Frequently Asked Questions MA2000w
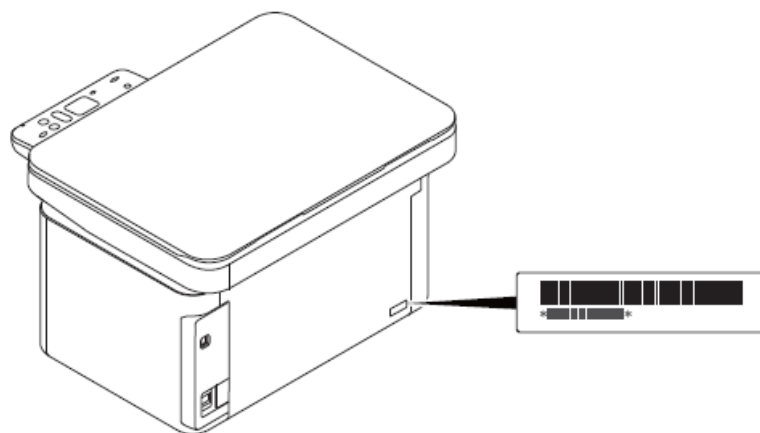
Table of Contents

Where is the Serial Number located for the MA2000w?

1. Open the Multi-Purpose Tray to find the Serial Number.

2. It will be a white label that looks like a barcode.

Note: The serial # is also located in the upper right corner on the printed status page.

How do I check the Toner Level on my MA2000w?

Remaining Toner can be found on the printer Status Page. You can print reports to check the machine status, and event log.

A report can be printed by pressing and holding the Mode Select key. A report to be printed can be selected with the pressing length.

+   Pressing for 3 seconds: Prints the status page.
+   Pressing for 10 seconds: Prints the network status page (MA2000 / MA2000w).
+   Pressing for 20 seconds: Prints the event log page.

Note: Attention indicator blinks once at each of 3, 10, 20 seconds after starting pressing the Mode
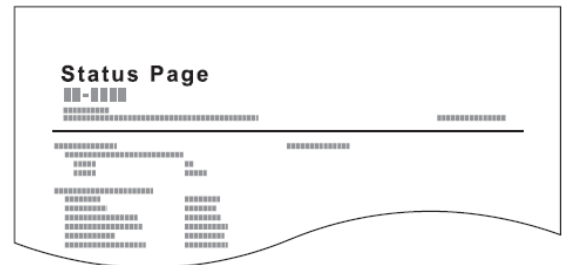
Remaining Toner can also be located on the Client tool under supplies.
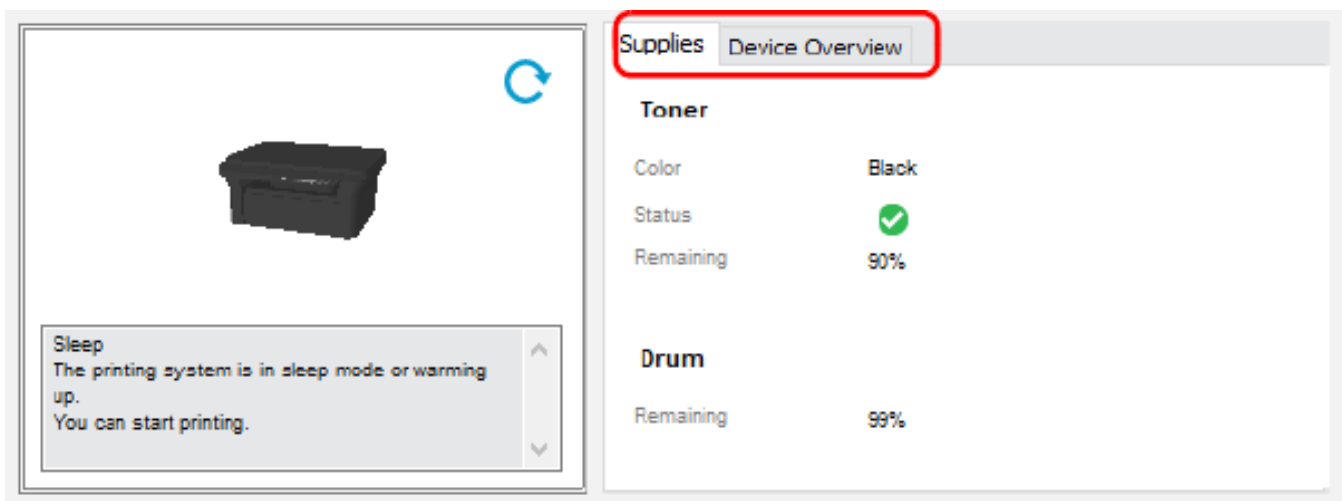
How do I replace my Toner Container?

1. Open the top cover.

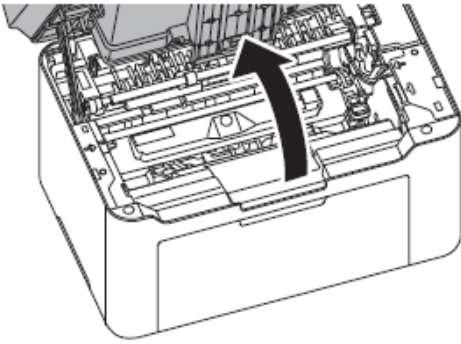**2.** Push the toner cartridge lock button and then, lift the toner cartridge out of the machine.
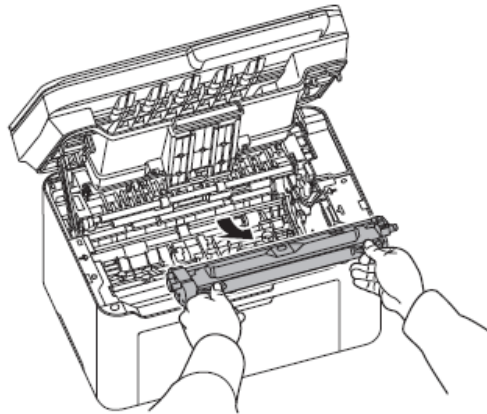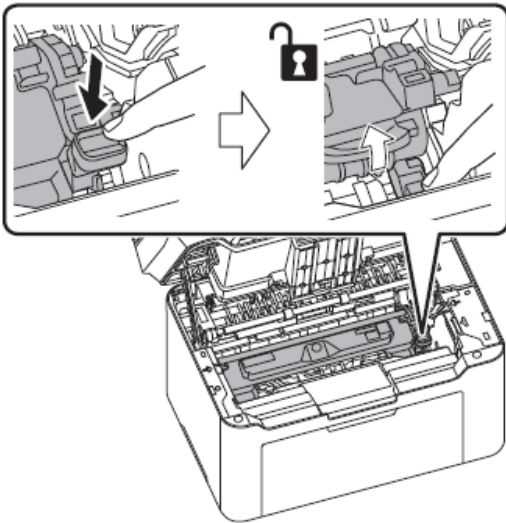
Note: Put the old toner cartridge in the plastic bag (supplied with the new toner kit) and discard it later according to the local code or regulations for waste disposal.

3. Take the new toner cartridge out of the toner kit. Shake the new toner cartridge at least 5 times as shown in the figure in order to distribute the toner evenly inside the container.
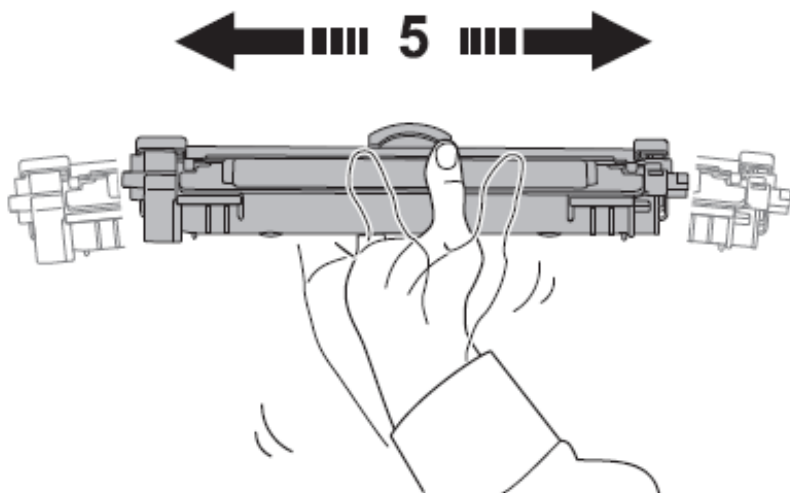
4. Remove the cover from the toner cartridge.

5. Set the new toner cartridge to its position, aligning the guides at both ends with the slots in the machine. Next, press the levers on both ends of the toner cartridge until they click.
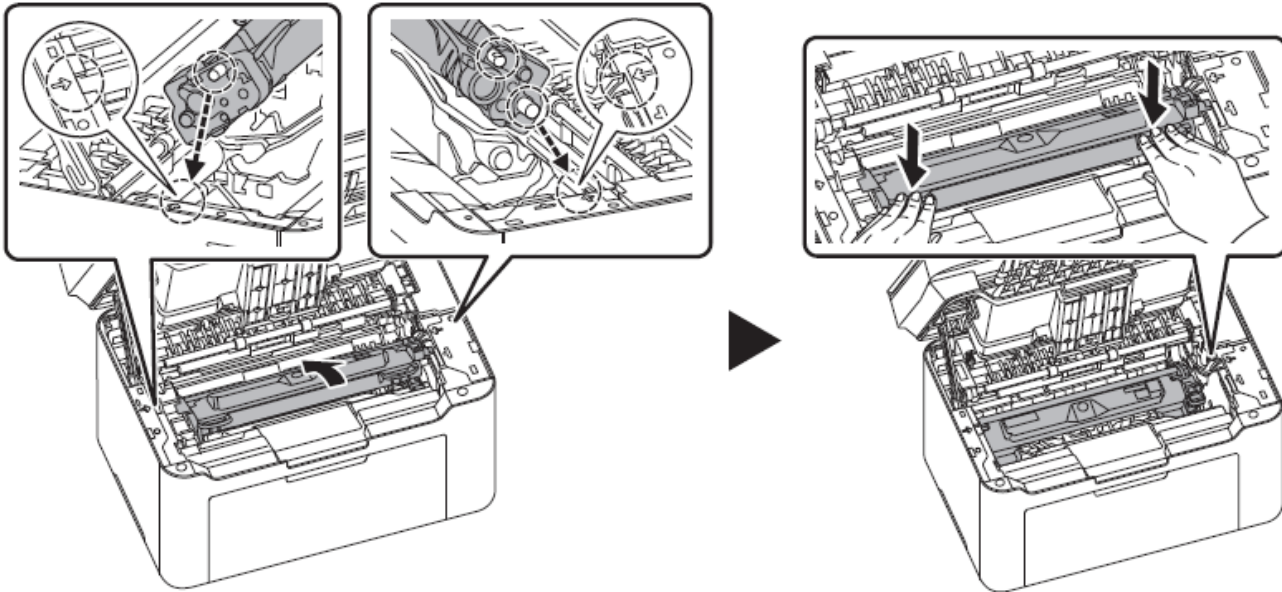
6. Close the top cover.

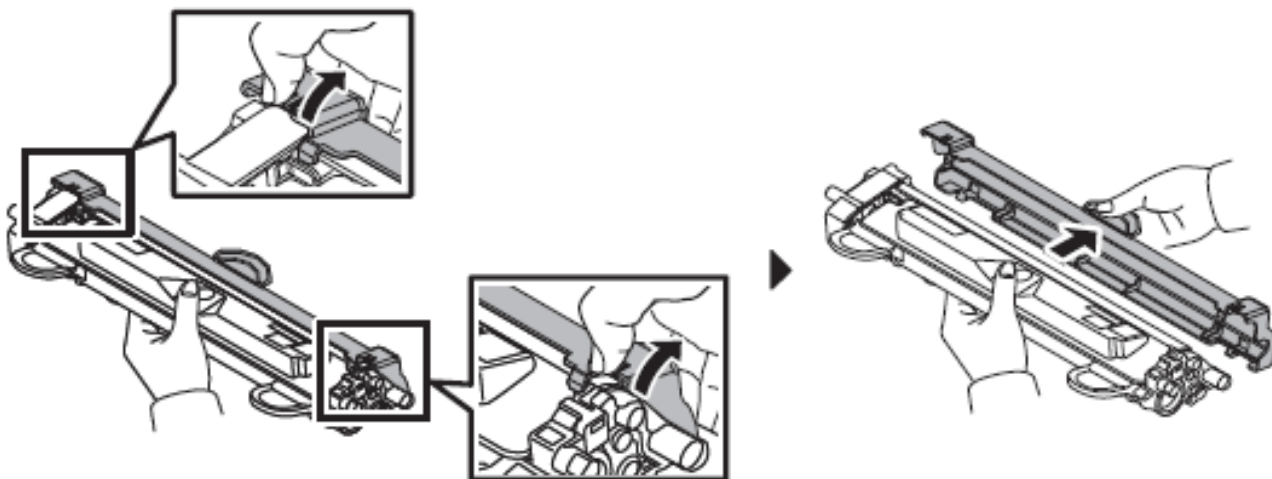IMPORTANT If you install the toner cartridge and switch the power ON, a screen with two bars (　　　) rotating is shown on the display on the operation panel. Once 01 appears in the display on the operation panel, toner installation is complete.

Where do I get the Client tool and what are the benefits?

The Kyocera Client tool is installed if the box is checked when running the Web Installer. The Utility enables current and all supported devices status, features and settings to be accessed.

When KYOCERA Client Tool is installed, the following utilities are installed. For more information download the Client tool operation guide.

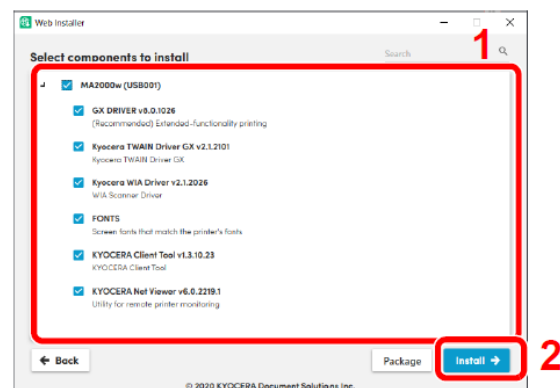**Status Monitor**   **Preset Tool**   **Configuration**   **Maintenance Menu**

You can also use KYOCERA Client Tool to order toner, download printer drivers, access KYOCERA NetViewer, open the company website and view machine documentation. For more information download the Client tool operation guide.

What Types of Paper and Sizes can I use in my MA2000w?

For best results, use High Quality Multipurpose Paper within Kyocera's guidelines as outlined.

Paper Weight	**64 to 105g/m², 20lb, to 28lb**
Paper Type	Plain, Preprinted, Bond, Recycled, Rough, Letterhead, Color, Prepunched, High Quality, Custom 1-8
Paper Size	Letter, Legal Custom (Width: 5.8", Length 5,8" – 14")

How do I change paper size in the MA2000w?

1. Open the KYOCERA Client Tool.

Click Start button on the **Windows** > **Kyocera** > **KYOCERA Client Tool**.
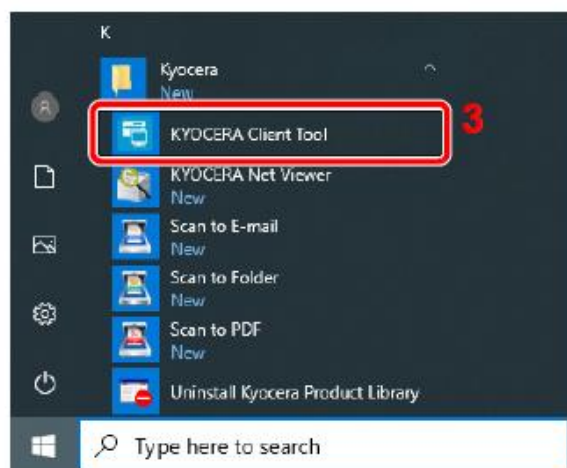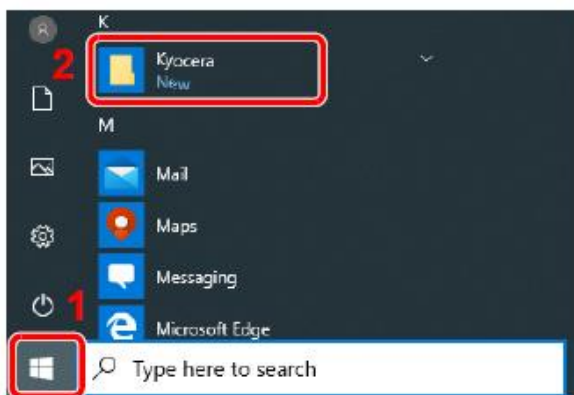
3. Select **Device** > **Configuration**.

4. Select **OK**.

5. Select the **Paper size** drop down and choose the paper you have in the paper tray.
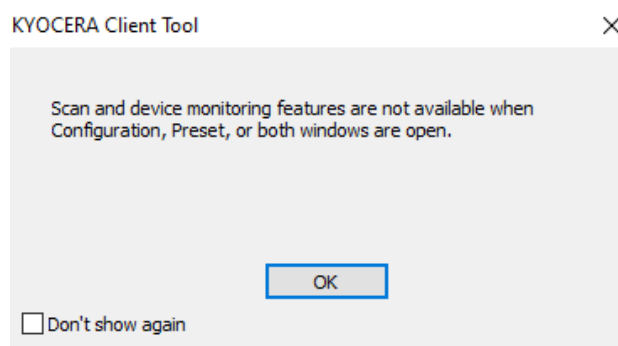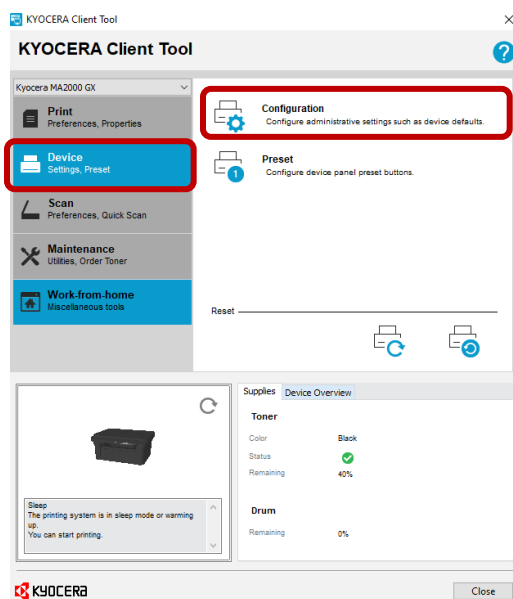

6. Press **OK**.

How do I Configure Network Connection Using the Wireless Network Setup Tool

To send the wireless network settings configured using the Wireless Network Setup Tool to the machine, connect the computer with the machine locally. The connection method is wired connection via USB cable.

1. Connect the machine with a computer via USB cable when the machine is powered on.

2. Turn on the computer.

3. Open the KYOCERA Client Tool.

4. Click Start button on the Windows > **Kyocera** > **KYOCERA Client Tool**
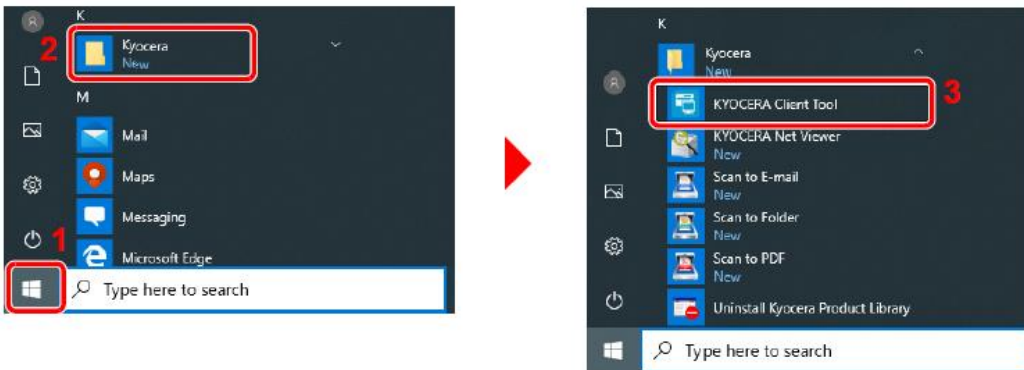
5. Click the **Wireless Network settings** tab > **Wireless Network Setup Tool**.
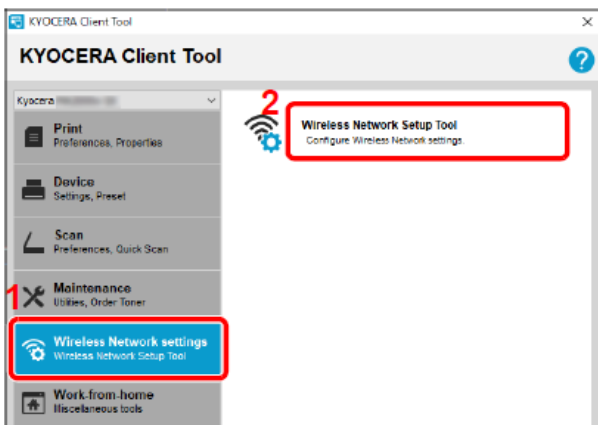
6. Configure the settings.

1 **Select** "Do not use WPS".
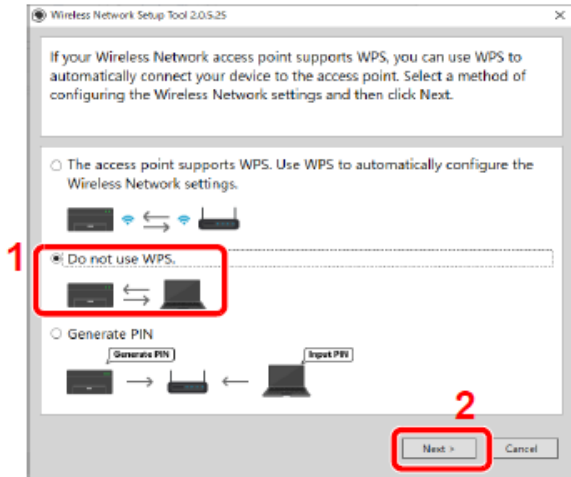
2 Press **next.**
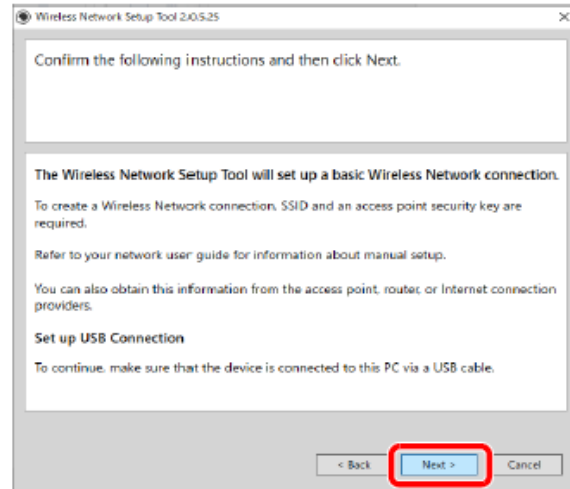
3 **Select** an access point you want to connect the device, and then click **Next.**
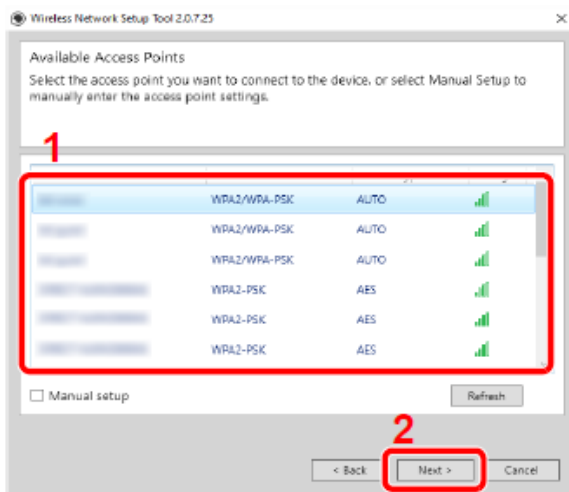
4 **Enter** the pre-shared key, and then click **Next.**
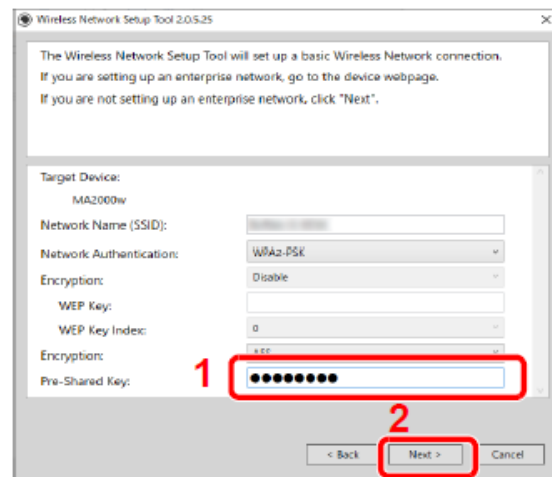
5 **Select** the check boxes of functions you want to use with Wireless Network connection, and click Finish.

The network between this machine and the computer is configured.

Note: Event if show "Setup Complete", If you have the problems communicating with the
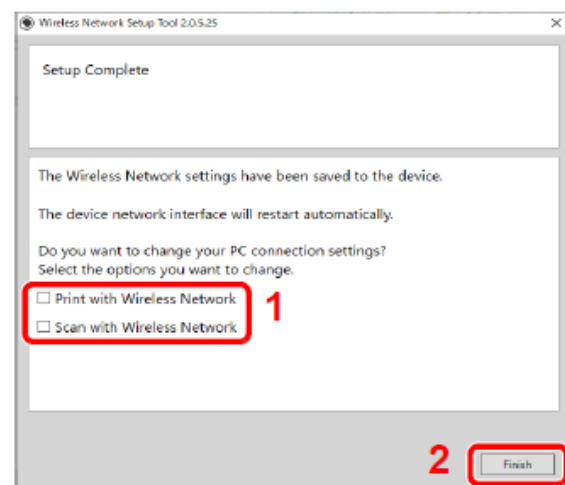
How do I Configure Network Connection Using the Push Button?

If your router supports WPS, you can configure network connection using the push button.

1. Turn on the computer.

2. Press [**Wireless Network**] on the operation panel of the machine. The wireless network indicator flashes.

3. Press the push button on the router.

4. The network between this machine and the router is configured. If the network connection between this machine and the router is complete, [**Wireless Network**] will light up.

5. Install the printer driver for wireless network connection on your computer

How do I install the Windows Print Driver for my MA2000w?

Supported operating systems:

Windows 11	Windows 10	Windows 8.1	Windows Server 2022
Windows Server 2019	Windows Server 2016	Windows Server 2012 R2	Windows Server 2012

Note: If you install the driver in unsupported operating systems including Windows 7, Windows Server 2008 R2, and Windows Server 2008, a security message appears. To proceed with the installation, allow the installer to make changes to your computer. For more information on Microsoft Windows support policy, go to the Microsoft Support website.

Downloading and installing from the website

1. **Enter** "https://kyocera.info/" to the browser's address bar or location bar.
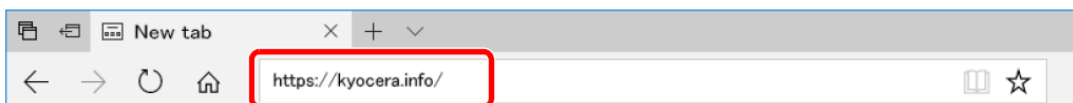
2. Enter and search the product name and select this product from the candidate list.
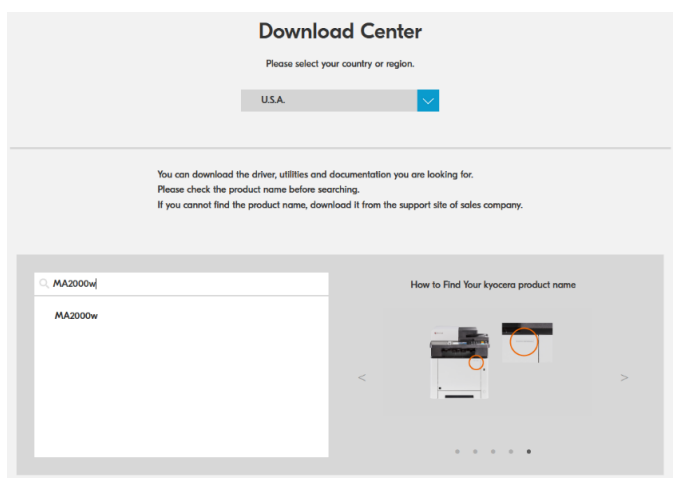
3. Change the selected operating system and its language setting as needed.
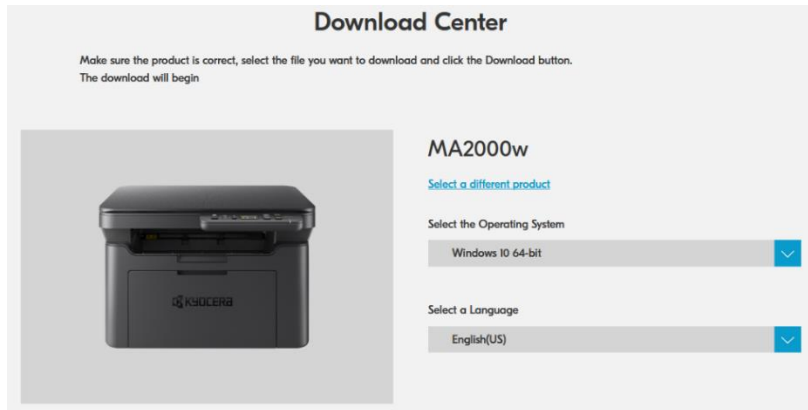
4. Under the Recommended section, **select** the driver you want to download

5. Read the license agreement. Click **Agree to contract and download** if there is no problem. An installer of the selected software will be downloaded.

6. Double-click the downloaded installer to launch. Follow the guidance on the screen to install the software.

Note: Installation on Windows must be done by a user logged on with administrator privileges. If the user account management window appears, click [**Yes**] [**Allow**]

Using the web installer

Install a software by using a web installer downloaded from our website.

**1.** Launch a web browser.

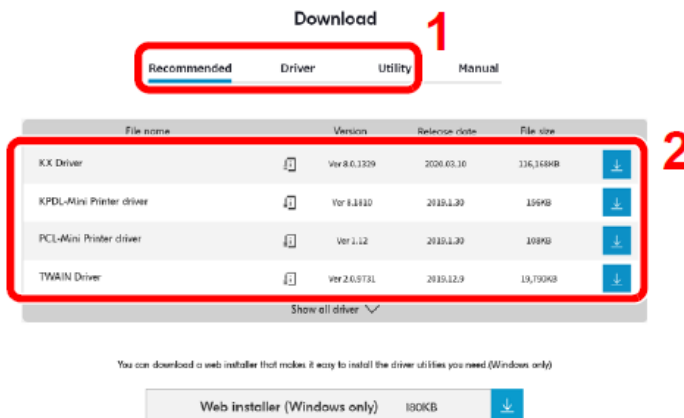**2.** Enter "https://kyocera.info/" to the browser's address bar or location bar.

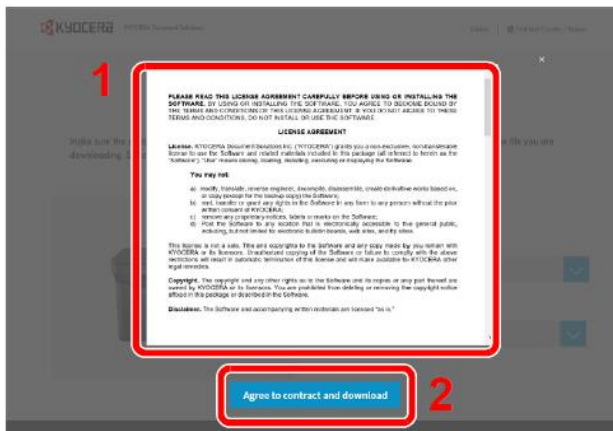**3.** Enter and search the product name, and select this product from the candidate list.

4. Change the selected operating system and its language setting as needed.
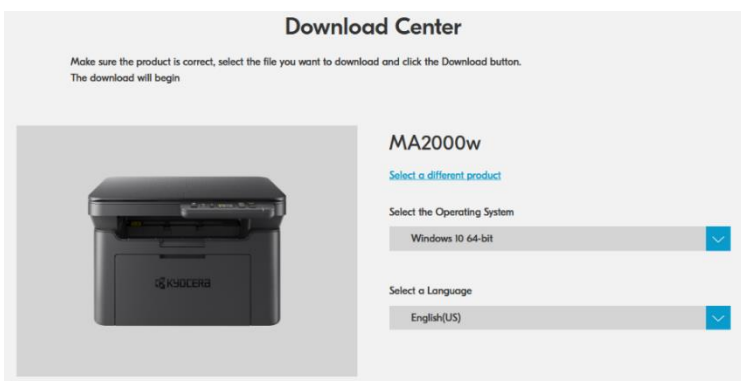
5. Click "Web installer".
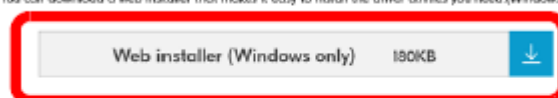
6. Read the license agreement. **Click Agree** to contract and download if there is no problem.
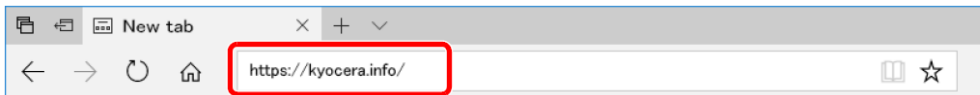A web installer will be downloaded.
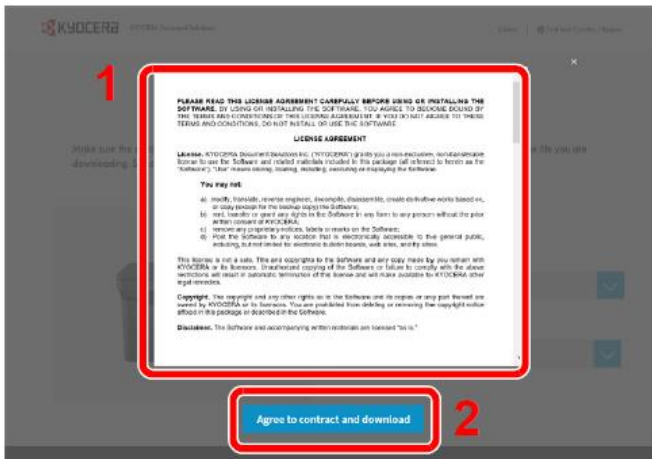
7. Double-click the downloaded installer to launch.

Note: Installation on Windows must be done by a user logged on with administrator privileges.
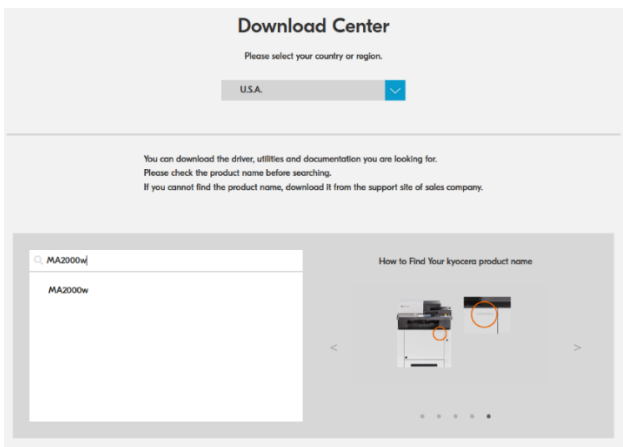If the user account management window appears, click [**Yes**] [**Allow**]

8. Read the license agreement. **Click Accept** if there is no problem.
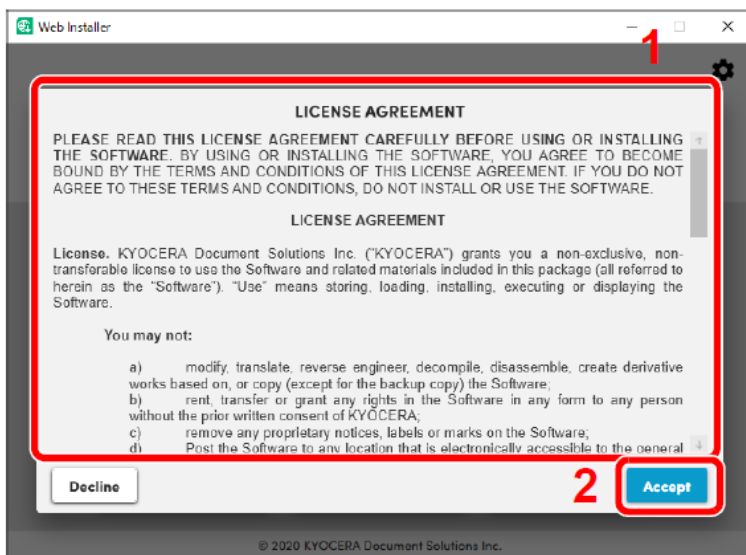
9. Click **Install.**
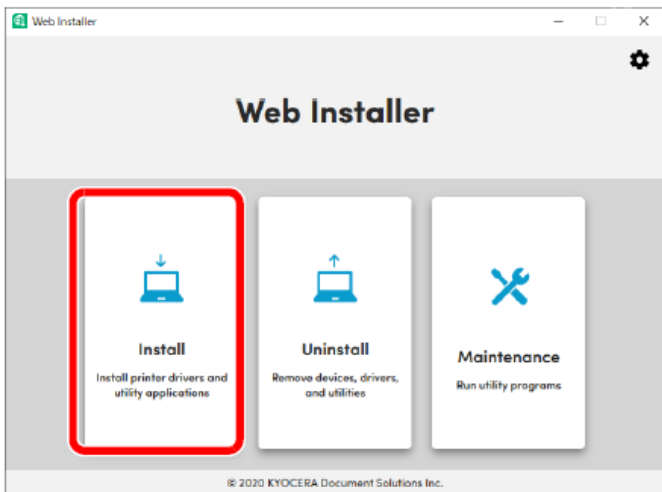
10. Select a model and click Next.
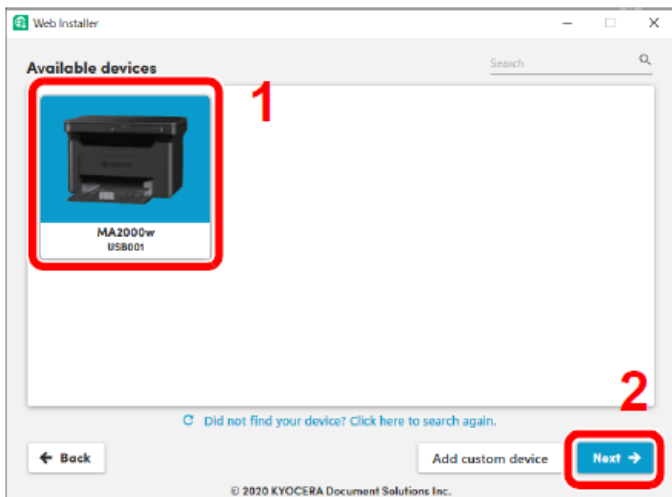
Note: The machine cannot be detected unless it is on. If the computer fails to detect the machine, verify that it is connected to the computer via a network or USB cable.

If a desired is not displayed, select **Add custom device** to directly select the device you want to use.

11. Select softwares you want to install.
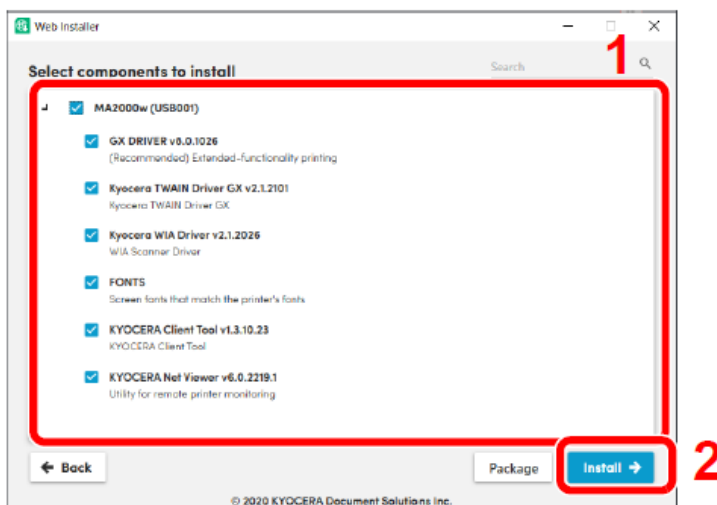
Note: Softwares recommended to install have ☑ in their checkboxes by default. Configure them as needed.

12. Click Install.

When **Install** is clicked, a screen which asks for cooperation for data collection may appear. Select one of the choices and click **OK.**
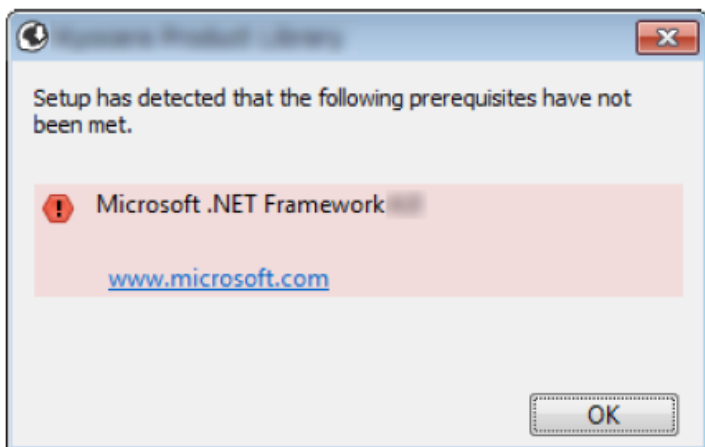
Note: If the Windows security window appears, click **install this driver software anyway**. If the Microsoft .NET Framework installation screen is displayed, click **Yes** to install it.

13. Finish the installation.
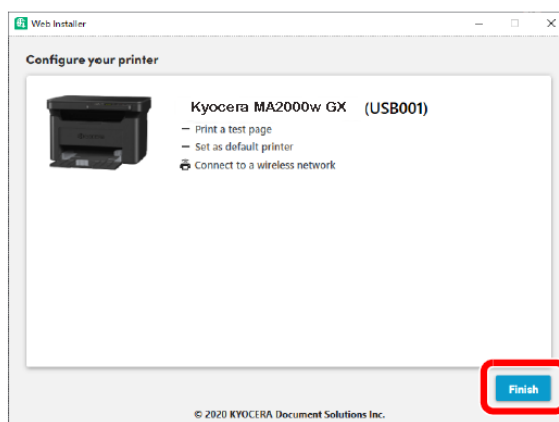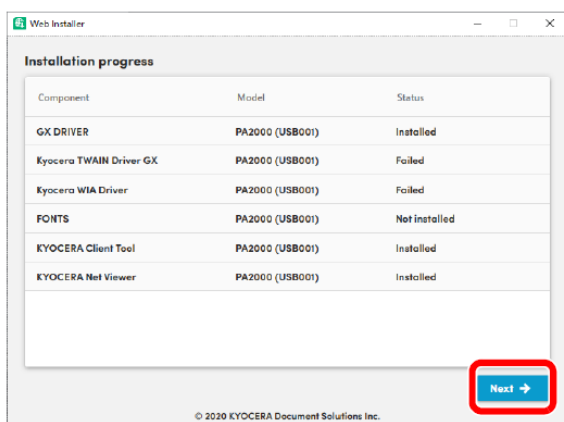
Click **Next** > **Finish** to finish the installation wizard.

If a system restart message appears, restart the computer by following the screen prompts. This completes the printer driver installation procedure.

How do I use Quick Scan (Scan to PDF/Scan to Email/Scan to Folder)?

Execute scanning from KYOCERA Client Tool. With Quick Scan, the following 3 types of scan are possible.

Scan to PDF: Saves the scanned image in PDF format. The folder is specified after scanning.

Scan to Email: Attaches the scanned image to a new E-mail message.

Scan to Folder: Saves the scanned image to a specified folder.

1. Place the originals on the glass.
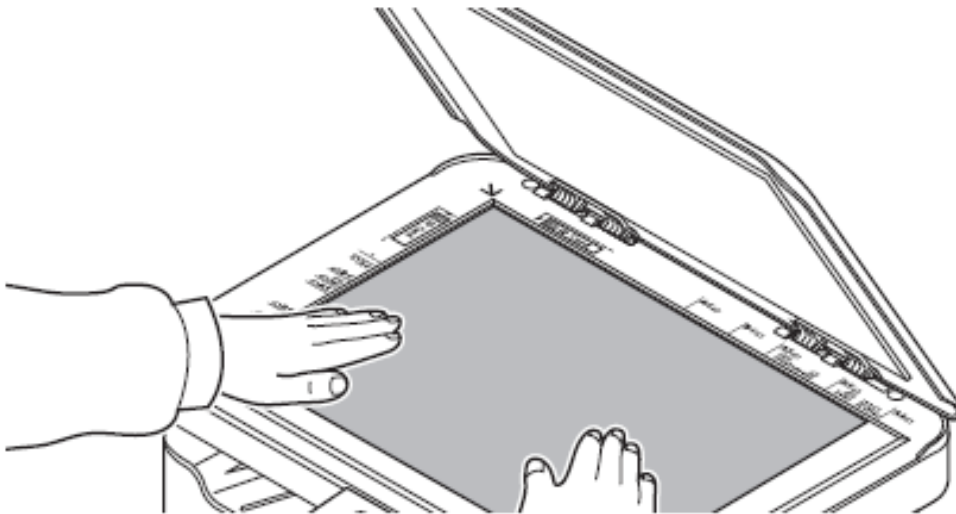
2. Activate the TWAIN compatible application.

3. Select the machine using the application and display the TWAIN screen.

Note: For selecting the machine, see the Operation Guide or Help for each application software.

4. Select scanning settings in the TWAIN screen that opens.

The settings that appear in the TWAIN screen are as follows.

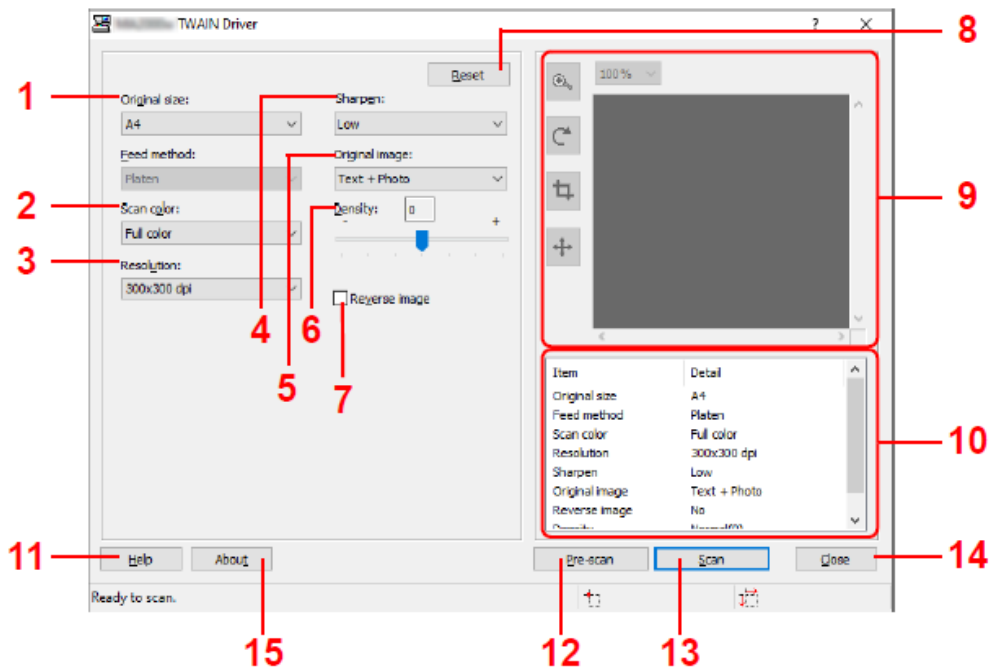| No.	Item	Description
1	Original size	Specify the size of originals being scanned. Value: **Letter**, **Statement**, **Executive**, **A4**, **A5**, **A6**, **B5 (JIS)**, **B5 (ISO)**, **16K**, **Custom**, **A5-R (A5 (Landscape))** **Note** Refer to *Configuration* on page *3-50* for selecting **Custom**.
2	Scan color	Select the color mode setting. Value: **Monochrome**, **Grayscale**, **Full color**
3	Resolution	Select fineness of scanning resolution. Value: **200 × 200 dpi**, **300 × 300 dpi**, **400 × 400 dpi**, **600 × 600 dpi**
4	Sharpen	Adjust the sharpness of the image. Value: **None**, **Low**, **Medium**, **High**, **Descreen** (Blurs the outlines and reduces the sharpness.)

| No.	Item	Description
5	Original image	Select original image type for best results. Value: **Text**, **Photo**, **Text+Photo**
6	Density	Select the density. Value: **-3** (Lighter) to **3** (Darker)
7	Reverse image	When this is selected, the image color reverses.
8	Reset	Reset the settings to the default value.
9	Preview area	Displays a preview of the scanned image. The image can be enlarged, rotated, trimmed, or moved.
10	Details list	Displays a list of the settings.
11	Help	Displays the Help screen.
12	Pre-Scan	Acquires a preview image.
13	Scan	Performs the scan and returns the image to the application.
14	Close	Close the TWAIN screen.
15	About	Displays the driver version number.

How do I Install Software in Mac Computer

Downloading and installing from the website

Note: Installation on MAC OS must be done by a user logged on with administrator privileges.

1. Launch a web browser.

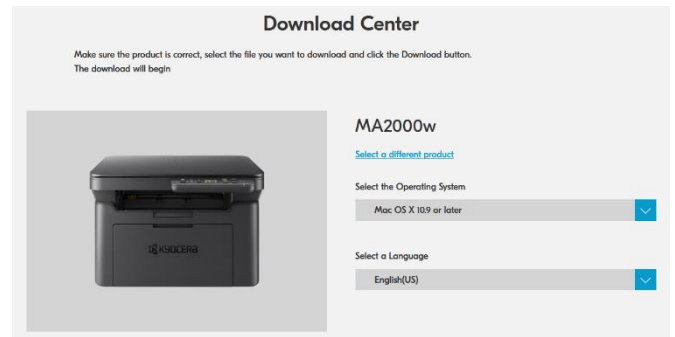**2.** Enter "https://kyocera.info/" into the address bar.
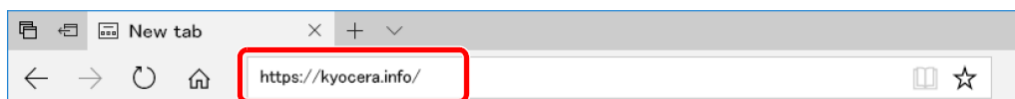
3. Enter and search the product name and select this product from the candidate list.
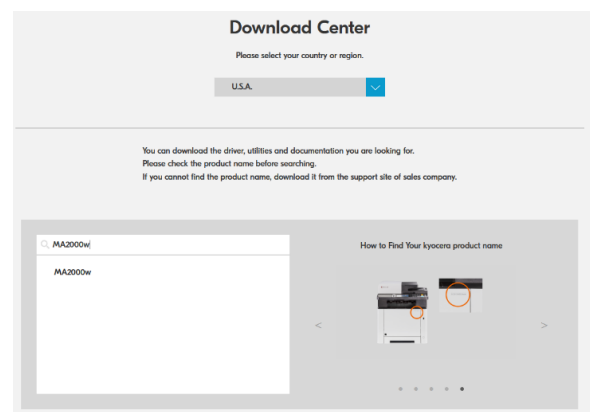
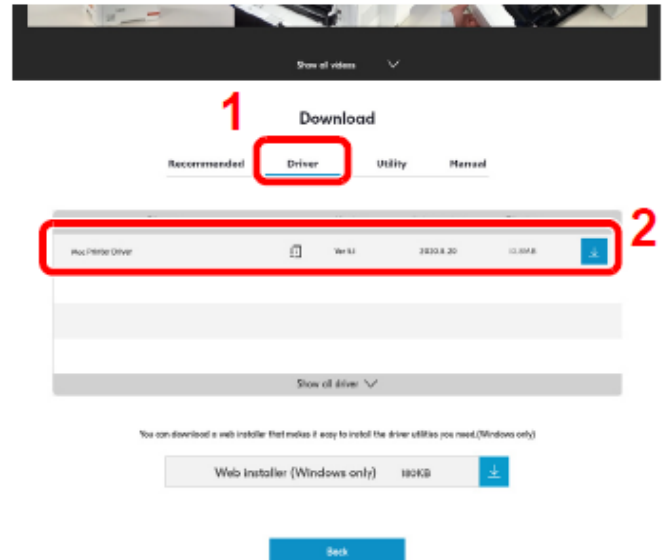**4.** Change the selected operating system and its language setting as needed.

Driver tab > "Mac Printer Driver(x.x and later)".

An installer of the selected software will be downloaded.

5. Install the Printer Driver.

**6.** Double click to launch the downloaded installer.

7. Install the printer driver as directed by the instructions in the installation software.

This completes the printer driver installation.

If a USB connection is used, the machine is automatically recognized and connected.

If an IP connection is used, the settings below are required.

1. **Open** System Preferences and add the printer.
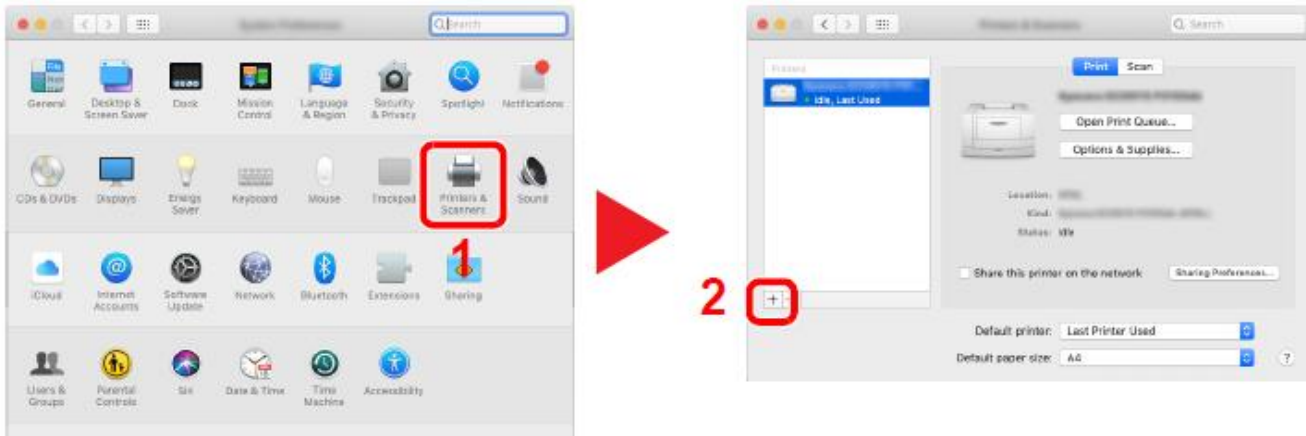
2. Select **Default** and click the item that appears in "Name" and then select the driver in "Use".
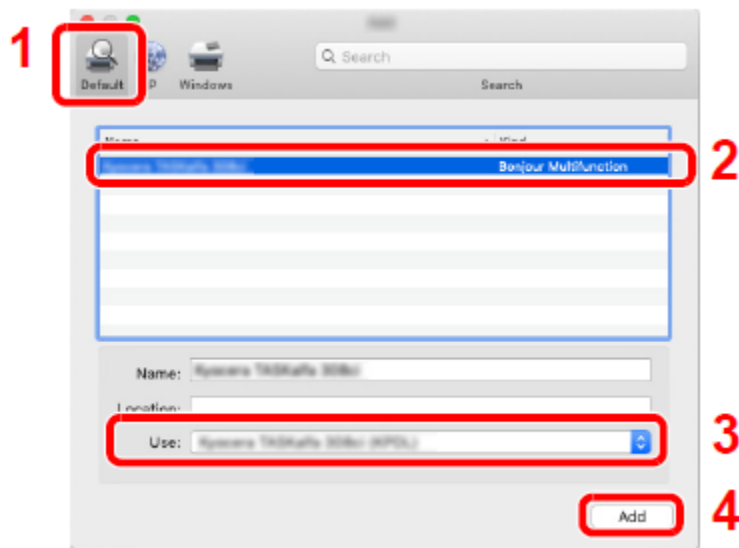
The selected machine is added.

Note: When using an IP connection, click the IP icon for an IP connection and then enter the host name or IP address. The number entered in "Address" will automatically appear in "Name". Change if needed.

My MA2000w has poor image quality

To maintain quality, be sure to use genuine Kyocera toner.

The use of non-genuine toner containers may cause failure. A label is affixed to our genuine supplies, as shown below.

We recommend the use of our genuine toner cartridges, which have passed rigorous quality control testing, to maintain quality.

The use of non-genuine toner cartridges may cause failure. We will not be liable for any damages caused using third parties supplies in this machine. A label is affixed to our genuine supplies, as shown here.
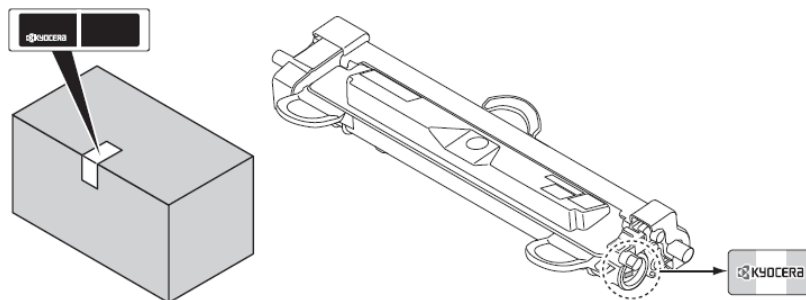

Cleaning the Charging wire.

1. Follow the procedures to remove the Toner Container and the Drum Unit.

2. On the drum unit, slide the main charger cleaner (gray) back and forth 2 or 3 times to clean the charger wire, then return it to its original position (CLEANER HOME POSITION)

Important: Remove the fixing tape on the main charger cleaner before cleaning for the first time. After cleaning, make sure you restore the main charger cleaner to its left side home position.
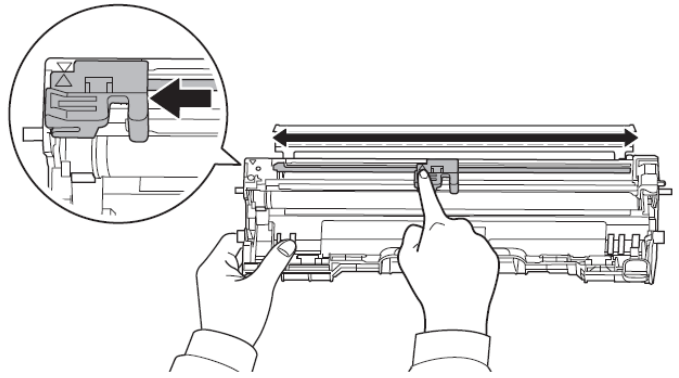
3. Replacing the paper with new paper from a sealed pack may improve Image Quality.

4. In some cases, Toner may clump to one side of the unit. Remove the Toner Container and shake the toner container from side to side several times.
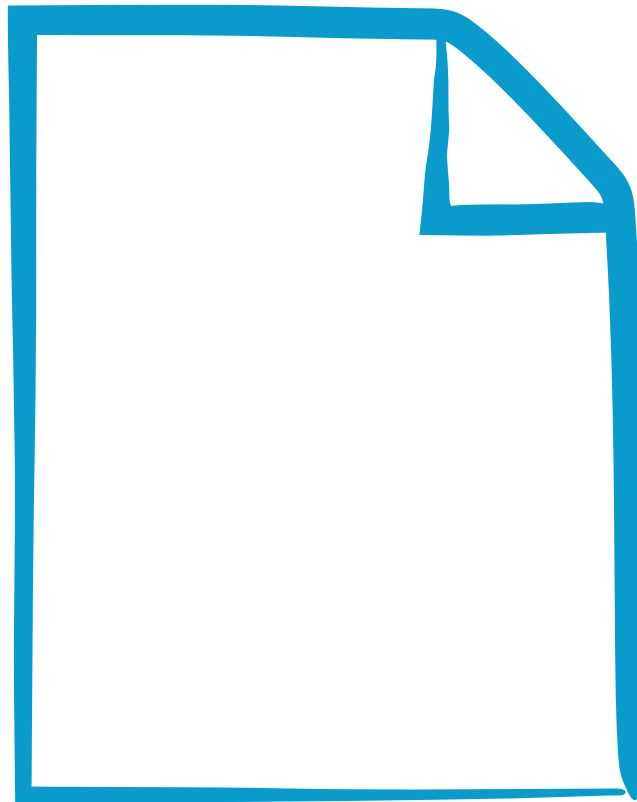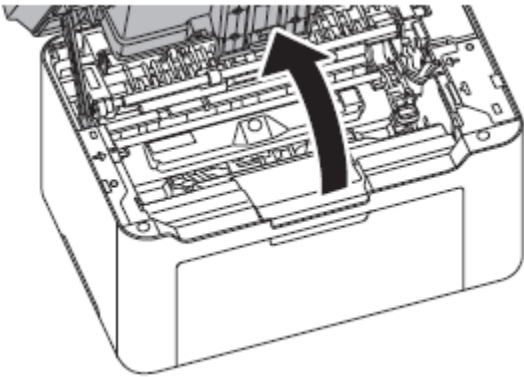
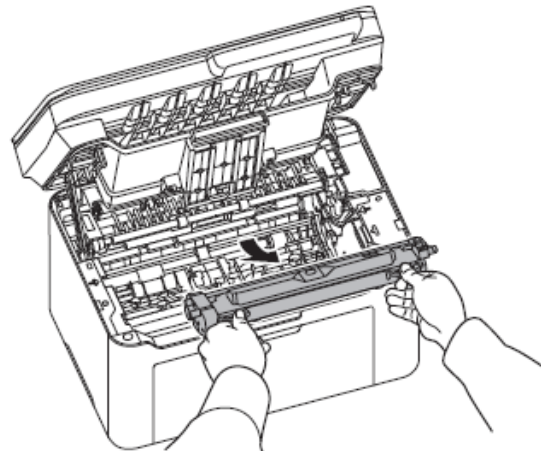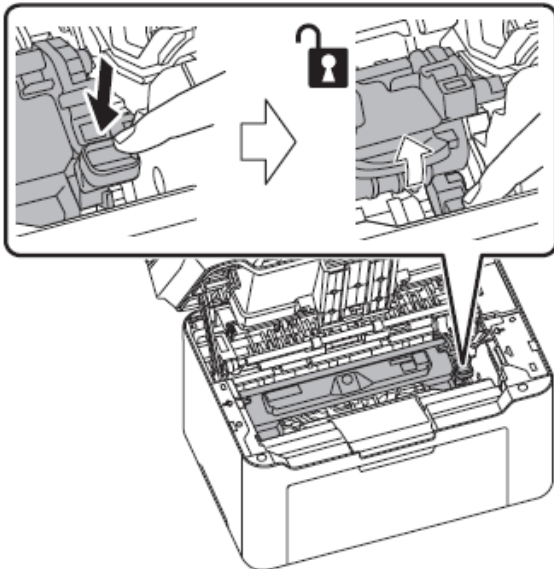# How do I replace my Drum Unit?

When the total printing count reaches 10,000, the Attention Indicator flashes. This indicates that you need to replace the drum unit. **The client tool will also tell you the remaining life of the unit.**
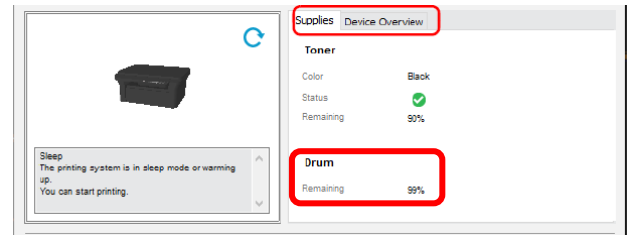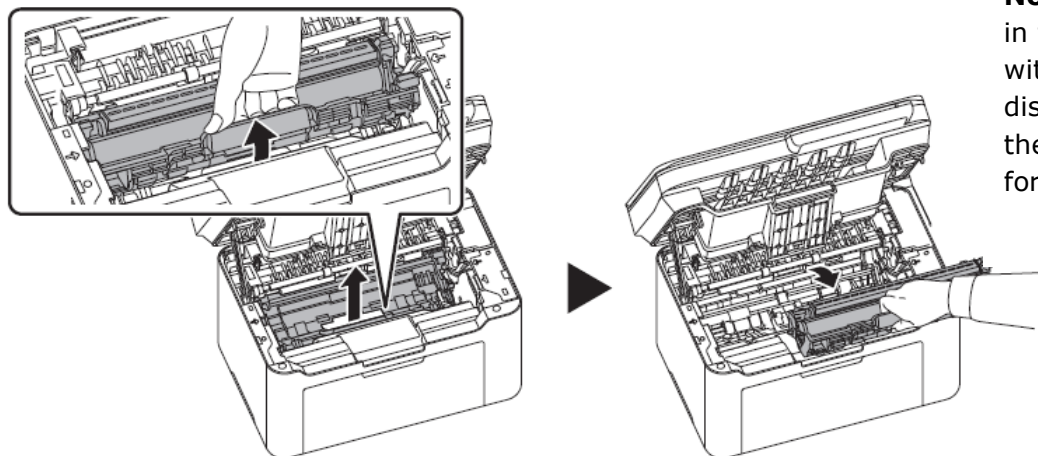

1. Open the top cover.

2. Push the toner cartridge lock button and then, lift the toner cartridge out of the machine.

3. Pull up the drum unit lever and remove the drum unit.

Note: Put the old drum unit in the plastic bag (supplied with the new drum kit) and discard it later according to the local code or regulations for waste disposal.
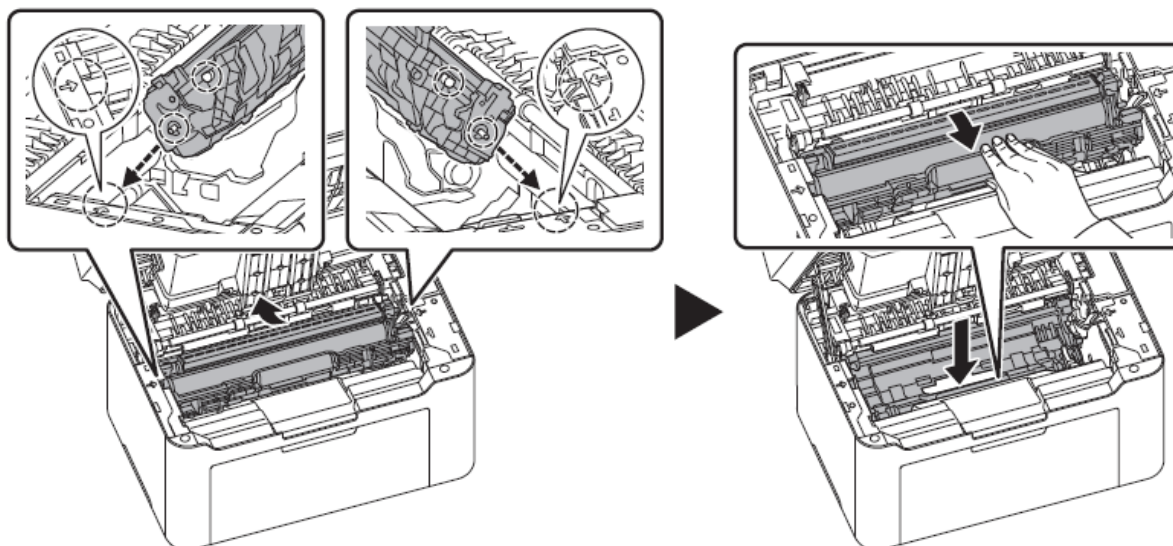
4. Take the new drum unit out of the drum kit

Note: Put the old drum unit in the plastic bag (supplied with the new drum kit) and discard it later according to the local code or regulations for waste disposal.
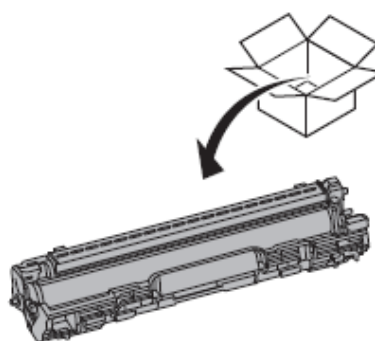
5. Return the new drum unit to its position, aligning the guides at both ends with the slots in the machine. After that, press the drum unit levers down until they click.

6. Reinstall the toner cartridge to its position, aligning the guides at both ends with the slots in the machine. After that, press the levers on both ends of the toner cartridge until they click.
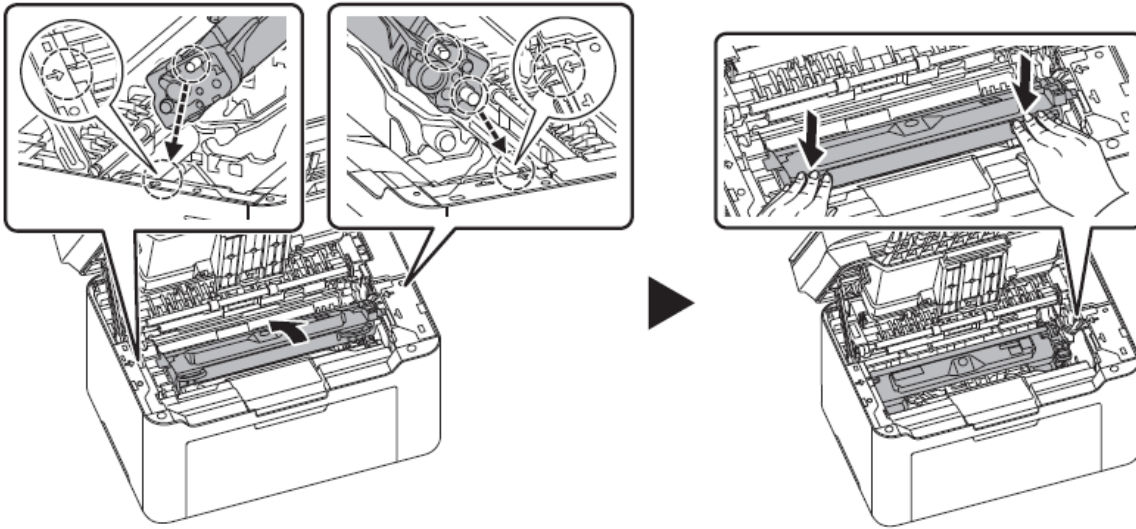
7. Close the top cover.

Note: If you hear a noise after closing the top cover, remove frum unit and toner cartridge and set them again.

Press and hold [**Stop**] And Mode Select key for 5 seconds to stop the Attention indicator from flashing.

My MA2000w displays an error indication

Error Messages

If a problem has occurred in the machine, you will be notified by the following display.

+ The Attention indicator on the operation panel is lit or flashing.
+ An error code appears in the display on the operation panel.
+ KYOCERA Client Tool and Status Monitor will show the status of the machine.

If the Attention indicator is lit or flashing and an error code appears in the display on the operation panel, check the KYOCERA Client Tool or Status Monitor.
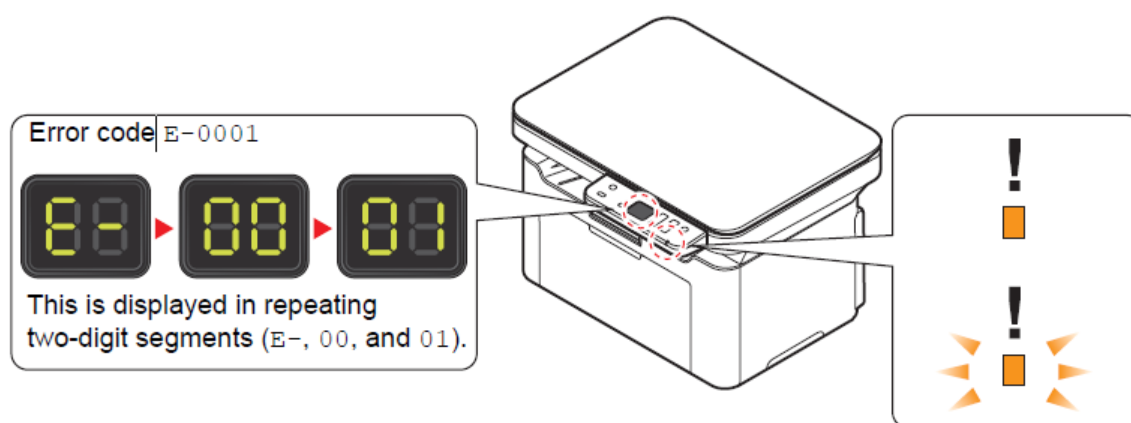
Note: If the indicators light or flash repeatedly in manners not described above, a service error has probably occurred. Turn off [**Main Power**], unplug the power cord, and then plug the power cord black in and turn on [**Main Power**]. This may clear the error. Even if the error is not cleared, contact your service representative.

Errors that can be resolved by the user are outlined below.

Error Code	Message displayed in KYOCERA Client Tool and Status Monitor*	Meaning	Remedy
C-4200 C-4210	**Error has occurred**	There is a condensation inside the machine.	Please wait for about an hour and then, turn the power off and on. Refer to *Power On/Off* on page *3-2*.
C-#### (except C-4200, C-4210)	**Error has occurred**	An error has occurred in the machine.	Make a note of the error code displayed on the operation panel, and contact your service representative.
E-0003	**Memory full**	Scanning cannot be performed due to insufficient memory of scanner.	Only the scanned pages are available. Press **[Stop]** ( ) and the job will be canceled.
E-0004	**Error has occurred**	The number of scanned pages exceeds the maximum number.	The maximum number of scanned original pages is 99. Only the scanned pages are available. Press **[Stop]** ( ) and the job will be canceled.
E7	**Add toner**	The toner has run out.	Replace with a new toner cartridge.
E-0008	**Cover open**	The top cover is open.	Close the top cover.
E-0009	**Inner tray full**	The inner tray is full of paper.	The machine pauses after 50 sheets are printed. Remove paper from the inner tray and press **[Start]** ( ) to resume printing.
E-0012	**Memory overflow**	Unable to continue the job as the memory is used up.	Change the print resolution from Fast 1200 to 600 dpi. Refer to *Printer Driver User Guide*.
E-0014	**Paper size error**	The paper size in the paper source is different from the printer driver or KYOCERA Client Tool setting.	Load the proper size of paper in the paper source.
E-0015	—	The USB cable is not connected.	Press **[Stop]** ( ) and connect the USB cable.
		The PC is powered off.	Press **[Stop]** ( ) and turn the PC power on.
		Cannot find KYOCERA Client Tool.	Press **[Stop]** ( ) and open KYOCERA Client Tool.
—	**Not connected.**	The USB cable is not connected.	Connect the USB cable.
		The machine is powered off.	Turn the machine power on.
		Cannot find the appropriate driver.	Install the appropriate driver.
E-0016		An error occurs in image processing by the side of PC.	
E-0019	—	The machine cannot run this program due to unusable original size is registered in the program.	Press **[Stop]** ( ) and change the program settings.
E-0020		The toner cartridge is not install correctly.	Check the toner cartridge.
J-0511	**Paper jam**	A paper jam has occurred.	Refer to *Clearing Paper Jams* on page *9-9* and remove the jammed paper.
PF	**Add paper**	A paper jam has occurred in the cassette.	Refer to *Clearing Paper Jams* on page *9-9* and remove the jammed paper.
		There is no paper in the paper source.	Load paper into the paper source.
—	**Toner is running out.**	It is almost time to replace the toner cartridge.	Obtain a new toner cartridge.

My MA2000w does not turn ON

1. Make sure to fully press in the white main power button located on the lower right side of the front of the printer.
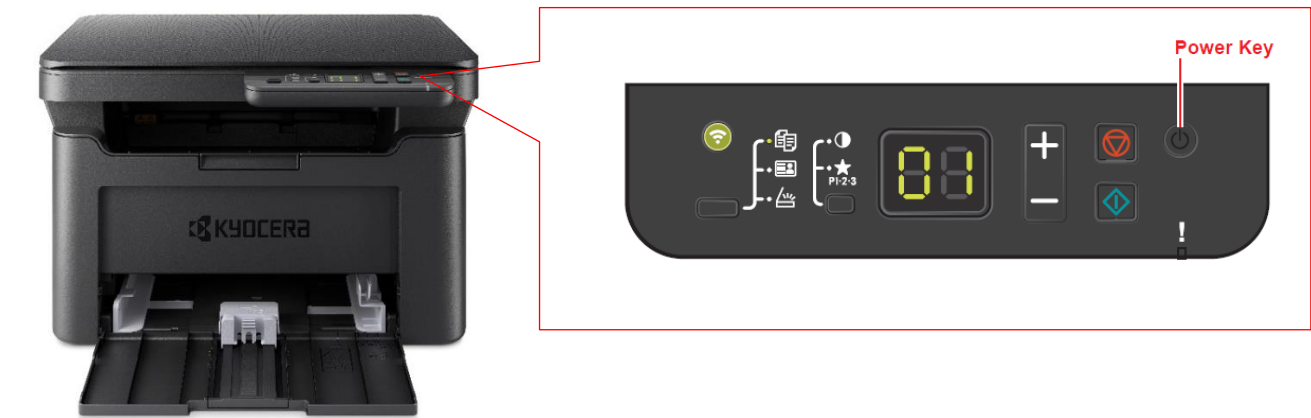
2. Check that the power cord that came with the printer is fully inserted in the rear of the unit.

3. Confirm the printer is plugged into a working outlet. Try plugging in another device to see if it powers on.

4. Try a different power cord if available.

What do the different led panel indications mean on my MA2000w?

This device has a 2-digit 7 segment indicator which will change depending on certain conditions.

Indicator	Description
	• Waiting • Adding toner • Wireless Network Setting*
	Sleeping

*   MA2000w only

Note: When the error code is displayed, for more details refer to *Error Messages in the operation Guide,* Kyocera Client Tool will provide more detailed information about the printer status.

My MA2000w has a message on the display that a Paper Jam has occurred. Also, there is a flashing Attention light

The first step is to determine the paper jam location. If paper jams in the paper transport system, or no paper sheets are fed at all, the machine automatically goes offline, and the Attention indicator will flash. Remove the paper jam. After removing the paper jam, the machine will resume printing.
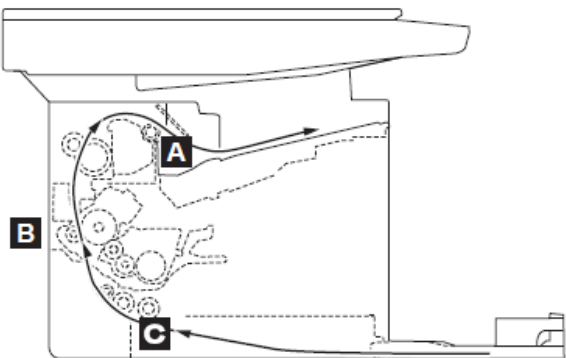

Paper Jam Locations	Error Code	Message displayed in KYOCERA Client Tool and Status Monitor	Description
A	J-0511	Paper jam	A paper jam has occurred in paper output area.
B	J-0511	Paper jam	A paper jam has occurred inside the machine.
C	PF*	Add paper	A paper jam has occurred in the cassette.

* PF also appears when the paper has run out.

Kyocera Client Tool can indicate the location of the paper jam (the component where the paper jam has occurred).

The tool shows a 3D image of the selected machine and its current Paper Jam status.
Click (Refresh) to refresh the machine status. You can also click on the 3D image when you are experiencing the following error to open the troubleshooting page on our website.

+ Paper jam
+ Replace toner
+ Replace drum
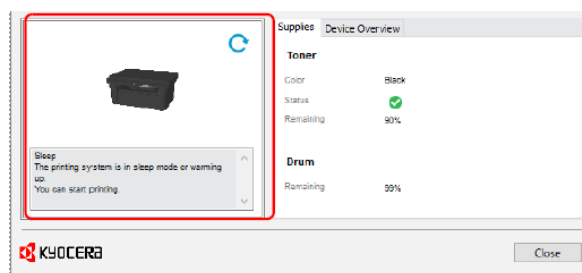
Paper Jam A

1. Remove any jammed paper. Do not reuse jammed papers. If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the machine could cause subsequent jamming.
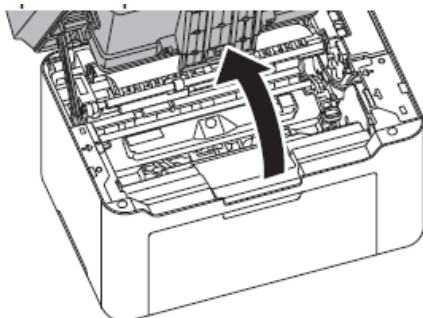
Open the top cover.
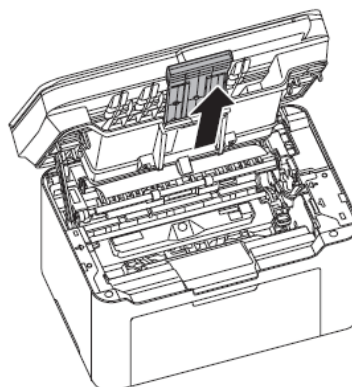
Open the paper stopper shown in the figure.

2. Remove any partially fed paper.
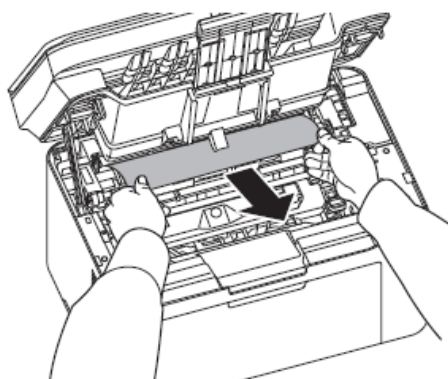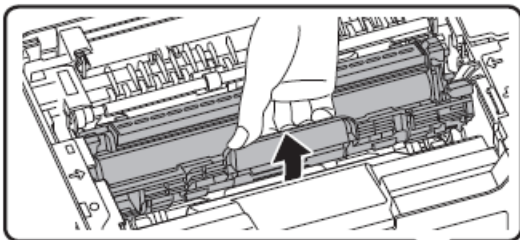
Paper Jam B
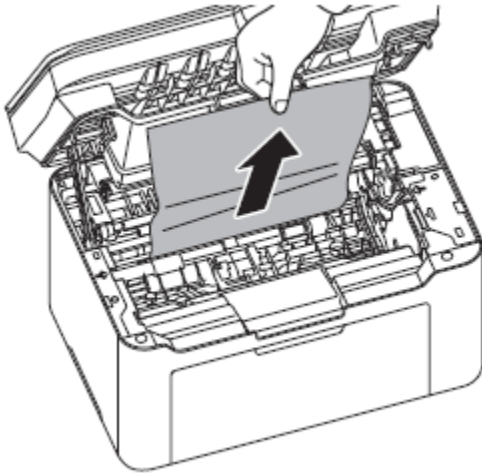
1. Open the top cover.
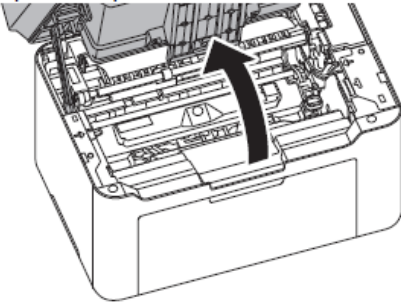
2. Push the toner cartridge lock button and then, lift the toner cartridge out of the machine.

-
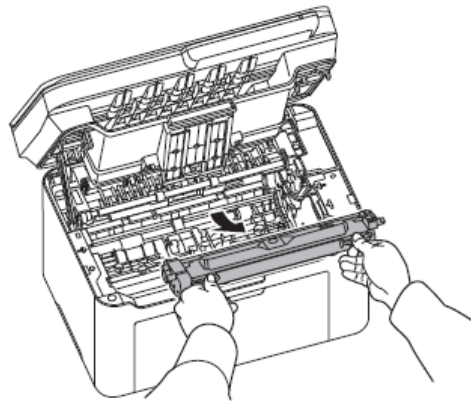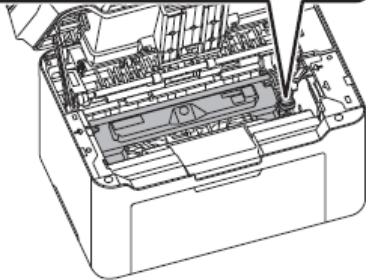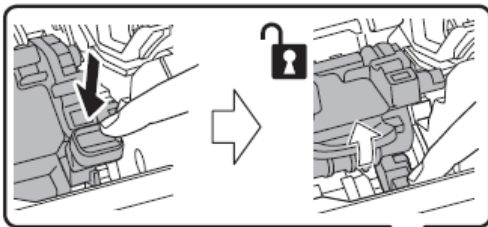
**3.** Pull the drum unit lever up and remove the drum unit.
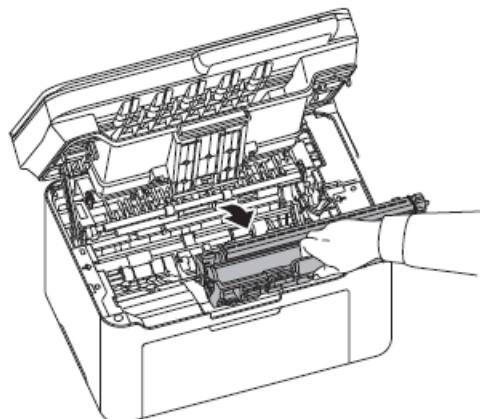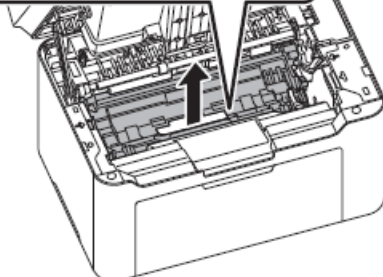
4. If the jammed paper appears to be pinched by rollers, pull it along the normal direction of the paper.


Caution: The fuser unit inside the machine is hot. Do not touch it, as it may result in a burn injury.

Note: The drum is sensitive to light. Never expose the drum unit to light for more than five minutes.

5. Return the removed drum unit to its position, aligning the guides at both ends with the slots in the machine. After that, press down the drum unit lever until they click.
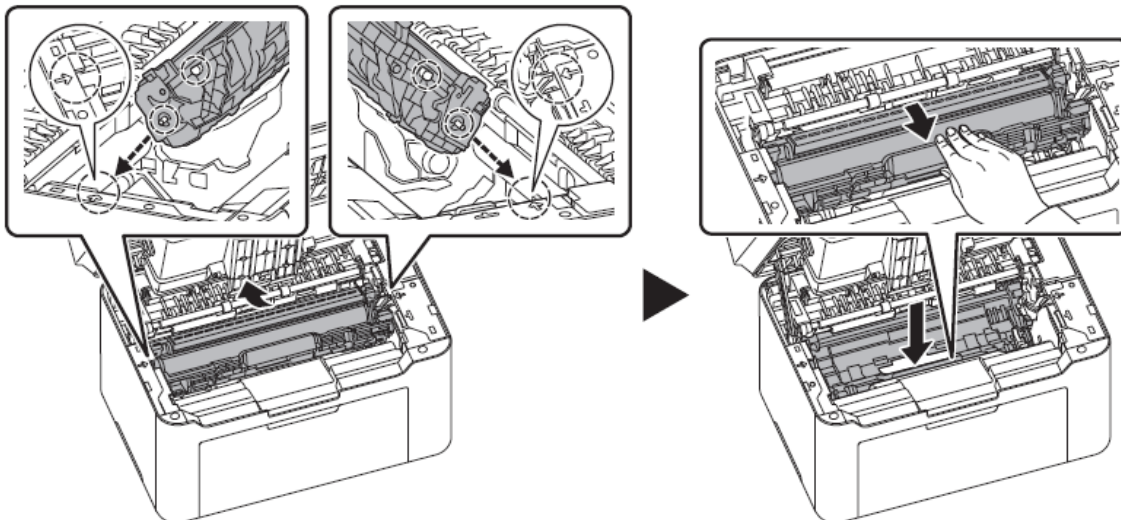
6. Set the toner cartridge to its position, aligning the guides at both ends with the slots in the machine. After that, press the levers on both ends of the toner cartridge until they click.
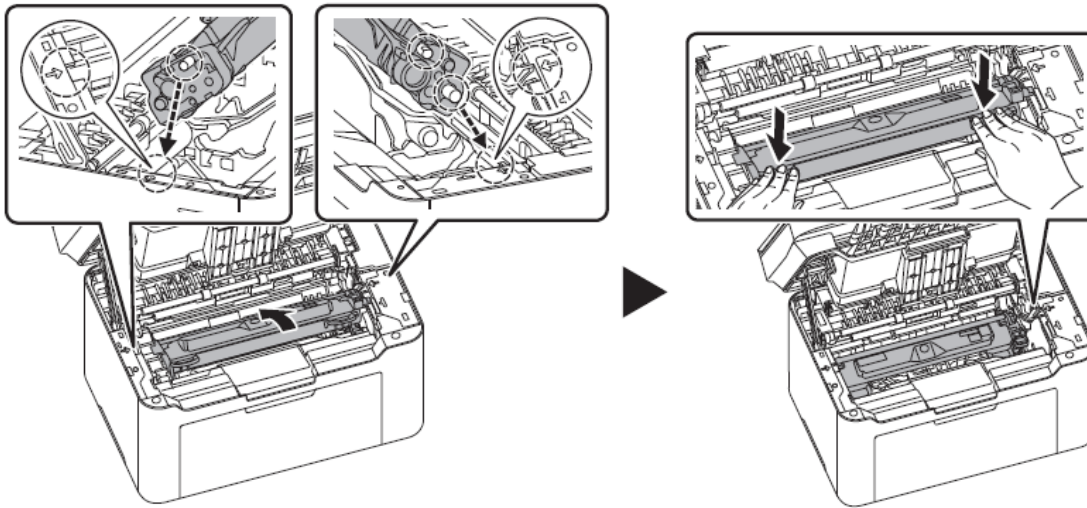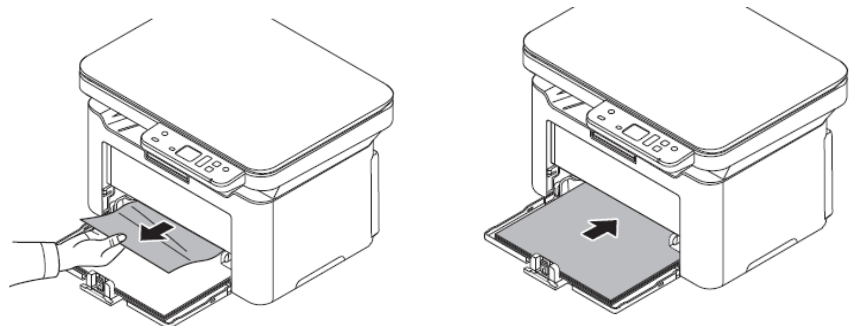

7. Close the top cover. The machine warms up and resumes printing.
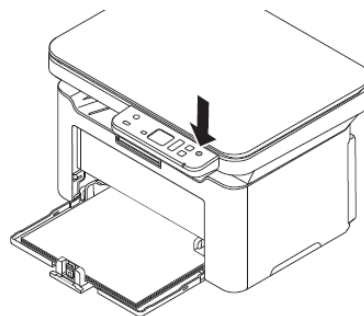
Note: If you hear a noise after closing the top cover, remove drum unit and toner cartridge and set them again.

Paper Jam C

Remove any partially fed paper from the cassette. Check to see if paper is loaded correctly. If not, reload the paper.

Press [**Stop**] to clear the error and the printer warms up and resumes printing.

Kyocera Document Solutions has championed innovative technology since 1934. We enable our customers to turn information into knowledge, excel at learning and surpass others. With professional expertise and a culture of empathetic partnership, we help organizations put knowledge to work to drive change.

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