

Problems related to general use of the machine, the copy function, and software setup are explained here. Be sure to check the problem carefully before calling for service, as many problems can be solved by the user.

If you are unable to solve the problem, turn off the main switch, unplug the power cord from the outlet, and contact your dealer.



For problems related to the printer and scanner functions, see the online manual.

## DISPLAY MESSAGES



When the following indicators light up or blink on the operation panel or the following alphanumeric codes appear in the display, solve the problem immediately referring to both the table below and the indicated page.



Be sure to use only genuine TOSHIBA parts and supplies.





Indication			Cause and remedy	Page
Lamp indicator		Display		
Tray location indicator	Blinks	BYPASS : ADD PAPER	The indicated paper tray is not attached, is attached incorrectly, or has run out of paper. (The tray is indicated in <*>.)	15
		TRAY<*> : ADD PAPER		
		CLOSE PAPER TRAY<*>		
Error indicator Blinks		CLEAR PAPER JAM.	A paper misfeed has occurred. Remove the misfeed as explained in "MISFEED REMOVAL".	70
		ADF/RADF JAM.		
		FRONT OR SIDE COVER OPEN. CLOSE COVERS.	The cover is open. Close the cover.	-
		CLOSE THE ADF/RADF COVER.	The document feeder cover is open. Close the document feeder cover.	-
		REPLACE THE TONER CARTRIDGE.	The toner cartridge is empty. Replace the toner cartridge with a new cartridge. (When the indicator blinks, the machine does not operate.)	74
		SYSTEM ERROR [XX - XX] REFER TO USER GUIDE	When [L1-00] appears, the scan head locking switch is locked. Turn off the power, release the scan head locking switch, and turn the power back on.	76
			When [F2-02] appears, check the toner cartridge and make sure that the seal is not still affixed.	-
			The machine will not function. Turn the power switch off, wait about 10 seconds, and then turn on the switch again. If this does not clear the error, remove the power cord from the outlet, and contact your authorised service representative.	-

## TROUBLESHOOTING AND MAINTENANCE

Indication			Cause and remedy	Page
Lamp indicator		Display		
Error indicator	Blinks	INSTALL A NEW TONER CARTRIDGE	The toner cartridge is not installed correctly. Reinstall the toner cartridge.	74
	Steadily lit	TONER CARTRIDGE IS NEAR EMPTY.	Replacement of toner cartridge will be needed soon. Prepare a new cartridge.	74
		MAINTENANCE REQUIRED CALL FOR SERVICE	Service by an authorized TOSHIBA service technician is required.	-
MEMORY FULL, PRESS START TO RESUME.			Data is being held in memory. Print the data or clear it from memory.	30
NO 2-SIDED COPY FROM BYPASS TRAY.			Two sided printing or 2 IN 1 copying is selected when the bypass tray is already selected ,or the bypass tray is selected when two-sided printing or 2 IN 1 copying is already selected. The bypass tray cannot be used. Press the [TRAY SELECT] key (  ) to select a paper tray.	26 31
NO 2IN1 COPY FROM BYPASS TRAY.				
NO 2IN1 COPY WITH MARGIN SHIFT.			2 IN 1 copy and margin shift cannot be used in combination. Cancel the function what was selected last.	31 34
COPY RATIO CAN NOT BE CHANGED IN 2IN1.			Copy ratio can not be changed in 2 IN 1 copy.	25 31
THIS MENU IS NOT SELECTABLE WITH DATA.			This appears if you attempt to change a user program setting while a copy or print job is in progress.	54
NO XXXX SIZE TRAY			There is no paper for printing. Press the [MODE SELECT] key to switch to printer mode and follow the instructions in the display. ("XXXX" indicates paper size)	-
CHECK ADF/RADF. START TO RESUME.			An original remains on the document glass, or the original is too thick to scan. Remove the original.	21
			If the message is no cleared when there is not original on the document glass, the underside of the RADF is dirty. Clean the underside of the RADF. (especially areas where black lines appear.)	78
LOAD XXXX PAPER INTO TRAY<*>.			Printing is not possible if the paper size setting is different from the size of paper loaded in the tray. Load the same size of paper as the paper size setting and then press the [START] key (  ). Printing will begin. ("XXXX" indicates paper size. The tray is indicated in <*>.)	15
NO PC COMMUNICATION; CHECK CABLE.			The machine is not correctly connected to the computer. Check the cable (when using the scanner function).	42

# TROUBLESHOOTING THE MACHINE

The following problems are related to the general operation of the machine and copying.

Problem	Cause and solution	Page
<b>The machine does not operate.</b>	<b>The machine is not plugged into a power outlet.</b> → Plug the machine into a grounded outlet.	-
	<b>Power switch OFF.</b> → Turn the power switch ON.	12
	<b>The power save indicator is blinking.</b> <b>Indicates that the machine is warming up.</b> → Copies cannot be made until the machine has finished warming up.	-
	<b>The front cover or the side cover is not completely closed.</b> → Close the front cover or the side cover.	-
	<b>The machine is in auto power shut-off mode.</b> → In auto power shut-off mode, all lights are off except the power save indicator. Press the [START] key (⊕) to resume normal operation.	13
	<b>The scan head locking switch is locked.</b> → Unlock the scan head locking switch.	76
<b>Copies are too dark or too light.</b>	<b>Select the correct original type for the original.</b> → Select AUTO (AUTO) with the [EXPOSURE (  )] key or press the [◀] key (  ) or [▶] key (  ) to manually select an appropriate exposure. → If the copy is too light or too dark even though AUTO (AUTO) was selected with the [EXPOSURE (  )] key, adjust the automatic exposure level.	24 56
<b>Blank copies.</b>	<b>The original is not placed face up in the RADF or face down on the document glass.</b> → Place the original face up in the RADF or face down on the document glass.	20, 21
	<b>The scan head locking switch is locked.</b> → Unlock the scan head locking switch.	76

## TROUBLESHOOTING AND MAINTENANCE

Problem	Cause and solution	Page
<b>Part of the image is cut off or there is too much blank space.</b>	<b>The original was not placed in the correct position.</b> → Place the original correctly.	20, 21
	<b>An appropriate ratio was not used for the size of the original and the size of the paper.</b> → Press the [ZOOM] key to change the ratio to a setting that is suitable for the original and the copy paper.	25
	<b>The size of paper loaded in the tray was changed without changing the tray's paper size setting.</b> → Be sure to change the tray's paper size setting whenever you change the size of paper loaded in the tray.	19
<b>Wrinkles appear in the paper or the image disappears in places.</b>	<b>The paper is outside of the specified size and weight range.</b> → Use copy paper within the specified range.	14
	<b>Paper curled or damp.</b> → Do not use curled or crimped paper. Replace with dry copy paper. During periods when the machine is not used for a long time, remove the paper from the tray and store it in a dark place in a bag to prevent moisture absorption.	-
<b>Copies are smudged or dirty.</b>	<b>The document glass or the underside of the RADF is dirty.</b> → Clean regularly.	78
	<b>Original smudged or blotchy.</b> → Use a clean original.	-
<b>Images rub off the copy easily.</b>	<b>The fusing temperature is not appropriate.</b> → In the user programs, set "PAPER TYPE" (program 29) to "2 (HEAVY PAPER)".	57
<b>Printing is not uniform between the edges of the paper and the center.</b>	<b>The fusing temperature is not appropriate.</b> → In the user programs, set "PAPER TYPE" (program 29) to "1 (PLAIN PAPER)".	57

Problem	Cause and solution	Page
<b>Paper misfeed.</b>	<b>Misfeed occur.</b> → To remove the misfeed, see "MISFEED REMOVAL".	70
	<b>The paper is outside of the specified size and weight range.</b> → Use copy paper within the specified range.	14
	<b>Paper curled or damp.</b> → Do not use curled or crimped paper. Replace with dry copy paper. During periods when the machine is not used for a long time, remove the paper from the tray and store it in a dark place in a bag to prevent moisture absorption.	-
	<b>Paper is not loaded properly.</b> → Make sure that the paper is properly loaded.	15
	<b>Pieces of paper inside machine.</b> → Remove all pieces of misfed paper.	71
	<b>Too much paper is loaded in the tray.</b> → If the stack of paper is higher than the indicator line on the tray, remove some of the paper and reload so that the stack does not exceed the line.	15
	<b>Some sheets of paper stick together.</b> → Fan the paper well before loading it.	15
	<b>The guides on the bypass tray do not match the width of the paper.</b> → Adjust the guides to match the width of the paper.	18
	<b>The bypass tray extension is not opened.</b> → When loading a large size of paper, open the extension.	18
<b>White or black lines appear on copies.</b>	<b>The scanner glass for the RADF is dirty.</b> → Clean the long, narrow scanning glass.	78
	<b>The transfer charger is dirty.</b> → Clean the transfer charger.	79

## TROUBLESHOOTING AND MAINTENANCE

Problem	Cause and solution	Page
Paper size for a paper tray cannot be set.	<b>Copying or printing is performed.</b> → Set the paper size after copying or printing is complete.	-
	<b>The machine has stopped temporarily due to running out of paper or a misfeed.</b> → Load paper or remove the misfeed, and then set the paper size.	15, 19, 70
Output does not stack neatly in the paper output tray.	<b>Both ends of the paper are curled upward.</b> → Turning the paper over in the paper tray may help.	15
A copy job stops before it is finished.	<b>"MEMORY FULL, PRESS START TO RESUME." appears in the display.</b> → The memory became full during sort copy. Copy only the originals that have been scanned to that point, or cancel the job and clear the data from memory.	30
	<b>The tray is out of paper.</b> → Load paper.	15
The power save indicator is lit.	<b>Other indicators are lit.</b> → If other indicators are lit, the machine is in preheat mode. Press any key on the operation panel to resume normal operation.	13
	<b>Only the power save indicator is lit.</b> → If only the power save indicator is lit, the machine is in auto power shut-off mode. Press the [START] key (⏻) to resume normal operation.	13
Error indicator ( ⚠ ) is lit or blinking.	<b>See "DISPLAY MESSAGES" to check the meaning of the error indicator and error message in the display, and take appropriate action.</b>	61
Lighting fixture flickers.	<b>The same power outlet is used for the lighting fixture and the machine.</b> → Connect the machine to a power outlet which is not used for other electric appliances.	-

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# PROBLEMS DURING SETUP OF THE SOFTWARE

If the software does not install correctly, check the following items on your computer. To remove the software, see "Removing the software" (p.69).

## MFP driver cannot be installed (Windows 2000/XP)

If the MFP driver cannot be installed in Windows 2000/XP, follow these steps to check your computer's settings.

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### 1 Click the "start" button and then click "Control Panel".

On Windows 2000, click the "Start" button, select "Settings", and then click "Control Panel".

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### 2 Click "Performance and Maintenance", and then click "System".

On Windows 2000, double-click the "System" icon.

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### 3 Click the "Hardware" tab and then click the "Driver Signing" button.

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### 4 Check "What action do you want Windows to take?" ("File signature verification" in Windows 2000).

If "Block" has been selected, it will not be possible to install the MFP driver. Select "Warn" and then install the MFP driver as explained in "INSTALLING THE SOFTWARE".



### Plug and play screen does not appear

If the Plug and Play screen does not appear after you connect the machine to your computer with a USB cable and turn on the machine, follow the steps below to verify that the USB port is available.

#### **1** Click the "start" button, click "Control Panel", and then click "Performance and Maintenance".

- On Windows Vista, click the "Start" button, select "Control Panel", and then click "System and Maintenance".
- On Windows 98/Me/2000, click the "Start" button, select "Settings", and then click "Control Panel".

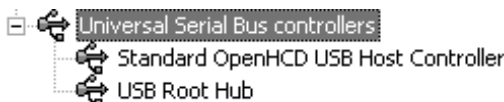
#### **2** Click "System", click the "Hardware" tab, and click the "Device Manager" button.

- On Windows Vista, click the "Device Manager", and if a message screen appears asking you for confirmation, click "Continue".
- On Windows 2000, double-click the "System" icon, click the "Hardware" tab, and click the "Device Manager" button.
- On Windows 98/Me, double-click the "System" icon and click the "Device Manager" tab.
- "Universal Serial Bus controllers" will appear in the list of devices.



If the "System" icon does not appear in Windows Me, click "view all Control Panel options".

#### **3** Click the icon beside "Universal Serial Bus controllers".



Two items should appear: your controller chipset type and Root Hub. If these items appear, you can use the USB port. If the "Universal Serial Bus controllers" shows a yellow exclamation point or does not appear, you must check your computer manual for USB troubleshooting or contact your computer manufacturer.

#### **4** Once you have verified that the USB port is enabled, install the software as explained in "INSTALLING THE SOFTWARE".



## The MFP driver cannot be correctly installed by Plug and Play (Windows 2000/XP/Vista)

In Windows 2000/XP/Vista, if the MFP driver cannot be correctly installed by Plug and Play (for example, Plug and Play takes place without copying the required files for the MFP driver installation), follow these steps to remove unneeded devices and then install the MFP driver as explained in "INSTALLING THE SOFTWARE" (p.36).

### 1 Click the "start" button, click "Control Panel", and then click "Performance and Maintenance".

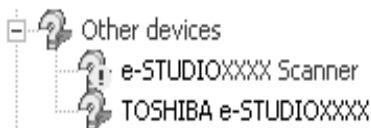
- On Windows Vista, click the "Start" button, select "Control Panel", and then click "System and Maintenance".
- On Windows 2000, click the "Start" button, select "Settings", and then click "Control Panel".

### 2 Click "System", click the "Hardware" tab, and click the "Device Manager" button.

- On Windows Vista, click the "Device Manager", and if a message screen appears asking you for confirmation, click "Continue".
- On Windows 2000, double-click the "System" icon, click the "Hardware" tab, and click the "Device Manager" button.

### 3 Click the icon beside "Other devices".

If "e-STUDIOXXXX" and "TOSHIBA e-STUDIOXXXX" appear, select and delete both of these items.



If "Other devices" does not appear, close the "Device Manager" window.

### 4 Install the software as explained in "INSTALLING THE SOFTWARE".

## Removing the software

If you need to remove the software, follow these steps.

### 1 Click the "start" button and then click "Control Panel".

On Windows 98/Me/2000, click the "Start" button, select "Settings", and then click "Control Panel".

### 2 Click "Add or Remove Programs".


- On Windows Vista, click the "Uninstall a program".
- On Windows 98/Me/2000, double-click the "Add/Remove Programs" icon.

### 3 Select "TOSHIBA e-STUDIO203S Series MFP Driver" and Button Manager from the list, and remove the software.

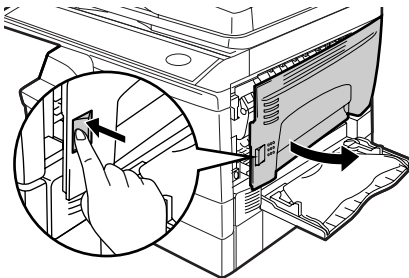
For more information, refer to your operating manual or to the help files for your operating system.

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## MISFEED REMOVAL

When a misfeed occurs, the error indicator blinks, "CLEAR PAPER JAM" appears in the display, and the machine stops operating. If a misfeed occurs when using the RADF, "RETURN X ORIGINAL(S) START TO RESUME" will appear in the display. ("X" indicates the number of pages to be returned.). This indicates the number of the originals that must be returned to the document feeder tray after a misfeed. Return the required number of originals. This number will be cleared when copying is resumed or the [CLEAR] key (  ) is pressed. If an original misfeed occurs in the RADF, the machine will stop and the error indicator will blink. To remove a misfeed from the RADF, see "D: Misfeed in the RADF (Option)" (p.73).

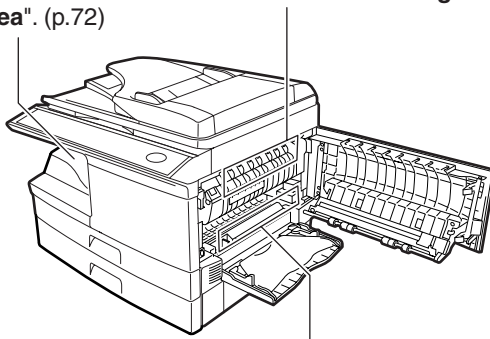
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- 1** Open the bypass tray, and then open the side cover.



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- 2** Check the misfeed location. Remove the misfed paper following the instructions for each location in the illustration below. If the error indicator blinks, proceed to "A: Misfeed in the paper feed area" (p.71).

If the misfed paper is seen from this side, proceed to "**C: Misfeed in the transport area**". (p.72)

If paper is misfed here, proceed to "**B: Misfeed in the fusing area**". (p.71)



If paper is misfed here, proceed to "**A: Misfeed in the paper feed area**". (p.71)

**A: Misfeed in the paper feed area**

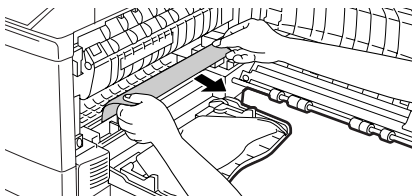
- 1** Gently remove the misfed paper from the paper feed area as shown in the illustration. If the error indicator blinks and the misfed paper is not visible in the paper feed area, pull out the paper tray and remove the misfed paper. If the paper cannot be removed, proceed to "B: Misfeed in the fusing area".



**Warning** The fusing unit is hot. Do not touch the fusing unit when removing misfed paper. Doing so may cause a burn or other injury.



- Do not touch the surface of the drum (green portion) of the photoconductive drum when removing the misfed paper. Doing so may damage the drum and cause smudges on copies.
- If the paper has been fed through the bypass tray, do not remove the misfed paper through the bypass tray. Toner on the paper may stain the paper transport area, resulting in smudges on copies.

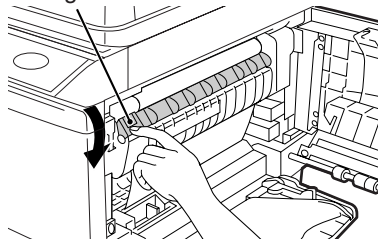


- 2** Close the side cover by pressing the round projections near the side cover open button. The error indicator will go out and the ready indicator will light up.

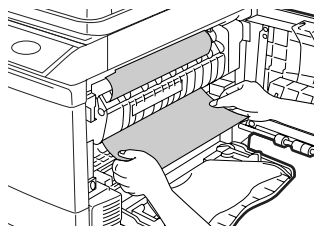
**B: Misfeed in the fusing area**

- 1** Lower the fusing unit release lever.

Fusing unit release lever



- 2** Gently remove the misfed paper from under the fusing unit as shown in the illustration. If the paper cannot be removed, proceed to "C: Misfeed in the transport area".



**The fusing unit is hot. Do not touch the fusing unit when removing misfed paper. Doing so may cause a burn or other injury.**



- Do not touch the surface of the drum (green portion) of the drum cartridge when removing the misfed paper. Doing so may cause smudges on copies.
- Do not remove the misfed paper from above the fusing unit. Unfixed toner on the paper may stain the paper transport area, resulting in smudges on copies.

- 3** Raise the fusing unit release lever and then close the side cover by pressing the round projections near the side cover open button. The error indicator will go out and the ready indicator will light up.

### C: Misfeed in the transport area

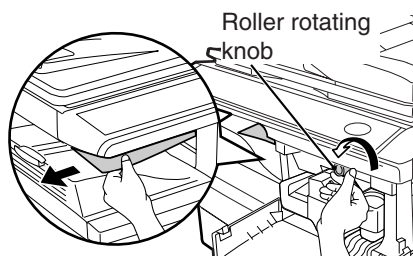
- 1** Lower the fusing unit release lever.

See "B: Misfeed in the fusing area" (p.71).

- 2** Open the front cover.

To open the front cover, see "TONER CARTRIDGE REPLACEMENT" (p.74).

- 3** Rotate the roller rotating knob in the direction of the arrow and gently remove the misfed paper from the exit area.



- 4** Raise the fusing unit release lever, close the front cover and then close the side cover by pressing the round projections near the side cover open button. The error indicator will go out and the ready indicator will light up.

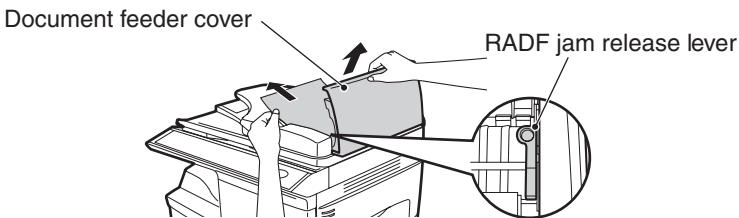
**Caution**

When closing the covers, be sure to close the front cover securely and then close the side cover. If the covers are closed in the wrong order, the covers may be damaged.

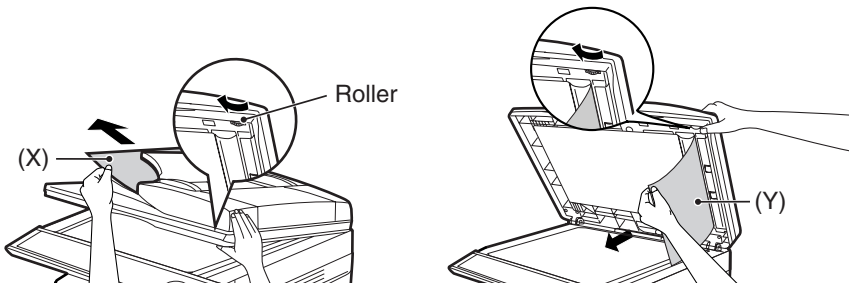
## D: Misfeed in the RADF (Option)

If the misfed original is at the top of the document feeder tray or in the exit area, follow procedure (A) to remove the misfeed. If the misfed original is inside the document feeder and is not visible, follow procedure (B).

- (A) If the misfed original is at the top of the document feeder tray or in the exit area, open the document feeder cover and pull out the original. If the original resists your pulling, press down on the RADF jam release lever while pulling out the original. When finished, close the document feeder cover.**



- (B) Open the document feeder cover. Next, open the RADF and rotate the roller in the direction of the arrow. If the misfed original is in the state (X), pull the original out as it feeds out into the exit area. If the misfed original is in the state (Y), pull the original down and out. When finished, lower the RADF and close the document feeder cover.**

**Note**

Open and close the RADF to clear the error indicator. "RETURN X ORIGINAL(S) START TO RESUME" will appear in the display. Return the indicated number of pages to the document feeder tray. Press the [START] key ( ) to resume copying.