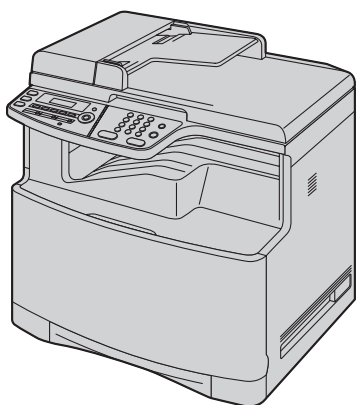




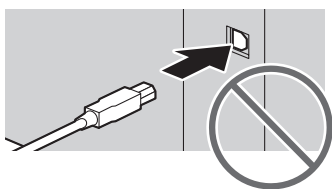
Panasonic®

Quick Reference Guide

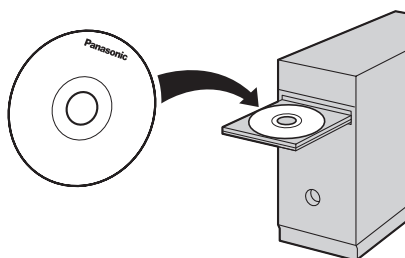
Colour Laser Multi-Function Printer
Model No. **KX-MC6020C**

Do NOT connect the unit to a computer with USB cable until prompted by the Multi-Function Station (CD-ROM).

1



2



This Quick Reference Guide provides safety instructions and a basic description of the unit's functions. An illustrated leaflet provides instructions for easy installation. Please read before using the unit and save for future reference.

The supplied Setup CD-ROM provides the Operating Instructions in PDF format with a detailed description on how to use the unit. Adobe® Reader® is required to view them.

For assistance, please call 1-800-263-5008 or visit us at www.panasonic.ca

Designed to be used only in Canada.

- This unit is compatible with Call Display. You must subscribe to the appropriate service offered by your service provider/telephone company.

Thank you for purchasing a Panasonic Multi-Function Printer.

STAR guidelines for energy efficiency. ENERGY STAR is a U.S. registered mark.



User record (for your future reference)

Date of purchase

Serial number (found on the rear of the unit)

Dealer's name and address

Dealer's telephone number

Attach your sales receipt here.

Trademarks:

- Windows and Windows Vista are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- Adobe and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.

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You can select English or French for the language.

The display and reports will be in the selected language. The default setting is English. If you want to change the setting, see following:

1. **[Menu] → [⌂][1][1][0]**
2. Press **[1]** or **[2]** to select the desired language. → **[Set] → [Menu]**
[1] "ENGLISH" (default): English is used.
[2] "FRENCH": French is used.

Notice for product disposal, transfer, or return:

- This product can store your private/confidential information. To protect your privacy/confidentiality, we recommend that you erase the information such as phonebook (or caller information) from the memory before you dispose of, transfer or return the product.

Environment:

- Panasonic's strategic direction incorporates concern for the environment into all aspects of the product life cycle, from product development to energy saving designs; from greater product reusability to waste-conscious packaging practices.

ENERGY STAR:

- As an ENERGY STAR® Partner, Panasonic has determined that this product meets the ENERGY

For your safety

To prevent severe injury and loss of life/property, read this section carefully before using the unit to ensure proper and safe operation of your unit.

- The following symbols are used to classify and describe the level of hazard and injury caused when the denotation is disregarded and improper use is performed.



WARNING

Denotes a potential hazard that could result in serious injury or death.



CAUTION

Denotes hazards that could result in minor injury or damage to the unit.

- The following symbols are used to classify and describe the type of instructions to be observed.



This type of symbol is used to alert users to a specific operating procedure that must be performed carefully.



This type of symbol is used to alert users to a specific operating procedure that must not be performed.



This type of symbol is used to alert users to a specific operating procedure that must be emphasized in order to operate the unit safely.



WARNING

Power and ground connection



Use only the power source marked on the unit. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.



For safety purposes this unit is equipped with a grounded plug. If you do not have this type of outlet, please have one installed. Do not defeat this safety feature by tampering with the plug.



Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.



Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.



Completely insert the AC adaptor/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.



Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.



Unplug this unit from power outlets if it emits smoke, an abnormal smell or makes unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped and contact an authorized service centre.



Never touch the plug with wet hands. There is a danger of electric shock.

Installation



Place the unit securely on a stable, level surface. Serious damage and/or injury may result if the unit falls.



To prevent the risk of fire or electrical shock, do not expose this product to rain or any type of moisture.



Make sure that the unit is installed in a well ventilated room so as not to increase density of ozone in the air. Since ozone is heavier than air, it is recommended that air at floor level be ventilated.

Operating safeguards



Turn the power switch OFF before cleaning. Do not use liquid or aerosol cleaners.



Do not cover slots and openings on the unit. They are provided for ventilation and protection against overheating. Never place the unit near radiators, or in a place where proper ventilation is not provided.



Never push any objects through slots in this unit. This may result in the risk of fire or electric shock. Never spill any liquid on the unit.



To reduce the risk of electric shock, do not disassemble this unit. Take the unit to an authorized service centre when service is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when the unit is subsequently used.



Follow all warnings and instructions marked on this unit.



Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall jack, and do not use.



Unplug this unit from power outlets and refer servicing to an authorized service centre when any of the following conditions occur:

- If the power cord is damaged or frayed.
- If liquid has been spilled into the unit.
- If the unit has been exposed to rain or water.
- If the unit does not work normally by following the operating instructions. Adjust only controls covered by the operating instructions. Improper adjustment may require extensive work by an authorized service centre.
- If the unit has been dropped or physically damaged.
- If the unit exhibits a distinct change in performance.



CAUTION

Installation and relocation



After moving the unit from cold areas to warmer areas, wait approximately 30 minutes before turning on the power switch to allow the unit to adjust to the ambient temperature. If the power switch is turned on too soon after a sudden climate change, condensation may form inside the unit, causing malfunction.



Never turn the unit upside down or sideways when moving it.



Never install telephone wiring during a lightning storm.



Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.



Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.



Use caution when installing or modifying telephone lines.



Do not position the unit in a location where it is unstable or subject to vibrations.

Laser radiation



The printer of this unit utilizes a laser. Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

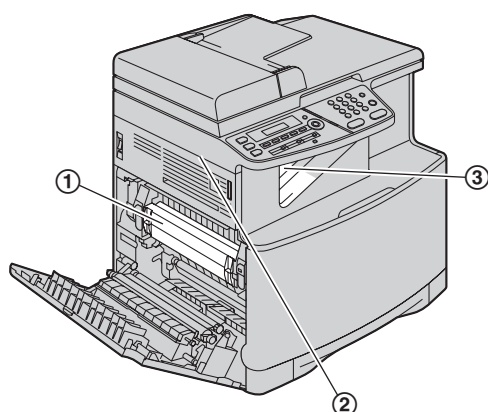
Fuser unit



During or immediately after printing, the fuser unit (①) gets hot. This is normal. Do not touch the fuser unit.

Note:

- The left side of the unit (②) and the area near the recording paper exit (③) also get warm. This is also normal.



Toner cartridge

Be careful of the following when you handle the toner cartridge:



If you ingest any toner, drink several glasses of water to dilute your stomach contents, and seek immediate medical treatment.



If any toner comes into contact with your eyes, flush them thoroughly with water, and seek medical treatment.



If any toner comes into contact with your skin or clothing, wash the area thoroughly with cold water, then air dry. Do not use hot water or hair dryer. If there is skin irritation, seek immediate medical treatment.



If you inhale any toner, move to an area with fresh air and consult local medical personnel.

USB cable



Use only shielded USB cable (Example: Hi-Speed USB 2.0 certified cable).

Important safety instructions

When using this unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

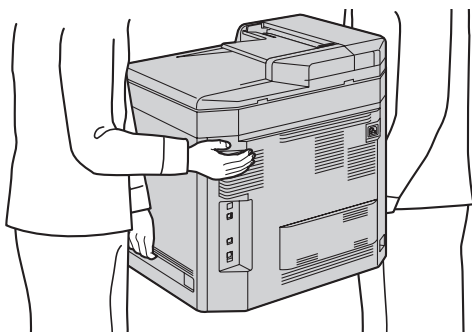
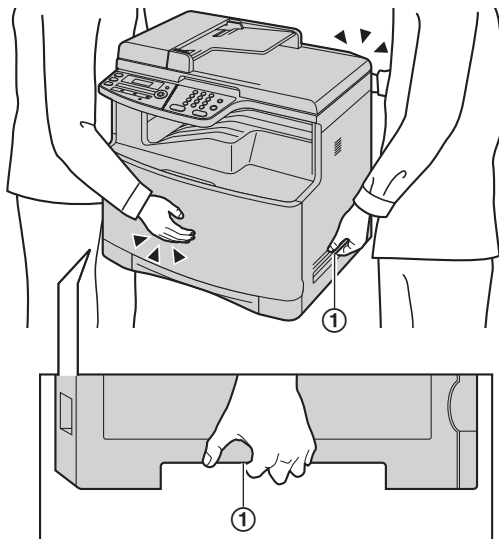
1. Do not use this unit near water, for example near a bathtub, wash bowl, kitchen sink, etc.
2. During thunderstorms, avoid using telephones except cordless types. There may be a remote risk of an electric shock from lightning.
3. Do not use this unit to report a gas leak, when in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

For best performance

Moving the unit

The unit weighs approximately 30 kg (67 lb). It is highly recommended that two people handle this unit. When moving the unit, hold both of the side grips (①).



Approx. 30 kg (67 lb)

Illegal copies

- It is unlawful to make copies of certain documents.

Copying certain documents may be illegal in your country. Penalties of fines and/or imprisonment may be imposed on those found guilty. The following are examples of items that may be illegal to copy in your country.

- Currency

- Bank notes and checks
- Bank and government bonds and securities
- Passports and identification cards
- Copyright material or trademarks without the consent of the owner
- Postage stamps and other negotiable instruments

This list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

Notice:

- Install your machine near a supervised area to prevent illegal copies from being made.

Operating instructions in the CD-ROM

The operating instructions on the CD-ROM consist of the following contents. Adobe Reader is required to view them.

- To view or install the operating instructions on the CD-ROM, see page 13.

1. Introduction and Installation

- Information prior to using the unit, for example how to install the toner cartridge and drum cartridge, and other accessories.

2. Preparation

- Main settings prior to activating the unit, such as Multi-function software information.

3. Printer

- More ways to use the printer, such as printing on special media.

4. Scanner

- More ways to use the scanner, such as saving as a file or sending as an e-mail attachment.

5. Copier

- More ways to use the copier, such as enlargement/reduction, and ways to reduce paper use.

6. Fax

- Convenient ways to send faxes such as using one-touch dial feature and navigator directory, and broadcast transmission.
- More ways to receive faxes, and preventing fax reception from undesired callers.

7. Call Display

8. Distinctive Ring

9. Programmable Features

10. Useful Information

11. Help

- Troubleshooting

12. Paper Jams

13. Cleaning

14. General Information

- Specifications

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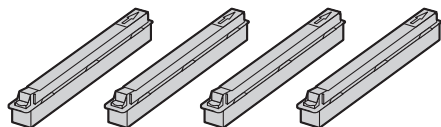
4. General Information

Important Information

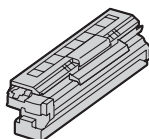
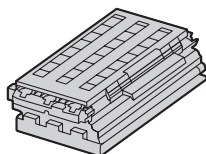
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1.1 Supplied accessories

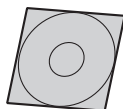
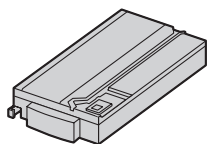
- ① Toner cartridge (starter)
(Cyan/Magenta/Yellow/Black)*¹



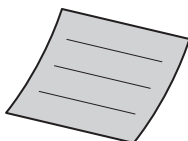
- ② Colour drum cartridge (KX-FADC510A)*² ③ Monochrome drum cartridge (KX-FADK511A)*²



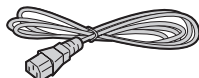
- ④ Waste toner cartridge (pre-installed inside the unit) (KX-FAW505A)*² ⑤ CD-ROM (PNJKMC6020Z)*²



- ⑥ Quick reference guide (English–PNQW1366Z)*²
(French–PNQW1367Z)*² ⑦ Quick installation guide (PNQW1047Z)*²



- ⑧ Power cord (PFJA03A028Z)*² ⑨ Telephone line cord (PFJA02B002Y)*²



Note:

- Save the original carton and packing materials for future shipping and transportation of the unit.
- After unpacking the product, take care of the power plug cap and/or packing materials appropriately.
- Do not remove the drum cartridges and toner cartridges from the unit when repacking the unit for shipping and transportation.

*1 Prints about 1,000 letter-size pages with a 5 % coverage.

*2 Parts numbers are subject to change without notice.

1.2 Accessory information

To ensure that the unit operates properly, we recommend the use of Panasonic toner cartridge and drum cartridge.

■ Replacement accessory

– Toner cartridge

Colour	Model No. (Part No.)
Cyan	KX-FATC501A
Magenta	KX-FATM502A
Yellow	KX-FATY503A
Black	KX-FATK504A

- Prints about 2,000 sheets of letter-size pages with a 5 % coverage using KX-FATC501A/KX-FATM502A/KX-FATY503A and about 2,500 sheets using KX-FATK504A.

– Toner cartridge (high capacity)

Colour	Model No. (Part No.)
Cyan	KX-FATC506A
Magenta	KX-FATM507A
Yellow	KX-FATY508A
Black	KX-FATK509A

- Prints about 4,000 sheets of letter-size pages with a 5 % coverage.

– Colour drum cartridge

- Model No. (Part No.): KX-FADC510A

– Monochrome drum cartridge

- Model No. (Part No.): KX-FADK511A

– Waste toner cartridge

- Model No. (Part No.): KX-FAW505A

■ Optional accessory

– Optional lower input tray

- Model No. (Part No.): KX-FAP317A

– Automatic duplex unit

- Model No. (Part No.): KX-FAB318A

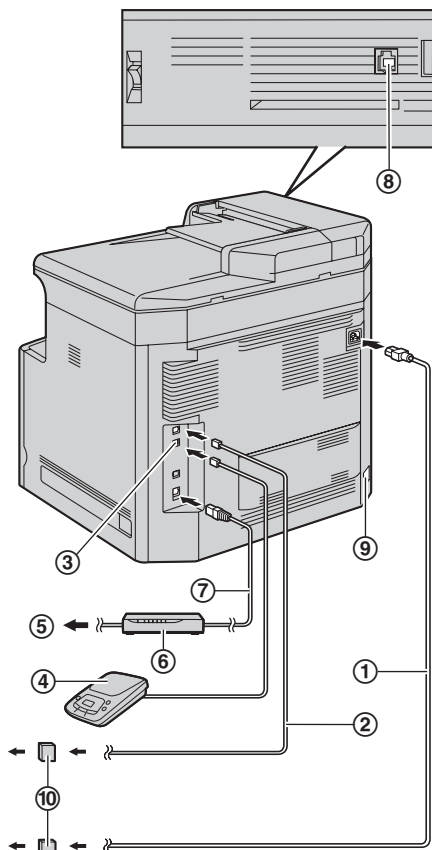
– Handset unit

- Model No. (Part No.): KX-FA103A

1.3 Connections

Caution:

- When you operate this product, the power outlet should be near the product and easily accessible.



- ① Power cord
 - Connect to a power outlet (120 V, 60 Hz).
- ② Telephone line cord
 - Connect to a single telephone line jack (RJ11C).
- ③ [EXT] jack
 - You can connect an answering machine or an extension telephone. Remove the stopper if attached.
- ④ Answering machine (not supplied)
- ⑤ To the internet
 - Also connect networked computers.
- ⑥ Network router/Network hub (not supplied)
 - Also connect networked computers.
- ⑦ LAN cable (not supplied)
 - To assure continued emission limit compliance, use only shielded LAN cable (category 5 straight cable).
- ⑧ Handset unit (optional) connection jack
 - You can connect the optional handset unit. Remove the cover if attached.
- ⑨ Automatic duplex unit (optional) connector

IMPORTANT NOTICE FOR THE USB CONNECTION

- DO NOT CONNECT THE UNIT TO A COMPUTER WITH USB CABLE UNTIL PROMPTED BY THE MULTI-FUNCTION STATION (page 13).

Note:

- If any other device is connected to the same telephone line, this unit may disturb the network condition of the device.

Using surge protectors

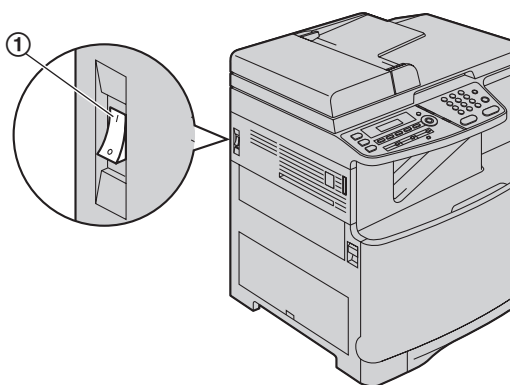
- The warranty does not cover damage due to power line surges or lightning. For additional protection, we recommend using surge protectors (⑩).

Using network router/network hub

- We recommend using network routers/network hubs (⑥) to use the unit under sufficient security condition. Consult your network administrator for firewall settings, etc.
- The warranty does not cover damage due to security problems or any disadvantages relating to it.

1.4 Turning the power switch ON

Turn the power switch to the ON position (①).

**1.5 Dialing mode**

If you cannot dial, change this setting according to your telephone line service.

1 [Menu]

2 Press **[*][1][2][0]** to display “DIALING MODE”.

3 Press **[1]** or **[2]** to select the desired setting.

[1] “PULSE”: For rotary/pulse dial service.

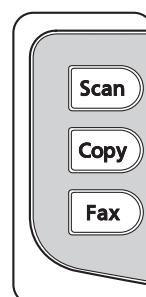
[2] “TONE” (default): For tone dial service.

4 [Set]

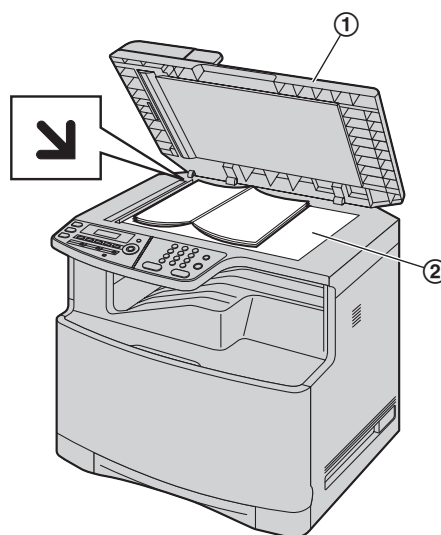
5 Press **[Menu]** to exit.

1.6 Selecting the operation mode (Scan/Copy/Fax)

You can select the desired mode by pressing one of the following buttons.

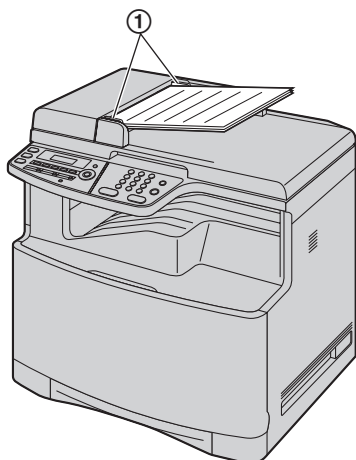


- **[Scan]**: Select this mode when using the unit as a scanner.
- **[Copy]**: Select this mode when using the unit as a copier.
- **[Fax]**: Select this mode when using the unit as a fax machine.

1.7 Setting the original**1.7.1 Using the scanner glass**

- 1** Open the document cover (①).
- 2** Place the document FACE DOWN on the scanner glass (②), aligning the top left of the document with the corner to which the  mark points.
- 3** Close the document cover.

1.7.2 Using the automatic document feeder



- 1 Insert the document (up to 50 pages) FACE UP into the feeder until a single beep is heard.
- 2 Adjust the width of the document guides (①) to fit the actual size of the document.

1.8 Help function

The unit contains helpful information, which can be printed for reference.

- “BASIC SETTINGS”
- “FEATURE LIST”
- “DIRECTORY”
- “FAX RECEIVING”
- “COPIER”
- “REPORTS”
- “CALL DISPLAY”

- 1 Press **[Menu]** repeatedly to display “HELP”.
- 2 Press **[◀]** or **[▶]** repeatedly to display the desired item. → **[Set]**
- 3 Press **[Menu]** to exit.

1.9 Adjusting the volume

Important:

- Before adjusting the volume, set the operation mode to fax mode. If the **[Fax]** light is OFF, turn it ON by pressing **[Fax]**.

Ringer volume

While the unit is idle, press **[▼]** or **[▲]**.

- The ringer volume can only be adjusted if there are no documents in the document entrance.

To turn the ringer OFF

Press **[▼]** repeatedly to display “RINGER OFF= OK?”. → **[Set]**

- The unit will not ring.

- To turn the ringer back ON, press **[▲]**.

Monitor volume

While using the monitor, press **[▼]** or **[▲]**.

1.10 Date and time

- 1 **[Menu]** → **[#][1][0][1]** → **[Set]**

M: 01/D: 01/Y: 08
TIME: 12:00AM

- 2 Enter the current month/date/year/hour/minute by selecting 2 digits for each.

Example: August 10, 2008 10:15 PM (12 hour clock format)

1. Press **[0][8][1][0][0][8][1][0][1][5]**.

M: 08/D: 10/Y: 08
TIME: 10:15AM

2. Press **[*]** repeatedly to select “PM”.

- 3 **[Set]**

- 4 Press **[Menu]** to exit.

1.11 Your logo

You can program your logo (name, company name, etc.) so that it appears on the top of each page sent.

- 1 **[Menu]** → **[#][1][0][2]** → **[Set]**

LOGO=

- 2 Enter your logo, up to 30 characters using the dial keypad. → **[Set]**

- 3 Press **[Menu]** to exit.

1.12 Your fax number

You can program your fax number so that it appears on the top of each page sent.

- 1 **[Menu]** → **[#][1][0][3]** → **[Set]**

NO. =

- 2 Enter your fax number, up to 20 digits.

- To enter a “+”, press **[*]**.
- To enter a space, press **[#]**.
- To enter a hyphen, press **[Flash]**.
- To erase a number, press **[Stop]**.

- 3 **[Set]**

- 4 Press **[Menu]** to exit.

1.13 Configuring the unit to access the LAN

You can print documents, scan documents, receive faxes or send faxes using a computer on the LAN. To

enable these features, you need to set the IP address, subnet mask, and default gateway for the unit.

Important:

- Consult your network administrator when setting the IP address, subnet mask, and default gateway.

1.13.1 Setting up automatically with a DHCP server

Your situation:

- When only one unit is connected to the LAN.

If your network administrator manages the network with a DHCP (Dynamic Host Configuration Protocol) server, it will automatically assign an IP (Internet Protocol) address, subnet mask, and default gateway to the unit.

- 1 After connecting the LAN cable to the unit and the computer, turn the power switch ON.
 - The IP address, subnet mask, and default gateway will be set automatically.
- 2 Install Multi-Function Station on the computer that you want to use it with.

1.14 Installing Multi-Function Station

- Install Multi-Function Station (CD-ROM) before connecting the unit to a computer with USB cable. If the unit is connected to a computer with USB cable before installing Multi-Function Station, the [Found New Hardware Wizard] dialogue box will appear. Click [Cancel] to close it.
- Software features and appearance are subject to change without notice.

Warning:

- To assure continued emission limit compliance;
 - use only shielded USB cable (Example: Hi-Speed USB 2.0 certified cable).
 - use only shielded LAN cable (category 5 straight cable).
- To protect the unit, use only shielded USB cable in areas where thunderstorms occur.

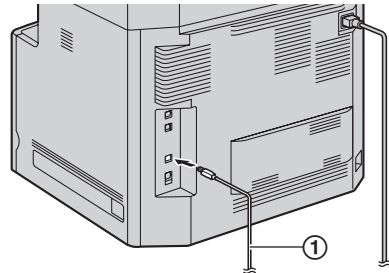
Note:

- A USB cable is not supplied. Please purchase a shielded Type-A male/Type-B male USB cable.
- 1 Start Windows® and exit all other applications.
 - For Windows 2000, Windows XP and Windows Vista® users, you must be logged in as an administrator in order to install Multi-Function Station.
 - 2 Insert the supplied CD-ROM into your CD-ROM drive.
 - 3 [Easy Installation]
 - The installation will start automatically.

- 4 When the setup program starts, follow the on-screen instructions.
- 5 The [Connect Type] dialogue box appears.

For USB connection:

1. [Connect directly with a USB cable.] → [Next]
 - The [Connect Device] dialogue box will appear.
2. Connect the unit to a computer with the USB cable (①), then click [Next].



3. Click [Install], then follow the on-screen instructions.
 - The files will be copied to your computer.

For LAN connection:

1. [Connect via the Network.] → [Next]
 - The [Select a Network Device] dialogue box will appear.
2. Check [Select in the searched list] and select the unit from the list.
3. [Next]
4. Click [Install], then follow the on-screen instructions.
 - The files will be copied to your computer.

Important notice

If you use Windows XP or Windows Vista, a message may appear after connecting the unit with the USB cable. This is normal and the software will not cause any difficulties with your operating system. You can continue the installation with no problem. This kind of message is displayed:

- **For Windows XP users**

"The software you are installing for this hardware has not passed Windows Logo testing to verify its compatibility with Windows XP."

- **For Windows Vista users**

"Would you like to install this device software?"

To view or install the operating instructions data

1. Start Windows and insert the supplied CD-ROM into your CD-ROM drive.
2. Click [Operating Instructions], then follow the on-screen instructions to view or install the operating instructions in PDF format.
 - Adobe Reader is required to view the operating instructions.

Note:

- If you install the operating instructions, you can view it anytime by clicking [?] on the Multi-Function Station launcher.

2.1 Printing from Windows applications

You can print a file created in a Windows application. For example, to print from WordPad, proceed as follows.

- 1 Open the document you want to print.
- 2 Select **[Print...]** from the **[File]** menu.
- 3 Select the unit's name as the active printer.
- 4 Click **[Print]** or **[OK]**.
 - The unit will start printing.

2.2 Scanning from the unit (Push Scan)

You can easily scan the document by using the operation panel on the unit.

2.2.1 Scan to Multi-Function Viewer

- 1 Set the original (page 11).
- 2 **[Scan]**
- 3 Press **[▼]** or **[▲]** repeatedly to select "**VIEWER**". → **[Set]**
- 4 **For USB connection:**
Press **[▼]** or **[▲]** repeatedly to select "**USB HOST**". → **[Set]**
For LAN connection:
Press **[▼]** or **[▲]** repeatedly to select the computer to which you want to send the scanned image. → **[Set]**
- 5 If necessary, change the scanning settings. Press **[▶]**, press **[▼]** or **[▲]** repeatedly to select the desired setting. → **[Set]** → **[Black]/[Colour]**

2.3 Scanning from a computer (Pull Scan)

2.3.1 Using Multi-Function scan application

By clicking an application icon, the selected application starts automatically after scanning.

- 1 Set the original (page 11).
- 2 Start Multi-Function Station. → **[Scan]**
- 3 Click the desired application icon.

2.4 Making a copy

2.4.1 Using the scanner glass

- 1 If the **[Copy]** light is OFF, turn it ON by pressing **[Copy]**.
- 2 Set the original (page 11).
- 3 If necessary, change the resolution and contrast according to the type of document.
- 4 If necessary, enter the number of copies (up to 99).
- 5 **[Black]/[Colour]**
 - The unit will start copying.
- 6 After you finish copying, press **[Stop]** to reset the settings you set in step 3 and 4.

2.4.2 Using the automatic document feeder

- 1 If the **[Copy]** light is OFF, turn it ON by pressing **[Copy]**.
- 2 Set the original (page 12).
- 3 If necessary, change the resolution and contrast according to the type of document.
- 4 If necessary, enter the number of copies (up to 99).
- 5 **[Black]/[Colour]**
 - The unit will start copying.
- 6 After you finish copying, press **[Stop]** to reset the settings you set in step 3 and 4.

2.5 Sending a fax manually

Important:

- You can only send faxes in monochrome.

2.5.1 Using the scanner glass

- 1 If the **[Fax]** light is OFF, turn it ON by pressing **[Fax]**.
- 2 Set the original (page 11).
- 3 If necessary, change the resolution and contrast according to the type of document.
- 4 Dial the fax number.
 - To send a single page, skip to step 7.
 - To send multiple pages, go to the next step.
- 5 Press **[Quick Scan]** to scan the document into memory.
- 6 Place the next page on the scanner glass. → **[Set]**
 - To send more pages, repeat this step.
- 7 **[Black]**

2.5.2 Using the automatic document feeder

- 1 If the **[Fax]** light is OFF, turn it ON by pressing **[Fax]**.
- 2 Set the original (page 12).
- 3 If necessary, change the resolution and contrast according to the type of document.
- 4 **[Monitor]**
- 5 Dial the fax number. → **[Black]**

2.6 Receiving a fax automatically – Auto answer ON

Important:

- You can only receive faxes in monochrome.

2.6.1 Activating FAX ONLY mode

Press **[Fax Auto Answer]** repeatedly to display “**FAX ONLY MODE**”.

How faxes are received

When receiving calls, the unit will automatically answer all calls and only receive fax documents.

2.7 Canceling the operations

You can cancel the current operation from the unit. You can also select the desired operation to cancel.

- 1 **[Stop]**
 - “**USER STOPPED**” is displayed.
 - When “**USER STOPPED**” is not displayed, go to step 2.
- 2 **To cancel printing:**

Press **[Stop]** repeatedly to display “**STOP PRINTING?**”.

To cancel scanning:
Press **[Stop]** repeatedly to display “**STOP SCANNING?**”.

To cancel copying:
Press **[Stop]** repeatedly to display “**STOP COPYING?**”.

To cancel sending or receiving faxes:
Press **[Stop]** repeatedly to display “**STOP FAX?**”.

To cancel broadcast transmission:
Press **[Stop]** repeatedly to display “**BROAD CANCELLED?**”.

To cancel fax redialing:
Press **[Stop]** repeatedly to display “**SEND CANCELLED?**”.
- 3 **[Set]**

2.8 Maintenance (Cleaning the drum cartridge)

If vertical, white lines appear on the printed documents, print the colour test list, then clean (or change) the drum cartridge.

- 1 Press **[Menu]** repeatedly to display “**PRINT REPORT**”.
- 2 Press **[◀]** or **[▶]** repeatedly to display “**COLOUR TEST**”.
- 3 Press **[Set]** to start printing. → **[Menu]**

Colour test list

The unit will print a colour test list consisting of black, cyan, magenta and yellow lines so you can specify which drum cartridge has the problem.

If vertical, white lines appear on the colour test list, try the following to solve the problem.

Solution 1: Cleaning the drum cartridge

Important:

- This solution uses at least 3 pages of recording paper. Make sure there is enough recording paper installed in the standard input tray beforehand.

1. **[Menu]** → **[⌂][4][8][0]**
2. Select the colour which has vertical, white lines in the colour test list.
 - [1]** “**BLACK**” (default)
 - [2]** “**CYAN**”
 - [3]** “**MAGENTA**”
 - [4]** “**YELLOW**”
3. **[Set]**
 - The drum cartridge will be cleaned automatically by printing out 3 pages of the selected colour. Repeat steps 1 to 3 for all lines with vertical, white lines.
 - Print the colour test list again. If the vertical, white lines remain, try the next solution.

Solution 2: Changing the drum cartridge

- If the black line has vertical, white lines, change the monochrome drum cartridge.
- If the cyan, magenta or yellow line has vertical, white lines, change the colour drum cartridge.
- Print the colour test list again. If the vertical, white lines remain, contact our service personnel.

3.1 Error messages – Display

If the unit detects a problem, one or more of the following messages will appear on the display.

Display	Cause & Solution
“BLACK TONER EMPTY” “CYAN TONER EMPTY” “MAGENTA TONER EMPTY” “YELLOW TONER EMPTY” ↓ “CHANGE SUPPLIES”	The toner cartridge life is finished. Replace the toner cartridge immediately.
“BLACK TONER LOW” “CYAN TONER LOW” “MAGENTA TONER LOW” “YELLOW TONER LOW” ↓ “CHANGE SUPPLIES”	The toner cartridge life is near its end. Replace the toner cartridge as soon as possible.
“CALL SERVICE”	There is something wrong with the unit. Contact our service personnel.
“CHECK DOCUMENT”	The document was not fed into the unit properly. Remove the document, then press [Stop] to clear the message. Re-insert the document. If misfeeding occurs frequently, clean the document feeder rollers and try again.
“CHECK INSTALL INPUT TRAY #1”	- The paper input tray is not installed correctly. Pull out the paper input tray and re-insert it. Note: “#1”: Standard input tray “#2”: Optional input tray “#1+#2”: Standard input tray and optional input tray
“CHECK PAPER”	- You are printing on envelopes. Check the standard input tray to be sure that envelopes are installed, then press [Black]/[Colour]. - The recording paper size is not same as the size that is selected for copy. Change the recording paper size setting (feature #380 or feature #382), and install appropriate recording paper. - The recording paper size is not same as the size that is selected when printing from the PC. Change the recording paper size setting (feature #380 or feature #382), and install appropriate recording paper. - The recording paper size is not same as the size that is selected for receiving a fax. Change the recording paper size setting (feature #380 or feature #382), and install appropriate recording paper.
“CHECK PICK UP INPUT TRAY #1”	- Recording paper was not fed into the unit properly. Re-insert the recording paper. Note: “#1”: Standard input tray “#2”: Optional input tray
“COLOUR DRUM REPLACE” “MONOCHROME DRUM REPLACE” ↓ “CHANGE SUPPLIES”	- The drum cartridge life is finished. Replace the drum cartridge immediately. Note: - The continuous use of an old drum cartridge may cause malfunction. To prevent this, when the drum life is finished, the unit will stop printing after a while, and printing will not be possible until a new drum cartridge is installed.

Display	Cause & Solution
"COLOUR DRUM LIFE LOW" "MONOCHROME DRUM LIFE LOW" ↓ "CHANGE SUPPLIES"	The drum cartridge life is near its end. Replace the drum cartridge as soon as possible.
"COOL DOWN FUSER"	The unit is cooling down the fuser unit. Wait for a while.
"DIRECTORY FULL"	There is no space to store new items in navigator directory. Erase unnecessary items.
"DRUM NOT INSTALLED"	The colour drum cartridge or the monochrome drum cartridge is not installed. Install it.
"E-MAIL SIZE OVER"	When performing scan to e-mail server, the total file size of scanned data exceeded the file size limitation. Divide the document into sections.
"FAX IN MEMORY"	- The unit has a document in memory. See the other displayed message instructions to print out the document. - If feature #442 is set to "ALWAYS", - check the connection between the computer and the unit. - check the computer is turned ON.
"FILE SIZE OVER"	When performing scan to FTP server, the total file size of scanned data exceeded the file size limitation. Divide the document into sections.
"FRONT OR LEFT COVER OPEN"	The front or left cover is open. Close it.
"KEEP COPYING"	Copying has stopped due to some existing problem (example: a lack of recording paper or a recording paper jam). See the other displayed message instructions to continue copying.
"LOW TEMP."	The inside of the unit is extremely cold and cannot be operated. Use the unit in a warmer area.
"MEMORY FULL"	- When performing memory transmission, the document being stored exceeded the memory capacity of the unit. Send the entire document manually. - When making a copy, the document being stored exceeded the memory capacity of the unit. Press [Stop] to clear the message. Divide the document into sections.
"MODEM ERROR"	There is something wrong with the unit's modem. Contact our service personnel.
"NO FAX REPLY"	The other party's fax machine is busy or has run out of recording paper. Try again.
"OUT OF PAPER INPUT TRAY #1"	- Recording paper is not installed or the paper input tray has run out of paper. Install paper. - Recording paper is not fed into the unit properly. Reinstall paper. Note: "#1": Standard input tray "#2": Optional input tray "#1+#2": Standard input tray and optional input tray
"PAPER JAMMED"	A recording paper jam occurred. See the other displayed message instructions to remove the jammed paper.

Display	Cause & Solution
"PC FAIL OR BUSY"	• The cable or the computer power cord is not connected correctly. Check the connections. • The software is not running on the computer. Restart the software and try again.
"PLEASE WAIT"	• The unit is warming up. Wait for a while.
"REDIAL TIME OUT"	• The other party's fax machine is busy or has run out of recording paper. Try again.
"REMOVE DOCUMENT"	• The document is jammed. Remove the jammed document. • Attempted to send or copy a document longer than 600 mm (23⁵/₈") using the automatic document feeder. Press [Stop] to remove the document. Divide the document into two or more sheets and try again.
"RX MEMORY FULL"	• The memory is full of received documents due to a lack of recording paper or a recording paper jam. Install paper or remove the jammed paper. • If feature #442 is set to "ALWAYS", – check the connection between the computer and the unit. – check the computer is turned ON.
"SCANNER POSITION ERROR"	• There is something wrong with the scanner position. Turn the power switch OFF, then ON. If the problem cannot be solved, contact our service personnel.
"SELF CALIBRATION"	• The unit is changing the colour calibration. Wait for a while.
"TRANSMIT ERROR"	• A transmission error occurred. Try again.
"TONER CARTRIDGE NOT INSTALLED"	• The toner cartridge is not installed. Install it.
"TRAY #2 LEFT COVER OPEN"	• The left cover of the optional input tray is open. Close it.
"WASTE TONER FULL" ↓ "CHANGE SUPPLIES"	• The waste toner cartridge life is near its end. Replace the waste toner cartridge as soon as possible.
"WASTE TONER NOT INSTALLED"	• The waste toner cartridge is not installed. Install it.
"WASTE TONER REPLACE" ↓ "CHANGE SUPPLIES"	• The waste toner cartridge life is finished. Replace the waste toner cartridge immediately.

4.1 Important Information

SAFETY PRECAUTIONS

This unit may only be connected to electrical outlets that supply 120 V AC.

NOTICE:

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, "IC:", before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION:

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

NOTICE:

The **Ringer Equivalence Number (REN)** assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The Ringer Equivalence Number of This Unit:
(found on the rear of the unit)

Notes

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Notes

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MC6020C