

SHARP®

MODEL: MX-M850
MX-M950
MX-M1100

DIGITAL MULTIFUNCTIONAL SYSTEM

Maintenance Guide



REGULAR MAINTENANCE

REPLACING SUPPLIES

REMOVING MISFEEDS

REMOVING STAPLE JAMS

Keep this manual close at hand for reference whenever needed.

Thank you for purchasing this product. This manual explains procedures for machine maintenance, such as how to replace supplies and remove paper misfeeds.

Please note

- Considerable care has been taken in preparing this manual. If you have any comments or concerns about the manual, please contact your dealer or nearest authorised service representative.
- This product has undergone strict quality control and inspection procedures. In the unlikely event that a defect or other problem is discovered, please contact your dealer or nearest authorised service representative.
- Aside from instances provided for by law, SHARP is not responsible for failures occurring during the use of the product or its options, or failures due to incorrect operation of the product and its options, or other failures, or for any damage that occurs due to use of the product.

Warning

- Reproduction, adaptation or translation of the contents of the manual without prior written permission is prohibited, except as allowed under copyright laws.
- All information in this manual is subject to change without notice.

Illustrations and the operation panel and touch panel shown in this manual

The peripheral devices are generally optional, however, some models include certain peripheral devices as standard equipment. The explanations in this manual assume that a finisher, punch module, saddle unit, folding unit, inserter, large capacity trays, and bypass tray are installed on the MX-M1100.

For some functions and procedures, the explanations assume that devices other than the above are installed.

<p>The display screens, messages, and key names shown in the manual may differ from those on the actual machine due to product improvements and modifications.</p>
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1

REGULAR MAINTENANCE

This chapter explains how to clean the machine, dispose of punch and staple waste, and replace the toner collection container. To ensure a long service life for the machine, perform these maintenance procedures regularly.

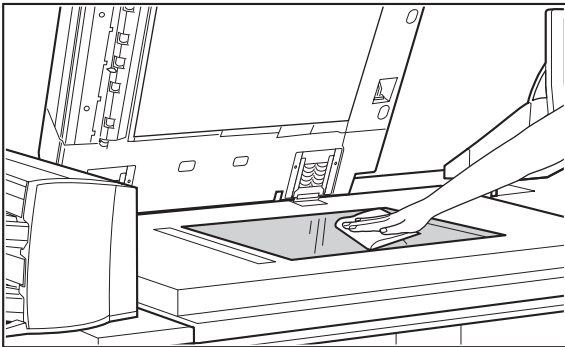
Warning

Do not use a flammable spray to clean the machine. If gas from the spray comes in contact with hot electrical components or the fusing unit inside the machine, fire or electrical shock may result.

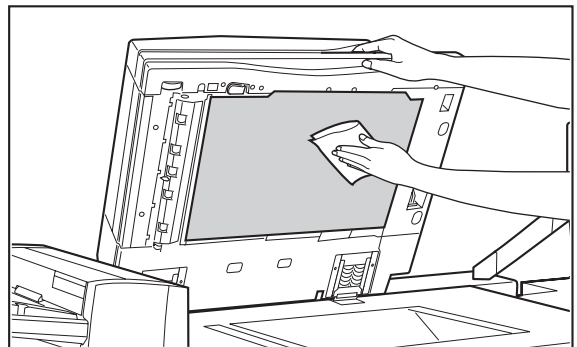
 Do not use thinner, benzene, or similar volatile cleaning agents to clean the machine. These may degrade or discolour the housing.

CLEANING THE DOCUMENT GLASS AND AUTOMATIC DOCUMENT FEEDER

DOCUMENT GLASS



DOCUMENT BACKPLATE SHEET

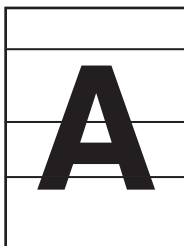


If the document glass or document backplate sheet becomes dirty, the dirt will appear in the scanned image.

To clean the document glass and document backplate sheet, wipe with a clean, soft cloth. If necessary, moisten the cloth with water or a small amount of neutral detergent. After wiping with the moistened cloth, wipe the parts dry with a clean dry cloth.

SCANNING AREA

Examples of how dirt can affect the image



Black lines



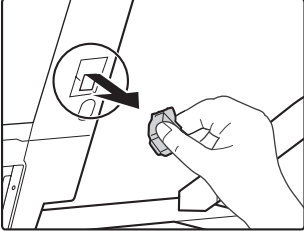
White lines

If black or white lines appear in images scanned using the automatic document feeder, clean the scanning area.

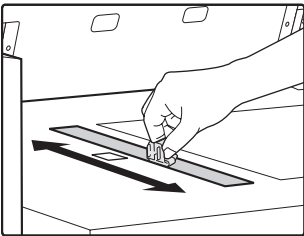
The area to clean varies depending on whether the dirt appeared in the image of the front side or the image of the reverse side of the original. See the procedures below to clean each area.

► **Front side of original**

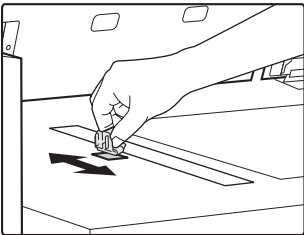
1 Open the automatic document feeder and remove the glass cleaner.



2 Clean the document scanning area on the document glass with the glass cleaner.

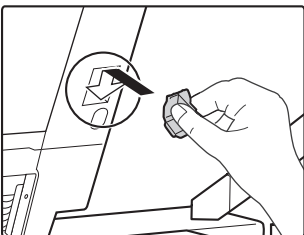


Clean the glass surface.



Clean the black sheet.

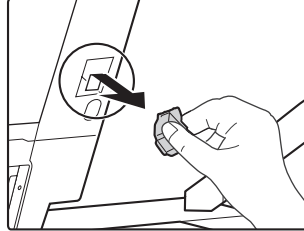
3 Replace the glass cleaner.



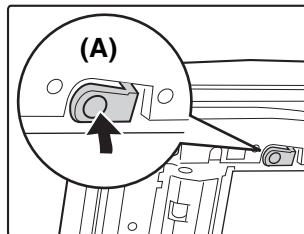
After replacing the glass cleaner in its storage position, close the automatic document feeder.

► **Reverse side of original**

1 Open the automatic document feeder and remove the glass cleaner.

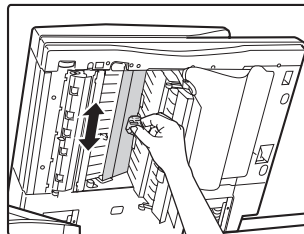


2 Open the automatic document feeder cover.

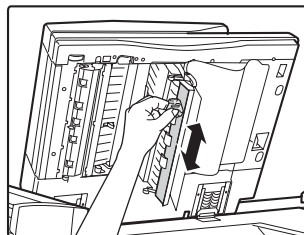


Press button (A) to release the lock.

3 Clean the document scanning area in the automatic document feeder with the glass cleaner.

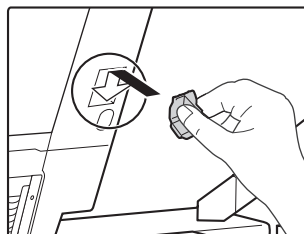


Clean the far area.



Clean the near area.
When you have finished cleaning, close the cover.

4 Replace the glass cleaner.



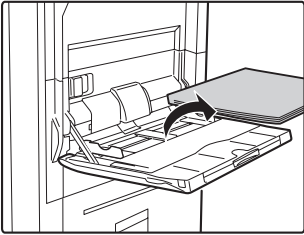
After replacing the glass cleaner in its storage position, close the automatic document feeder.

CLEANING THE BYPASS FEED ROLLER

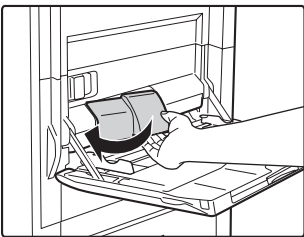
If you find that postcards and other heavy media frequently misfeed in the bypass tray, clean the bypass feed roller. To clean the bypass feed roller, wipe the surface of the roller with a soft cloth moistened with water or a neutral detergent.

▶ MX-MFX1

1 Remove the paper.

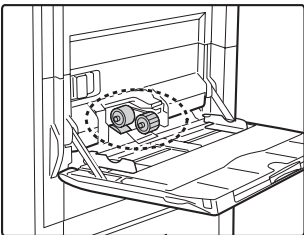


2 Remove the cover.



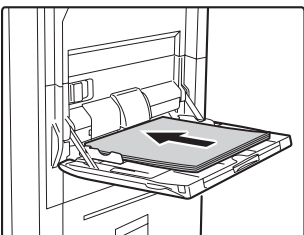
While pushing the cover to the left, pull it forward.

3 Clean the roller.



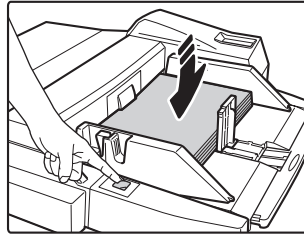
After cleaning the roller, replace the cover to its original position.

4 Set the paper.



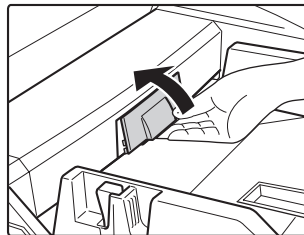
▶ MX-MFX2

1 Press the operation button and remove the paper.



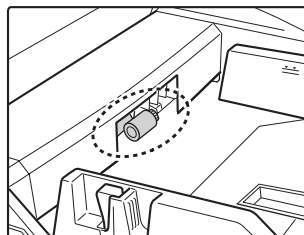
After the button is pressed, the paper table will descend. While the paper tray descends, the operation button indicator will blink. After the paper tray finishes descending, the indicator will light solidly. Do not remove the paper until the indicator light solidly.

2 Remove the cover.



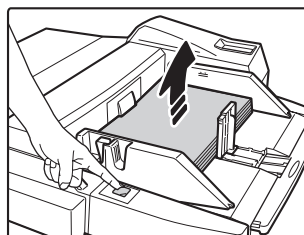
While pushing the cover up, pull it forward.

3 Clean the roller.



After cleaning the roller, replace the cover to its original position.

4 Set the paper and press the operation button.



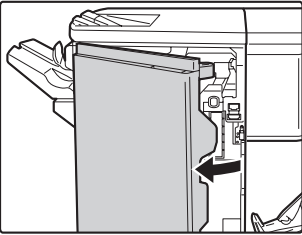
After the button is pressed, the paper table will rise. While the paper tray rises, the operation button indicator will blink. After the paper tray finishes rising, the indicator will light solidly.

DISCARDING PUNCH WASTE

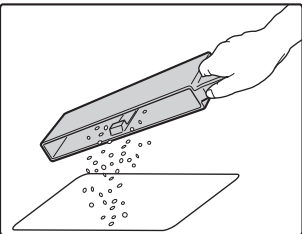
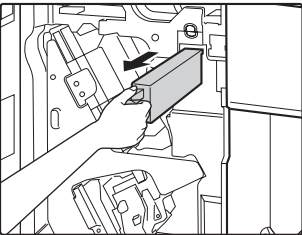
Punch waste from punched holes is collected in the punch waste box. Follow the steps below to discard the punch waste.

► Finisher

1 Open the cover.

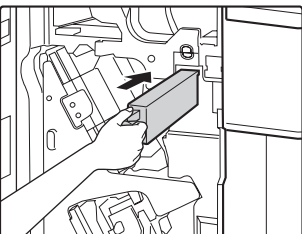


2 Pull out the punch waste box and discard the punch waste.



Discard the punch waste in a plastic bag or other container, taking care not to let the waste scatter.

3 Replace the punch waste box.

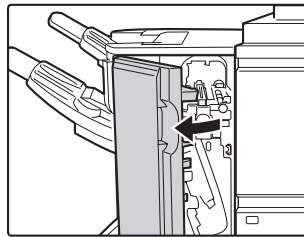


Make sure the punch waste box is replace correctly.

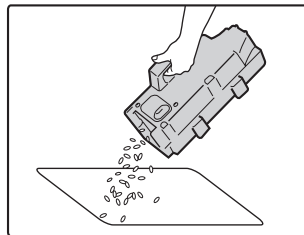
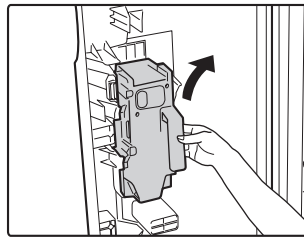
4 Close the cover.

► Finisher (for MX-M850) / saddle stitch finisher

1 Open the cover.

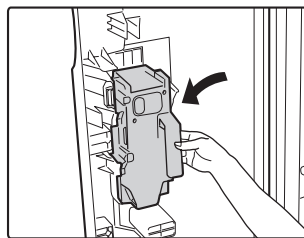


2 Gently pull out the punch waste box and discard the punch waste.



Discard the punch waste in a plastic bag or other container, taking care not to let the waste scatter.

3 Replace the punch waste box.



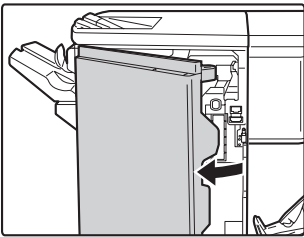
Make sure the punch waste box is replace correctly.

4 Close the cover.

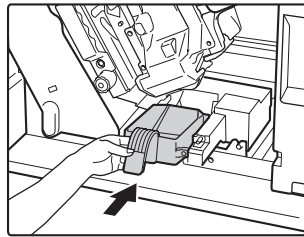
DISCARDING STAPLE WASTE (FINISHER)

When the finisher is used for stapling, staple waste is produced. The staple waste is collected in the staple waste box. Follow the steps below to discard the staple waste.

1 Open the cover.

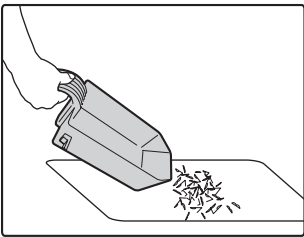
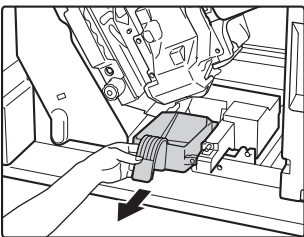


3 Replace the staple waste box.





Make sure the staple waste box is replace correctly.

2 Pull out the staple waste box and discard the staple waste.



4 Close the cover.

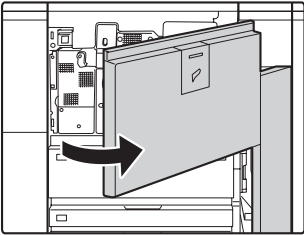
 **Do not insert your fingers into the staple waste box. The staples may prick and injure your fingers.**

 Do not discard the staple waste in a plastic bag. The staples may create holes in the bag.

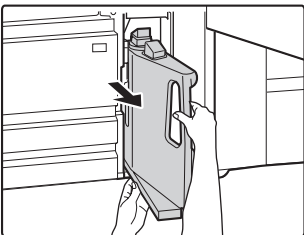
REPLACING THE TONER COLLECTION CONTAINER

The toner collection container collects excess toner that is produced during printing. To replace the toner collection container, follow the steps below.

1 Open the cover.

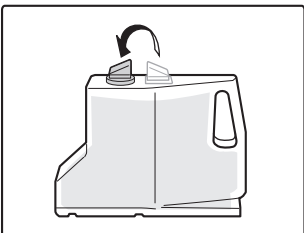


2 Remove the toner collection container.



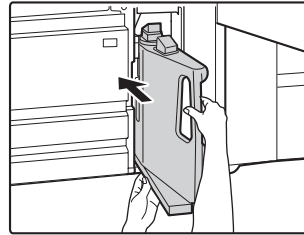
The toner collection container may be heavy. Use both hands to firmly support the container while removing it.

3 Place the cover on the removed toner collection container.



Remove the cover from the toner collection container and attach the cover as shown.

4 Install a new toner collection container.



Slowly push the new container in until it stops.

5 Close the cover.

Caution

- Do not throw the toner collection container into a fire. Toner may fly and cause burns.
- Store the toner collection container out of reach of small children.



Take care not to let your clothes, the floor, or other objects become dirty while replacing the toner collection container.



- Waste toner cannot be reused. Using waste toner may degrade image quality and cause machine failure.
- Place the removed toner collection container in a plastic bag and keep it until the next time your service technician comes to perform maintenance. Your service technician will collect the toner collection container.

2

REPLACING SUPPLIES

This chapter explains how to replace the following supplies:

- Toner cartridge
- Staple cartridge (page 10)
- Stamp cartridge (page 15)


REPLACING THE TONER CARTRIDGE

Be sure to replace the toner cartridge when the message "Change the toner cartridge." appears. The toner cartridge can be replaced while the machine is in operation.

In copy mode

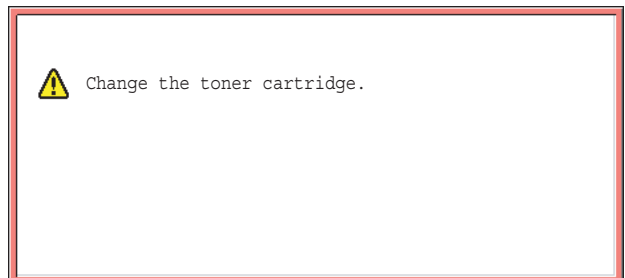
 Ready to scan for copy.
(Toner supply is low.)




 Ready to scan for copy.
(Change the toner cartridge.)

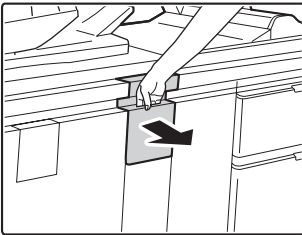
When this message appears, replace the toner cartridge.

If you continue to use the toner cartridge without replacing it, the message below will appear. When this message appears, printing will not be possible until the toner cartridge is replaced.



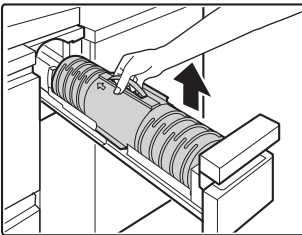
 To view the approximate amount of toner remaining, continually touch the [COPY] key during printing or when the machine is idle. The percentage of toner remaining will appear in the display while the key is touched. When the percentage falls to "25-0%", obtain a new toner cartridge and keep it ready for replacement.

1 Pull out the cover.




Slowly pull out the cover until it stops.

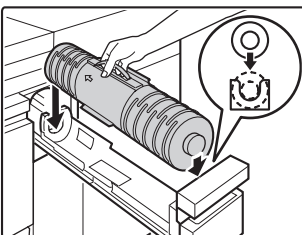
2 Remove the toner cartridge.



Slowly pull the toner cartridge straight up and out. If the cartridge is pulled out abruptly, toner may spill.

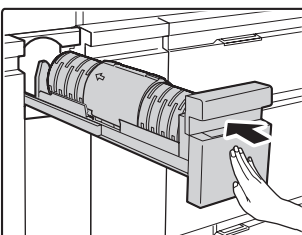
 Keep the used toner cartridge in a plastic bag until your service technician comes to perform maintenance. Your service technician will collect the used cartridge.

3 Insert the new toner cartridge straight down.



The ends of the cartridge must be oriented correctly or it will not be possible to insert the cartridge.

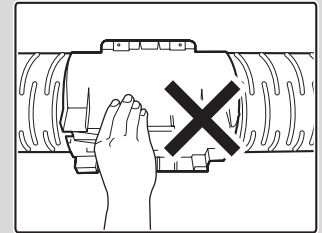
4 Close the cover.



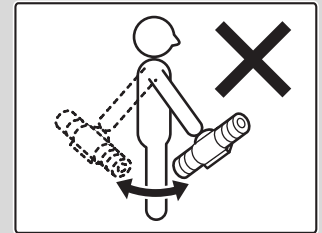
After the toner cartridge is replaced, toner filling takes place automatically. If the message prompting you to replace the toner does not appear, do not open the cover.

! Caution

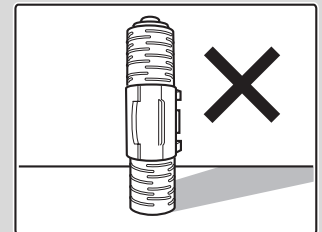
• Do not touch the toner fill hole.




• Do not shake or swing the toner cartridge.



• If a toner cartridge is stored on end, the toner may harden and become unusable. Always store toner cartridges on their side.



- Do not throw a toner cartridge into a fire. Toner may fly and cause burns.
- Store toner cartridges out of reach of small children.
- If a toner cartridge other than a SHARP-recommended toner cartridge is used, the machine may not attain full quality and performance and there is a risk of damage to the machine. Be sure to use a SHARP-recommended toner cartridge.

 Depending on the conditions of use, printed images may become faint or blurred.

REPLACING THE STAPLE CARTRIDGE

When the staple cartridge runs out of the staples, a message will appear in the touch panel.

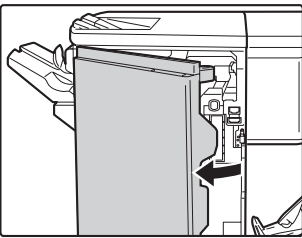
Follow the procedure below to replace the staple cartridge. The replacement procedure varies depending on what peripheral devices are installed.



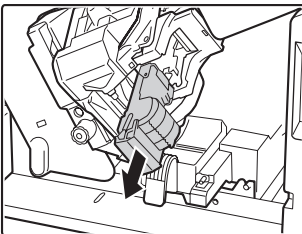
For the product numbers of the supplies, see "SUPPLIES" in the Safety Guide.

FINISHER

1 Open the cover.

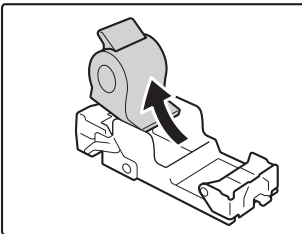


2 Grasp the green part of the staple case and pull the staple case out.

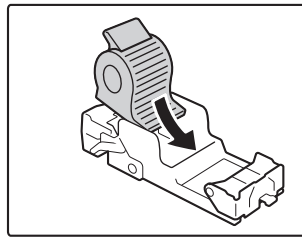


Slowly pull out the unit until it stops.

3 Remove the staple cartridge.

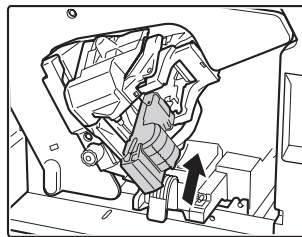


4 Install a new staple cartridge.



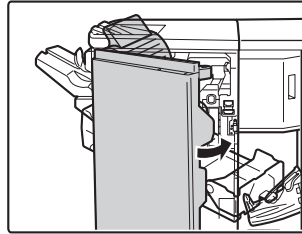
Push the staple cartridge in until it clicks into place.

5 Install the staple case.



Push the staple cartridge in until it clicks into place.

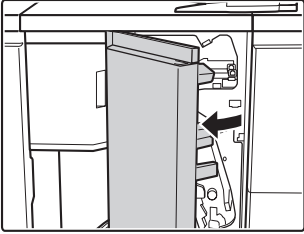
6 Close the cover.



When staples remain, the staple cartridge cannot be removed.

SADDLE UNIT

1 Open the cover.

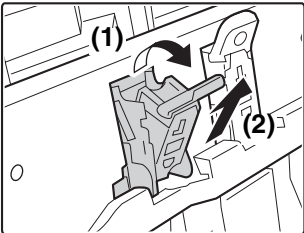


2 Pull out the unit.




Slowly pull out the unit until it stops.

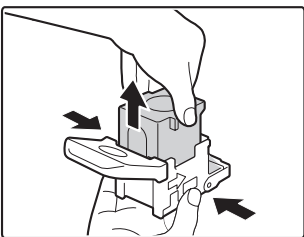
3 Remove the staple case.




- (1) Grasp the green part and pull it forward and down. The unit that holds the staple case will move forward.
- (2) Pull the staple case up and out.

 Replace the cartridges in the front and back staple cases (two cartridges).

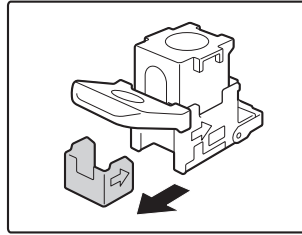
4 Release the staple case cover lock.



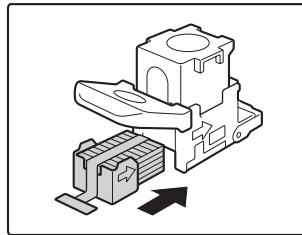
While holding both sides of the staple case, pull up the upper unit.

 When staples remain, the lock cannot be released.


5 Remove the staple cartridge.



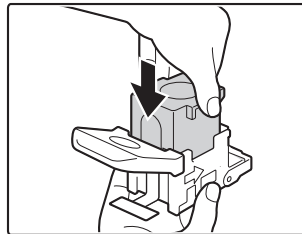
6 Install a new staple cartridge.



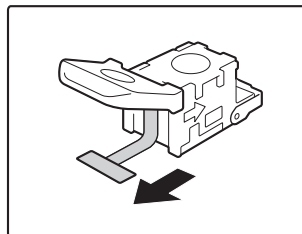
Push the staple cartridge in until it clicks into place.

 Do not remove the seal from the cartridge before inserting the cartridge into the case.

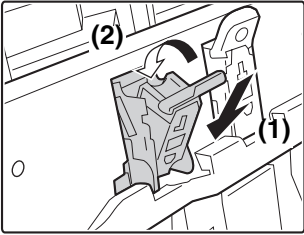
7 Push the staple case firmly back in.



8 Pull the seal that holds the staples straight out.

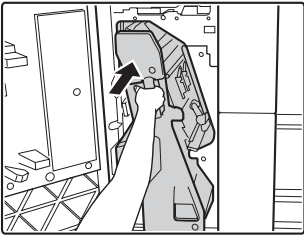


9 Install the staple case.

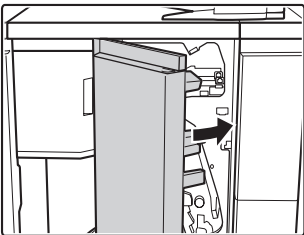


- (1) Push the staple case in until it clicks into place.
- (2) Grasp the green part and push in.

10 Push in the unit.

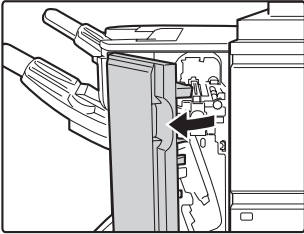


11 Close the cover.

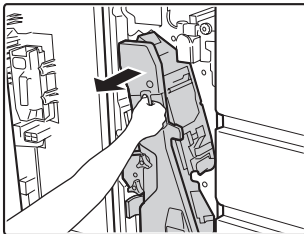


FINISHER (FOR MX-M850) / SADDLE STITCH FINISHER

1 Open the cover.



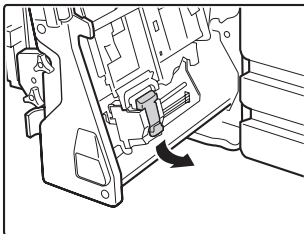
2 Pull out the unit.



Slowly pull out the unit until it stops.

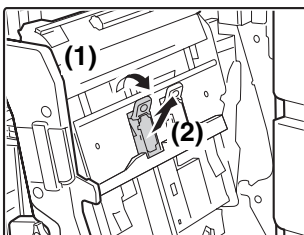
3 Remove the staple case.

Staple section




Grasp the green part of the staple case and pull the staple case down.

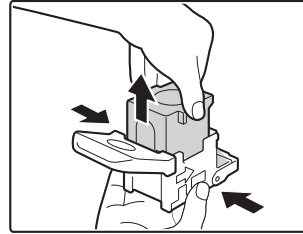
Saddle stitch section




- (1) Grasp the green part and pull it forward and down. The unit that holds the staple case will move forward.
- (2) Pull the staple case up and out.

 In the saddle stitch section, replace the cartridges in the front and back staple cases (two cartridges).

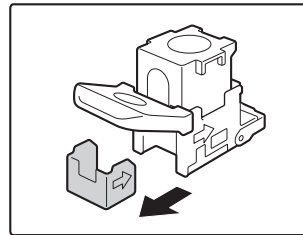
4 Release the staple case cover lock.



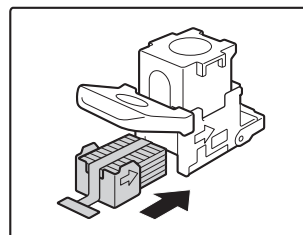
While holding both sides of the staple case, pull up the upper unit.

 When staples remain, the lock cannot be released.


5 Remove the staple cartridge.



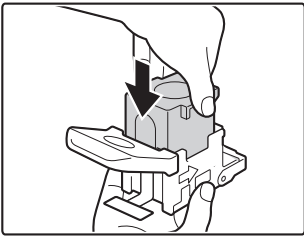
6 Install a new staple cartridge.



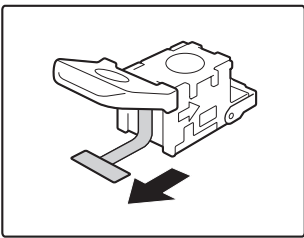
Push the staple case in until it clicks into place.

 Do not remove the seal from the cartridge before inserting the cartridge into the case.

7 Push the staple case firmly back in.

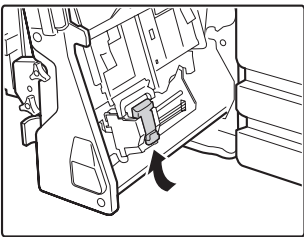


8 Pull the seal that holds the staples straight out.



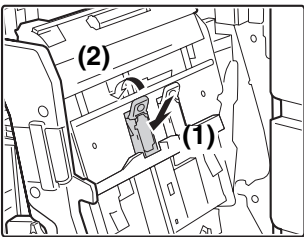
9 Install the staple case.

Staple section



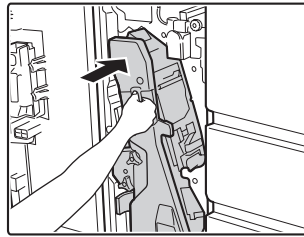
Push the staple case in until it clicks into place.

Saddle stitch section

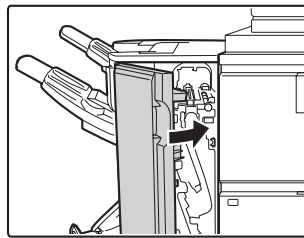


- (1) Push the staple case in until it clicks into place.
- (2) Grasp the green part and push in.

10 Push in the staple unit.



11 Close the cover.

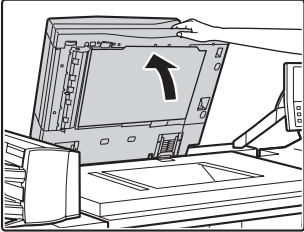


REPLACING THE STAMP CARTRIDGE

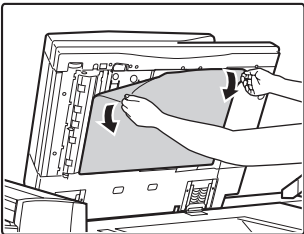
When the stamp on scanned originals becomes faint, replace the stamp cartridge (AR-SV1).


* When the stamp unit (AR-SU1) is installed on the automatic document feeder

1 Open the automatic document feeder.

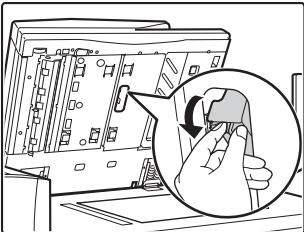


2 Remove the document backplate sheet.



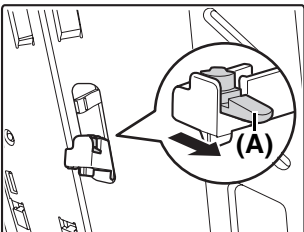
Gently remove the sheet. After removing the sheet, place it directly on the document glass. (Align the far left corner of the sheet with the  mark on the document glass.)

3 Pull out the stamp unit.

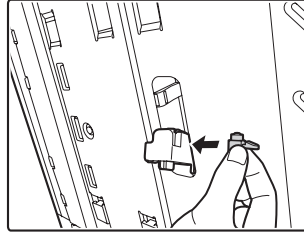


Grasp the knob as shown and pull forward.

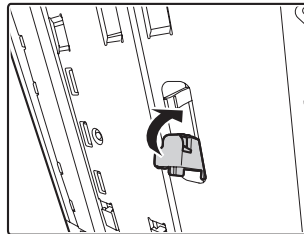
4 Remove the stamp cartridge (A).



5 Install the new stamp cartridge.

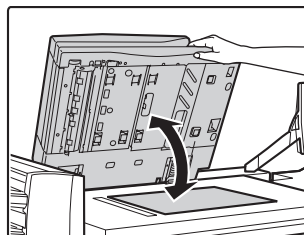


6 Push the stamp unit firmly back in.



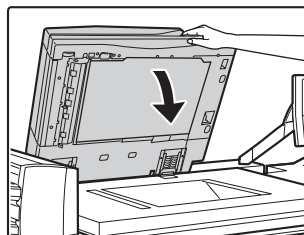
Push the stamp unit in until it clicks into place.

7 Close the automatic document feeder to attach the document backplate sheet.



When the automatic document feeder is closed, the document backplate sheet on the document glass attaches to the automatic document feeder.

8 Close the automatic document feeder.



If the document backplate sheet is not completely attached, remove it and then repeat step 7.

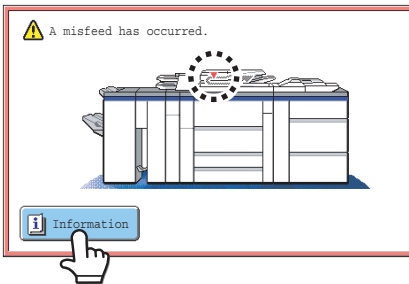
3 REMOVING MISFEEDS

This chapter explains what to do when a paper misfeed occurs in the machine.

WHEN A PAPER MISFEED OCCURS

PAPER MISFEED MESSAGE AND INFORMATION

When a paper misfeed occurs, the message "A misfeed has occurred." will appear in the touch panel and printing and scanning will stop.



The blinking ▼ mark in the image at left indicates the approximate position of the misfeed (in this example, a misfeed in the automatic document feeder is indicated).

In this event, touch the [Information] key in the touch panel.

Instructions for removing the misfeed will appear.

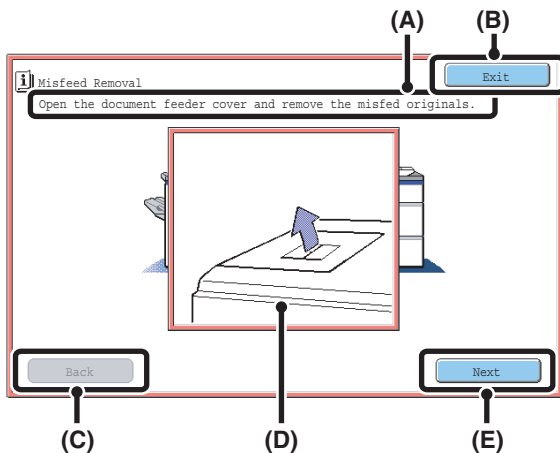
When the misfeed is cleared, the message will automatically clear.



- While the message appears, printing and scanning cannot be resumed.
- If the message does not clear even after the misfeed has been removed, the causes below are possible. Check once again.
 - The misfeed was not correctly removed.
 - A torn piece of paper remains in the machine.
 - A cover or unit that was opened or moved to remove the misfeed was not returned to its original position.

USING THE INFORMATION SCREEN

The information screen for paper misfeeds is explained below (example: automatic document feeder).



(A) Instructions for removing the misfeed appear here.

(B) This closes the information screen.

The information screen cannot be closed until the misfeed is removed.

(C) Returns you to the previous screen.

This cannot be selected when the first screen appears.

(D) Animation showing what to do.

(E) Moves you forward to the next screen.

When the last screen appears, this changes to the [Return] key. Touch to return to the first screen.

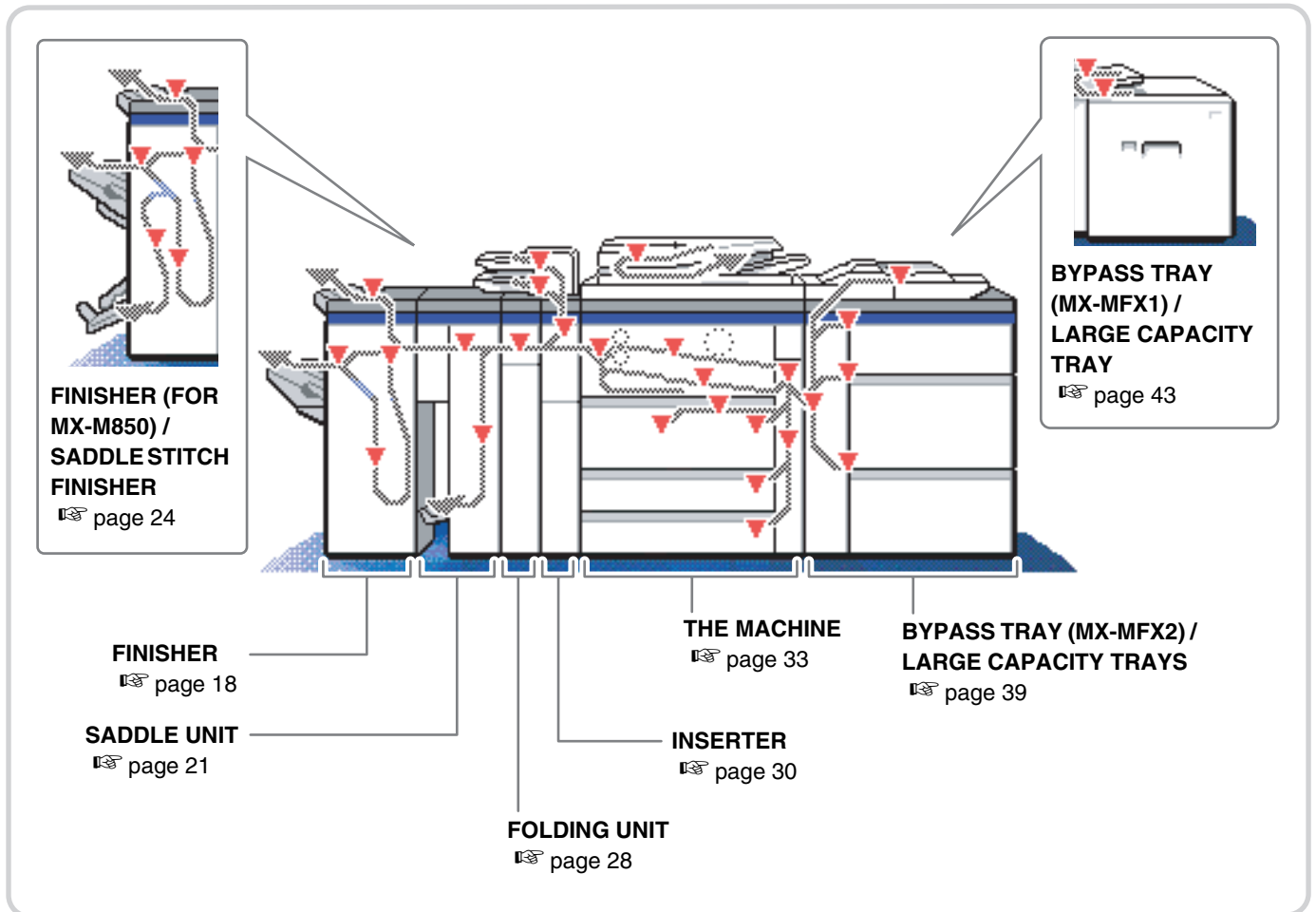
REMOVING MISFEEDS

Detailed procedures for removing misfeeds are explained in this section. Use these procedures together with the information screen.

MISFEED LOCATIONS

Misfeeds can be detected in the locations below.

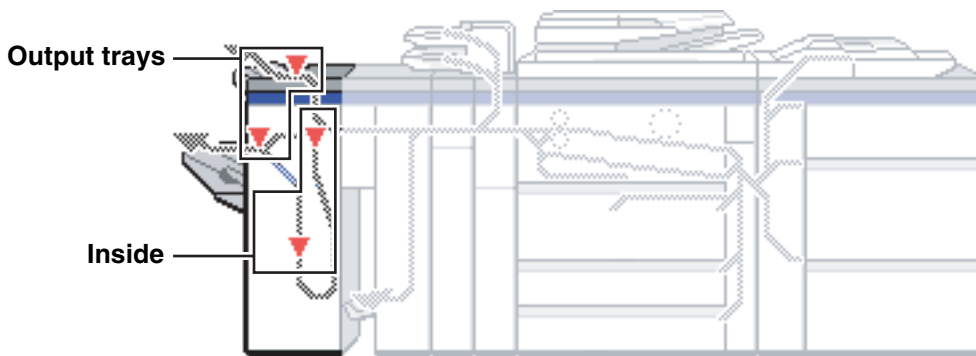
In this manual, procedures for removing misfeeds are explained by device.



- Do not damage or touch the transfer belt while removing misfed paper.
- Be careful not to tear the misfed paper during removal.
- A misfeed may occur deep inside a compartment, so check the entire compartment carefully.
- If the paper tears, be sure to remove all pieces from the machine.
- After you have finished removing a misfeed, be sure to replace any covers or devices that were moved during misfeed removal back in their original positions.

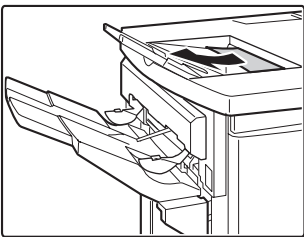
FINISHER

When a ▼ mark below blinks, a misfeed has occurred at that location.

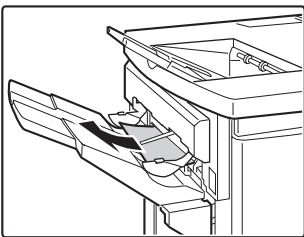


► Output trays

1 Remove the misfed paper.

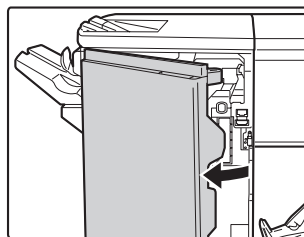


2 Remove the misfed paper.

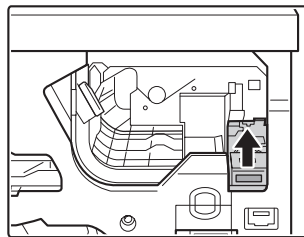


► Inside

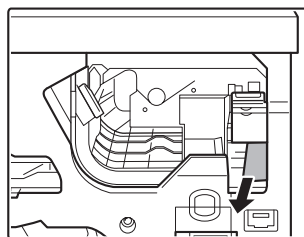
1 Open the cover.



2 Pull the R1 lever up in the direction of the arrow.

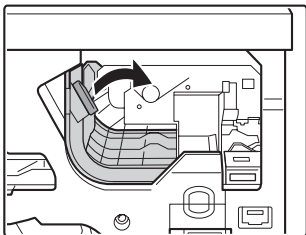


3 Remove the misfed paper.

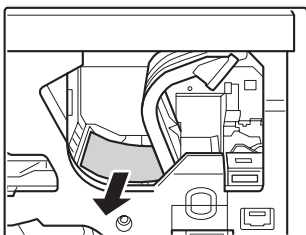


After removing the paper, return the R1 lever to its original position.

4 Push the R2 lever down in the direction of the arrow.

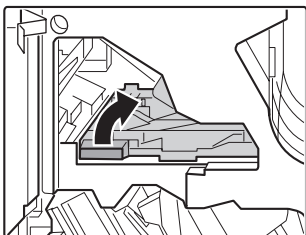


5 Remove the misfed paper.

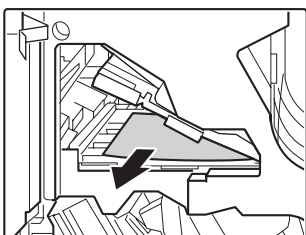


After removing the paper, return the R2 lever to its original position.

6 Pull the R3 lever up in the direction of the arrow.

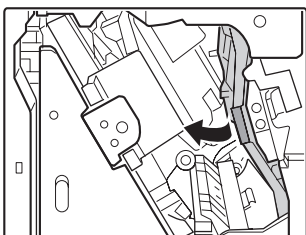


7 Remove the misfed paper.

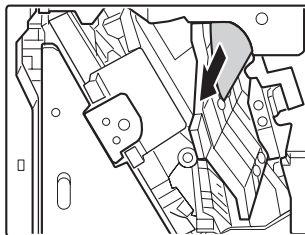


After removing the paper, return the R3 lever to its original position.

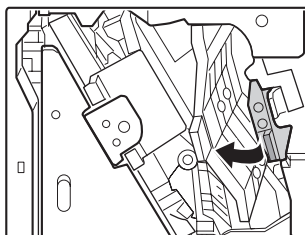
8 Move the R4 lever in the direction of the arrow.



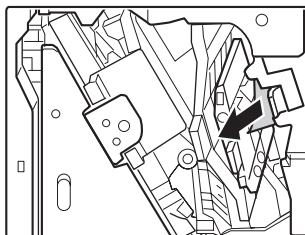
9 Remove the misfed paper.



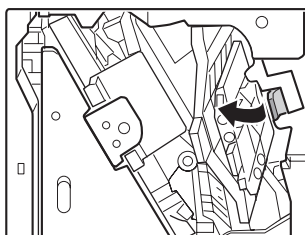
10 Move the R5 lever in the direction of the arrow.



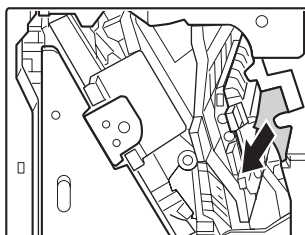
11 Remove the misfed paper.



12 Move the R6 lever in the direction of the arrow.

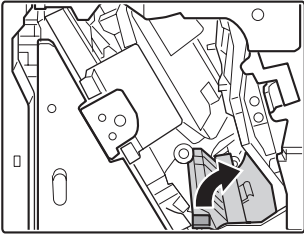


13 Remove the misfed paper.

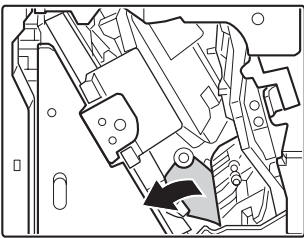


After removing the paper, return the R4 - R6 levers to their original positions.

- 14** Move the R7 lever in the direction of the arrow.

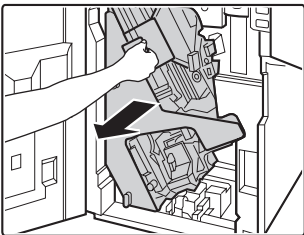


- 15** Remove the misfed paper.



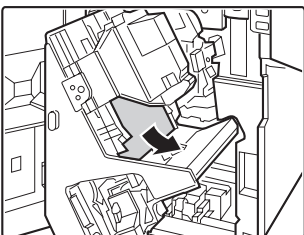
After removing the paper, return the R7 lever to its original position.

- 16** Grasp the R8 lever and pull out the unit.



Pull the unit out until it stops.

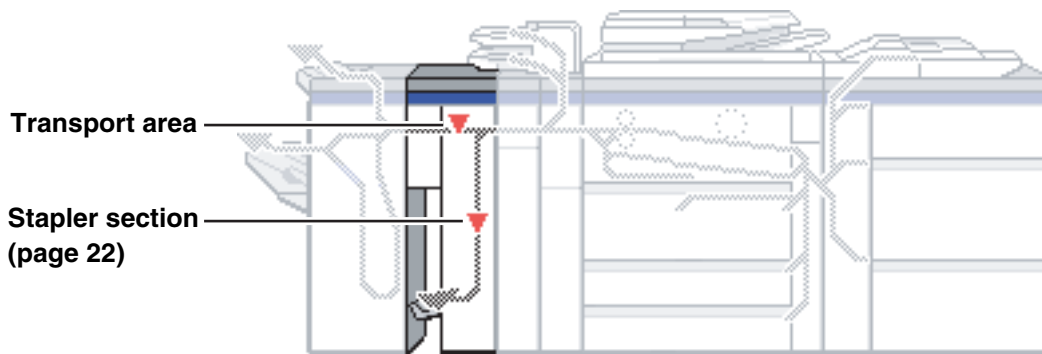
- 17** Remove the misfed paper.



- 18** Replace the unit and close the cover.

SADDLE UNIT

When a ▼ mark below blinks, a misfeed has occurred at that location.

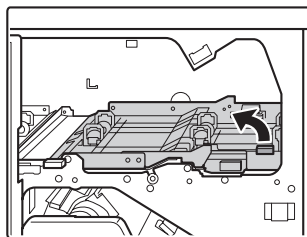


► Transport area

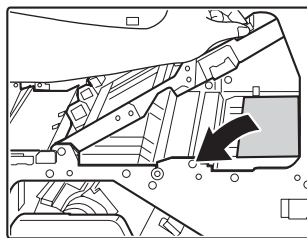
1 Open the cover.



2 Pull the M1 lever up in the direction of the arrow.

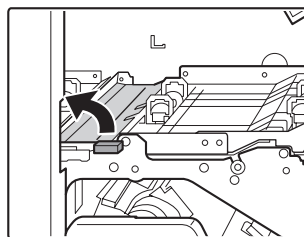


3 Remove the misfed paper.

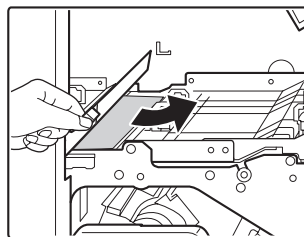


When released, the M1 lever automatically returns to its original position.

4 Pull the M2 lever up in the direction of the arrow.

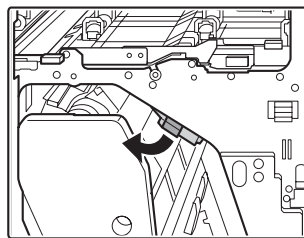


5 Remove the misfed paper.

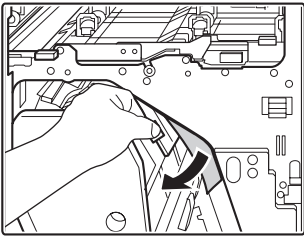


When released, the M2 lever automatically returns to its original position.

6 Move the M6 lever in the direction of the arrow.

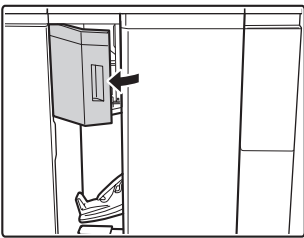


7 Remove the misfed paper.

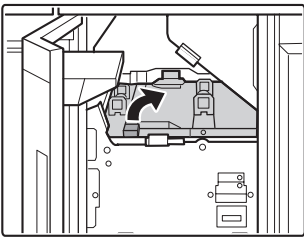


When released, the M6 lever automatically returns to its original position.

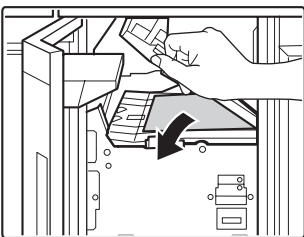
8 Open the cover.



9 Pull the M3 lever up in the direction of the arrow.



10 Remove the misfed paper.



When released, the M3 lever automatically returns to its original position.

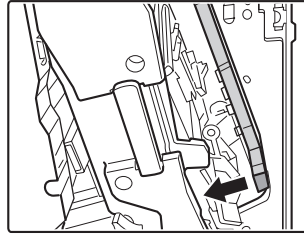
11 Close all covers.

▶ Stapler section

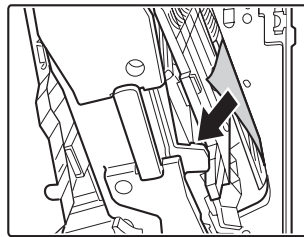
1 Open the cover.

See step 1 of "Transport area" (page 21).

2 Move the M4 lever in the direction of the arrow.

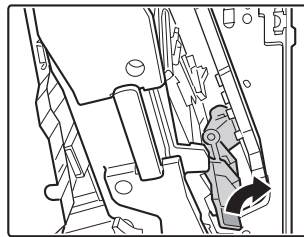


3 Remove the misfed paper.

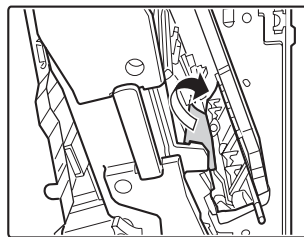


After removing the paper, return the M4 lever to its original position.

4 Move the M5 lever in the direction of the arrow.

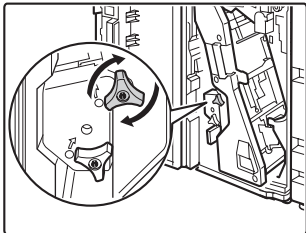



5 Remove the misfed paper.



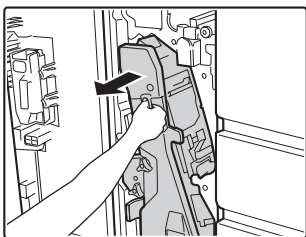
After removing the paper, return the M5 lever to its original position.

6 Turn the M8 knob in the direction of the arrow.



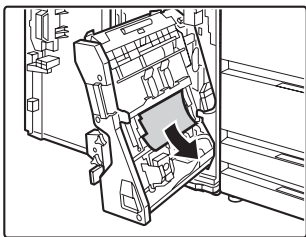
 Before performing step 7, be sure to turn the M8 knob. If you perform step 7 without turning the knobs, the paper may tear and torn pieces may remain in the machine.

7 Grasp the M9 lever and pull out the unit.

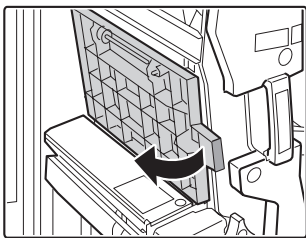


Pull the unit out until it stops.

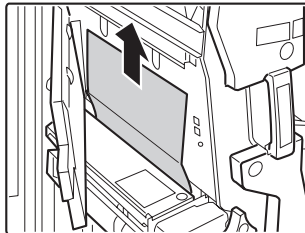
8 Remove the misfed paper.



9 Open the M10 lever in the direction of the arrow.

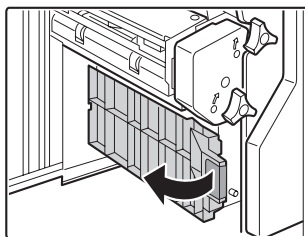


10 Remove the misfed paper.

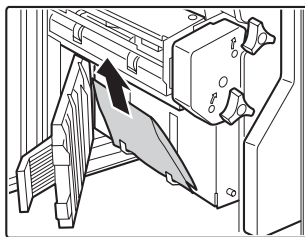


After removing the paper, return the M10 lever to its original position.

11 Open the M11 lever in the direction of the arrow.



12 Remove the misfed paper.

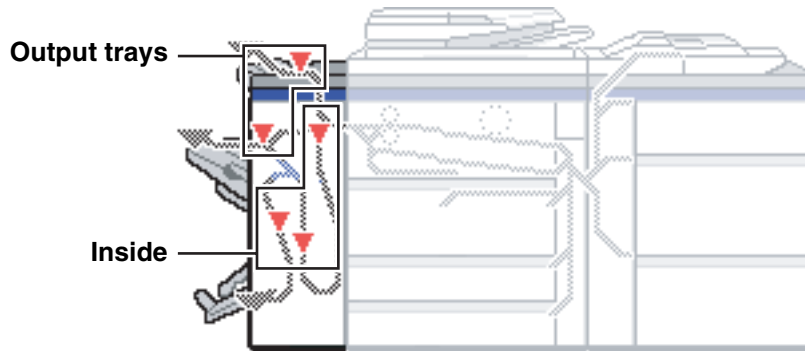


After removing the paper, return the M11 lever to its original position.

13 Replace the unit and close the cover.

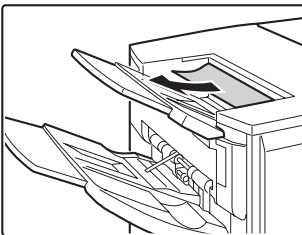
FINISHER (FOR MX-M850) / SADDLE STITCH FINISHER

When a ▼ mark blinks in the image below, a misfeed has occurred at that location.

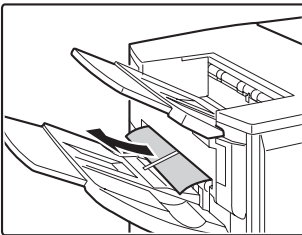


► Output trays

1 Remove the misfed paper.

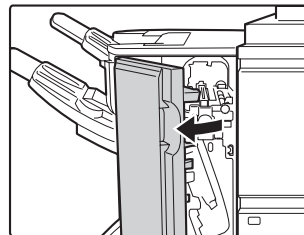


2 Remove the misfed paper.

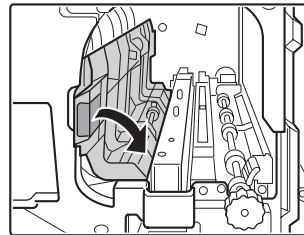


► Inside

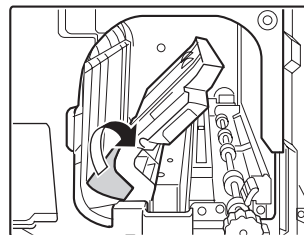
1 Open the cover.



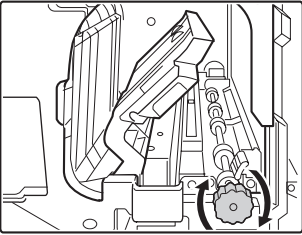
2 Push the R3 lever down in the direction of the arrow.



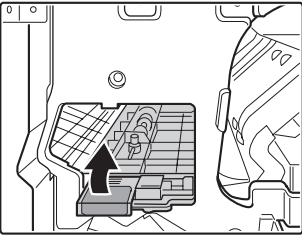
3 Remove the misfed paper.



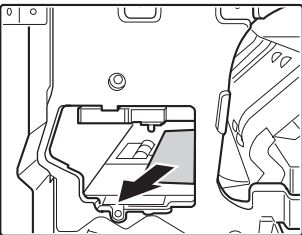
4 Rotate the R2 knob in the direction of the arrow.



5 Pull the R4 lever up in the direction of the arrow.

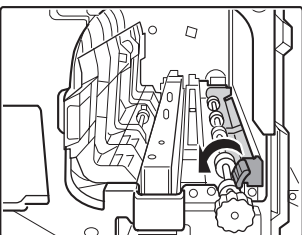


6 Remove the misfed paper.

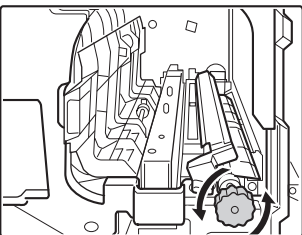


After removing the paper, return the R3/R4 levers to their original positions.

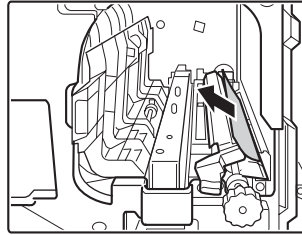
7 Push the R1 lever down in the direction of the arrow.



8 Rotate the R2 knob in the direction of the arrow.

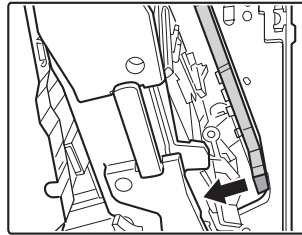


9 Remove the misfed paper.

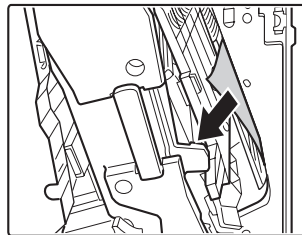


After removing the paper, return the R1 lever to its original position.

10 Move the R5 lever in the direction of the arrow.

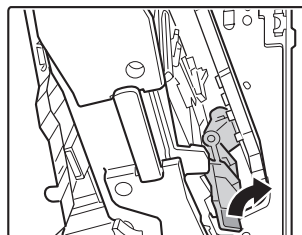


11 Remove the misfed paper.

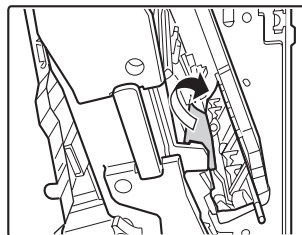


After removing the paper, return the R5 lever to its original position.

12 Move the R6 lever in the direction of the arrow.

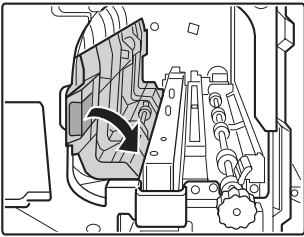


13 Remove the misfed paper.

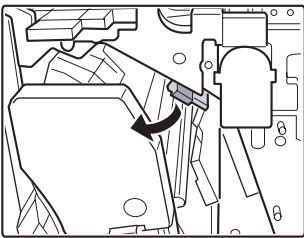


After removing the paper, return the R6 lever to its original position.

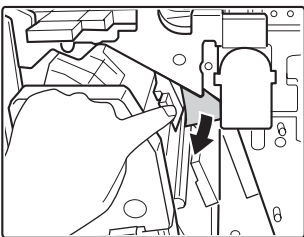
14 Push the R3 lever down in the direction of the arrow.



15 Move the R7 lever in the direction of the arrow.



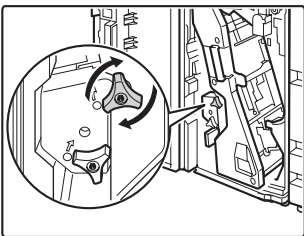
16 Remove the misfed paper.




When released, the R7 lever automatically returns to its original position. After removing the paper, return the R3 lever to its original position.

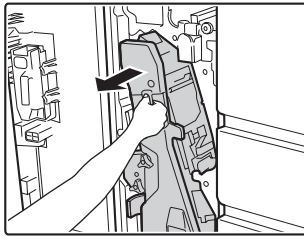
If you are using the finisher (for the MX-M850), go to step 18.

17 Rotate the R9 knob in the direction of the arrow.



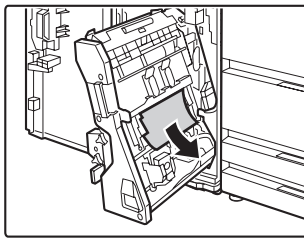
 Be sure to turn the R9 knob before performing step 18. If you perform step 18 without turning the knobs, the paper may tear and pieces may remain in the machine.

18 Grasp the R10 lever (R8 lever on the finisher) and pull out the unit.



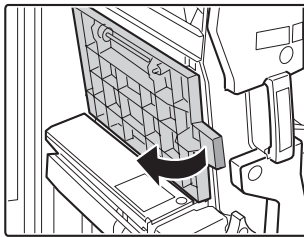
Gently pull out the unit until it stops.

19 Remove the misfed paper.

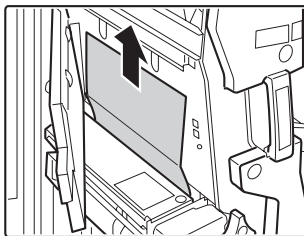


If you are using the finisher (for the MX-M850), go to step 24.

20 Open the R11 lever in the direction of the arrow.

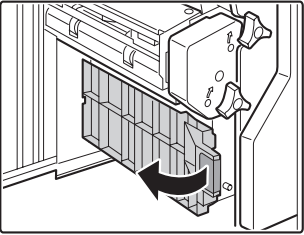


21 Remove the misfed paper.

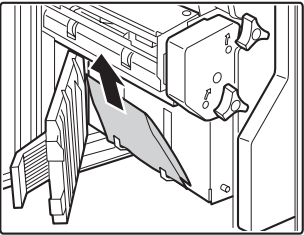


After removing the paper, return the R11 lever to its original position.

- 22** Open the R12 lever in the direction of the arrow.



- 23** Remove the misfed paper.

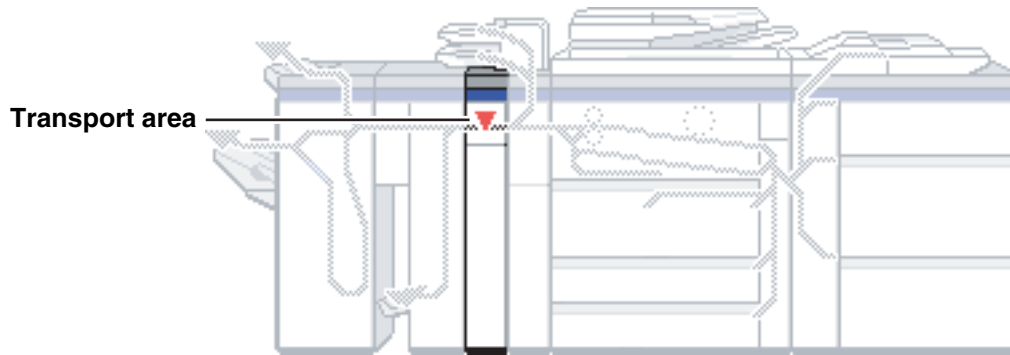


After removing the paper, return the R12 lever to its original position.

- 24** Return the unit to its original position and close the cover.

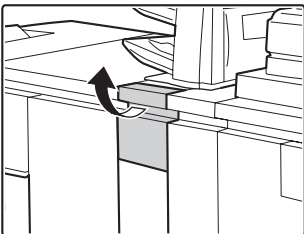
FOLDING UNIT

When the ▼ mark blinks in the image below, a misfeed has occurred at that location.



► Transport area

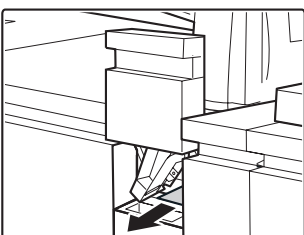
1 Open the cover.



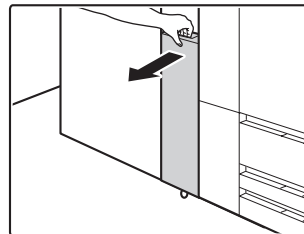
2 Pull the N1 lever up in the direction of the arrow.



3 Remove the misfed paper.



4 Pull out the unit.

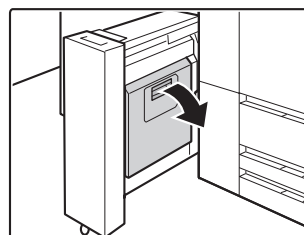


Gently pull out the unit until it stops.



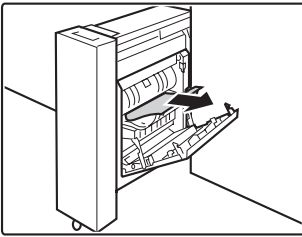
When the N1 lever is down, the unit cannot be pulled out.

5 Grasp the N2 lever and open the cover in the direction of the arrow.

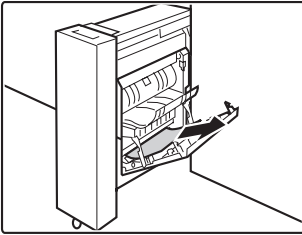


The cover opens in two stages. Gently open the cover until it stops.

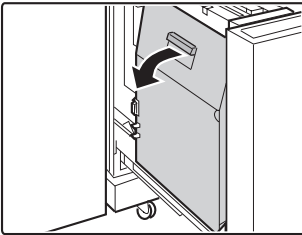
6 Remove the misfed paper.



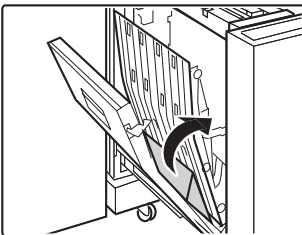
After removing the paper, close the cover.



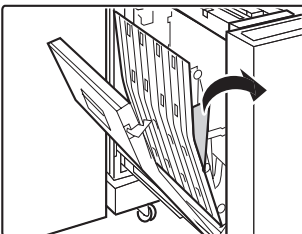
7 Grasp the N3 lever and open the cover in the direction of the arrow.



8 Remove the misfed paper.



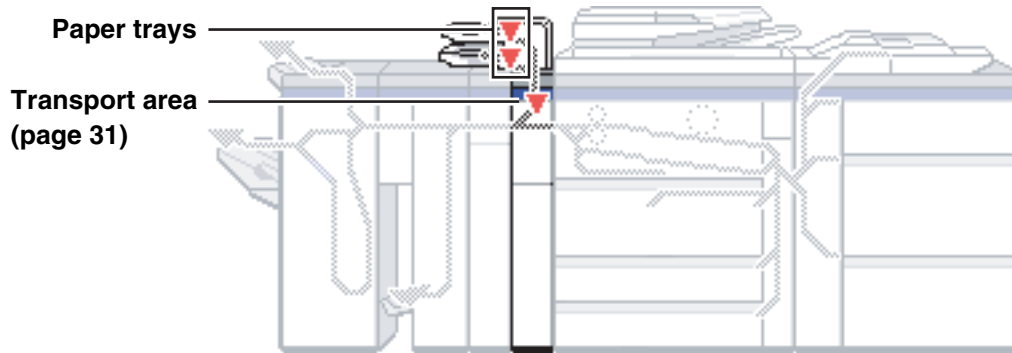
After removing the paper, close the cover.



9 Return the unit to its original position, push down the N1 lever, and close the cover.

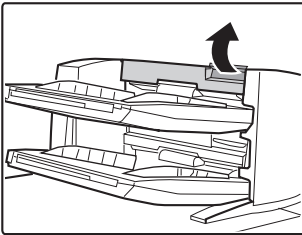
INSERTER

When a ▼ mark below blinks, a misfeed has occurred at that location.

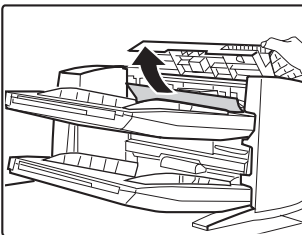


► Paper trays

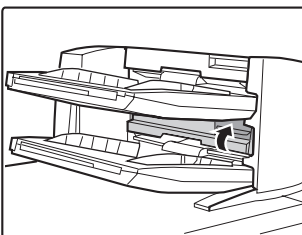
1 Open the cover.



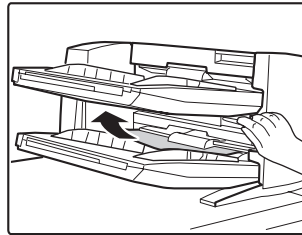
2 Remove the misfed paper.



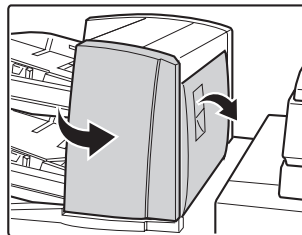
3 Open the cover.



4 Remove the misfed paper.

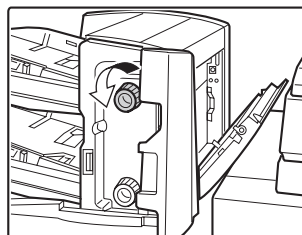


5 Open the covers.

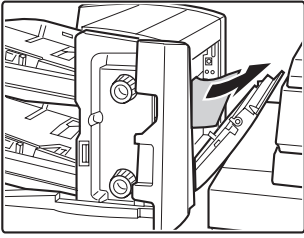


Open the front paper feeder cover and the right-side cover.

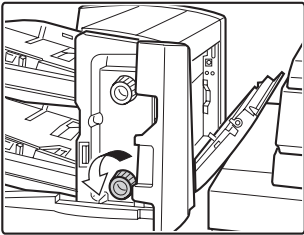
6 Turn the Q1 knob in the direction of the arrow.



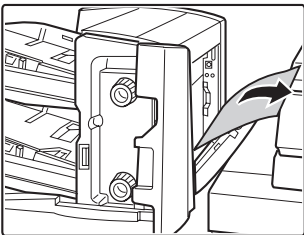
7 Remove the misfed paper.



8 Turn the Q2 knob in the direction of the arrow.



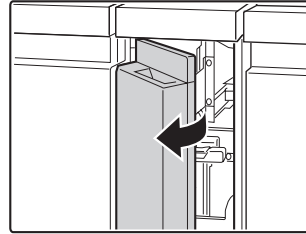
9 Remove the misfed paper.



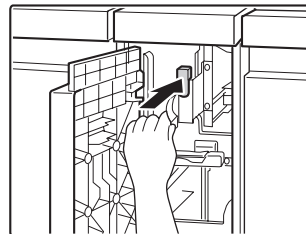
10 Close all covers.

▶ Transport area

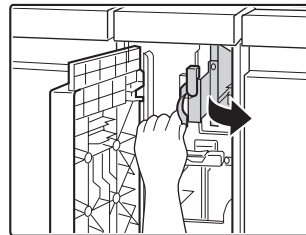
1 Open the cover.



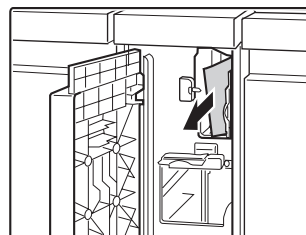
2 Press the Q3 button to open the paper guide in the direction of the arrow.



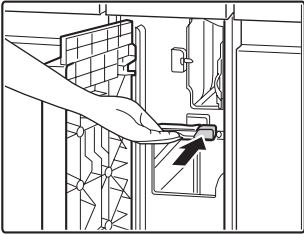
When the Q3 button is pressed, the lock is released and the paper guide automatically opens in the direction of the arrow.



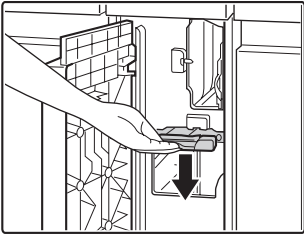
3 Remove the misfed paper.



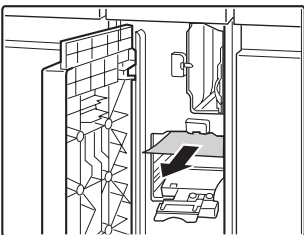
4 Press the Q4 button to lower the paper guide in the direction of the arrow.



When the Q4 button is pressed, the lock is released and the paper guide automatically moves down.



5 Remove the misfed paper.

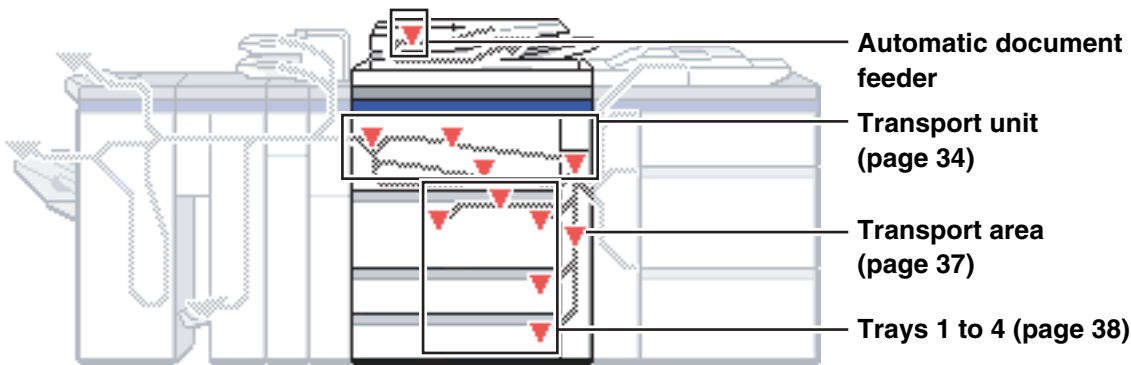


After removing the paper, return all paper guides to their original positions.

6 Close the cover.

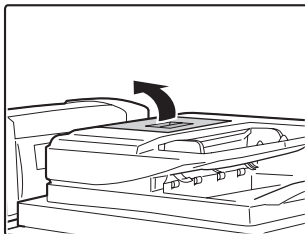
THE MACHINE

When a ▼ mark below blinks, a misfeed has occurred at that location.

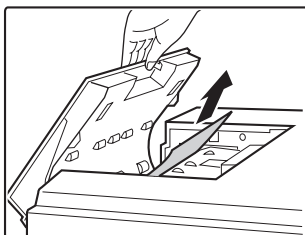


► Automatic document feeder

1 Open the cover.

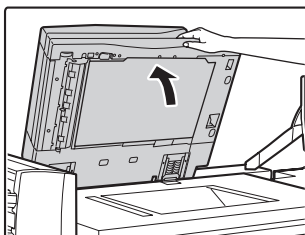


2 Remove the misfed original.

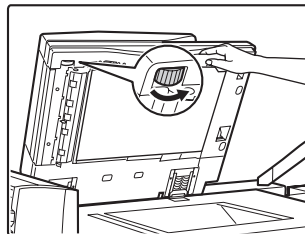


After removing the original, close the cover.

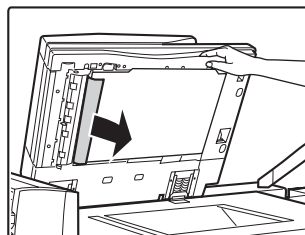
3 Open the automatic document feeder.



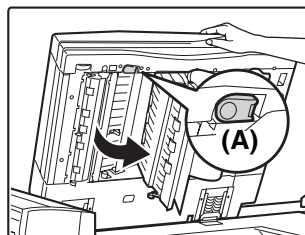
4 Turn the conveyor roller in the direction of the arrow.



5 Remove the misfed original.

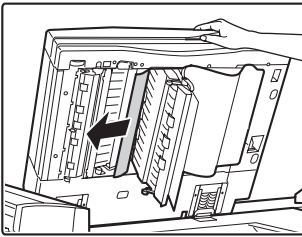


6 Open the automatic document feeder cover.



Press button (A) to release the lock.

7 Remove the misfed original.



After removing the original, close the cover and then close the automatic document feeder.

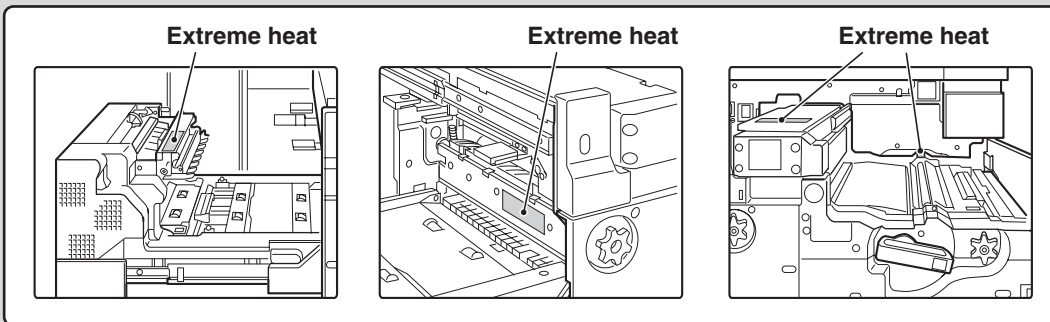
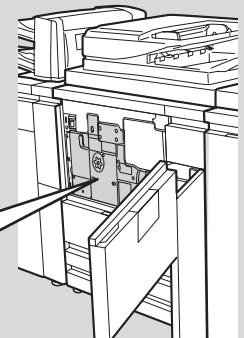


After removing the misfeed, open and close the automatic document feeder (or the document feeding area cover) to clear the misfeed display from the touch panel.

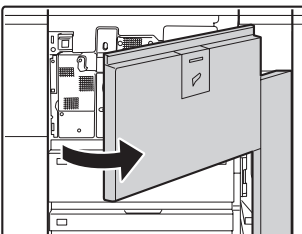
► Transport unit

! Caution

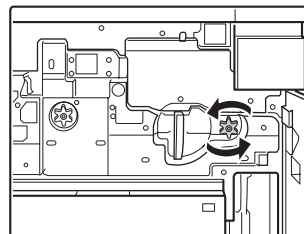
Parts of the fusing unit are hot.
Parts that are hot are indicated as shown.
When removing a misfeed, do not touch these parts.
Exercise caution not to burn yourself.



1 Open the cover.

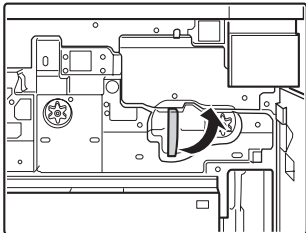


2 Turn the knob in the direction of the arrow.

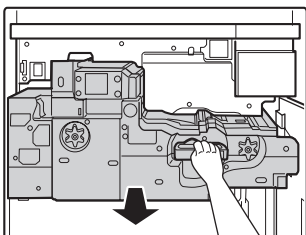


Be sure to turn the knob before performing step 3. If you perform step 3 without turning the knob, the paper may tear and pieces may remain in the machine.

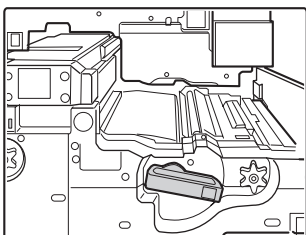
3 Pull the lever up in the direction of the arrow so that it is horizontal.



4 Pull out the unit.



Keeping the lever horizontal, gently pull out the unit until it stops.

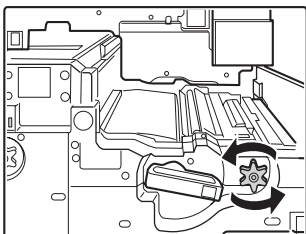


After pulling the unit all the way out, make sure that the lever is points down slightly. This locks the unit.

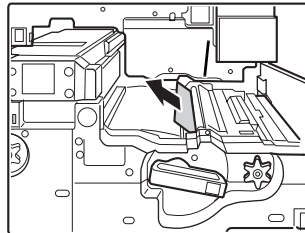


If the conveyor unit is not locked when you remove a misfeed, your hand or fingers may become pinched by the devices.

5 Turn the knob in the direction of the arrow.

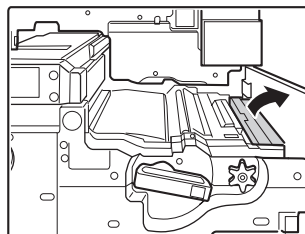


6 Remove the misfed paper.

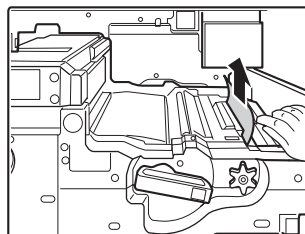


When removing misfed paper, do not touch or damage the transfer belt.

7 Push the paper guide down in the direction of the arrow.

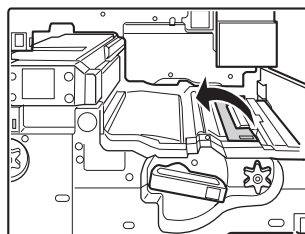


8 Remove the misfed paper.

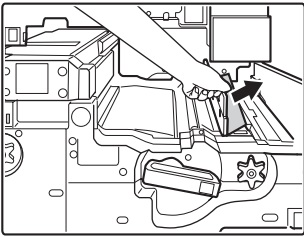


When released, the paper guide automatically returns to its original position.

9 Pull the paper guide up in the direction of the arrow.

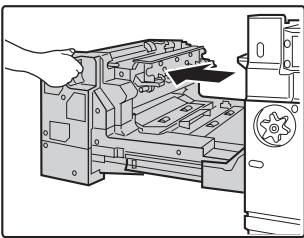
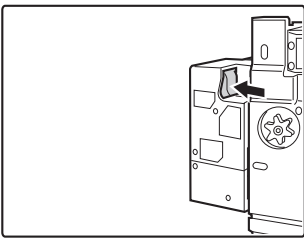


10 Remove the misfed paper.



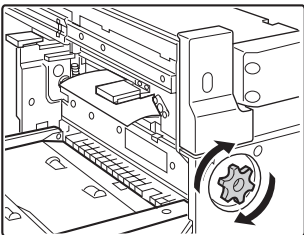
When released, the paper guide automatically returns to its original position.

11 While pressing on the lever, open the unit.

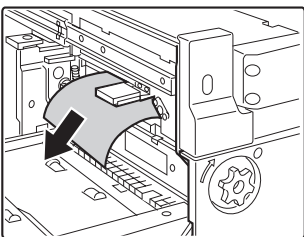


Gently pull out the unit until it stops.

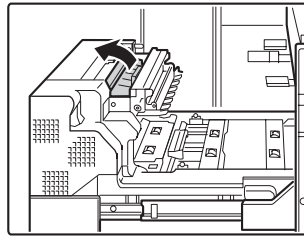
12 Turn the knob in the direction of the arrow.



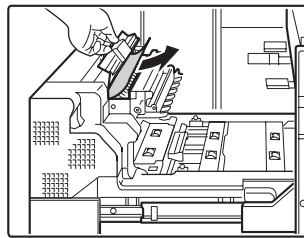
13 Remove the misfed paper.



14 Pull the paper guide up in the direction of the arrow.

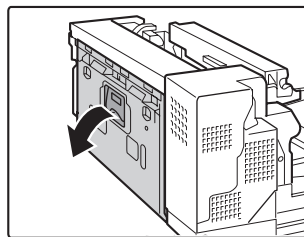


15 Remove the misfed paper.

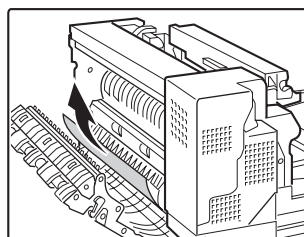


When released, the paper guide automatically returns to its original position.

16 Open the paper guide.

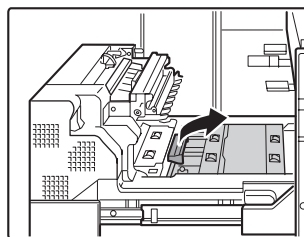


17 Remove the misfed paper.

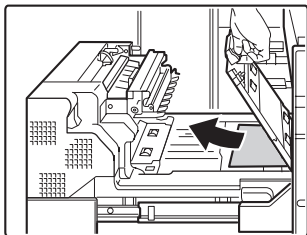


After removing the paper, close the paper guide.

18 Pull the paper guide up in the direction of the arrow.

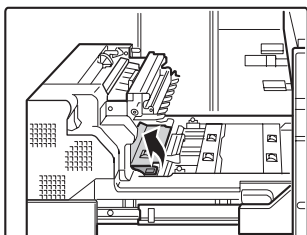


19 Remove the misfed paper.

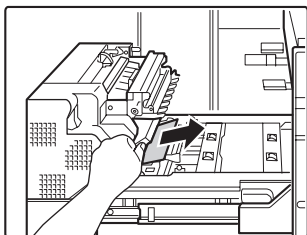


When released, the paper guide automatically returns to its original position.

20 Pull the paper guide up in the direction of the arrow.



21 Remove the misfed paper.

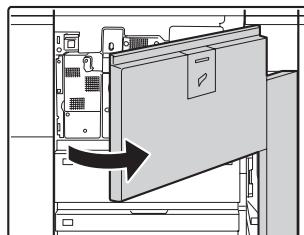


When released, the paper guide automatically returns to its original position.

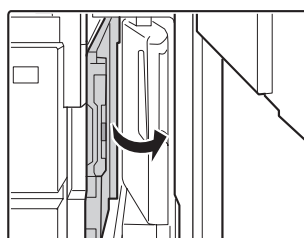
22 Return the unit to its original position and close the cover.

▶ Transport area

1 Open the cover.

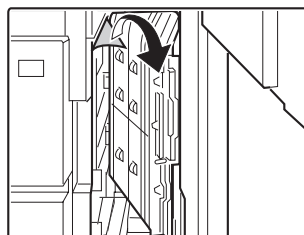


2 Open the paper guide.



While pressing on the green release button, open the paper guide in the direction of the arrow.

3 Remove the misfed paper.



Misfeed in tray 1 or tray 2



Misfeed in tray 3



Misfeed in tray 4

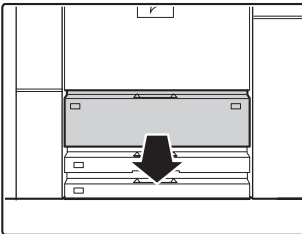
4 Close the paper guide and close the cover.

► Trays 1 to 4

Before pulling the tray out, be sure to verify that a misfeed has not occurred in the paper conveyor. If you pull the tray out without checking, you may tear misfed paper and make it more difficult to remove the pieces that remain in the machine.

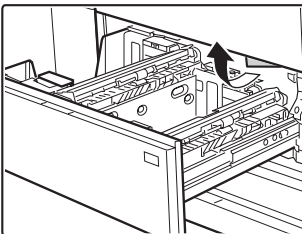
🔍 Transport area (page 37)

1 Pull out trays 1 and 2.



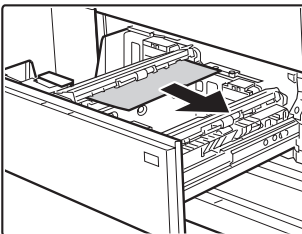
Gently pull out the tray until it stops.

2 Remove the misfed paper.

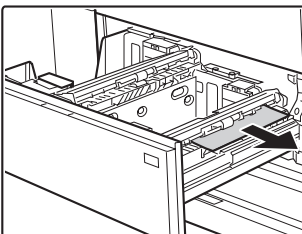


A misfeed has occurred inside the machine. Look inside to check.

3 Remove the misfed paper from tray 1.

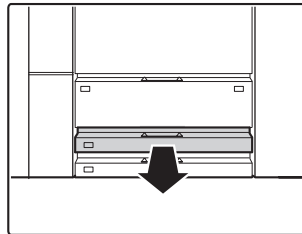


4 Remove the misfed paper from tray 2.



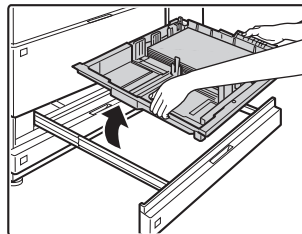
After removing the paper, close trays 1 and 2.

5 Pull out tray 3.



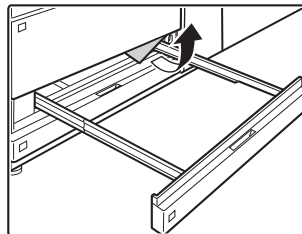
Gently pull out the tray until it stops.

6 Lift the unit up off the tray.



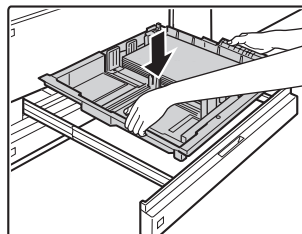
Place the unit on a level surface.

7 Remove the misfed paper.



A misfeed has occurred inside the machine. Look inside to check. (Do not touch the metal frame.)

8 Place the unit on the frame.



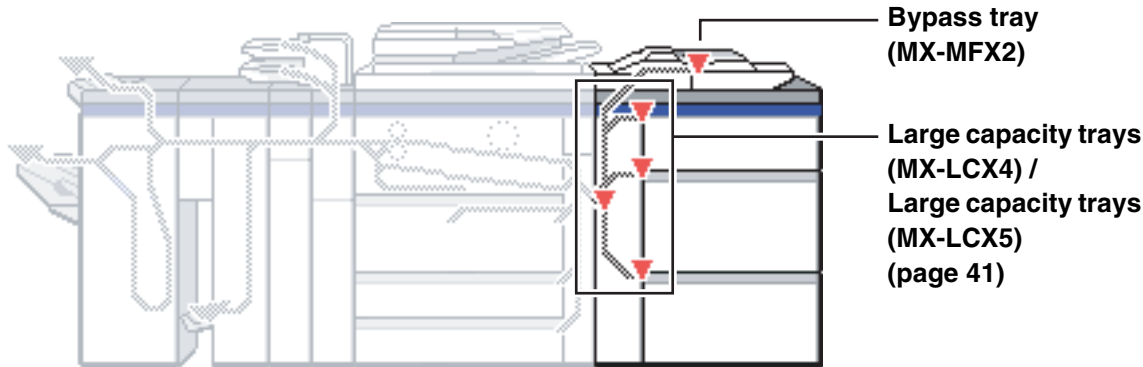
After placing the unit on the frame, close tray 3.

9 Remove the misfeed from tray 4.

Follow the same procedure (steps 5 to 8) as for tray 3.

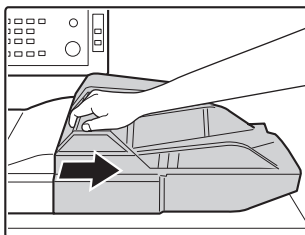
BYPASS TRAY (MX-MFX2) / LARGE CAPACITY TRAYS

When a ▼ mark below blinks, a misfeed has occurred at that location.



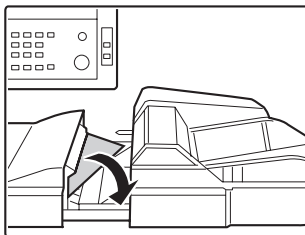
► Bypass tray (MX-MFX2)

1 Pull out the tray.



Gently pull out the tray until it stops.

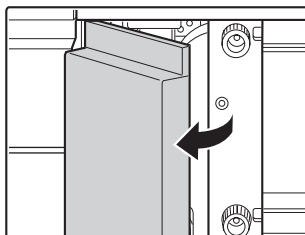
2 Remove the misfed paper.



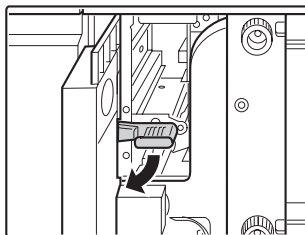
3 Return the tray to its original position.

► Large capacity trays (MX-LCX4)

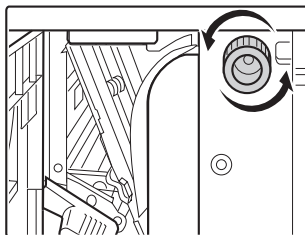
1 Open the cover.



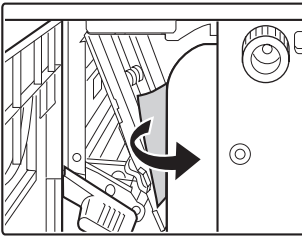
2 Push down the U1 lever in the direction of the arrow.



3 Turn the U2 knob in the direction of the arrow.

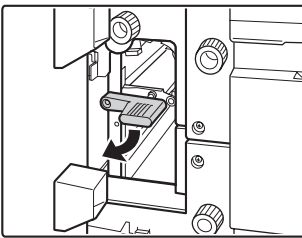


4 Remove the misfed paper.

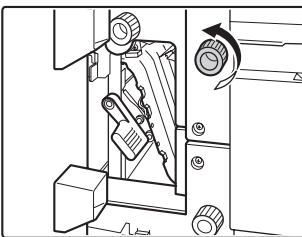


After removing the paper, return the U1 lever to its original position.

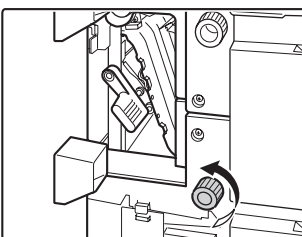
5 Push down the U3 lever in the direction of the arrow.



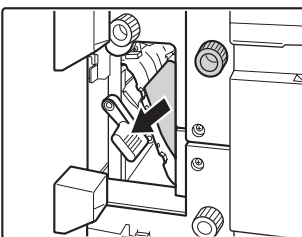
6 Turn the U4 knob in the direction of the arrow.



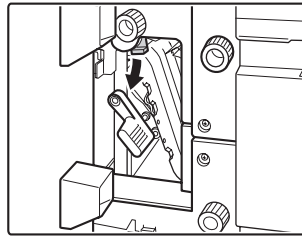
7 Turn the U5 knob in the direction of the arrow.



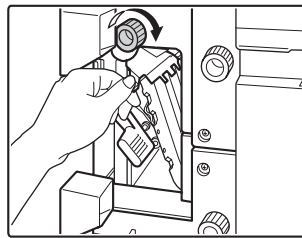
8 Remove the misfed paper.



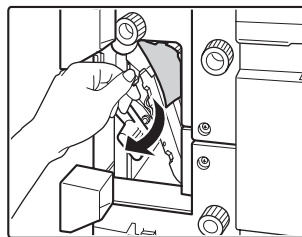
9 Push down the U6 lever in the direction of the arrow.



10 Turn the U7 knob in the direction of the arrow.



11 Remove the misfed paper.

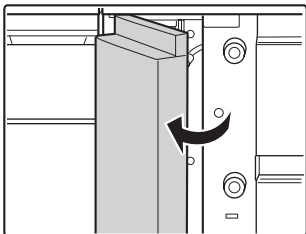


When released, the U6 lever automatically returns to its original position. After removing the paper, return the U3 lever to its original position.

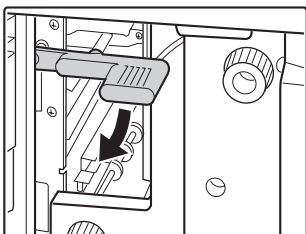
12 Close the cover.

► Large capacity trays (MX-LCX5)

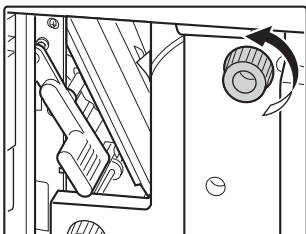
1 Open the cover.



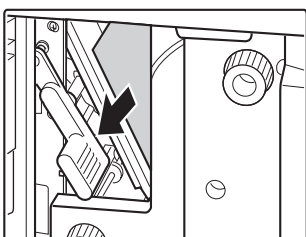
2 Push down the U1 lever in the direction of the arrow.



3 Turn the U2 knob in the direction of the arrow.

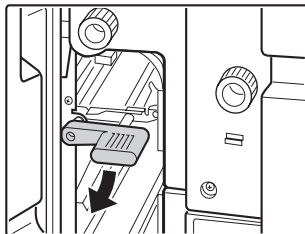


4 Remove the misfed paper.

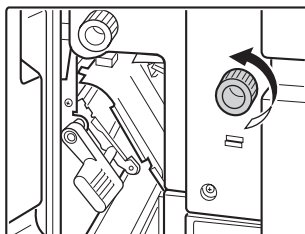


After removing the paper, return the U1 lever to its original position.

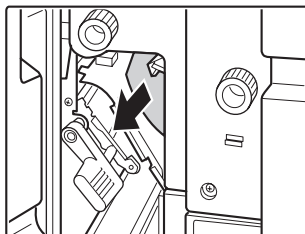
5 Push down the U3 lever in the direction of the arrow.



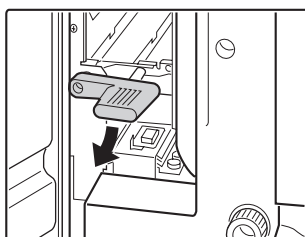
6 Turn the U4 knob in the direction of the arrow.



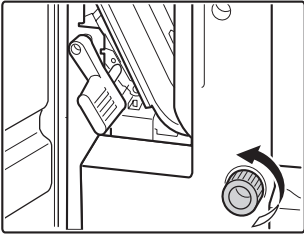
7 Remove the misfed paper.



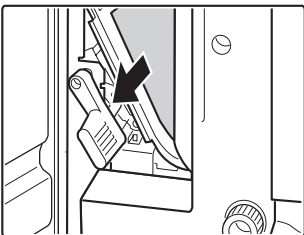
8 Push down the U5 lever in the direction of the arrow.



9 Turn the U6 knob in the direction of the arrow.

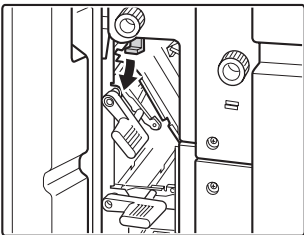


10 Remove the misfed paper.

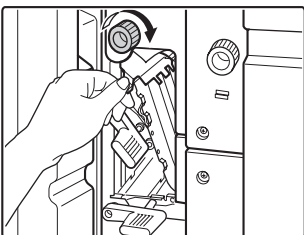


After removing the paper, return the U5 lever to its original position.

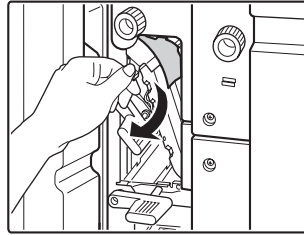
11 Push down the U7 lever in the direction of the arrow.



12 Turn the U8 knob in the direction of the arrow.



13 Remove the misfed paper.

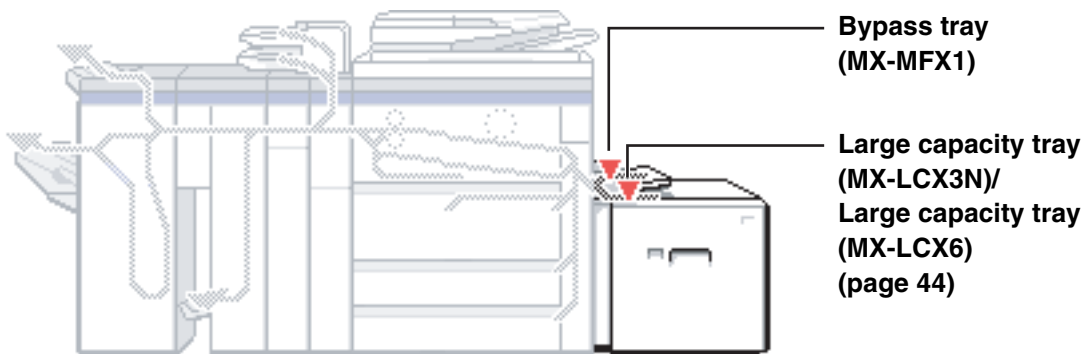


When released, the U7 lever automatically returns to its original position. After removing the paper, return the U3 lever to its original position.

14 Close the cover.

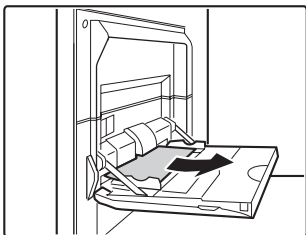
BYPASS TRAY (MX-MFX1) / LARGE CAPACITY TRAY

When a ▼ mark below blinks, a misfeed has occurred at that location.

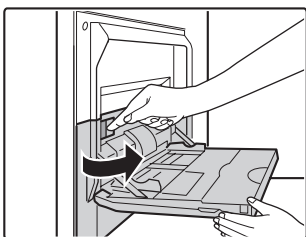


► Bypass tray (MX-MFX1)

1 Remove the misfed paper.

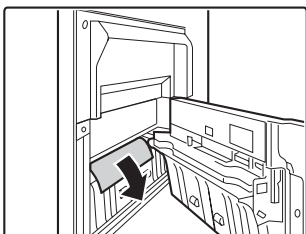


2 Open the bypass tray.



Push the lever on the top of the tray to the left to release the lock.

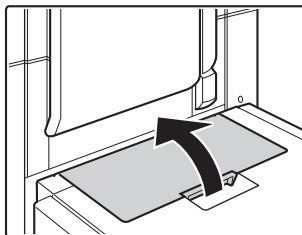
3 Remove the misfed paper.



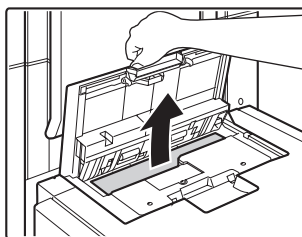
4 Close the bypass tray.

► Large capacity tray (MX-LCX3N)

1 Open the cover.



2 Remove the misfed paper.

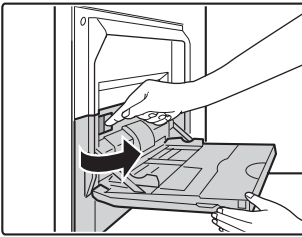


After removing the paper, close the cover.

3 Open the bypass tray cover.

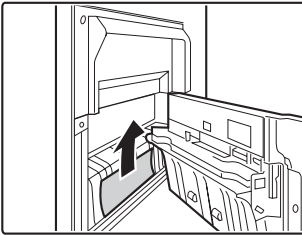


4 Open the bypass tray.



Push the lever on the top of the tray to the left to release the lock.

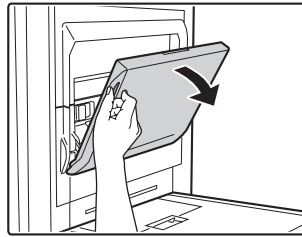
5 Remove the misfed paper.



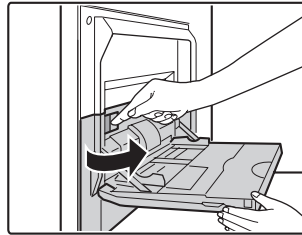
After removing the paper, close the tray.

6 Close the bypass tray cover.

3 Open the bypass tray cover.

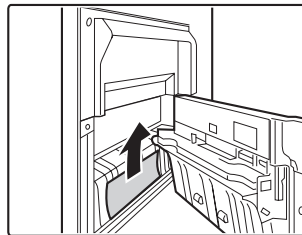


4 Open the bypass tray.



Push the lever on the top of the tray to the left to release the lock.

5 Remove the misfed paper.

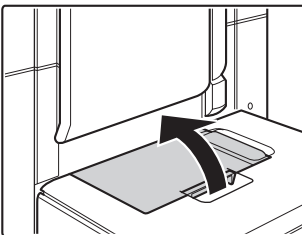


After removing the paper, close the tray.

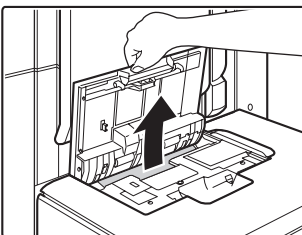
6 Close the bypass tray cover.

► **Large capacity tray (MX-LCX6)**

1 Open the cover.



2 Remove the misfed paper.



After removing the paper, close the cover.

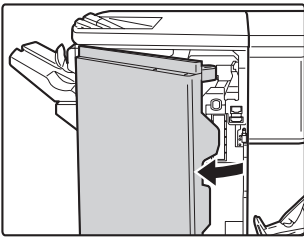
4 REMOVING STAPLE JAMS

This chapter explains what to do when a staple jam occurs in the machine. To remove a staple jam, follow the steps below.

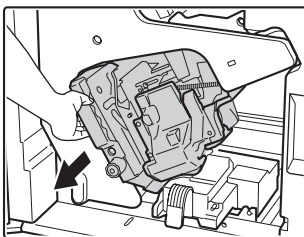
REMOVING A STAPLE JAM

FINISHER

1 Open the cover.

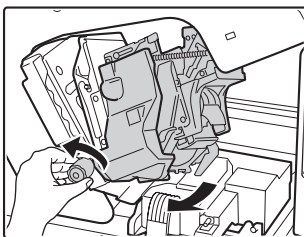


2 Pull out the unit.

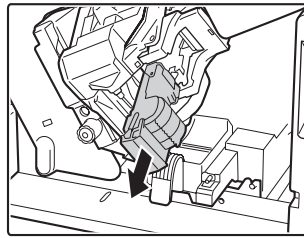


Slowly pull out the unit until it stops.

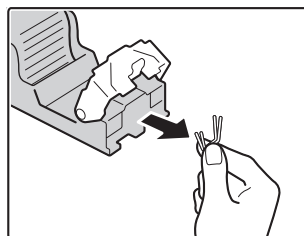
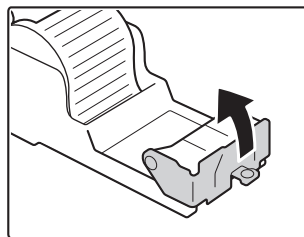
3 Turn the knob to rotate the unit up.



4 Grasp the green part of the staple case and pull the staple case out.

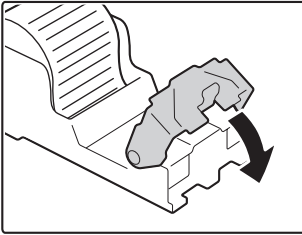


5 Raise the lever at the front end of the staple case and remove the jammed staple.

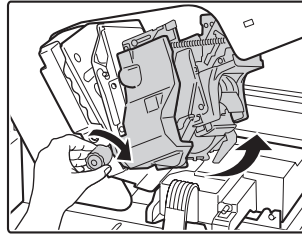


Remove the leading staple if it is bent. If bent staples remain, a staple jam will occur again.

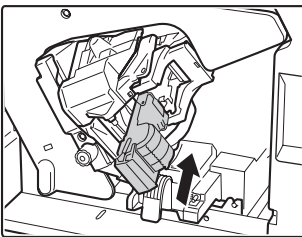
6 Return the lever to its original position.



8 Turn the knob until the unit faces down.

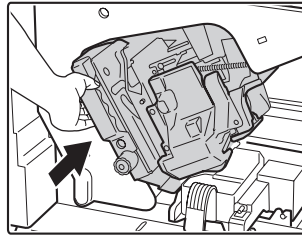


7 Install the staple case.



Push the staple case in until it clicks into place.

9 Push in the unit.

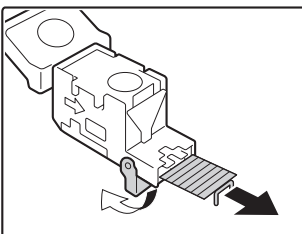


10 Close the cover.

SADDLE UNIT / FINISHER (FOR MX-M850) / SADDLE STITCH FINISHER

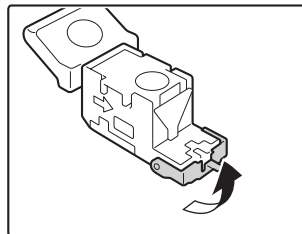
To remove or reinsert the staple case, see "SADDLE UNIT" (page 11) or "FINISHER (FOR MX-M850) / SADDLE STITCH FINISHER" (page 13).

1 Lower the lever at the front end of the staple case and remove the jammed staple.



Remove the leading staple if it is bent. If bent staples remain, a staple jam will occur again.

2 Return the lever to its original position.



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