 5: Contact Ricoh

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

Mac OS

Check the following items before proceeding.

- The printer is turned on and in a ready state.

Step 1: Repair the disk permissions

1. In the **Applications** folder, open the **Utilities** folder.
2. Double-click **Disk Utility**.
3. Select **Macintosh HD** on the left side of the window.
4. Click the **First Aid** tab, if it is not already selected.
5. Click **Repair Disk Permissions**.
6. Try to scan.

If the issue persists, continue to the next step.

Step 2: Contact Ricoh

Service or replace your Ricoh product if the issue persists after completing all the preceding steps.

Contact your sales or service representative.

No Scan Options message (Windows)

When you start a scan from the printer control panel, a **No Scan Options** or scan settings issue message displays and the scan fails.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Restart the computer and printer

Restart the computer and printer to clear any error states.

1. Press the Power button to turn off the printer.
2. Close all running programs on your computer, and then restart the computer.
3. Wait 30 seconds, and then turn the printer back on.

Step 2: Temporarily disable firewall software (Windows)

Firewall software helps block threats from outside your network, but some settings or configurations can block communication with network printers.

1. Select the **Start** button > **Settings** > **Update & Security** > **Windows Security** and then **Firewall & network protection**.
Open Windows Security settings
2. Select **Update & Security**.
3. Select a network profile: **Domain network**, **Private network**, or **Public network**.
4. Under **Microsoft Defender Firewall**, switch the setting to **Off**. Turning off Microsoft Defender Firewall could make your device (and network, if you have one) more vulnerable to unauthorized access. If there's an app you need to use that's being blocked, you can allow it through the firewall, instead of turning the firewall off.
5. If a **User Account Control** message displays, click **Yes**.
6. Go to <http://support.ricoh.com/services/device/qr/DOEW.html> to download and install the latest print driver.
 - If the installation completes, consult the firewall software support to change settings such as security level, trusted zones, and open ports to allow communication with Ricoh software and websites. After changing the settings, re-enable the firewall.
 - If the installation fails, the firewall software is not causing the issue. Re-enable the firewall

Step 3: Uninstall Ricoh print driver and use RICOH Support Station (Windows)

1. Uninstall the Ricoh print driver and install and use RICOH Support Station on a Windows computer.
2. Disconnect any USB cables from the printer.
3. In Windows, search for and open **Add or remove programs**.
4. Look for your IJM C180F in the list of programs.
 - If you find your printer, click the printer name, and then click **Uninstall**.
 - If you do not find your printer, search for and open **Printers & scanners**, click your printer, and then click **Remove device**.
5. If a **User Account Control** message displays, click **Yes**.
6. Follow the instructions to complete the software removal, and then restart the computer.
7. Go to <https://www.ricoh.com/software/support-station> to download and install RICOH Support Station.

Scanner not found or connected (Windows, Mac)

When you try to scan a document or photo, the computer or scanner cannot be found and the scan fails.

One of the following error messages might display:

- **An error occurred communicating with the scanner or scanning device**
- **No Computer Detected** or **Computer not found**
- **Scanner not found**
- **Scan to computer is currently unavailable**

Troubleshoot scanner connection issues (Windows)

Identify and resolve scanner connection issues on a Windows computer.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

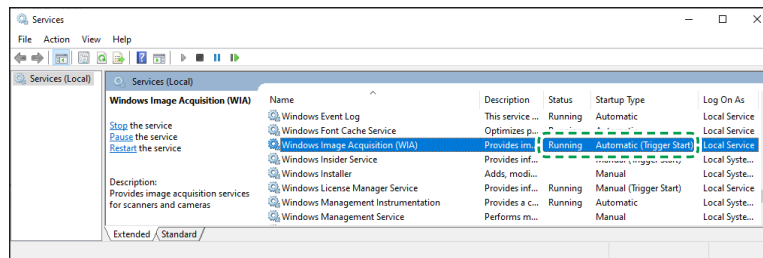
Step 1: Uninstall Ricoh print driver and use RICOH Support Station (Windows)

1. Uninstall the Ricoh print driver and install and use RICOH Support Station on a Windows computer.
2. Disconnect any USB cables from the printer.
3. In Windows, search for and open **Add or remove programs**.
4. Look for your IJM C180F in the list of programs.
 - If you find your printer, click the printer name, and then click **Uninstall**.
 - If you do not find your printer, search for and open **Printers & scanners**, click your printer, and then click **Remove device**.
5. If a **User Account Control** message displays, click **Yes**.
6. Follow the instructions to complete the software removal, and then restart the computer.
7. Go to <https://www.ricoh.com/software/support-station> to download and install RICOH Support Station.

Step 2: Check Windows Image Acquisition settings

Windows Image Acquisition (WIA) allows communication between the computer and scanner. If WIA is not on or running correctly, scan jobs can fail.

1. In Windows, search for and open **Services**.
2. Next to **Windows Image Acquisition (WIA)**, check the **Status** and **Startup Type**.
 - If the status is 'Started' or 'Running' and the Startup Type is 'Automatic', WIA is working correctly. No further action is required.
 - If the status is 'Disabled' or blank, continue with these steps.



3. Right-click **Windows Image Acquisition (WIA)**, and then select **Properties**.
4. On the **General** tab, select **Automatic** from the **Startup type** drop-down.
5. Under **Service status**, click **Start**.
6. If the **Start** button is grayed out, return to the Services list and make sure the following services are running and set as **Automatic**.
 - DCOM Server Process Launcher
 - Remote Procedure Call
 - RPC Endpoint Mapper
 - Shell Hardware Detection
7. Try to start WIA again.

Step 3: Troubleshoot your printer connection

Identify and resolve printer connection issues.

Troubleshoot the USB printer connection

Uninstall the printer with Device Manager and then reinstall the latest driver from Ricoh to resolve scan connection issues.

1. Search Windows for and open **Device Manager**.
2. Double-click **Imaging Devices**.
3. Right-click the Ricoh printer name, and then select **Uninstall device** to confirm the uninstall.
Uninstall any other instances of the printer in the list.
4. Double-click **Printers**, and then uninstall any instances of the printer, if present.

5. In Windows, search for and open **Add or Remove Programs**.
6. In the list of installed programs, click your IJM C180F, and then click **Uninstall**.
7. Disconnect the device when prompted during the uninstall process.
8. Restart the computer.
9. Go to <http://support.ricoh.com/services/device/qr/DOEW.html> to download the latest driver.
10. Open the downloaded file to start the guided software and driver installation.



NOTE: Do not connect the USB cable until prompted by the installer.

Troubleshoot the wireless printer connection

Check network issues and setup requirements if the printer is not found during software installs or when wireless print jobs fail.

- **Poor network connection:** Move the printer and computer or mobile device closer to the wireless router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, waiting 15 seconds, and then reconnecting the cord.
- **Printer is off or in sleep mode:** Touch the control panel or press the Power button to wake the printer and put it in a ready state. Sometimes the printer status might display Offline when it is actually ready.
- **Check the printer connection status:** Make sure the wireless signal is on, and the printer is connected to the same network as your computer or mobile device. If your printer has a light next to a Wireless icon or button (📶), make sure the light is on. If it is off or blinks, the printer is disconnected from the network.
- **Reconnect the printer to the network:** Place the printer within range of the Wi-Fi router signal, and then connect it to the network.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch (📶) (Wireless).
 2. Touch ⚙️ (Settings).
 3. Touch **Wireless Settings**.
 4. Touch **Wireless Setup Wizard**.
 5. Follow the display instructions to complete the setup.
- **Restart devices:** Restart the printer and the computer or mobile device to clear possible error conditions.
- **Print a Wireless Test Report:** Print and evaluate the report.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch ⚙️ (Setup).
 2. Select **Reports**, and then select **Wireless Test Report**.
- Wireless isolation could be causing your printer to appear offline. Check with your router manufacturer for more information.

Troubleshoot the wired network connection

Make sure you are using an undamaged Ethernet cable, check for a green light near the Ethernet port on the printer, and then print a report to verify the connection.

1. Turn off the printer, and then disconnect the Ethernet cable from the router and the printer.
2. Check the cable for damage, and then verify that it is an Ethernet cable and not a phone cable.



NOTE: Ethernet and phone cables look similar, but Ethernet cables are usually bigger and have eight visible wires on the connector.

3. Reconnect the cable to a different Ethernet or LAN port on the router, and then connect the other end to the printer's Ethernet port.
4. Turn on the printer.
5. Check the lights on the printer's Ethernet port to make sure the connection is successful. The green light should be steady, and the orange activity light should blink.
6. Print a **Wireless Network Test Results** or **Network Configuration report**.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Network Configuration Page** or **Wireless Test Report**.
7. Make sure the **Network Status** is **Ready**, or follow any instructions to resolve network issues identified on the report.



Troubleshoot scanner connection issues (Mac)

Identify and resolve scanner connection issues on a Mac.

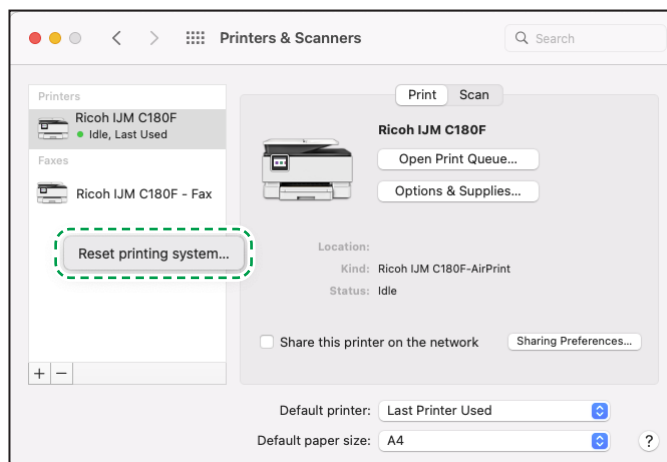
Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

Step 1: Reset the print system (Mac)

Resetting the print system can clear any error states by removing all Ricoh and non-Ricoh printers, pending print jobs, and printer preferences.

CAUTION: Resetting the print system removes **all** printers. After you reset the print system, re-add your printers to the queue.

1. Click the Apple menu, click **System Preferences**, and then click **Printers & Scanners** or **Print and Scan**.
2. Right-click or **control +** click anywhere in the Printers list, and then click **Reset printing system**.



3. Click **Reset** to confirm.
4. Type the administrator name and password, and then click **OK** to complete the reset.
5. Click the **Plus sign (+)**, and then follow the steps to select and re-add the printer.

Step 2: Troubleshoot your printer connection

Troubleshoot the wireless printer connection

- Check network issues and setup requirements if the printer is not found during software installs or when wireless print jobs fail.
- **Poor network connection:** Move the printer and computer or mobile device closer to the wireless router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, waiting 15 seconds, and then reconnecting the cord.
- **Printer is off or in sleep mode:** Touch the control panel or press the Power button to wake the printer and put it in a ready state. Sometimes the printer status might display Offline when it is actually ready.
- **Check the printer connection status:** Make sure the wireless signal is on, and the printer is connected to the same network as your computer or mobile device. If your printer has a light next to a Wireless icon or button , make sure the light is on. If it is off or blinks, the printer is disconnected from the network.
- **Reconnect the printer to the network:** Place the printer within range of the Wi-Fi router signal, and then connect it to the network.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
 2. Touch  (Settings).
 3. Touch **Wireless Settings**.
 4. Touch **Wireless Setup Wizard**.
 5. Follow the display instructions to complete the setup.
- **Restart devices:** Restart the printer and the computer or mobile device to clear possible error conditions.
- **Print a Wireless Test Report:** Print and evaluate the report.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Setup).
 2. Select **Reports**, and then select **Wireless Test Report**.
- Wireless isolation could be causing your printer to appear offline. Check with your router manufacturer for more information.

Troubleshoot the wired network connection

Make sure you are using an undamaged Ethernet cable, check for a green light near the Ethernet port on the printer, and then print a report to verify the connection.

1. Turn off the printer, and then disconnect the Ethernet cable from the router and the printer.
2. Check the cable for damage, and then verify that it is an Ethernet cable and not a phone cable.

 **NOTE:** Ethernet and phone cables look similar, but Ethernet cables are usually bigger and have eight visible wires on the connector.

3. Reconnect the cable to a different Ethernet or LAN port on the router, and then connect the other end to the printer's Ethernet port.
4. Turn on the printer.
5. Check the lights on the printer's Ethernet port to make sure the connection is successful. The green light should be steady, and the orange activity light should blink.
6. Print a **Wireless Network Test Results** or **Network Configuration report**.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Network Configuration Page** or **Wireless Test Report**.
7. Make sure the **Network Status** is **Ready**, or follow any instructions to resolve network issues identified on the report.



Troubleshoot the printer USB connection

Check the USB cable for damage and recommended length, and then restart your printer and computer.

1. Turn off the printer and the computer.
2. Disconnect the USB cable from the computer and printer, and then inspect the cable.
 - If the cable is damaged or longer than 3 m (9 ft 10 in), replace it.
 - If the cable is undamaged and shorter than 3 m (9 ft 10 in), connect the cable to a different USB port on the computer. The port should be USB 2.0 or greater. If you are using a USB hub or docking station, connect the cable directly to the computer.
3. Connect the cable to the printer.
4. Turn on the computer, and then wait for the startup process to complete.
5. Turn on the printer, and then add the printer (Mac) or wait for the computer to install the new device (Windows).

Troubleshoot a Wi-Fi connection to a Ricoh printer

Check for network and connection issues if you cannot print or scan with a wireless Ricoh printer.

General Wi-Fi network requirements and checking connection status

Make sure your Wi-Fi network and printer setup meet connection requirements.

1. Restart the printer and the computer or mobile device to clear possible error conditions.
2. Make sure the printer is not connected to a computer with a USB cable. A USB connection can block Wi-Fi setup.
3. Check your router support website or documentation to make sure it meets the following requirements.
 - **Bonjour support (Mac):** Ricoh recommends routers that support Bonjour, Apple's network discovery software. Connecting with Bonjour is the best way to find the printer and support wireless printing.
4. On your computer or mobile device, open the list of available networks.
 - If the network you are connected to is not yours, disconnect from the network and reconnect to your normal Wi-Fi network.



NOTE: A printer connection cannot be established over public or guest networks that allow guest logins used in schools, hotels, or coffee shops.

- If the network status is not connected, connect to your network, and then check the status again. A check mark or connected status displays next to the network name when connected.
5. Move the printer close to the router or range extender, and then check the printer connection status.
 - If the wireless light or icon (📶) is solid and blue, the printer is connected to the network.
 - If the wireless light or icon is off or flashing, the printer is not connected to the network. For more information, see [Set up the printer on your wireless network](#) or [Connect a Ricoh printer using Wi-Fi Protected Setup \(WPS\)](#).

First time wireless printer setup with the RICOH Support Station app fails

Check for network issues and review setup requirements if your wireless printer is not found during setup with RICOH Support Station.

Perform the following tasks in the order given. Return to the app setup after each task to see if the issue is resolved.

1. Restart the printer and the computer or mobile device to clear possible error conditions.
2. Restore Wi-Fi setup mode.
 1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch ⚙️ (**Setup**).
 2. Select **Network Setup**, and then select **Restore Network Settings**.

3. On your computer or mobile device, open the list of available networks.

- If the network you are connected to is not yours, disconnect from the network and reconnect to your normal Wi-Fi network. Do not connect to the printer Wi-Fi signal **DIRECT-xx-RI IJM C180F**.

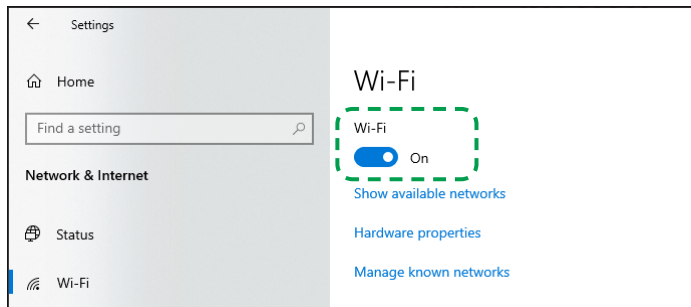


NOTE: A printer connection cannot be established over public or guest networks that allow guest logins used in schools, hotels, or coffee shops.

- If the network status is not connected, connect to your network, and then check the status again. A check mark or connected status displays next to the network name when connected.

4. Enable additional connections on your computer or mobile device.

- **Turn on Wi-Fi (PCs only):** Enable Wi-Fi even if the computer is connected to the network with Ethernet. If Wi-Fi does not turn on while using the wired connection, disconnect the Ethernet cable temporarily to enable Wi-Fi.

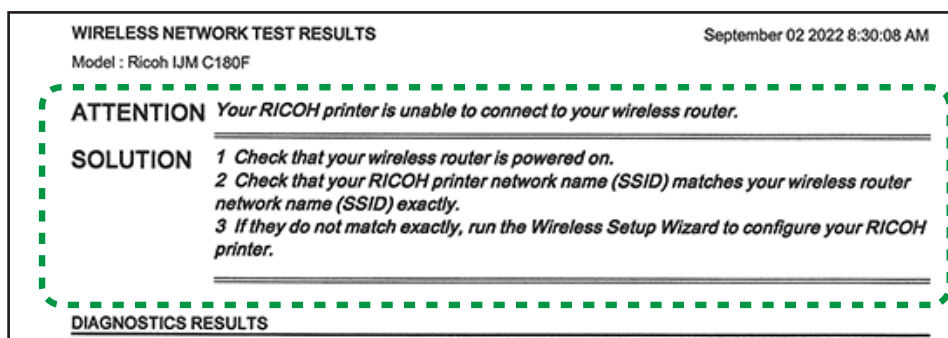


- **Enable location setting (mobile devices only):** After installing RICOH Support Station for iOS and Android, enable the location service in the device settings, and allow the app to use your location and Bluetooth.
5. Move the printer and the computer or mobile device within eight meters (26 feet) of the router or range extender, and then check the connection status.
 - **Printer connection:** If the wireless light or icon (📶) is solid and blue, the printer is connected to the network. If it is off or flashing, the printer is not connected to the network.
 - **Computer or mobile device connection:** Check the network signal strength. If the wireless icon shows a weak signal status (📶), move closer to the router or range extender until a strong signal displays (📶). Walls, metal bookcases, and electronics that emit radio signals can weaken the wireless signal.
 6. Reinstall the RICOH Support Station app from your app store, and then add the printer again.
 7. Open a website to confirm the internet service is working. If page load time is slow or intermittent, restart the router. If necessary, contact your internet service provider to check if the service is down.

Wi-Fi connection to printer is weak or frequently drops after setup

If the printer has been successfully connected to the network but does not maintain the connection, check the network environment and settings for issues.

1. On your computer or mobile device, open the list of available networks.
2. Check the network signal strength. If the wireless icon shows a weak signal status , move closer to the router or range extender until a strong signal displays . Walls, metal bookcases, and electronics that emit radio signals can weaken the wireless signal.
3. Open a website to confirm the internet service is working. If page load time is slow or intermittent, restart the router. If necessary, contact your internet service provider to check if the service is down.
4. Limit the number of devices actively on the network, especially devices streaming content.
5. Move the router to a central location in the home, or add a range extender to improve signal strength farther away from the router.
6. Contact your internet service provider or the router manufacturer for steps to check for and install any firmware updates.
7. Print a **Wireless Network Test Results** or **Network Configuration report**.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Network Configuration Page** or **Wireless Test Report**.
8. Review the report for connection status, network used, and any perform instructions provided for any issues found.



If no issues are found and the printer is connected to the correct network, continue with these steps.

9. In the **Number of 802.11 networks discovered** list on the last page of the report, locate the channel for your Wi-Fi network.

Number of 802.11 networks discovered: 15									
SSID	Mode	BSSID	Channel	Privacy	Auth	Encrypt	Signal	WPS	
asus_L7UJHY003109	Infrastructure		40*	RSN	Unsupported	Unsupported	-34	No	
asus_L7UJHY003109	Infrastructure		8	RSN	Unsupported	Unsupported	-34	No	
0024A53233AA-1	Infrastructure		2	RSN	WPA2-PSK	AES/TKIP	-66	Yes	
Buffalo-G-2B30	Infrastructure		2	RSN	WPA2-PSK	AES/TKIP	-67	No	

- If your network **is not** on a channel used by several other networks, the issue is not related to Wi-Fi channel interference.
 - If your network **is** on a channel used by several other networks, change the router channel.
10. Determine your router IP address and password.



NOTE: The following list is provided for informational purposes only and might not work with your router model. Consult your internet provider or router documentation for steps to access router settings.

COMMON ROUTER BRANDS WITH DEFAULT IP ADDRESSES, USER NAMES, AND PASSWORDS

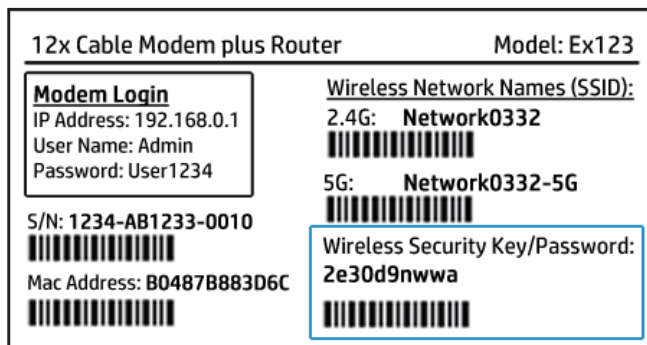
Router brand	IP address	User name	Password
3Com	http://192.168.1.1	admin	no password required, or admin
ASUS	http://192.168.1.1	admin	admin
Belkin	http://192.168.2.1	no user name required, or admin	no password required
D-Link	http://192.168.0.1	admin or user	no password required, or admin
Linksys	http://192.168.1.1	admin , no user name required, or Comcast	admin , no password required, or 1234
Netgear	http://192.168.0.1	admin	password , 1234 , or setup

11. Open a web browser, type the router IP address in the address bar, press **Enter**, and then sign in with the user name and password.
- The router setup page displays.
12. Use the configuration menu to change the Wi-Fi channel.
13. If your Wi-Fi network continues to under-perform, consider upgrading your router or internet service.

Lost or forgot the Wi-Fi network name or password

Find your network login information on the router label or through a computer or mobile device that is already connected to Wi-Fi.

- **Check the router label:** Find the product label on the router, typically located on the bottom or side. Look for the network name listed as the **Wireless Network Name** or the **SSID**. The password is listed as the **Wireless Security Key/Password**, **Wi-Fi Password**, **Network Password**, or **Network Key**.



If the information on the label did not work, a personalized network name and password was likely created. The router configuration page lists the current login information. Check with your internet service provider or the router manufacturer on how to access the router settings through a web browser.

- **Use network settings:** From a computer or mobile device that is already connected to the network, access the Wi-Fi settings to find the network name and password. Go to [Find the wireless network password or PIN to connect a Ricoh printer](#) for more information.

Connection to printer fails after changing the router or the network password

When your Wi-Fi network name or password is changed, you need to reconnect your printer to the network using the new login credentials.

Reconnect the printer from the wireless settings on the control panel (if available), use Wi-Fi protected setup (WPS) with supported routers, or install the RICOH Support Station app for a guided setup.

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
2. Touch  (**Settings**).
3. Touch **Wireless Settings**.
4. Touch **Wireless Setup Wizard**.
5. Follow the display instructions to complete the setup.

Go to [Wi-Fi connection is lost after router or network settings change](#) for more information and additional methods to connect to the network.

Scanning no longer works over Wi-Fi

Scans jobs with a wireless printer fail, and a communication error or message that the computer or scanner is not found, detected, or is unavailable might display.

To resolve the issue, install the RICOH Support Station (iOS and Android) app to reconnect the printer and use the latest scanning tools.

1. Prepare for the network and printer setup.
 - Place the printer and the computer or mobile device near the Wi-Fi router.
 - Turn on Wi-Fi on your computer or mobile device and connect to your network. If the computer connects to the network with an Ethernet cable, temporarily disconnect the cable and use the Wi-Fi connection during setup.
 - After installing RICOH Support Station for iOS and Android, enable the mobile device location service to allow the app to detect the printer and offer solutions during setup.
2. Download the RICOH Support Station app for iOS and Android from <https://www.ricoh.com/software/support-station>.



NOTE: Disconnect from a Virtual Private Network (VPN) connection before downloading.

3. Open RICOH Support Station.
 - If this is the first time you are opening RICOH Support Station, the app attempts to detect and set up the printer. Follow the guided setup screens to complete the printer setup.
 - If this is not the first time you are opening RICOH Support Station, click Add Printer or the plus sign to find the printer. Follow the guided setup screens to complete the printer setup.

If your printer is not found, continue to the next step.

4. Restore Wi-Fi setup mode.
 1. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Network Setup**, and then select **Restore Network Settings**.
5. Within two hours, close and re-open RICOH Support Station, and then add the printer again.
6. Click a Scan tile to start a scan job.

Fax issues

Run the fax test report first to see if there is a problem with your fax setup. If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify that the settings are correct.

Run the fax test

You can test your fax setup to check the status of the printer and to make sure it is set up correctly for faxing. Perform this test only after you have completed fax setup on the printer. The test does the following:

- Tests the fax hardware
- Verifies that the correct type of phone cord is connected to the printer
- Checks that the phone cord is plugged into the correct port
- Checks for a dial tone
- Tests the status of your phone line connection
- Checks for an active phone line

To test fax setup via the printer control panel

1. Set up the printer for faxing according to your particular home or office setup instructions.
2. Make sure the cartridges are installed and that full-size paper is loaded in the input tray before starting the test.
3. On the **Fax** screen, flick to the right and touch **Setup**, touch **Setup Wizard**, and then follow the onscreen instructions.

The printer displays the status of the test on the display and prints a report.

4. Review the report.
 - If the fax test failed, review the solutions below.
 - If the fax test passed and you are still having problems faxing, verify that the fax settings listed in the report are correct.

To test fax setup from the Ricoh Printer Assistant software (Windows)

1. Set up the printer for faxing according to your particular home or office setup instructions.
2. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
3. Click **Print, Scan & Fax**, and then click **Fax**.
4. Click **Fax Setup Wizard**, and then follow the onscreen instructions.
5. On **Step 5: Summary** screen, click **Run Test**.

The Ricoh Printer Assistant software displays the status of the test on the display and prints a report.

6. Review the report.
 - If the fax test failed, review the solutions below.
 - If the fax test passed and you are still having problems faxing, verify that the fax settings listed in the report are correct.

What to do if the fax test failed

If you ran a fax test and the test failed, review the report for basic information about the error. For more detailed information, check the report to see which part of the test failed, and then review the appropriate topic in this section for solutions to try.

The “Fax Hardware Test” failed

- Turn the printer off by pressing  (the Power button) located on the front left side of the printer and then unplug the power cord from the back of the printer. After a few seconds, plug the power cord in again, and then turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard** (Windows), make sure the printer is not busy completing another task, such as receiving a fax or making a copy. Check the display for a message indicating that the printer is busy. If it is busy, wait until it is finished and in the idle state before running the test.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact Ricoh support. Go to <https://www.ricoh.com/support/>.

The “Fax Connected to Active Telephone Wall Jack” test failed

- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing.

The “Phone Cord Connected to Correct Port on Fax” test failed

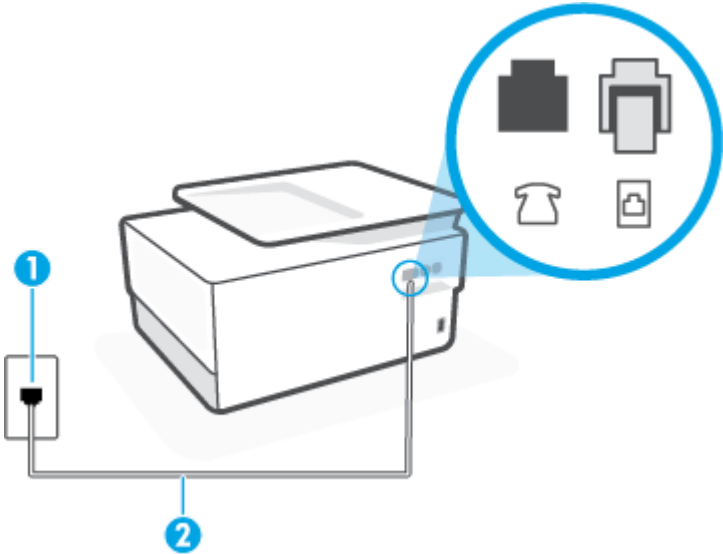
If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

Plug the phone cord into the correct port

- 1. Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.

 **NOTE:** If you use the port labeled  to connect to the telephone wall jack, you cannot send or receive faxes. The port labeled  should only be used to connect other equipment, such as an answering machine.

Figure 8-1 Back view of the printer

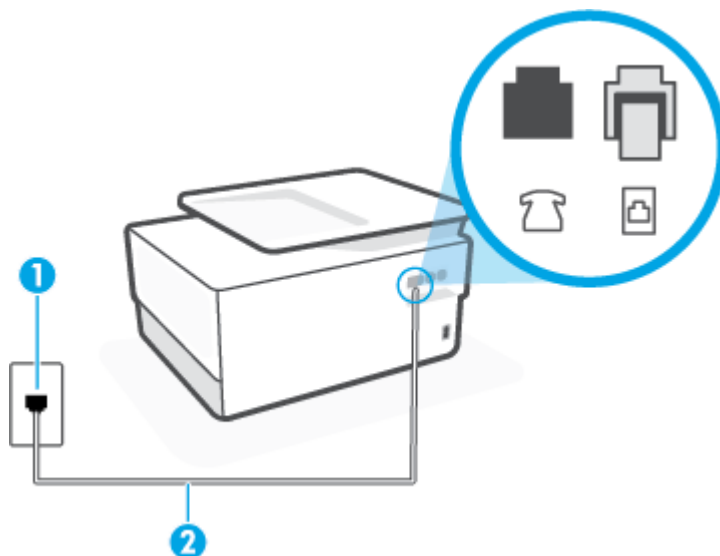


1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the  port on the printer.

- 2. After you have connected the phone cord to the port labeled , run the fax test again to make sure it passes and the printer is ready for faxing.
- 3. Try to send or receive a test fax.

The “Using Correct Type of Phone Cord with Fax” test failed

- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.



1 Telephone wall jack.

2 Use a minimum 26 AWG phone cord to connect to the  port on the printer.

- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

The “Dial Tone Detection” test failed

- Other equipment, which uses the same phone line as the printer, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the printer.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

- If your telephone system is not using a standard dial tone, such as some private branch exchange (PBX) systems, this might cause the test to fail. This does not cause a problem sending or receiving faxes. Try sending or receiving a test fax.
- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes.
- Make sure you connect the printer to an analog phone line or you cannot send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the printer to an analog phone line and try sending or receiving a fax.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Dial Tone Detection** test continues to fail, contact your telephone company and have them check the phone line.

The “Fax Line Condition” test failed

- Make sure you connect the printer to an analog phone line or you cannot send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the printer to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the printer to make sure the phone cord is secure.
- Connect one end of the phone cord to your telephone wall jack, then connect the other end to the port labeled  on the back of the printer.
- Other equipment, which uses the same phone line as the printer, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything from the phone line, and then run the test again.
 - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
 - If the **Fax Line Condition Test** fails without the other equipment, connect the printer to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the printer is ready for faxing. If the **Fax Line Condition Test** continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

Troubleshoot fax problems

What kind of fax problem are you having?

- [The display always shows Phone Off Hook](#)
- [The printer is having problems sending and receiving faxes](#)
- [The printer cannot receive faxes, but can send faxes](#)
- [The printer cannot send faxes, but can receive faxes](#)
- [Fax tones are recorded on my answering machine](#)

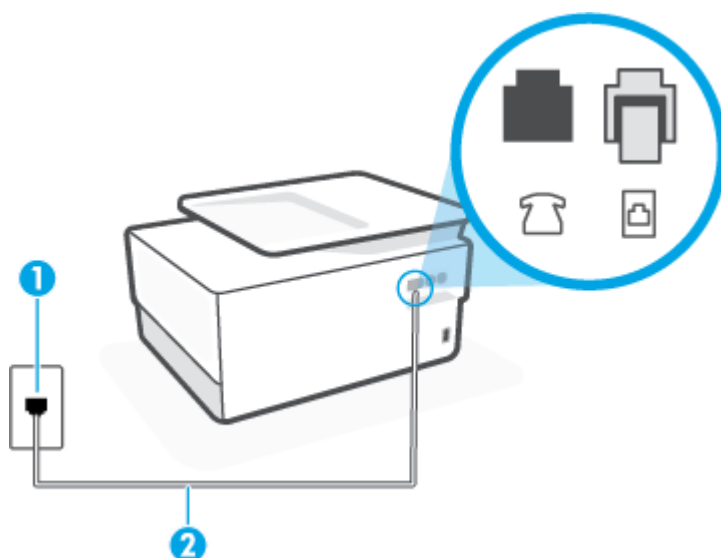
The display always shows Phone Off Hook

- Ricoh recommends using a 2-wire phone cord.
- Other equipment that uses the same phone line as the printer might be in use. Make sure extension phones (phones on the same phone line, but not connected to the printer) or other equipment are not in use or off the hook. For example, you cannot use the printer for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send email or access the Internet.

The printer is having problems sending and receiving faxes

- Make sure the printer is turned on. Look at the display on the printer. If the display is blank and  (the Power button) light is not lit, the printer is turned off. Make sure the power cord is firmly connected to the printer and plugged into a power outlet. Press  (the Power button) to turn on the printer. After turning on the printer, Ricoh recommends you wait five minutes before sending or receiving a fax. The printer cannot send or receive faxes while it is initializing after being turned on.

- Make sure you used the phone cord supplied in the box with the printer to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled  on the back of the printer and the other end to your telephone wall jack, as shown in the illustration.



1	Telephone wall jack.
2	Use a minimum 26 AWG phone cord to connect to the  port on the printer.

- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the printer and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.
- Other equipment, which uses the same phone line as the printer, might be in use. For example, you cannot use the printer for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send an email or access the Internet.
- Check to see if another process has caused an error. Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the printer cannot send or receive a fax until the error condition is resolved.
- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn **Error Correction Mode** (ECM) off and try faxing again. If the problem persists, contact your telephone company.
- If you are using a digital subscriber line (DSL) service, make sure that you have a DSL filter connected or you cannot fax successfully.
- Make sure the printer is not connected to a telephone wall jack that is set up for digital phones. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones.

- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the printer is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region, if possible.
- If the printer shares the same phone line with a DSL service, the DSL modem might not be grounded correctly. If the DSL modem is not grounded correctly, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If you hear noise, turn off your DSL modem and completely remove power for at least 15 minutes. Turn the DSL modem back on and listen to the dial tone again.



NOTE: You might notice static on the phone line again in the future. If the printer stops sending and receiving faxes, repeat this process.

If the phone line is still noisy, contact your telephone company. For information on turning your DSL modem off, contact your DSL provider for support.

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the printer directly to the telephone wall jack.

The printer cannot receive faxes, but can send faxes

- If you are not using a distinctive ring service, check to make sure that the **Distinctive Ring** feature on the printer is set to **All Standard Rings**.
- If **Auto Answer** is set to **Off**, you need to receive faxes manually; otherwise, the printer cannot receive the fax.
- If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. This means that you must be available to respond in person to incoming fax calls.
- If you have a computer dial-up modem on the same phone line with the printer, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the printer from receiving fax calls.

- If you have an answering machine on the same phone line with the printer, you might have one of the following problems:
 - Your answering machine might not be set up correctly with the printer.
 - Your outgoing message might be too long or too loud to allow the printer to detect fax tones, and the sending fax machine might disconnect.
 - Your answering machine might not have enough quiet time after your outgoing message to allow the printer to detect fax tones. This problem is most common with digital answering machines.

The following actions might help to solve these problems:

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the printer.
- Make sure the printer is set to receive faxes automatically.
- Make sure the **Rings to Answer** setting is set to a greater number of rings than the answering machine.
- Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem.
- Reconnect the answering machine and record your outgoing message again. Record a message that is approximately 10 seconds in duration. Speak slowly and at a low volume when recording your message. Leave at least 5 seconds of silence at the end of the voice message. There should be no background noise when recording this silent time. Try to receive a fax again.



NOTE: Some digital answering machines might not retain the recorded silence at the end of your outgoing message. Play back your outgoing message to check.

- If the printer shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.
To find out if other equipment is causing a problem, disconnect everything except the printer from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.
- If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** feature on the printer is set to match.

The printer cannot send faxes, but can receive faxes

- The printer might be dialing too fast or too soon. You might need to insert some pauses in the number sequence. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 955555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, touch the * repeatedly, until a dash (-) appears on the display.
You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial.
- The number you entered when sending the fax is not in the proper format or the receiving fax machine is having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax machine might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

Fax tones are recorded on my answering machine

- When you have an answering machine on the same phone line you use for fax calls, try connecting the answering machine directly to the printer. If you do not connect the answering machine as recommended, fax tones might be recorded on your answering machine.
- Make sure the printer is set to receive faxes automatically and that the **Rings to Answer** setting is correct. The number of rings to answer for the printer should be greater than the number of rings to answer for the answering machine. If the answering machine and the printer are set to the same number of rings to answer, both devices answer the call and fax tones are recorded on the answering machine.
- Set your answering machine to a low number of rings and the printer to answer in the maximum number of rings supported. (The maximum number of rings varies by country/region.) In this setup, the answering machine answers the call and the printer monitors the line. If the printer detects fax tones, the printer receives the fax. If the call is a voice call, the answering machine records the incoming message.

Network and connection issues

What do you want to do?

- [Fix wireless connection](#)
- [Fix Wi-Fi Direct connection](#)
- [Fix Ethernet connection](#)
- [Firewall blocks driver install or printer functions \(Windows\)](#)
- [Find the wireless network password or PIN to connect a Ricoh printer](#)

Fix wireless connection

Choose one of the following troubleshooting options.

- Restore network settings and reconnect the printer. See [Backup and restore printer's settings using the Embedded Web Server \(EWS\)](#).
- Check the network configuration or print the wireless test report to assist in diagnosing network connection issues.

1. Print the wireless test report.

Print the wireless test report from the printer display

- a.** From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).

- b.** Touch **Reports**, and then touch **Wireless Test Report**.

Print the wireless test report from the Embedded Web Server (EWS)

- a.** Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).

- b.** On the **Tools** tab.

- c.** Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

- d.** In the **Reports** section, click **Printer Reports**.

- e.** Click **Print Wireless Test Report**.

2. Check the top of the wireless network test report to see if something failed during the test.

- See the **DIAGNOSTICS RESULTS** section for all tests that were performed, to determine whether or not your printer passed.
 - From the **CURRENT CONFIGURATION** section, find out the Network Name (SSID) to which your printer is currently connected. Make sure that the printer is connected to the same network as your computer or mobile devices.
- Use a Ricoh online troubleshooting tool to solve your printer issues. See [Get help with Ricoh online troubleshooting](#).

Fix Wi-Fi Direct connection

1. Check the printer to confirm that Wi-Fi Direct is turned on:
 - ▲ From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wi-Fi Direct).
2. From your wireless computer or mobile device, turn on the Wi-Fi connection, and then search for and connect to the Wi-Fi Direct name of your printer.
3. Enter the Wi-Fi Direct password when prompted.
4. If you are using a mobile device, make sure you have installed a compatible printing app.

Fix Ethernet connection

Check the following:

- The network is operational and the network hub, switch, or router is turned on.
- The Ethernet cable is properly connected between the printer and the router. The Ethernet cable is plugged into the Ethernet port on the printer and the light near the connector lights up when connected.
- Antivirus programs, including spyware protection programs, are not impacting your network connection to the printer. If you know that antivirus or firewall software is preventing your computer from connecting to the printer, [use the Ricoh online firewall troubleshooter](#) to help solve the problem.

Firewall blocks driver install or printer functions (Windows)

Firewall software helps block threats from outside your network, but some firewall settings or configurations can block communication with network printers.

Firewall settings might cause the following issues:

- Printer software and drivers cannot be installed
- During the driver installation the printer is not found on the network
- Some printer functions work while others do not
- The printer suddenly stops printing
- A **Not connected** status displays even though the printer is connected to the network

Step 1: Temporarily disable firewall software (Windows)

Firewall software helps block threats from outside your network, but some settings or configurations can block communication with network printers.

1. Select the **Start** button > **Settings** > **Update & Security** > **Windows Security** and then **Firewall & network protection**.
Open Windows Security settings
2. Select **Update & Security**.
3. Select a network profile: **Domain network**, **Private network**, or **Public network**.
4. Under **Microsoft Defender Firewall**, switch the setting to **Off**. Turning off Microsoft Defender Firewall could make your device (and network, if you have one) more vulnerable to unauthorized access. If there's an app you need to use that's being blocked, you can allow it through the firewall, instead of turning the firewall off.
5. If a **User Account Control** message displays, click **Yes**.

6. Go to <http://support.ricoh.com/services/device/qr/D0EW.html> to download and install the latest print driver.
 - If the installation completes, consult the firewall software support to change settings such as security level, trusted zones, and open ports to allow communication with Ricoh software and websites. After changing the settings, re-enable the firewall.
 - If the installation fails, the firewall software is not causing the issue. Re-enable the firewall

Step 2: Configure the firewall

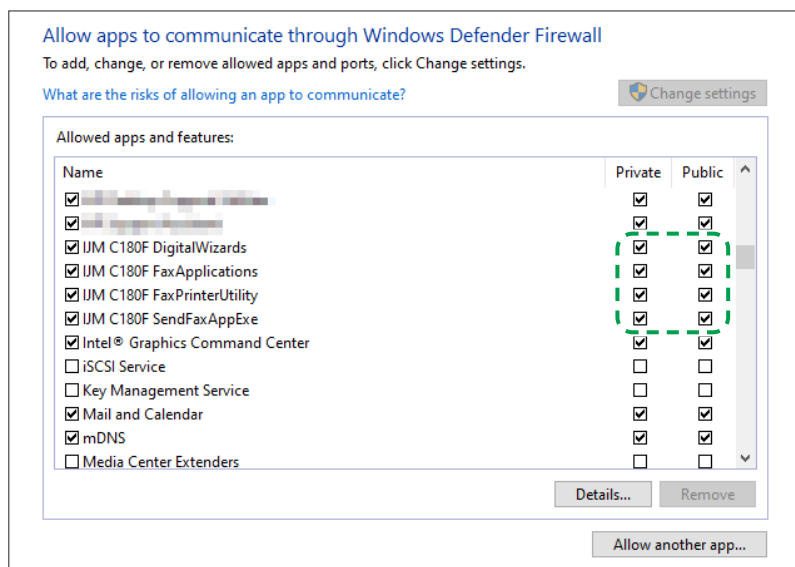
Review the firewall settings for your computer security programs, such as Windows Defender, McAfee, and Norton.

Configure firewall settings in Windows Defender

Windows Defender Firewall comes with all Windows PCs. If you use Windows Defender, configure settings to work with your Ricoh printer and software.

1. Search Windows for and open **Windows Defender Firewall**.
2. Click **Allow an app or feature through Windows Defender Firewall**, and then confirm all Ricoh programs in the list are allowed for your network type (private or public).

To allow a program, click **Change settings**, and then check the box in the column that applies to your network.



3. On the Windows Defender home screen, click Advanced settings.
4. In the left pane, click Outbound Rules, scroll to the right in the center pane to find the Remote Port column, and then click Remote Port to sort the list numerically.

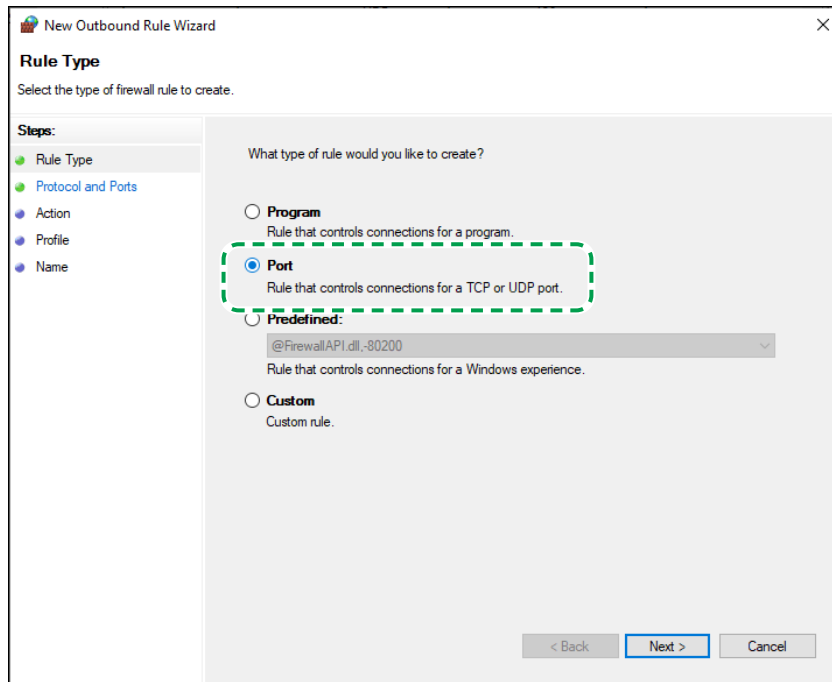


NOTE: Printers use ports to communicate with a computer. Rules create openings in the firewall for specific ports.

Remote Address	Protocol	Local Port	Remote Port	Authorized Computers
Any	UDP	Any	138	Any
Local subnet	UDP	Any	138	Any
Local subnet	UDP	Any	138	Any
Any	TCP	Any	139	Any
Local subnet	TCP	Any	139	Any
Local subnet	TCP	Any	139	Any
Any	TCP	Any	15740	Any
Local subnet	TCP	Any	15740	Any
Any	UDP	Any	1701	Any
Any	TCP	Any	1723	Any

5. Locate the following port numbers in the list, and then do the following:
 - Make sure the **Protocol** column matches (TCP or UDP).
 - Click the port number. If **Enable Rule** displays in the **Action** pane, click it to enable the rule.
 - Note any missing port numbers.
 - TCP 80
 - TCP 139
 - UDP 139
 - UDP 161
 - UDP 427
 - TCP 443
 - TCP 631
 - UDP 3702
 - UDP 5353
 - TCP 8080
 - TCP 9100
 - TCP 9220
 - TCP 9290
 - TCP 9500
6. Click **Inbound Rules**, scroll to the right to find the **Local Port** column, and then click **Local Port** to sort the list numerically.
7. Locate the following port numbers in the list, and then repeat the previous step to make sure the protocol matches, enable any rules, and note any missing port numbers.
 - TCP 80
 - UDP 427
 - TCP 443
 - TCP 631
 - UDP 3702
 - UDP 5353
 - TCP 8080
 - TCP 9100
 - If you found and enabled all ports, return to the driver installation or try to use the printer. If the issue is not resolved, go to Ricoh Customer Support to continue troubleshooting.
 - If you did not find all the ports, continue to the next step to create new rules for the missing ports.
8. In the left pane, select **Inbound Rules** or **Outbound Rules**, depending on which port numbers are missing, and then click **New Rule** in the **Action** pane.

9. In the **Rule Type** step, select **Port**, and then click **Next**.



10. In the **Protocol and Ports** step, select **UDP** or **TCP**, type the port number into the **Specific local ports** field, and then click **Next**.
11. In the **Action** step, select one of the following options, and then click **Next**.
- If you only use a trusted, secure network, select **Allow the connection**.
 - If you use multiple networks or an unsecure network, select **Allow the connection if it is secure**, and then complete an additional step to authorize or block specific computers.
12. Follow the remaining steps to create the rule.

Repeat these steps for any other missing port numbers.

If all ports are enabled, return to the driver installation or try to use the printer. If the issue is not resolved, go to Ricoh Customer Support to continue troubleshooting.

Configure firewall settings in other security software for Windows

Change settings in third-party firewall applications to allow Ricoh software to install or let network printer functions to work properly.

Common security software support websites:

- [Avast](#) (in English)
- [AVG](#) (in English)
- [Avira](#) (in English)
- [Bitdefender](#) (in English)
- [eScan](#) (in English)
- [Kaspersky](#) (in English)
- [McAfee](#) (in English)
- [Norton](#) (in English)

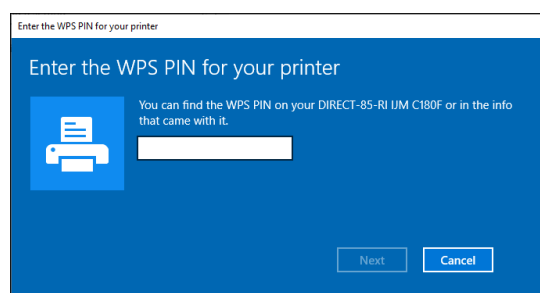
Check all of the following firewall settings, and change them if necessary.

- Update the security software to the current version.
- Make sure firewall settings have not been changed from default.
- Set the Firewall strength to medium or an equivalent level when connected to your home network.
- Set your network as a trusted zone.
- Make sure Ricoh programs are trusted programs and are not blocked.
- Enable alert messages. For example, if you install new Ricoh software, your security software should confirm if you want to allow, permit, or unblock the installation. Always allow the Ricoh software to install.
- If the firewall has a **Remember this action** or **Create a rule for this option**, select it.
- Make sure Ricoh ports are not blocked. Create rules to allow the following ports, if necessary.
 - **Inbound rules:** TCP 80, TCP 443, TCP 631, TCP 8080, UDP 427, UDP 3702, UDP 5353
 - **Outbound rules:** TCP 80, TCP 139, TCP 443, TCP 631, TCP 8080, TCP 9100, TCP 9200, TCP 9290, TCP 9500, UDP 139, UDP 161, UDP 427, UDP 3702, UDP 5353

Find the wireless network password or PIN to connect a Ricoh printer

Find the WPS PIN

Find and enter the WPS PIN to complete printer setup. You have a short time (90 seconds for most models) to enter the PIN before it expires.

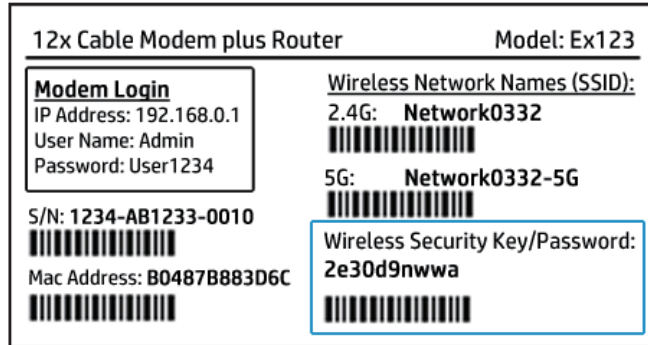


1. After the WPS PIN prompt displays on the computer, look for a PIN on the printer control panel.
 - From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wi-Fi Direct).
2. Enter the PIN, and then click **Next** to finish the setup.

Find the wireless network password on the router

Look for the wireless network password on the router provided by your Internet Service Provider (ISP).

1. Find the product label on your router, typically located on the bottom or side.
2. Look for the password underneath or next to the **Wireless Network Name** or **SSID**. It might be labeled as **Wireless Security Key/Password**, **Wi-Fi Password**, **Network Password**, or **Network Key**.

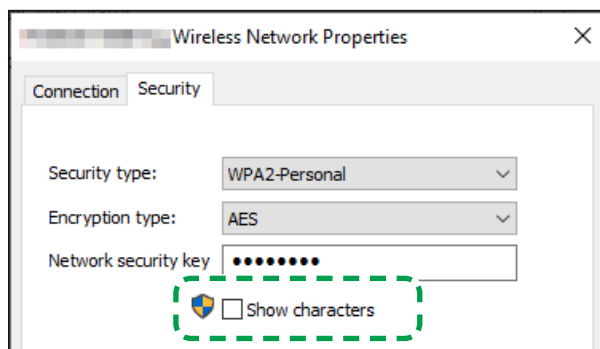


3. If you cannot find the password or the password does not work, check any paperwork that came with the router or contact your ISP for additional help.

Find the wireless network password (Windows)

Use the wireless properties on a Windows computer to find the wireless network password.

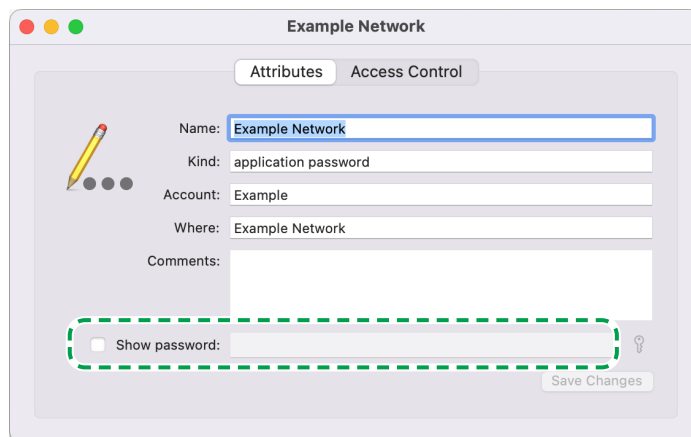
1. In Windows, search for and open **Wi-Fi Settings**.
2. Under **Related settings**, click **Change adapter options**.
3. Right-click the name of your wireless network, and then click **Status**.
4. Under **Connection**, click Wireless Properties.
5. Click the **Security** tab, and then select the **Show characters** check box to show the password.



Find the wireless network password (Mac)

Use the Keychain Access utility on a Mac to find the wireless network password.

1. Open **Finder**.
2. From the **Go** menu, select **Utilities**, and then click **Keychain Access**.
3. Under **System Keychains**, click **System**.
4. Double-click your Wi-Fi network name to open the **Attributes** window.
5. Select the box next to **Show password**.



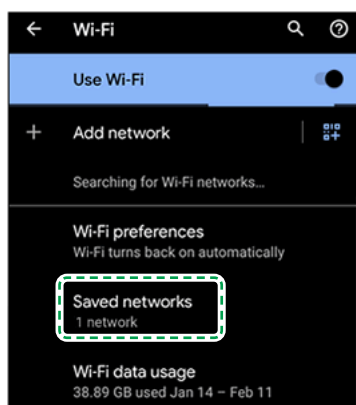
6. In the **Keychain Access wants to use the “Local Items” keychain** window, enter your Apple ID password.

The network password displays in the **Show password** field.

Find the wireless network password (Android)

Use the Share Wi-Fi feature to find the wireless network password on a mobile device with Android 10 and later.

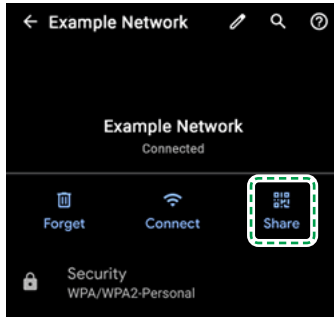
1. On your mobile device, open the Wi-Fi menu, and then tap Saved networks.



2. Select a network from the list.



3. Tap Share, and then enter your password or PIN.



4. Find the Wi-Fi password underneath the QR code.



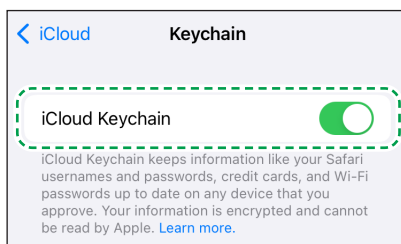
Find the wireless network password (iOS, iPadOS)

Use the iCloud Keychain Sync feature to find the wireless network password on a mobile device with Apple iOS or iPadOS.

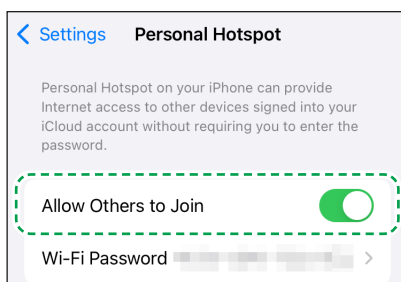


NOTE: A Mac is **required** to complete these steps. If you do not have access to a Mac, contact the owner of the network or Internet Service Provider (ISP) for additional help.

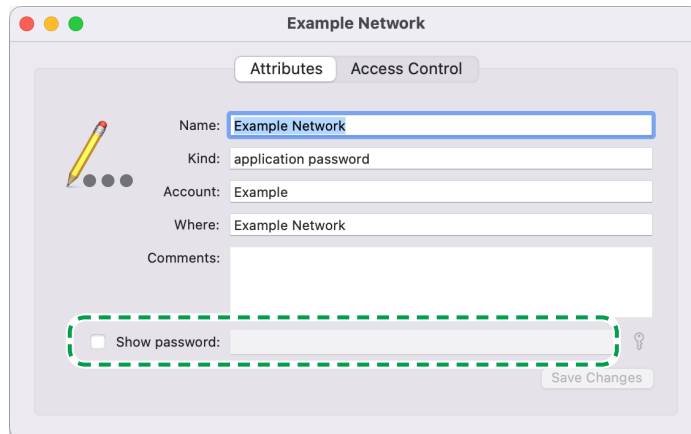
1. On your mobile device, open the **iCloud** settings, tap **Keychain**, and then tap **iCloud Keychain** to turn it on.



2. Open **Settings**, and then tap **Cellular**.
3. Tap **Personal Hotspot**, and then tap **Personal Hotspot** or **Allow Others to Join** to turn it on.



4. Tap **Back**, and then tap **Wi-Fi Password**.
5. Write down the hotspot password or change it to one that is easier to remember.
6. On your Mac, open the Wi-Fi network menu, and then connect to your personal hotspot.
7. Open **Finder**, and then click **Go**.
8. Click **Utilities**, and then double-click **Keychain Access**.
9. In the Category list, click **Passwords**.
10. Double-click the name of the wireless network from your mobile device, and then select the **Show password** check box.



11. Enter the administrator password if prompted, and then click **OK**.

Frequently asked questions (FAQs)

Still have a question? Find additional answers and help.

How do I reconnect my printer after a router or network password change?

When your Wi-Fi network name or password is changed, you need to reconnect your printer to the network using the new login credentials.

Reconnect the printer from the wireless settings on the control panel (if available), use Wi-Fi protected setup (WPS) with supported routers.

Go to [Wi-Fi connection is lost after router or network settings change](#) for more information and additional methods to connect to the network.

Can I print over a public or business wireless network?

In most cases, wireless printers cannot print over a public (open) or business network, such as a college or hotel. As a workaround, use a direct connection to print, such as USB or Wi-Fi Direct.

If you want to connect to a business network, contact the owner or manager to get the wireless password for your computer or mobile device. Some locations use a public network that does not require a password, such as a library or coffee shop, but they do require accepting terms and conditions before giving you internet access.

Why can't I connect my wireless printer or print over the network?

Check network issues and setup requirements if the printer is not found during software installs or when wireless print jobs fail.

- **Poor network connection:** Move the printer and computer or mobile device closer to the wireless router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, waiting 15 seconds, and then reconnecting the cord.
- **Printer is off or in sleep mode:** Touch the control panel menu or press the Power button to wake the printer and put it in a ready state. Sometimes the printer status might display Offline when it is actually ready.
- **Check the printer connection status:** Make sure the wireless signal is on, and the printer is connected to the same network as your computer or mobile device. If your printer has a light next to a Wireless icon or button , make sure the light is on. If it is off or blinks the printer is disconnected from the network.
- **Reconnect the printer to the network:** Place the printer within range of the Wi-Fi router signal, and then connect it to the network.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Wireless).
 2. Touch  (Settings).
 3. Touch **Wireless Settings**.
 4. Touch **Wireless Setup Wizard**.
 5. Follow the display instructions to complete the setup.
- **Restart devices:** Restart the printer and the computer or mobile device to clear possible error conditions.
- **Print a Wireless Test Report:** Print and evaluate the report.
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (Setup).
 2. Select **Reports**, and then select **Wireless Test Report**.

Wi-Fi connection is lost after router or network settings change

Reconnect a previously installed printer to the Wi-Fi network if you purchased a new router, changed your Internet Service Provider (ISP), or changed your network name and password.

Step 1: Connect the printer to the Wi-Fi network

Use the Wireless Setup Wizard from the printer control panel to connect the printer to your Wi-Fi network.

1. Place the printer near the network router.
2. Make sure paper is loaded in the main tray, and then turn on the printer.
3. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch  (**Setup**).
4. Select **Network Setup**, and then select **Restore Network Settings**.
5. Get the network name and password.
6. From the printer control panel, touch or swipe down the tab at the top of the screen to open the Dashboard, and then touch  (**Setup**).
7. Select **Network Setup**, and then select **Wireless settings**.
8. Select **Wireless Setup Wizard**.
9. Select your network, and then enter the password.

Step 2: Print a Wireless Network Test Report

Print a Wireless Network Test Report to find information about your printer network connection or to troubleshoot connection issues.

1. Print a Wireless Network Test Report:
 1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
 2. Select **Reports**, and then select **Wireless Test Report**.
2. Review the information on the report, and then follow any instructions provided to troubleshoot connectivity problems.

Printer hardware issues

The printer shuts down unexpectedly

- Check the power and power connections.
- Make sure the printer's power cord is connected firmly to a functioning power outlet.

Printhead alignment fails

- If the alignment process fails, make sure you have loaded unused, plain white paper into the input tray. If you have colored paper loaded in the input tray when you align the printhead, the alignment fails.
- If the alignment process fails repeatedly, you may need to clean the printhead, or you might have a defective sensor. To clean the printhead, see [Maintain the printhead and cartridges](#).

Resolve printer failure

Complete the following steps to resolve printer failure problems:

1. Press  (the Power button) to turn off the printer.
2. Unplug the power cord, and then plug in the power cord again.
3. Press  (the Power button) to turn on the printer.

If this problem persists, write down the error code provided in the message, and then contact Ricoh support. For more information about contacting Ricoh support, see [Ricoth support](#).

Understand printer reports

You can print the following reports to help troubleshoot problems with the printer.

- [Printer status report](#)
- [Network configuration page](#)
- [Print quality report](#)
- [Wireless test report](#)

To print a printer report from printer display

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, touch  (**Setup**).
2. Touch **Reports**.
3. Select a printer report to print.

To print a printer report from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
2. On the **Tools** tab.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. In the **Reports** section, click **Printer Reports**.
5. Click a printer report to print.

Printer status report

Use the printer status report to view current printer information and cartridge status. Also use the printer status report to help you troubleshoot problems with the printer.

The printer status report also contains a log of recent events.

If you need to call Ricoh, it is often useful to print the printer status report before calling.

Network configuration page

If the printer is connected to a network, you can print a network configuration page to view the network settings for the printer and a list of networks detected by your printer. The last page of the report includes a list of all detectable wireless networks in the area, along with signal strength and the channels being used. This might help you select a channel for your network which is not heavily used by other networks (which will improve network performance).



NOTE: In order to get the list of detected wireless networks in the area, the wireless radio on the printer should be turned on. If it is off or if the printer is connected using Ethernet, the list is not displayed.

You can use the network configuration page to help troubleshoot network connectivity problems. If you need to call Ricoh, it is often useful to print this page before calling.

Print quality report

Print quality problems can have many causes—software settings, a poor image file, or the printing system itself. If you are unhappy with the quality of your prints, a Print Quality Report page can help you determine if the printing system is working correctly.

Wireless test report

When you print the Wireless Test Report, a number of tests are run to check various conditions of the printer wireless connection. The report shows the results of the tests. If an issue is discovered, the issue along with a message how to fix it is provided on the report. Some key wireless configuration details are provided at the bottom section of the report.

Maintain the printer

What do you want to do?

- [Clean the scanner glass](#)
- [Clean the exterior](#)
- [Clean the document feeder](#)
- [Maintain the printhead and cartridges](#)

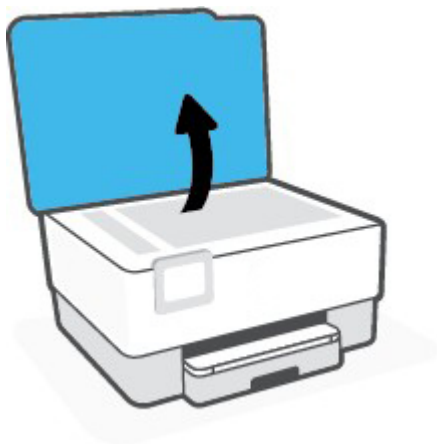
Clean the scanner glass

Dust or dirt on the scanner glass, scanner lid backing, or scanner frame can slow down performance, degrade the quality of scans, and affect the accuracy of special features such as fitting copies to a certain page size.

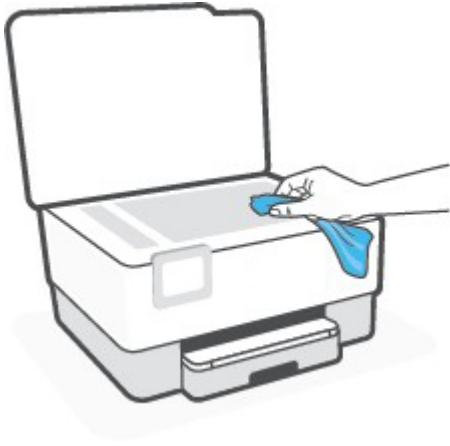
To clean the scanner glass

⚠ WARNING! Before cleaning the printer, turn the printer off by pressing  (the Power button) and unplug the power cord from the electrical socket.

1. Lift the scanner lid.



2. Clean the scanner glass and lid backing by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner.



-
- ⚠ CAUTION:** Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the scanner glass.
- ⚠ CAUTION:** Do not spray the glass cleaner directly on the scanner glass. If too much glass cleaner is applied, the cleaner could leak under the scanner glass and damage the scanner.
-

3. Close the scanner lid, and turn on the printer.

Clean the exterior

-
- ⚠ WARNING!** Before cleaning the printer, turn the printer off by pressing the power button  and unplugging the power cord from the electrical socket.
-

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the case. Keep fluids away from the interior of the printer, as well as from the printer control panel.

Clean the document feeder

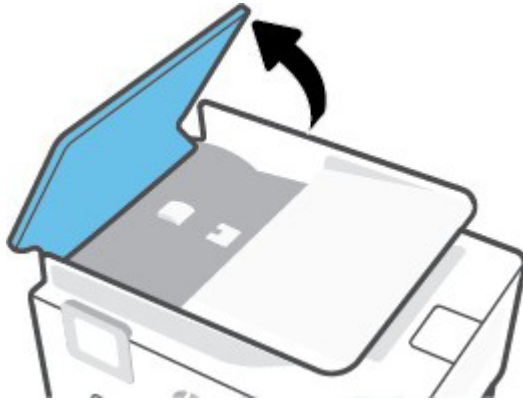
If the document feeder picks up multiple pages or if it does not pick up plain paper, you can clean the rollers and separator pad.

To clean the rollers or separator pad

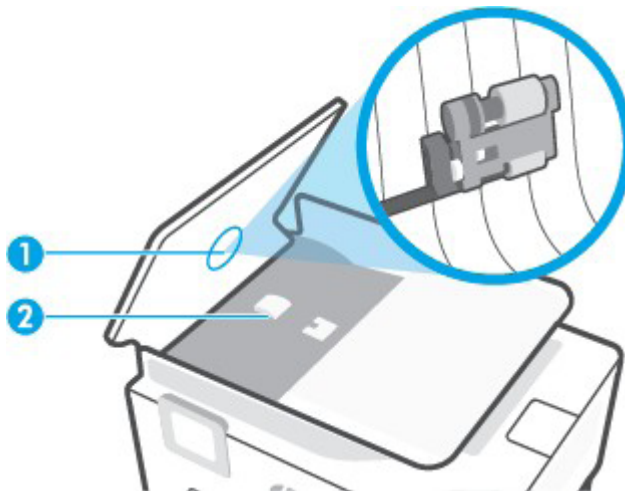
-
- ⚠ WARNING!** Before cleaning the printer, turn the printer off by pressing  (the Power button) and unplug the power cord from the electrical socket.
-

1. Remove all originals from the document feeder tray.

2. Lift the document feeder cover.



This provides easy access to the rollers (1) and separator pad (2).



1	Rollers
2	Separator pad

3. Lightly dampen a clean lint-free cloth with distilled water, then squeeze any excess liquid from the cloth.
4. Use the damp cloth to wipe any residue off the rollers or separator pad.



NOTE: If the residue does not come off using distilled water, try using isopropyl (rubbing) alcohol.

5. Close the cover of the document feeder.

Maintain the printhead and cartridges

If you are experiencing problems with printing, you might have a problem with the printhead. You should perform the procedures in the following sections only when directed to do so for resolving print quality issues.

Performing the aligning and cleaning procedures unnecessarily can waste ink and shorten the life of the cartridges.

- Clean the printhead if your printed output is streaked or has any incorrect or missing colors.
There are three stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.
If print quality still seems poor after you complete all stages of cleaning, try aligning the printhead. If print quality problems persist after cleaning and aligning, contact Ricoh support. For more information, see [Ricoch support](#).
- Align the printhead when the printer status page shows streaking or white lines through any of the blocks of color, or if you are having print quality issues with your printouts.
The printer automatically aligns the printhead during the initial setup.



NOTE: Cleaning uses ink, so clean the printhead only when necessary. The cleaning process takes a few minutes. Some noise might be generated in the process.

Always use the Power button to turn off the printer. Turning the printer off improperly can cause print quality problems.

To clean or align the printhead from the printer display

1. Load Letter or A4 unused plain white paper into the input tray. For more information, see [Load paper](#).
2. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
3. Touch **Printer Maintenance**, select the desired option, and then follow the onscreen instructions.

To clean the printhead from the Ricoh Printer Assistant software (Windows)

1. Load Letter, A4, or Legal unused plain white paper into the input tray.
2. Open the Ricoh Printer Assistant software. For more information, see [Open the Ricoh Printer Assistant software \(Windows\)](#).
3. In the printer software, click **Quiet Mode** to access the **Toolbox**.
4. Click **Clean Printheads** on the **Device Services** tab, and then follow the onscreen instructions.

To clean the printhead from the Embedded Web Server (EWS)

1. Load Letter, A4, or Legal unused plain white paper into the input tray.
2. Open the Embedded Web Server (EWS). For more information, see [Embedded Web Server](#).
3. Click the **Tools** tab.
4. Enter the PIN from the label on your printer, and click **Submit**.

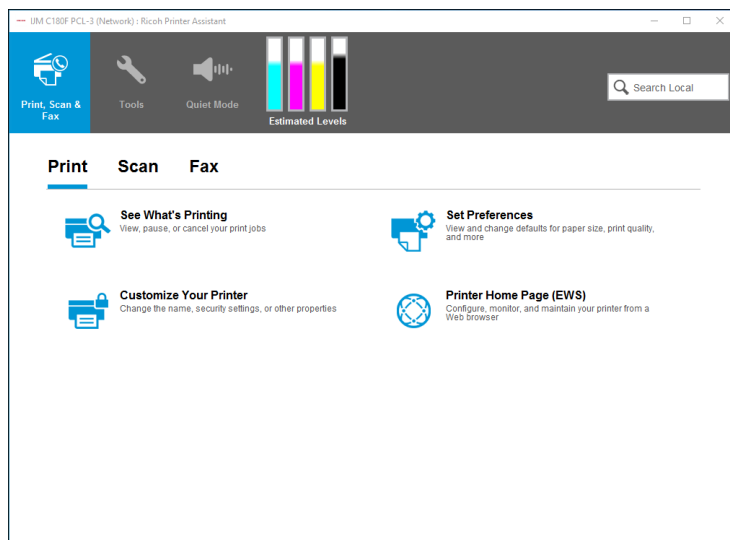


NOTE: The PIN label can be found inside the front door.

5. In the **Utilities** section, click **Print Quality Toolbox**
6. Click **Clean** on **Clean Printhead**, and then follow the onscreen instructions.

Ricoh Printer Assistant Software Frequently Asked Questions (FAQs)

Ricoh Printer Assistant is printer management software that installs with your Windows Ricoh print driver. With it, you can scan documents and photos, order supplies, check ink levels, and more. See these frequently asked questions for more information about Ricoh Printer Assistant.



Is Printer Assistant installed on my computer?

When you install the full feature printer software on your Windows computer, either from the printer CD or from the Ricoh website, Printer Assistant installs automatically and should be available. Use one of the following methods to check for and open Ricoh Printer Assistant.

- **Double-click the printer icon on the desktop** to open Printer Assistant.

Figure 8-2 Example of the printer icon



- **Search Windows** for your printer model name, and then click your printer in the list of results to open Ricoh Printer Assistant.

If you cannot find **Printer Assistant**, download and install the full feature driver for your printer on your computer.

How do I download Printer Assistant?

Download and install the full feature software for your printer from the Ricoh website.



NOTE: Ricoh Printer Assistant is not available for Mac computers.

1. Turn on the printer.
2. If your printer is connected to the computer with a USB cable, disconnect the cable from the printer. The software installation prompts you to connect the cable if needed.
3. Open the Ricoh website.
<http://support.ricoh.com/services/device/qr/DOEW.html>
4. Select the language.
5. Select **Ricoh Printer Assistant software** in the **Utility** tab, and then click **Download**.
6. During the installation, select the **Typical** or **Recommended type** of installation when prompted by the software installer.

What if Printer Assistant does not open or shows multiple printers after upgrading Windows?

After upgrading Windows to a newer version, Ricoh Printer Assistant displays the **Connect a new printer** tool instead of the printer settings and tools view. In other cases, Printer Assistant displays the **Select a Printer** window with multiple names for your printer or does not open when the printer is connected through USB.

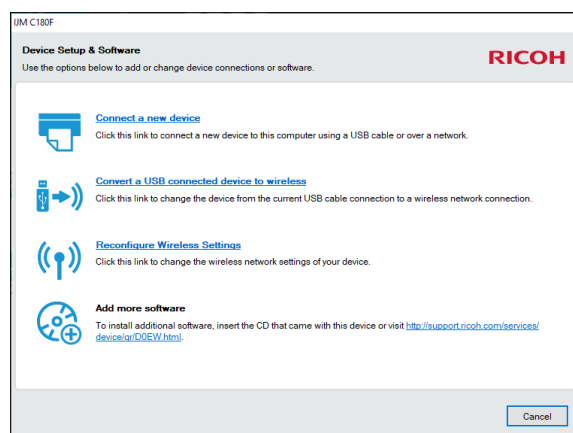
Read the following sections to resolve issues.



NOTE: After completing the Windows upgrade, make sure to restart your printer and computer at least once before attempting to print or scan.

Connect a new printer displays instead of Ricoh Printer Assistant

After upgrading your computer to the most recent version of Windows, Ricoh Printer Assistant software displays the **Connect a new device** tool instead of the printer settings and tools view.



Set up the printer connection again to resolve the issue. In some cases, reinstalling the Ricoh driver and software is required.

Step 1: Reconnect the printer

Try connecting the printer again to regain access to Printer Assistant tools.

1. Click **Connect a new device**.

When prompted, select the connection type, and then follow the on-screen instructions to set up the printer.



NOTE: If a red X displays and the connection fails, click **Retry**, and then continue to the next step.

2. Press the power button on the printer to turn it off.
3. Close all running programs on your computer, and then restart your computer.
4. Turn on the printer.
5. Open Ricoh Printer Assistant.
 - If you **can open** Printer Assistant, the issue is resolved.
 - If you **cannot open Printer Assistant or the red X displays and the connection still fails**, continue to the next step.

Step 2: Uninstall any Ricoh printer software

Uninstall the Ricoh print driver and software before reinstalling the latest driver.

1. Disconnect the USB cable from the printer, if necessary.
2. In Windows, search for and open the **Control Panel**.
3. Click **Programs and Features**.
4. In the list of installed programs, click your Ricoh printer name, and then click **Uninstall** or **Yes**.
5. Follow the on-screen instructions to complete the software removal.
6. Restart the computer.

Step 3: Reinstall the latest driver from the Ricoh website

After uninstalling the software, download and install the latest version of the full feature software.

1. Turn on the printer.
2. If your printer is connected to the computer with a USB cable, disconnect the cable from the printer. The software installation prompts you to connect the cable if needed.
3. Open the Ricoh website.
<http://support.ricoh.com/services/device/qr/D0EW.html>
4. Select the language.
5. Select **Ricoh Printer Assistant software** in the **Utility** tab, and then click **Download**.
6. During the installation, select the **Typical** or **Recommended type** of installation when prompted by the software installer.

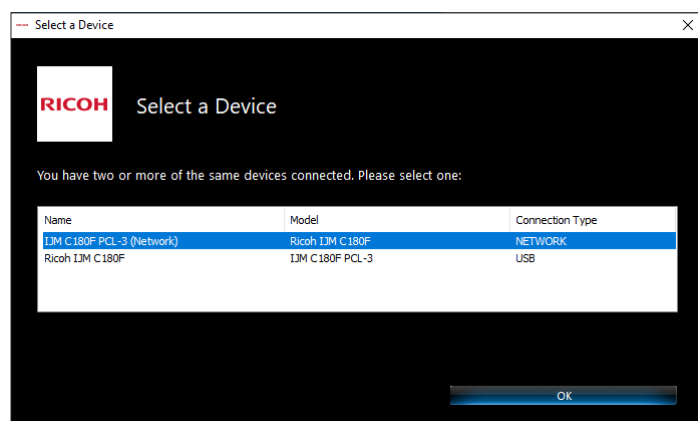
Step 4: Restart the computer and the printer

Restart the computer and the printer after reinstalling the driver to finish setting up the software in Windows.

1. Turn off the printer.
2. Close all running programs on your computer, and then restart your computer.
3. Turn on the printer.
4. Open Ricoh Printer Assistant.
 - **If you can open** Printer Assistant, the issue is resolved.
 - **If you cannot open** Printer Assistant, and the **Connect a printer** tool displays, connect the printer again, and then restart the printer and computer to complete the installation.

Select a Printer window displays instead of Ricoh Printer Assistant

This issue is for computers and network-connected printers upgraded to the most recent version of Windows. After installing the full feature Ricoh printer software, the Select a Printer window displays with two or more names for your printer when you open Ricoh Printer Assistant software. Printing functionality might be different depending on which name you select.



Use the following workaround to remove all printer names from the Devices and Printers folder, and then set up the printer again.

Step 1: Remove the printers from your list of devices

Delete the printers from Windows before setting up your printer again.

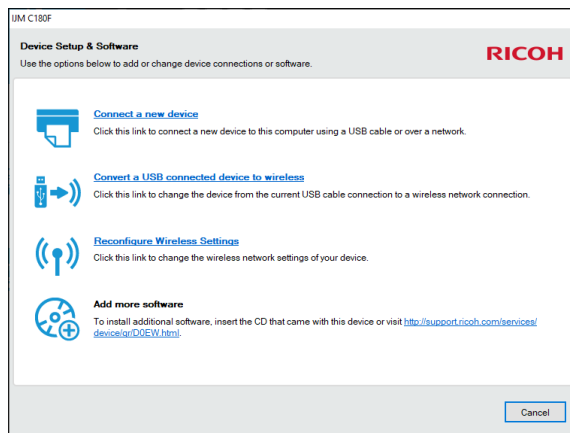
1. Close Ricoh Printer Assistant.
2. Search Windows for **devices**, and then click **Devices and Printers** in the list of results.
3. Right-click one of the icons for your printer, and then click **Remove Device**. Repeat this step for any other icons for your printer.

Step 2: Connect the printer in Printer Assistant

Reconnect the printer with the Ricoh software.

1. Open Ricoh Printer Assistant again.

The **Device Setup & Software** window displays.



2. Click **Connect a new device**, and then follow the on-screen instructions to complete the printer setup.

Step 3: Make sure the printer is set as default

Confirm your printer is set as the default printer in Devices and Printers.

1. Return to the **Devices and Printers** window, and then make sure your printer is set as the default printer.
2. If your printer icon does not include a green check mark, right-click the icon and set it as default.

Step 4: Restart the computer and the printer

Restart the computer and the printer after reinstalling the driver to finish setting up the software in Windows.

1. Turn off the printer.
2. Close all running programs on your computer, and then restart your computer.
3. Turn on the printer.
4. Open Printer Assistant.



NOTE: If necessary, repeat these steps if additional printer names display in Printer Assistant again.

Ricoh Printer Assistant does not open with a USB-connected printer

After upgrading to the most recent version of Windows with a USB-connected printer, Ricoh Printer Assistant software does not open or the Printer Setup & Software screen displays when you click the desktop shortcut.

To resolve the issue, reconnect the printer or reinstall the software.

Step 1: Reconnect the printer

If the Printer Setup & Software screen displays when you click the printer desktop icon, click **Connect a new device**, and follow the on-screen instructions to set up the printer again.

- **If you can open Ricoh Printer Assistant**, the issue is resolved.
- **If you cannot open Ricoh Printer Assistant**, continue to the next step.

Step 2: Uninstall the Ricoh printer software

Remove all Ricoh printing software from the computer before reinstalling the latest driver.

1. Disconnect the USB cable from the printer, if necessary.
2. In Windows, search for and open the **Control Panel**.
3. Click **Programs and Features**.
4. In the list of installed programs, click your Ricoh printer name, and then click **Uninstall** or **Yes**.
5. Follow the on-screen instructions to complete the software removal.
6. Restart the computer.

Step 3: Reinstall the latest driver from the Ricoh website

After uninstalling the software, download and install the latest version of the full feature software.

1. Turn on the printer.
2. If your printer is connected to the computer with a USB cable, disconnect the cable from the printer. The software installation prompts you to connect the cable if needed.
3. Open the Ricoh website.
<http://support.ricoh.com/services/device/qr/DOEW.html>
4. Select the language.
5. Select **Ricoh Printer Assistant software** in the **Utility** tab, and then click **Download**.
6. During the installation, select the **Typical** or **Recommended type** of installation when prompted by the software installer.

Is Printer Assistant available for Mac?

Ricoh Printer Assistant is not available for macOS

Backup and restore printer's settings using the Embedded Web Server (EWS)

Backup printer's settings

The backup feature allows you to create a password-encrypted file that stores the printer's settings.

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click **Tools** tab.
5. In the **Restore and Backup** section, click **Backup**.
6. In the **Backup category**, check the box of the settings to be backed up.
7. Enter the same password in **Password** and **Confirm Password**.
8. Click **Save**.
9. In the **Sign in** window, type "**admin**" for the username, and then type the PIN found on the label located inside the front door of the printer or the password set by the printer administrator.

A password-encrypted file "usrdata.enc" is created in Downloads folder in your web browser.

Restore printer's settings

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click **Tools** tab.
5. In the **Restore and Backup** section, click **Restore**.
6. In the **Backup category**, check the box of the settings to be restored.
7. Enter the password in **Password** you set when you created a backup file.
8. Click **Choose File** to choose a backup file "usrdata.enc".
9. Click **Save**.

The settings are restored to your printer.

Restore original factory defaults and settings

If you disable some functions or change some settings and want to change them back, you can restore the printer to the original factory settings or network settings.

To restore the selected printer functions to the original factory settings

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
2. Touch **Printer Maintenance**.
3. Touch **Restore**.
4. Touch **Restore Settings**.
5. Select one of the following functions to restore to the original factory settings:
 - Copy
 - Scan
 - Fax
 - Photo
 - Network
6. Touch **Restore**.
A message appears stating that the settings will be restored.
7. Touch **Restore**.

To restore the printer to the original factory defaults from the printer display

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
2. Touch **Printer Maintenance**.
3. Touch **Restore**.
4. Touch **Restore Factory Defaults**.
A message appears stating that the factory defaults will be restored.
5. Touch **Continue**.

To restore the printer to the original factory defaults from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click **Settings** tab.
5. In the **Restore Defaults** section, click **Restore Factory Settings**.
6. Click **Restore Factory Defaults**.
A message appears stating that the factory defaults will be restored.
7. Click **Yes**.

To restore the printer to the original network settings from the printer display

1. From the printer control panel, touch or swipe down the tab  at the top of the screen to open the Dashboard, and then touch  (**Setup**).
2. Touch **Network Setup**.
3. Touch **Restore Network Settings**.
A message appears stating that the network defaults will be restored.
4. Touch **Yes**.
5. Print the network configuration page and verify that the network settings have been reset.



NOTE: When you reset the printer network settings, previously configured wireless and Ethernet settings (such as the link speed or IP address) are removed. The IP address is set back to the Automatic mode.

To restore the printer to the original network settings from the Embedded Web Server (EWS)

1. Open the Embedded Web Server (EWS). For more information, see [Open the Embedded Web Server](#).
2. On the EWS Home page, click the **Sign In** button on the top right corner of the page.
3. Enter the PIN from the label on your printer, and click **Submit**.



NOTE: The PIN label can be found inside the front door.

4. Click **Settings** tab.
5. In the **Restore Defaults** section, click **Restore Network Settings**.
6. Click **Restore Network Settings**.
A message appears stating that the factory defaults will be restored.
7. Click **Yes**.



NOTE: When you reset the printer network settings, previously configured wireless and Ethernet settings (such as the link speed or IP address) are removed. The IP address is set back to the Automatic mode.

Ricoh support

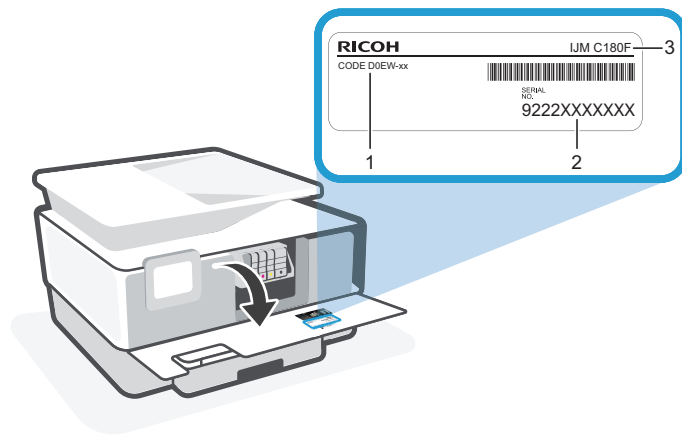
For the latest product updates and support information, visit the printer support website at <https://www.ricoh.com/support/>. Ricoh online support provides a variety of options for help with your printer.

Contact Ricoh

If you need help from a Ricoh technical support representative to solve a problem, visit the [Contact Support website](#).

When contacting Ricoh support, be prepared to provide the following information:

The information label is located inside the front door.



- 1 Product code
- 2 Serial number
- 3 Product name

9 Technical information

This section contains the following topics:

- [Specifications](#)
- [Regulatory notices](#)
- [Environmental product stewardship program](#)

Specifications

System requirements

- For information about software and system requirements or future operating system releases and support, visit the Ricoh online support website at <https://www.ricoh.com/support/>.

Environmental specifications

- **Operating temperature:** 5° to 40° C (41° to 104° F)
- **Operating humidity:** 15 to 80% RH non-condensing
- **Recommended operating conditions:** 15° to 32° C (59° to 90° F)
- **Recommended relative humidity:** 20 to 80% noncondensing

Input tray capacity

- **Plain paper sheets (60 to 105 g/m² [16 to 28 lb]):** Up to 250
- **Envelopes:** Up to 30
- **Index cards:** Up to 50
- **Photo paper sheets:** Up to 50

Output tray capacity

- **Plain paper sheets (60 to 105 g/m² [16 to 28 lb]):** Up to 60
- **Envelopes:** Up to 30
- **Index cards:** Up to 80
- **Photo paper sheets:** Up to 100

Document feeder capacity

- **Plain paper sheets (60 to 90 g/m² [16 to 24 lb]):** Up to 35

Paper sizes

- **Plain paper:** A4, A5 SEF, A5 LEF, A6, B5 JIS, Letter, Legal, Government Legal, Executive, Statement
- **Envelopes:** A2, C5, C6, DL, Chou #3, Chou #4, #10, Monarch, 5.5 bar
- **Cards:** A4, Hagaki, Ofuku Hagaki, 3 x 5", 4 x 6", 5 x 8"
- **Photo paper:** 3 x 5", 4 x 6", 5 x 7", 13 x 18 cm, 10 x 15 cm, 8 x 10", L, 2L

Paper weights

- **Plain paper:** 60 to 105 g/m² (16 to 28 lb)
- **Envelopes:** 75 to 90 g/m² (20 to 24 lb)
- **Cards:** 163 to 200 g/m² (90 to 110 lb)
- **Photo paper:** 220 to 280 g/m² (60 to 75 lb)

Print specifications

- Duplex printing is selected as the default setting.
- Print speeds vary according to the complexity of the document
- **Method:** drop-on-demand thermal inkjet
- **Language:** PCL3 GUI
- **Print resolution:**
Black: Up to 1200 × 1200 dpi
Color: Up to 4800 × 1200 dpi

Copy specifications

- Digital image processing
- Copy speeds vary according to the complexity of the document

Scan specifications

- **Resolution:** Up to 1200 x 1200 ppi optical
For more information about scan resolution, see the Ricoh Printer Assistant software.
- **Color:** 24-bit color, 8-bit grayscale (256 levels of gray)
- **Maximum scan size from scanner glass:**
 - **U.S. Letter (A):** 215.9 x 279.4 mm (8.5 inches x 11 inches)
 - **ISO A4:** 210 x 297mm (8.27 inches x 11.7 inches)
- **Maximum scan size from document feeder:**
 - **Two-sided (Duplex):** 210 x 297 mm (8.27 x 11.69 inches)
 - **One-sided:** 216 x 356 mm (8.5 x 14 inches)

Fax specifications

- Walk-up black-and-white and color fax capability.
- Manual fax send and receive.
- Automatic busy redial up to five times.
- Automatic no-answer redial up to one time.
- Confirmation and activity reports.
- CCITT/ITU Group 3 fax with Error Correction Mode.
- 33.6 Kbps transmission.
- 4 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution). More complicated pages or higher resolution takes longer and uses more memory.

- Ring detect with automatic fax/answering machine switching.
- **Fax resolution:**

	Photo (dpi)	Very Fine (dpi)	Fine (dpi)	Standard (dpi)
Black	205 x 196 (8-bit grayscale)	308 x 300	205 x 196	205 x 98
Color	205 x 200	205 x 200	205 x 200	205 x 200

- Fax to PC specifications
 - **Supported file types:** Uncompressed TIFF
 - **Supported fax types:** black-and-white faxes

Cartridge yield

- **Black:** 2,000 pages
- **Color:** 1,600 pages

Power consumption

- Main unit only

Ready	5.8 W
During printing	30 W
Maximum	30 W

The power level when the main switch is turned off and the power cord is plugged into an outlet: 1 W or less

Regulatory notices

The printer meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Regulatory Model Number](#)
- [Notes to USA Users of FCC Requirements](#)
- [Power cord instructions](#)
- [Noise emission statement for Germany](#)
- [European Union Regulatory Notice](#)
- [Visual display workplaces statement for Germany](#)
- [Notes to Canadian Users of Facsimile Unit](#)
- [Notice to users of the German telephone network](#)
- [Regulatory information for wireless products](#)

Regulatory Model Number

For regulatory identification purposes, your product is assigned with a Regulatory Model Number. The regulatory model number should not be confused with the marketing names or product numbers.

Notes to USA Users of FCC Requirements

Part 15 of the FCC Rules

Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio /TV technician for help.

Caution:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Compliance with FCC requirement 15.407(c)

Data transmission is always initiated by software, which is then passed down through the MAC, through the digital and analog baseband, and finally to the RF chip. Several special packets are initiated by the MAC. These are the only ways the digital baseband portion will turn on the RF transmitter, which it then turns off at the end of the packet. Therefore, the transmitter will be on only while one of the aforementioned packets is being transmitted. In other words, this device automatically discontinues transmission in case of either absence of information to transmit or operational failure.

This equipment may only be operated indoors. Operation outdoors is in violation of 47 U.S.C. 301 and could subject the operator to serious legal penalties.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment should be installed and operated keeping the radiator at least 20 cm or more away from person's body (excluding extremities: hands, wrists, feet and ankles).

Supplier's Declaration of Conformity

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible party: Ricoh USA, Inc.

Address: 300 Eagleview Boulevard, Suite 200 Exton, PA 19341, U.S.A.

Telephone number: 610-296-8000

Product Name: Multi Function Peripheral

Model Number:

- IJM C180F

Installing the Ferrite Core

Attach a ferrite core to the following cables to prevent RF interference:

- An Ethernet interface cable connecting to the Ethernet network port
- A telephone line cable connecting to the Fax port
- An USB cable connecting to the Rear USB port

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-240 Vac or 200-240 Vac and 50/60 Hz.

 **CAUTION:** To prevent damage to the product, use only the power cord that is provided with the product.

Noise emission statement for Germany

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

European Union Regulatory Notice



Products bearing the CE marking comply to applicable EU Directives and related European Harmonised Standards. The full Declaration of Conformity can be found at the following website:

http://www.ricoh.co.jp/fax/ce_doc/ (Search with the product model name which may be found on the regulatory label.)

CE & UKCA Marking Traceability Information



Manufacturer:

Ricoh Co., Ltd.

3-6 Nakamagome 1-chome, Ohta-ku, Tokyo. 143-8555, Japan

Importer (CE marking, ProdSG):

Ricoh Europe SCM B.V.

Blankenweg 24, 4612 RC Bergen op Zoom, The Netherlands

Importer (UKCA marking):

Ricoh UK Limited

800 Pavilion Drive, Ricoh House, Northampton, NN4 7YL

Products with wireless functionality

EMF

- This product meets international guidelines (ICNIRP) for exposure to radio frequency radiation.
If it incorporates a radio transmitting and receiving device that in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

Wireless functionality in Europe

- **For products with 802.11 b/g/n or Bluetooth radio:**
 - This product operates on radio frequency between 2400 MHz and 2483.5 MHz, with a transmit power of 20 dBm (100 mW) or less.
- **For products with 802.11 a/b/g/n radio:**
 - This product operates on radio frequencies between 2400 MHz and 2483.5 MHz, and between 5170 MHz and 5710 MHz, with a transmit power of 20 dBm (100 mW) or less.
 - **CAUTION:** IEEE 802.11x wireless LAN with 5.15-5.35 GHz frequency band is restricted for indoor use only for all countries reflected in the matrix. Using this WLAN application outdoor might lead to interference issues with existing radio services.

	BE	BG	CZ	DK	DE	EE	IE	EL	ES
	FR	HR	IT	CY	LV	LT	LU	HU	MT
	NL	AT	PL	PT	RO	SI	SK	FI	SE
	UK(NI)	CH	TR	IS	NO	LI	BE	BE	BE

Visual display workplaces statement for Germany

GS-Erklärung (Deutschland)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Notes to Canadian Users of Facsimile Unit

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Innovation, Science et Développement Economique Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation ISED qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Innovation, Science et Développement Economique Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Innovation, Science et Développement Economique Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales



REMARQUE : L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de dispositifs qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme des IES de tous les dispositifs n'excède pas cinq.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.1.

This equipment meets the applicable Innovation, Science and Economic Development Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation ISED before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Innovation, Science and Economic Development Canada technical specifications were met. It does not imply that Innovation, Science and Economic Development Canada approved the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution might be particularly important in rural areas.



NOTE: The Ringer Equivalence Number (REN) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

The REN for this product is 0.1, based on FCC Part 68 test results.

Notice to users of the German telephone network

Hinweis für Benutzer des deutschen Telefonnetzwerks

Dieses Ricoh-Fax ist nur für den Anschluss eines analogen Public Switched Telephone Network (PSTN) gedacht. Schließen Sie den TAE N-Telefonstecker, der im Lieferumfang des Ricoh All-in-One enthalten ist, an die Wandsteckdose (TAE 6) Code N an. Dieses Ricoh-Fax kann als einzelnes Gerät und/oder in Verbindung (mit seriellem Anschluss) mit anderen zugelassenen Endgeräten verwendet werden.

Regulatory information for wireless products

This section contains the following regulatory information pertaining to wireless products:

- [Exposure to radio frequency radiation](#)
- [Notice to users in Canada \(5 GHz\)](#)
- [Notice to users in Canada](#)

Exposure to radio frequency radiation

 **CAUTION:** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to users in Canada (5 GHz)

 **CAUTION:** When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15- to 5.25-GHz frequency range. The Innovation, Science and Economic Development Canada requires this product to be used indoors for the frequency range of 5.15 GHz to 5.25 GHz to reduce the potential for harmful interference to co-channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25- to 5.35-GHz and 5.65- to 5.85-GHz bands. These radar stations can cause interference with and/or damage to this device.

Compliance with ISSED requirement RSS-247 6.4 a) Data transmission is always initiated by software, which is then passed down through the MAC, through the digital and analog baseband, and finally to the RF chip. Several special packets are initiated by the MAC. These are the only ways the digital baseband portion will turn on the RF transmitter, which it then turns off at the end of the packet. Therefore, the transmitter will be on only while one of the aforementioned packets is being transmitted. In other words, this device automatically discontinues transmission in case of either absence of information to transmit or operational failure.

 **ATTENTION :** Lors de l'utilisation du réseau local sans fil IEEE 802.11a, ce produit se limite à une utilisation en intérieur à cause de son fonctionnement sur la plage de fréquences de 5,15 à 5,25 GHz. Innovation, Science et Développement Économique Canada stipule que ce produit doit être utilisé en intérieur dans la plage de fréquences de 5,15 à 5,25 GHz afin de réduire le risque d'interférences éventuellement dangereuses avec les systèmes mobiles par satellite via un canal adjacent. Le radar à haute puissance est alloué pour une utilisation principale dans une plage de fréquences de 5,25 à 5,35 GHz et de 5,65 à 5,85 GHz. Ces stations radar peuvent provoquer des interférences avec cet appareil et l'endommager.

Conformité à la norme CNR-247 6.4 a) La transmission des données est toujours initiée par le logiciel, puis les données sont transmises par l'intermédiaire du MAC, par la bande de base numérique et analogique et, enfin, à la puce RF. Plusieurs paquets spéciaux sont initiés par le MAC. Ce sont les seuls moyens pour qu'une partie de la bande de base numérique active l'émetteur RF, puis désactive celui-ci à la fin du paquet. En conséquence, l'émetteur reste uniquement active lors de la transmission d'un des paquets susmentionnés. En d'autres termes, ce dispositif interrompt automatiquement toute transmission en cas d'absence d'information à transmettre ou de défaillance.

Notice to users in Canada

Under Innovation, Science and Economic Development Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Innovation, Science and Economic Development Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Innovation, Science and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

 **WARNING!** Exposure to Radio Frequency Radiation. The radiated output power of this device is below the Innovation, Science and Economic Development Canada radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

To avoid the possibility of exceeding the Innovation, Science and Economic Development Canada radio frequency exposure limits, human proximity to the antennas should not be less than 20 cm (8 inches).

Conformément au Règlement d'Innovation, Science et Développement Economique Canada, cet émetteur radioélectrique ne peut fonctionner qu'avec une antenne d'un type et d'un gain maximum (ou moindre) approuvé par Innovation, Science et Développement Economique Canada. Afin de réduire le brouillage radioélectrique potentiel pour d'autres utilisateurs, le type d'antenne et son gain doivent être choisis de manière à ce que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas celle nécessaire à une communication réussie.

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Science et Développement Economique Canada. Son fonctionnement dépend des deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences nuisibles et (2) doit accepter toutes les interférences reçues, y compris des interférences pouvant provoquer un fonctionnement non souhaité de l'appareil.

 **AVERTISSEMENT!** relatif à l'exposition aux radiofréquences. La puissance de rayonnement de cet appareil se trouve sous les limites d'exposition de radiofréquences d'Innovation, Science et Développement Economique Canada. Néanmoins, cet appareil doit être utilisé de telle sorte qu'il doive être mis en contact le moins possible avec le corps humain.

Afin d'éviter le dépassement éventuel des limites d'exposition aux radiofréquences d'Innovation, Science et Développement Economique Canada, il est recommandé de maintenir une distance de plus de 20 cm entre les antennes et l'utilisateur.

Environmental product stewardship program

Ricoh is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. For more information, visit Ricoh's Commitment to the Environment website at:

<https://www.ricoh.com/sustainability/>

- [Eco-Tips](#)
- [Paper](#)
- [Plastics](#)
- [European Union Commission Regulation 1275/2008](#)
- [Safety data sheets](#)
- [Chemical substances](#)
- [EPEAT](#)
- [Recycling program](#)
- [Ricoh inkjet supplies recycling program](#)
- [California Perchlorate Material Notice](#)
- [Notes on lamp\(s\) inside this machine](#)
- [Notes to Canadian Users of Mercury-Containing Products](#)
- [Note for the Battery and/or Accumulator Symbol \(For EU countries only\)](#)
- [ENERGY STAR Program](#)
- [User Information on Electrical & Electronic Equipment](#)

Eco-Tips

Ricoh is committed to helping customers reduce their environmental footprint. Please visit the Ricoh Eco Solutions website for more information on Ricoh's environmental initiatives.

<https://www.ricoh.com/sustainability/>

Paper

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P15 'Additional Information' of the product IT ECO Declaration at <https://www.ricoh.com/support/>.

Safety data sheets

Safety Data Sheets, product safety and environmental information are available at <https://www.ricoh.com/sustainability/environment/msds/> or on request.

Chemical substances

Ricoh is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: <https://www.ricoh.com/sustainability/environment/msds/>.

EPEAT

Most Ricoh products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to <https://www.epeat.net/>.

Recycling program

Ricoh offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. Ricoh conserves resources by reselling some of its most popular products. For more information regarding recycling of Ricoh products, please visit:

<https://www.ricoh-return.com/>

Ricoh inkjet supplies recycling program

Ricoh is committed to protecting the environment. The Ricoh Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following website:

<https://www.ricoh-return.com/>

California Perchlorate Material Notice

Perchlorate material - special handling may apply. See: www.dtsc.ca.gov/hazardouswaste/perchlorate

This product's real-time clock battery or coin cell battery may contain perchlorate and may require special handling when recycled or disposed of in California.

Notes on lamp(s) inside this machine

LAMP(S) INSIDE THIS PRODUCT CONTAIN MERCURY AND MUST BE RECYCLED OR DISPOSED OF ACCORDING TO LOCAL, STATE OR FEDERAL LAWS.

Notes to Canadian Users of Mercury-Containing Products

Contains mercury

For more information on safe handling procedures, the measures to be taken in case of accidental breakage and safe disposal option visit:

www.ec.gc.ca/mercure-mercury

Dispose of or recycle in accordance with applicable laws.

Contient du mercure

Pour plus d'informations sur les procédures de manutention sécuritaire, les mesures à prendre en cas de bris accidentel et option d'élimination sécuritaire visitez:

www.ec.gc.ca/mercure-mercury/default.asp?lang=Fr&n=DB6D2996-1

Éliminez ou les recyclez conformément aux lois applicables.

Note for the Battery and/or Accumulator Symbol (For EU countries only)



In accordance with the Battery Directive 2006/66/EC Article 20 Information for end-users Annex II, the above symbol is printed on batteries and accumulators.

This symbol means that in the European Union, used batteries and accumulators should be disposed of separately from your household waste.

In the EU, there are separate collection systems for not only used electrical and electronic products but also batteries and accumulators.

Please dispose of them correctly at your local community waste collection/recycling centre.

ENERGY STAR Program

ENERGY STAR® Program Requirements for Imaging Equipment



The ENERGY STAR® Program Requirements for Imaging Equipment encourage energy conservation by promoting energy efficient computers and other office equipment.

The program backs the development and dissemination of products that feature energy saving functions.

It is an open program in which manufacturers participate voluntarily.

Sleep Mode (Energy Saver mode)

If this machine remains idle for a specified period, it automatically reduces its electrical consumption. To exit Sleep (Energy Saver) mode, press  (the Power button).

Specifications

Energy Saver mode	Power Consumption	1.2 W
	Default Interval	5 minutes
	Recovery Time	1 second

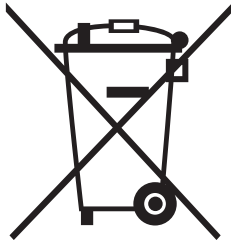
 **NOTE:** Power Consumption and Recovery Time may differ depending on the conditions and environment of the machine.

Even if its main power switch is turned to OFF, this machine will consume low levels of electricity. To stop this machine consuming electricity, disconnect the power cord from the wall outlet.

User Information on Electrical & Electronic Equipment

Users in the countries where this symbol shown in this section has been specified in national law on collection and treatment of E-waste

Our Products contain high quality components and are designed to facilitate recycling.
Our products or product packaging are marked with the symbol below.



The symbol indicates that the product must not be treated as municipal waste. It must be disposed of separately via the appropriate return and collection systems available. By following these instructions you ensure that this product is treated correctly and help to reduce potential impacts on the environment and human health, which could otherwise result from inappropriate handling. Recycling of products helps to conserve natural resources and protect the environment.

For more detailed information on collection and recycling systems for this product, please contact the shop where you purchased it, your local dealer or sales/service representatives.

All Other Users

If you wish to discard this product, please contact your local authorities, the shop where you bought this product, your local dealer or sales/service representatives.

For Turkey only

EEE Yönetmeliğine Uygundur.

To access the latest user guides or manuals, go to <https://www.ricoh.com/support/>.

10 Appendix

This section contains the following topics:

- [Fax error codes and messages](#)
- [Move and transport the printer](#)
- [Prepare a Ricoh printer for recycling or disposal](#)

Fax error codes and messages

Definitions and helpful directions for messages that can display when faxing.

Numeric codes when receiving faxes (200 - 292)

Error codes that can display when receiving a fax.

200: The fax completed successfully. No action is required.

221: Stop key was pressed by the sender before the fax completed. Ask to have the fax resent.

222: Multiple causes:

- Fax machine answered an incoming voice call. Make sure the incoming call is a fax machine and not a voice call.
- Stop key was pressed by the sender prior to or as the call is answered. If the sending fax machine ends the call just as your machine starts reception, reduce the ring count on your answering setting. Or, ask to have the fax resent.
- Fax machine is an older silent model. Enable the Silent Detect setting, and then make sure the sender is not inadvertently attempting to poll your fax for a document instead of sending it.
- Sending fax machine automatically ended the call prior to or as the call is answered. Select a slower reception speed in the fax settings.
- Sending fax machine identified an incompatible feature between the two machines and disconnected. This scenario rarely occurs. Reconfigure your fax machine to use different configuration settings and enable or disable Error Correction Mode (ECM) as necessary.

223 ECM, 224: Incomplete page received after multiple attempts. Check for poor line conditions. Disable Error Correction Mode (ECM) and select a slower reception speed if necessary.

225: Sending fax machine initiated a remote diagnostic session when your machine has remote diagnostic access disabled. Enable Remote Diagnostics on your machine, or request that the sender disable the feature for your fax number.

226: Sending fax machine initiated a remote diagnostic session, but your machine is not compatible with their diagnostic version. Request that the sender disable the feature for your fax number.

227: Fax sent at a speed and modulation that your machine does not support. Configure the speed and modulation settings with the sending and receiving fax machine, as necessary.

228: Sending fax machine initiated a poll transmission (Fax-on-Demand), but your machine does not support or is not configured for poll transmission. If your machine supports Fax-on-Demand, make sure the document to send is loaded and polling or Fax-on-Demand is enabled in fax settings.

229: Sending fax machine initiated a secure poll transmission, but your machine did not provide a valid password. Make sure your machine supports polling/Fax-on-Demand, and the password is correct and configured correctly.

230: Sending fax machine initiated an operation requiring error correction, but error correction was not selected. Enable Error Correction Mode (ECM) on both the local machine and the remote machine.

231: Fax not received due to incorrectly loaded paper, a paper jam, or a printer error.

232, 233, 234, 235 ECM, 236 ECM, 237: Multiple causes:

- Possible poor line conditions. Older phone lines, static on the line, power brownouts, or other power-related problems can cause communication failures. Call the telephone provider if line conditions fail to improve. Disable Error Correction Mode (ECM) and select a slower reception speed if necessary.
- Stop key was pressed by the sender before the fax completed. Set your fax to receive at a slower transmission speed.
- Call waiting service made a click sound that is heard for an incoming call, momentarily disconnecting the fax call. Do not use call waiting on a line with a fax machine.
- Power at the sending machine location was interrupted or deliberately turned off. Ask to have the fax resent.

238, 239 ECM, 240 ECM, 241 ECM: Sending fax machine sent an unexpected communication, which is usually a defect in the sending machine. Have the resend the fax. Disable Error Correction Mode (ECM), and then request that the fax be sent from a different machine if the issue persists.

243, 244: Stop key was pressed by the sender before the fax completed, or the polling feature is not compatible with the receiving fax machine. Contact the sender to see if they are cancelling the transmission. If not, set your fax to receive at a slower transmission speed, check polling specifications and reconfigure as needed, or enable or disable Error Correction Mode (ECM).

245 ECM, 246 ECM: Multiple causes:

- Stop key was pressed by the sender before the fax completed. Contact the sender to see if they are cancelling the transmission. If not, set your fax to receive at a slower transmission speed and disable Error Correction Mode (ECM).
- Call waiting service made a click sound that is heard for an incoming call, momentarily disconnecting the fax call. Do not use call waiting on a line with a fax machine.
- Large or complex document was held due to lack of available memory. The hold time exceeded the timeout (typically 60 seconds) and the fax terminated. Have the item sent as two smaller documents and, if necessary, at a lower resolution.

247, 248, 249 ECM, 250 ECM, 251 ECM: Sending fax machine has stopped responding. Ask the sender to reset their machine. Turn both sending and receiving machines off for 10 seconds and then turn them on again to clear some error conditions. Set your fax to receive at a slower transmission speed, if necessary.

252: Check for poor line conditions. Call the telephone provider if line conditions fail to improve. Disable Error Correction Mode (ECM) and select a slower reception speed if necessary. If you received several pages of a larger document successfully, ask the sender to fax the document in several smaller parts.

253: Sending fax machine is using a page width that is not supported by the local machine. Have the sender use a standard (letter or A4) page width.

281, 282 ECM, 283, 284, 285 ECM, 286, 290: Telephone connection failed or there was a communication error with the sending fax machine. Check for poor line conditions, and have the fax resent when conditions improve. If necessary, set your fax to receive at a slower transmission speed, and disable Error Correction Mode (ECM).

291, 292: The received fax could not be stored. Turn your fax machine off for 10 seconds, turn it back on again, and then have the fax resent at a lower resolution. If the issue persists when receiving from multiple fax machines, the issue is likely hardware related and the machine should be serviced or replaced.

Numeric codes when sending faxes (300-444)

Error codes that can display when sending a fax.

300: The fax completed successfully. No action is required.

311: Stop key was pressed before the fax completed. Send the fax again.

312: Receiving fax machine failed to answer the call. Confirm you dialed the correct number. If correct, check with the machine owner to see if it is configured to accept faxes or if it is in an error state.

313: The receiving fax line is busy. Send the fax once the line is clear.

314: Sending fax machine initiated a remote diagnostic session but the receiving machine disabled diagnostic access. Enable or disable remote diagnostics, depending on if you can coordinate the settings with the owner.

315: Sending fax machine initiated a remote diagnostic session, but the receiving machine is not compatible with the diagnostic version. Remote diagnostics cannot occur between machines with incompatible versions.

317: Fax sent at a speed and modulation that the receiving fax machine does not support. Configure the speed and modulation settings with the sending and receiving fax, if possible.

318: Sending fax machine is using a page width that is not supported by the receiving machine. Use a standard (letter or A4) page width.

319: Sending machine attempted a binary file transfer (BFT), but the receiving machine is not supported or enabled. Enable or disable BFT, depending on if you can coordinate the settings with the owner.

320: Sending fax machine initiated a poll reception, but the receiving machine is not configured for poll transmission. Configure the transmission settings with the sending and receiving fax machine depending on if polling is required.

321, 322, 323, 324: Telephone connection failed or there was a communication error with the receiving fax machine. Check for poor line conditions and resend when conditions improve. If necessary, set a slower transmission speed. For larger documents, send as several smaller documents and at a lower resolution.

325, 326, 327, 328: Check for poor line conditions. Call the telephone provider if line conditions fail to improve. Disable Error Correction Mode (ECM) if necessary.

329, 330, 331: Receiving fax machine reported one or more pages were received in non-Error Correction Mode (ECM) with excessive errors. Check for poor line conditions. Enable Error Correction Mode (ECM) and select a slower initial transmission speed, if necessary.

332, 333, 334, 335, 336, 337, 338 ECM, 339 ECM, 340 ECM, 341 ECM, 342 ECM, 343: Receiving fax machine might be defective. Try sending to a different fax machine. If the error still displays, restart your fax machine and try again.

344, 345, 346, 347, 348, 349 ECM, 350 ECM, 351 ECM, 352 ECM, 353 ECM, 354, 355: Multiple causes:

- Check for poor line conditions. Older phone lines, static on the line, power brownouts, or other power-related problems can cause communication failures. Call the telephone provider if line conditions fail to improve.
- Stop key was pressed on the receiving fax machine before the fax completed. Contact the person receiving the fax to see if they are cancelling the transmission. If not, send the fax again but at a slower transmission speed.
- A noise from call waiting service disrupted the call. Disable Error Correction Mode (ECM) if necessary.

356, 357, 358, 359, 361, 362 ECM, 363 ECM, 364 ECM, 365 ECM, 366 ECM: Multiple causes:

- Stop key was pressed on the receiving fax machine before the fax completed. Contact the person receiving the fax to see if they are cancelling the transmission. If not, send the fax again but at a slower transmission speed.
- Fax failed before completing due to no paper, and error state, or a paper jam in the receiving fax.
- Call waiting service made a click sound that is heard for an incoming call, momentarily disconnecting the fax call. Disable Error Correction Mode (ECM) if necessary.
- An incompatible feature caused the receiving fax machine to end the call.

367, 368, 369, 370, 371, 372 ECM, 373 ECM, 374 ECM, 375 ECM, 376 ECM, 377 ECM, 378, 379: Receiving fax machine may be locked. Try sending to a different fax machine.

380 ECM: Receiving fax machine failed to issue a valid response to a CTC frame. This occurs during Error Correction Mode (ECM) transmission after trying repeatedly to send a fax. Disable Error Correction Mode (ECM), and then try again. If the error still displays, the receiving fax machine may be defective.

381 ECM, 383 ECM: Receiving fax machine failed to respond to a fax command because the connection was interrupted. The stop key might have been pressed on the receiving fax machine before the fax completed. Contact the person receiving the fax to see if they are cancelling the transmission. Check for poor line conditions. Call the telephone provider if line conditions fail to improve. Disable error Error Correction Mode (ECM) if necessary.

382 ECM: Receiving fax machine held the transmission because of a temporary low memory condition. The connection terminates if the holding period times out. Send the document as several smaller documents at a lower resolution.

384: Sending fax machine attempted a black JPEG transmission to a machine that does not support this mode. Send the fax using a different mode.

386, 387, 388, 389, 390, 391, 392, 393, 394, 395: Too much noise on the telephone line is preventing a valid connection between the fax machines. Retry the fax when line conditions improve.

396, 397, 398, 399: During a V.34 transmission, the sending fax machine cannot connect with the receiving machine and is unable to send a T30 frame. Remove any pass-through devices from the phone line, and then confirm the cable is no longer than required and is not near unshielded electric motors such as fans, heaters, or household appliances. Additionally, check for poor line conditions, and then resend when the conditions improve.

400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419: During a V.34 transmission, the sending fax machine cannot connect with the receiving machine and is unable to send a T30 frame. Remove any pass-through devices from the phone line, and then confirm the line cable is no longer than required and is not near unshielded electric motors such as fans, heaters, or household appliances. Additionally, check for poor line conditions, and then resend when the conditions improve.

420, 421, 422, 423: Poor line conditions or an incompatible fax format was detected with the receiving fax.

422, 423: Poor line conditions or an incompatible fax format such as color faxing was detected with the receiving fax.

430: Sending fax machine cannot send continuous tones after sending control data and before sending the fax data. Poor line conditions or a problem with the fax modem can cause this error. Call the telephone provider if line conditions fail to improve.

431: Sending fax machine did not receive a response after terminating a transmission. This might occur normally when the fax is intentionally cancelled. Poor line conditions might have prevented the response.

440, 441, 442, 443, 444: After one or more partial pages were sent, the control channel connection (handshake) failed to restart before sending more data. This occurs when the receiving fax disconnects due to poor line conditions after part of a page is received, or if it uses an incompatible fax format such as color faxing.

Text error messages when faxing

Error messages and alerts that display when faxing.



NOTE: Messages display temporarily and might require you to press OK to resume the fax job or press Cancel to cancel the job. The fax job might not complete or the printed fax quality might be unsatisfactory.

Comm. error (Communication error): Check for poor line conditions and resend when conditions improve. If available, try sending the fax through another wall jack and make sure you are using the phone cord that shipped with the fax machine.

Fax component has become damaged and cannot perform the fax test: Perform a hard reset, which can resolve fax hardware issues. With the printer turned on, disconnect the power cord from the printer and the wall outlet. Wait 60 seconds, reconnect the cord, and then try faxing again. If the error persists, contact Ricoh Customer Support (in English) for options.

Fax delayed/Send memory full: Press the Cancel button, and then resend the fax. If the error persists, send the fax as several smaller documents.

Fax is busy/Canceled send: Call the recipient to ensure that the fax machine is on and ready, and that you have the correct fax number. Check for poor line conditions and resend when conditions improve. If available, try sending the fax through another wall jack and use a different phone cord. Enable the Redial if busy feature on the fax.

Fax is busy/Redial pending: Wait for the machine to send the fax again. If the error persists, call the recipient to ensure that the fax machine is on and ready, and that you have the correct fax number. Check for poor line conditions and resend when conditions improve. If available, try sending the fax through another wall jack and use the phone cord that shipped with the fax machine.

Fax memory full/Canceling recv. or Fax memory full/Canceling send: During the fax session, the machine ran out of memory. Send the fax as several smaller documents. If necessary, cancel all fax jobs and clear the fax memory.

Fax memory full/Canceling send: During the fax session, the machine ran out of memory. Request that the fax be sent as several smaller documents. If necessary, cancel all fax jobs and clear the fax memory.

Fax recv. error or Fax send error: Check for poor line conditions by making a telephone call on the same line. If the line is working, resend the fax or ask the sender to resend it. If the error persists, securely connect to another wall jack using the phone cord that shipped with the fax machine. If necessary, disable Error Correction Mode (ECM), use a slower transmission speed, and set a lower fax resolution.

Invalid entry: Information was typed in incorrectly. Check the information being entered and try again.

No dial tone: A wired analog phone line is required for faxing. If you do not hear a dial tone when you press Send Fax, disconnect and reconnect the phone cord from the wall outlet and the 1-Line port on the fax machine. Connect a regular phone to the phone line, pick up the receiver, and listen to see if the phone line has a dial tone. If the issue persists, try sending the fax through another wall jack and make sure you are using the phone cord that shipped with the fax machine.

No document sent: No pages were scanned or pages were not received from the computer. Try sending the fax again.

No fax answer/Canceled send or No fax answer/Redial pending: Attempts to redial a fax number failed, or the Redial-no answer option is disabled. Call the recipient to ensure that the fax machine is on and ready, and that you have the correct fax number. If the issue persists, disconnect and reconnect the phone cord from the wall outlet and the 1-Line port on the fax machine. If available, try sending the fax through another wall jack and use the phone cord that shipped with the fax machine.

No fax detected: The machine answered the incoming call but did not detect that a fax machine was calling. If waiting for the machine to receive the fax fails, try connecting the fax to another wall jack using the phone cord that shipped with the fax machine.

12- and 15-digit fax log codes

Fax log reports include a diagnostic code to help identify fax sending and receiving status and problems. Print the report from the Fax, Setup, or Reports menu on the printer or fax machine.

Use the following list to identify the meaning of each number in various diagnostic codes.

1st digit: No meaning; always set to 0

2nd digit: How the fax ended

- [1] Stop button was pressed
- [2] Receiving fax disconnected
- [4] Memory full and the session may terminate
- [8] Operator alert was requested

3rd digit: Fax session type

- [1] Received from a remote transmitter
- [2] Transmitted to a remote receiver
- [4] Polled receive, system became a transmitter
- [8] Polling transmit, system became a receiver

4th digit: Training options that were requested or set

- [1] Transmitting Subscriber Identification TSI or Caller Subscriber Identification was received
- [2] Retrain/Fallback was requested
- [4] ECM (Error Correction Mode) was selected
- [5] ECM was not selected

5th digit:

- [1] Delayed operation
- [2] Broadcast operation
- [4] Speed dial was used by the sender
- [8] Automatic document feeder was used; document was not sent from memory

6th digit: Resolution and coding methods

- [0] Standard resolution/MH (modified Huffman) coding
- [1] Standard resolution/MR (modified Read) coding
- [2] Standard resolution/MMR (modified Read) coding
- [4] Fine resolution/MH (modified Huffman) coding
- [5] Fine resolution/MR (modified Read) coding
- [6] Fine resolution/MMR (modified Read) coding
- [8] 300 DPI/MH (modified Huffman) coding
- [9] 300 DPI/MR (modified Read) coding
- [A] 300 DPI/MMR (modified Read) coding

7th digit: Speed and data type

- [0] 0 ms/line
- [1] 5 ms/line
- [2] 10 ms/line
- [4] 20 ms/line
- [7] 40 ms/line
- [8] 0 ms/line (Halftone)
- [9] 5 ms/line (Halftone)
- [C] 20 ms/line (Halftone)
- [F] 40 ms/line (Halftone)

8th digit: Modem baud rate speed

- [0] 2400 bps
- [1] 4800 bps
- [2] 7200 bps
- [3] 9600 bps
- [4] 12000 bps
- [5] 14400 bps

9th digit: No meaning; always set to 0

10th digit: Miscellaneous

- [1] Journal entry needs to be printed
- [2] Remote diagnostics
- [4] PC send

11th digit: Errors when sending a fax

- [0] NULL XMT (transmit)
- [1] MPS XMT (Multi-page signal transmit)
- [2] EOP XMT (End of procedure transmit)
- [3] EOM XMT (End of message transmit)
- [4] NULL XMT/RR REC
- [5] MPS XMT/RR REC
- [6] EOP XMT/RR REC
- [7] EOM XMT/RR REC
- [8] NULL XMT/CTC REC
- [9] MPS XMT/CTC REC
- [A] EOP XMT/CTC REC
- [B] EOM XMT/CTC REC

12th digit: Errors when sending a fax

- [1] PRI (Procedure Interrupt)
- [2] PPS (Partial Page Signal)
- [3] PPS-PRI
- [4] EOR (End of Retransmission)
- [5] EOR-PRI [8] RTN (Retrain Negative) received, indicating subsequent line noise
- [9] PRI/RTN received; pages should be sent at a lower baud rate

Error codes (last three digits): Three-digit codes are added after the 12-digit code to identify errors that occurred during the fax session.

- **401:** Sending fax machine is polling and the DCS (Digital Command Signal) responded that there is no document to send. The sending fax disconnected.
- **402:** When sending a fax, the session disconnected after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.
- **403:** Fax session timed out if no fax tones were detected in an incoming call (not a fax call), the line interface unit is defective, or the incoming fax call was from a “silent” fax machine. Enable Silent Detect on your machine.
- **404:** Your machine polled a machine that does not have a document to be polled.
- **411:** Phone line drops or the calling fax aborts during the training phase. For the first page at least, Connecting displays.

- **412:** HDLC (High Level Data Link Control) buffer timed out. If the HDLC buffer finishes due to a line drop and loss of data, the system waits for the message to finish to resynch and retransmit data. The session disconnected after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.
- **413:** You polled the receiving fax machine but it disconnected instead of sending a page. The sending machine failed to pick the next page in the scanner, or Stop was pressed as the transmission began.
- **414:** There were no documents to poll.
- **415:** An invalid DCS (Digital Command Signal) was received in the command frame. A valid DCS must correspond to the request for error correction mode (ECM) as ON or OFF.
- **416:** DCS (Digital Command Signal) frame received from the sending fax machine contains a minimum scan speed that is incompatible with the receiving machine.
- **417:** When in non-error correction mode (ECM), the machine sent an RTN (Retrain Negative) indicating the received fax had unreadable lines due to a noisy phone line. When in ECM mode, the machine failed to receive a completely correct page after all attempts to get the sender to resend the bad frames.
- **419:** Fax receive was aborted, commonly due to a lack of memory.
- **421:** Phone line was disconnected after a voice session without continuing the fax session.
- **422:** In non-error correction mode (ECM), the received command was unexpected.
- **431:** No local response for a remote interrupt. Set by a receiver when in error correction mode (ECM). The post-message voice request command was received and there was no local line request during a T3 time-out.
- **441, 451:** No local response for a remote interrupt. Set by a receiver when in error correction mode (ECM). The post-message voice request command was received and there was no local line request during a T3 time-out.
- **461:** T2 timer timed out waiting for a command following an RNR (Receiver Not Ready).
- **462:** DCN (Disconnect) was received in a command frame due to an RNR (Receiver Not Ready). The local machine ran out of memory while receiving.
- **463:** Receiving fax machine sent a DCN (Disconnect) after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.
- **464:** In error correction mode (ECM) mode, the received command was unexpected.
- **471:** T2 timer timed out waiting for a command following an RNR (Receiver Not Ready).
- **472:** When in error correction mode (ECM), the receiving machine transmits an ERR after four unsuccessful retries and after possible fallbacks in modem speed.
- **473:** DCN (Disconnect) was received in a command frame due to an RNR (Receiver Not Ready).
- **474:** Receiving fax machine sent a DCN (Disconnect) after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.
- **475:** In error correction mode (ECM), the received command was unexpected.
- **481:** In error correction mode (ECM), the received command was not RR (Receiver Ready).
- **501:** Telephone line is busy.
- **502:** DCN (Disconnect) was received in a command frame due to a CNG (Calling Tone). This signal has a frequency of 1100 Hz.
- **503:** Receiving fax machine sent a DCN (Disconnect) after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.
- **504:** Command following CNG (Calling Tone) was invalid.
- **505:** T1 timer elapsed and no response was received. 'No answer' displayed on the journal report.
- **511:** Receiver is non-compatible for customizable functions.
- **512:** Receiver is non-compatible or polling was requested and denied.
- **513:** Polling password is incorrect. Your machine was polled and there was no document to send.

- **514:** There are no documents to poll. The polling machine does not check the DIS (Digital Identification Signal) which says there is no document to poll and requests to send one anyway.
- **515:** The timer elapsed.
- **521:** DCN (Disconnect) was received in a response frame following the training phase.
- **522:** Receiving fax machine sent a DCN (Disconnect) after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.
- **523:** No response was received on all three attempts to establish a connection with the DCS (Digital Command Signal) due to a dropped line or the receiver hung up.
- **524:** Failure to sync with the sending machine. The line may be defective, preventing the remote unit from seeing the DCS (Digital Command Signal) command.
- **525:** Modem speed fallback is needed but impossible (example: the receiver supports v.29 but v.27 is required). All attempts to train with the remote unit failed.
- **526:** Response received following the DCS+ (Digital Command Signal) training was invalid (expected confirmation to receive).
- **531:** Response received following the transmission of MPS (Multipage Signal), EOP (End of Procedure), EOM (End of Message) was incorrect. Check diagnostic code digits 11 and 12.
- **532:** DCN (Disconnect) was received in a response to the transmittal signal. Check diagnostic code digits 11 and 12.
- **533:** Receiving fax machine sent a DCN (Disconnect) after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.
- **534:** No response on all retries. The connection was lost due to a dropped line or the receiver hung up.
- **535:** Fallback in post message transmission is not possible. Remote receiver does not respond with a RTP (Retrain Positive) or RTN (Retrain Negative), or the transmitter cannot retransmit.
- **536:** At least one page is not confirmed. This occurs in non-error correction mode (ECM) when there are many errors on a page. The received page is not readable.
- **541:** Phone line was disconnected after a voice session without continuing the fax session.
- **542:** T3 operator intervention timer timed out.
- **543:** Response received after the transmission of a voice request to the remote sender was not a DIS (Digital Identification Signal).
- **551:** DCN (Disconnect) was received in a response to the transmitted signal. Check diagnostic code digits 11 and 12.
- **552:** Receiving fax machine sent a DCN (Disconnect) after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.
- **553:** No response on all retries. The connection was lost due to a dropped line or the receiver hung up.
- **554:** Response received following the transmission of PPS-NULL, PPS-MPS, and PPS-EOM was incorrect. Check diagnostic code digits 11 and 12.
- **555:** Fallback fails. The system cannot receive a valid error correction mode (ECM) transmission at any baud rate.
- **561:** DCN (Disconnect) was received in a response to the transmitted signal. Check diagnostic code digits 11 and 12.
- **562:** Receiving fax machine sent a DCN (Disconnect) after waiting 3 seconds for a received frame from the transmitter, or the line signal was gone more than 0.2 seconds.

- **563:** No response on all retries. The connection was lost due to a dropped line or the receiver hung up.
- **564:** Response received following the transmission of PPS-NULL, PPS-MPS, and PPS-EOM was incorrect. Check diagnostic code digits 11 and 12.
- **565:** No cont. with next message. Set by a sending machine with error correction mode (ECM) enabled when it aborted retransmissions after four unsuccessful retries and possible modem speed fallbacks.
- **566:** At least one page not confirmed. ERR (End of Retransmission Response) received in response to EOR-MPS, -EOP, -EOM, or -NULL.

Move and transport the printer

The precautions when moving the printer a short distance or long distance are explained.

Move the printer a short distance

Take the following precautions when moving the printer a short distance - for instance, when relocating the printer inside the same room.

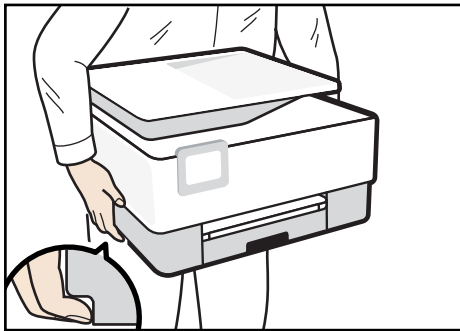
CAUTION:

- Grip the center area at the base of the printer's sides. Lift it slowly and do not strain your body.
 - Unplug the power cord from the wall outlet before you move the printer. While moving the printer, take care that the power cord is not damaged under the printer. Failing to take these precautions could result in fire or electric shock.
 - When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.
-

IMPORTANT:

- Be sure to keep the printer level. If it is unduly tilted, ink will leak from the ink cartridge.
-

1. Press and hold down  (the Power button) until it turns off, and then unplug the power cord.
2. Disconnect the USB cable or Ethernet cable.
3. Lift the printer and move it to the place where you want to install it.



Grip the indented area at the base of the printer's sides, as shown. Lift and carry the printer slowly and carefully.

NOTE:

- When you move the printer, unplug the power cord from the printer, too.
 - Make sure the power cord is not trapped under the printer.
-

Move the printer a long distance

To transport the printer, put it in the box it came in. For details, contact your sales or service representative.



IMPORTANT:

- Do not remove the print cartridges.
 - Remove the paper.
 - During transport, always keep the printer horizontal when transporting in the original package. If the printer is not kept horizontal during transportation, ink might leak.
-



NOTE:

- The inside of the printer may become dirty if the printer is not level when transported.
 - When you move the printer, also unplug the power cord from the printer.
-

Prepare a Ricoh printer for recycling or disposal

If you are selling, recycling, or disposing of your printer, remove the cartridges, and restore factory defaults.

Remove and recycle the cartridges

Remove and recycle the ink or toner cartridges before selling, recycling, or disposing of your Ricoh printer.

For more information, contact your sales or service representative.

Restore factory defaults on your Ricoh printer

Restore the printer to factory default settings from the touchscreen settings menu.

For more information, see [Restore original factory defaults and settings](#).

Recycle the printer

After removing the cartridges and restoring the factory defaults, recycle the Ricoh printer.

For more information, contact your sales or service representative.

Dispose the printer

To dispose of this printer, consult with an authorized dealer.

When disposing of the printer by yourself, be sure to comply with local disposal regulations.

