

PANTUM

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Pantum CP2500 Plus Series

Color laser printer



It is recommended that you read this Guide carefully before using the printer

Contents

- Safety information..... 5**
 - Conventions..... 5
 - Product statements..... 5

- Learning about the printer..... 8**
 - Selecting a location for the printer..... 8
 - Printer configurations..... 9
 - Attaching cables..... 10

- Using the control panel..... 11**
 - Panel with 2.4-inch LCD..... 11**
 - Understanding the status of the power button and indicator light..... 11

- Loading paper and specialty media..... 13**
 - Setting the paper size and type..... 13
 - Configuring Universal paper settings..... 13
 - Loading trays..... 13
 - Loading the multipurpose feeder..... 15
 - Loading the manual feeder..... 17
 - Linking trays..... 18

- Paper support..... 19**
 - Supported paper sizes..... 19
 - Supported paper types..... 21
 - Supported paper weights..... 22

- Printing..... 24**
 - Printing from a computer..... 24
 - Printing from a mobile device..... 24
 - Printing from a flash drive..... 25
 - Supported flash drives and file types..... 26
 - Configuring confidential jobs..... 27
 - Printing confidential and other held jobs..... 27
 - Printing a font sample list..... 28

Understanding the printer menus.....29

Menu map..... 29

Device..... 30

Print..... 40

Paper.....49

USB Drive..... 51

Network/Ports.....53

Security..... 65

Reports..... 73

Help..... 73

Troubleshooting..... 74

Printing the Menu Settings Page..... 74

Securing the printer.....75

Locating the security slot..... 75

Erasing printer memory..... 75

Erasing printer hard disk memory..... 75

Encrypting the printer hard disk..... 76

Restoring factory default settings..... 76

Statement of Volatility..... 76

Maintaining the printer..... 78

Networking..... 78

Cleaning the printer..... 79

Ordering parts and supplies.....80

Replacing parts and supplies..... 81

Moving the printer..... 93

Saving energy and paper..... 94

Clearing jams..... 95

Avoiding jams..... 95

Identifying jam locations.....96

Paper jam in trays..... 97

Paper jam in door A..... 97

Paper jam in the standard bin..... 100

Paper jam in the multipurpose feeder..... 100

Paper jam in the manual feeder.....101

Troubleshooting..... 103

Network connection problems.....103

Hardware options problems..... 105

Issues with supplies..... 106

Paper feed problems..... 107

Printing problems.....110

Color quality problems..... 135

Contacting customer support..... 138

Upgrading and migrating.....139

Hardware.....139

Software..... 145

Firmware.....145

Notices..... 147

Index..... 152

Safety information







Conventions

Note: A *note* identifies information that could help you.







Warning: A *warning* identifies something that could damage the product hardware or software.


CAUTION: A *caution* indicates a potentially hazardous situation that could injure you.


Different types of caution statements include:


-  **CAUTION—POTENTIAL INJURY:** Indicates a risk of injury.
-  **CAUTION—SHOCK HAZARD:** Indicates a risk of electrical shock.
-  **CAUTION—HOT SURFACE:** Indicates a risk of burn if touched.
-  **CAUTION—TIPPING HAZARD:** Indicates a crush hazard.
-  **CAUTION—PINCH HAZARD:** Indicates a risk of being caught between moving parts.
-  **CAUTION—ROTATING FAN BLADES:** Indicates a risk of laceration from moving fan blades.


Product statements


-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.
-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.
-  **CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.
-  **CAUTION—POTENTIAL INJURY:** Do not use this product with an inline surge protector. The use of a surge protection device may result in a risk of fire, property damage, or poor printer performance.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.


 **CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.


 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.


 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.






 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel to lift it safely.

 **CAUTION—POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

 **CAUTION—TIPPING HAZARD:** Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, contact the place where you purchased the printer.

 **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
-  **CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.
-  **CAUTION—ROTATING FAN BLADES:** To avoid the risk of laceration from moving fan blades, turn off the printer and unplug the power cord from the electrical outlet before accessing areas marked with this symbol.
-  **CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure.
-  **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

Refer service or repairs, other than those described in the user documentation, to a service representative.

This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions.

This product may produce small amounts of ozone during normal operation, and may be equipped with a filter designed to limit ozone concentrations to levels well below the recommended exposure limits. To avoid high ozone concentration levels during extensive usage, install this product in a well-ventilated area and replace the ozone and exhaust filters if instructed to do so in the product maintenance instructions. If there are no references to filters in the product maintenance instructions, then there are no filters requiring replacement for this product.

SAVE THESE INSTRUCTIONS.

Learning about the printer

Selecting a location for the printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Set up the printer near an electrical outlet.

⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

⚡ CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- Make sure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
 - Clean, dry, and free of dust
 - Away from stray staples and paper clips
 - Away from the direct airflow of air conditioners, heaters, or ventilators
 - Free from direct sunlight and humidity extremes
- Observe the temperature range.

Operating temperature	10 to 32.2°C (50 to 90°F)
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- Allow the following recommended amount of space around the printer for proper ventilation:



1	Top	254 mm (10 in.)
2	Rear	102 mm (4 in.)
3	Right side	76 mm (3 in.)
4	Front	508 mm (20 in.) Note: The minimum space needed in front of the machine is 76 mm (3 in.).
5	Left side	76 mm (3 in.)

Printer configurations

CAUTION—TIPPING HAZARD: Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, contact the place where you purchased the printer.

CAUTION—TIPPING HAZARD: To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

Depending on your printer model, you can configure your printer by adding an optional 650-sheet duo tray, a 550-sheet tray, or both. For more information, see [“Installing optional trays” on page 144](#).



1	Control panel Note: The appearance may vary depending on your printer model.
2	Standard bin
3	Standard 250-sheet tray
4	Manual feeder
5	Optional 650-sheet duo tray Note: This tray is available only in some printer models.
6	Optional 550-sheet tray Note: This tray is available only in some printer models.

Attaching cables

CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

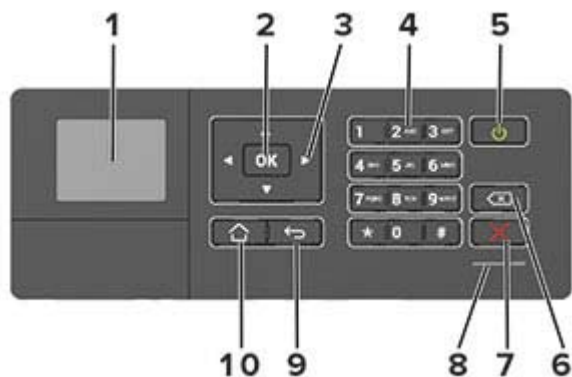
Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.



	Use the	To
1	Ethernet port	Connect the printer to a network.
2	Power cord socket	Connect the printer to an electrical outlet.
3	USB port	Attach a keyboard or any compatible option. Note: This port is available only in some printer models.
4	USB printer port	Connect the printer to a computer.

Using the control panel

Panel with 2.4-inch LCD



	Use the	To
1	Display	<ul style="list-style-type: none"> View printer messages and supply status. Set up and operate the printer.
2	Select button	<ul style="list-style-type: none"> Select a menu option. Save the changes in a setting.
3	Arrow buttons	<ul style="list-style-type: none"> Scroll through menus or move between screens and menu options. Adjust the numeric value of a setting.
4	Numeric keypad	Enter numbers or symbols in an input field.
5	Power button	<ul style="list-style-type: none"> Turn on or turn off the printer. Note: To turn off the printer, press and hold the power button for five seconds. Set the printer to Sleep or Hibernate mode. Wake the printer from Sleep or Hibernate mode.
6	Backspace button	Move the cursor backward and delete a character in an input field.
7	Stop or Cancel button	Stop the current printer task.
8	Indicator light	Check the printer status.
9	Back button	Return to the previous screen.
10	Home button	Go to the home screen.

Understanding the status of the power button and indicator light

Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blue	The printer is ready or processing data.

Indicator light	Printer status
Red	The printer requires user intervention.

Power button light	Printer status
Off	The printer is off, ready, or processing data.
Solid amber	The printer is in Sleep mode.
Blinking amber	The printer is in Hibernate mode.

Loading paper and specialty media

Setting the paper size and type

- 1 From the control panel, navigate to:
Settings > Paper > Tray Configuration > Paper Size/Type > select a paper source

For non-touch-screen printer models, press **OK** to navigate through the settings.
- 2 Set the paper size and type.

Configuring Universal paper settings

- 1 From the control panel, navigate to:
Settings > Paper > Media Configuration > Universal Setup

For non-touch-screen printer models, press **OK** to navigate through the settings.
- 2 Configure the settings.

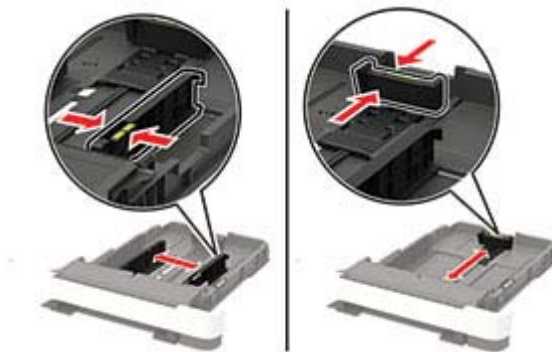
Loading trays

CAUTION—TIPPING HAZARD: To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

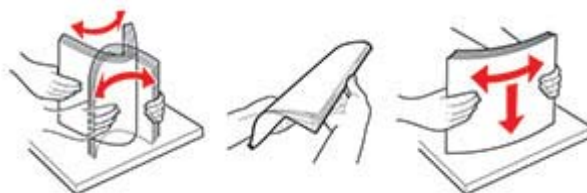
- 1 Remove the tray.
Note: To avoid paper jams, do not remove trays while the printer is busy.



- 2 Adjust the guides to match the size of the paper that you are loading.
Note: Use the indicators on the bottom of the tray to position the guides.



3 Flex, fan, and align the paper edges before loading.



4 Load the paper stack with the printable side faceup, and then make sure that the side guides fit snugly against the paper.



Notes:

- Load letterhead faceup with the header toward the front of the tray for one-sided printing.
- Load letterhead facedown with the header toward the back of the tray for two-sided printing.
- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.



5 Insert the tray.

If necessary, set the paper size and paper type from the control panel to match the paper loaded.

Loading the multipurpose feeder

1 Open the multipurpose feeder.

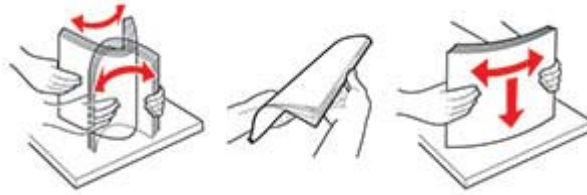
Note: The multipurpose feeder is available only in some printer models.



2 Adjust the guide to match the size of the paper that you are loading.



3 Flex, fan, and align the paper edges before loading.



4 Load paper with the printable side facedown.

- Load letterhead with the printable side facedown and the top edge entering the printer first for one-sided printing.



- Load letterhead with the printable side faceup and the top edge entering the printer last for two-sided printing.



- Load envelopes with the flap side up and against the right side of the paper guide.



Warning—Potential Damage: Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

5 From the control panel, set the paper size and paper type to match the paper loaded.

Loading the manual feeder

- 1 Adjust the guide to match the size of the paper that you are loading.



- 2 Load a sheet of paper with the printable side facedown.

- Load letterhead with the printable side facedown and the top edge entering the printer first for one-sided printing.



- Load letterhead with the printable side faceup and the top edge entering the printer last for two-sided printing.



- Load envelope with the flap side up and against the right side of the paper guide.



- 3 Feed the paper until its leading edge gets pulled in.

Warning—Potential Damage: To avoid paper jams, do not force paper into the manual feeder.

Linking trays

1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

2 Click **Settings > Paper > Tray Configuration**.

3 Set the same paper size and paper type for the trays that you are linking.

4 Save the settings.

5 Click **Settings > Device > Maintenance > Configuration Menu > Tray Configuration**.

6 Set Tray Linking to **Automatic**.

7 Save the settings.

To unlink trays, make sure that no trays have the same paper size and paper type settings.

Warning—Potential Damage: The temperature of the fuser varies according to the specified paper type. To avoid printing issues, match the paper type setting in the printer with the paper loaded in the tray.

Paper support

Supported paper sizes

Note: Your printer model may have a 650-sheet duo tray, which consists of a 550-sheet tray and an integrated 100-sheet multipurpose feeder. The 550-sheet tray of the 650-sheet duo tray supports the same paper sizes as the optional 550-sheet tray. The integrated multipurpose feeder supports different paper sizes, types, and weights.

Paper size and dimension	Standard 250-sheet tray	Manual feeder	Optional 650-sheet duo tray		Optional 550-sheet tray	Two-sided printing
			550-sheet tray	Multipurpose feeder		
A4 210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓	✓	✓	✓
A5^{1,2} 148 x 210 mm (5.83 x 8.27 in.)	✓	✓	✓	✓	✓	✗
A6 105 x 148 mm (4.13 x 5.83 in.)	✓	✓	✗	✓	✗	✗
JIS B5 182 x 257 mm (7.17 x 10.1 in.)	✓	✓	✓	✓	✓	✗
Letter 215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓	✓	✓	✓
Legal 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓	✓	✓	✓
Executive 184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✓	✓	✓	✗
Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.)	✓	✓	✓	✓	✓	✓

¹ Load this paper size into tray 1 and the manual feeder with the long edge entering the printer first.

² Load this paper size into tray 2, tray 3, and the multipurpose feeder with the short edge entering the printer first.

³ When Universal is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

⁴ Load narrow paper with the short edge entering the printer first.

⁵ When Other Envelope is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

Paper size and dimension	Standard 250-sheet tray	Manual feeder	Optional 650-sheet duo tray		Optional 550-sheet tray	Two-sided printing
			550-sheet tray	Multipurpose feeder		
Folio 215.9 x 330.2 mm (8.5 x 13 in.)	✓	✓	✓	✓	✓	✓
Statement 139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	X	✓	X	X
Hagaki 100 x 148 mm (3.94 x 5.83 in.)	✓	✓	X	✓	X	X
Universal ^{3,4} 98.4 x 148 mm to 215.9 x 355.6 mm (3.87 x 5.83 in. to 8.5 x 14 in.)	✓	✓	X	✓	X	X
Universal ^{3,4} 76.2 x 127 mm to 215.9 x 355.6 mm (3 x 5 in. to 8.5 x 14 in.)	X	✓	X	✓	X	X
Universal ^{3,4} 148 x 210 mm to 215.9 x 355.6 mm (5.83 x 8.27 in. to 8.5 x 14 in.)	✓	✓	✓	✓	✓	X
Universal ^{3,4} 210 x 250 mm to 215.9 x 355.6 mm (8.27 x 9.84 in. to 8.5 x 14 in.)	✓	✓	✓	✓	✓	✓
7 3/4 Envelope 98.4 x 190.5 mm (3.875 x 7.5 in.)	✓	✓	X	✓	X	X
9 Envelope 98.4 x 225.4 mm (3.875 x 8.9 in.)	✓	✓	X	✓	X	X

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² Load this paper size into tray 2, tray 3, and the multipurpose feeder with the short edge entering the printer first.

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⁵ When Other Envelope is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

Paper size and dimension	Standard 250-sheet tray	Manual feeder	Optional 650-sheet duo tray		Optional 550-sheet tray	Two-sided printing
			550-sheet tray	Multipurpose feeder		
10 Envelope 104.8 x 241.3 mm (4.12 x 9.5 in.)	✓	✓	X	✓	X	X
DL Envelope 110 x 220 mm (4.33 x 8.66 in.)	✓	✓	X	✓	X	X
C5 Envelope 162 x 229 mm (6.38 x 9.01 in.)	✓	✓	X	✓	X	X
B5 Envelope 176 x 250 mm (6.93 x 9.84 in.)	✓	✓	X	✓	X	X
Monarch 98.425 x 190.5 mm (3.875 x 7.5 in.)	✓	✓	X	✓	X	X
Other Envelope⁵ 98.4 x 162 mm to 176 x 250 mm (3.87 x 6.38 in. to 6.93 x 9.84 in.)	✓	✓	X	✓	X	X

¹ Load this paper size into tray 1 and the manual feeder with the long edge entering the printer first.

² Load this paper size into tray 2, tray 3, and the multipurpose feeder with the short edge entering the printer first.

³ When Universal is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

⁴ Load narrow paper with the short edge entering the printer first.

⁵ When Other Envelope is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

Supported paper types

Notes:

- Your printer model may have a 650-sheet duo tray, which consists of a 550-sheet tray and an integrated 100-sheet multipurpose feeder. The 550-sheet tray of the 650-sheet duo tray supports the same paper types as the 550-sheet tray. The integrated multipurpose feeder supports different paper sizes, types, and weights.
- Labels, envelopes, and card stock always print at 25 pages per minute.

Paper type	Standard 250-sheet tray	Manual feeder	Optional 650-sheet duo tray		Optional 550-sheet tray	Two-sided printing
			550-sheet tray	Multipurpose feeder		
Plain paper	✓	✓	✓	✓	✓	✓
Card stock	✓	✓	✓	✓	✓	X
Envelopes	✓	✓	X	✓	X	X
Paper labels	✓	✓	✓	✓	✓	✓
Vinyl labels	✓	✓	✓	✓	✓	X

Supported paper weights

Notes:

- Your printer model may have a 650-sheet duo tray, which consists of a 550-sheet tray and an integrated 100-sheet multipurpose feeder. The 550-sheet tray of the 650-sheet duo tray supports the same paper types as the 550-sheet tray. The integrated multipurpose feeder supports different paper sizes, types, and weights.
- Labels, envelopes, and card stock always print at 25 pages per minute.

Paper type and weight	Standard 250-sheet tray	Manual feeder	Optional 650-sheet duo tray		Optional 550-sheet tray	Two-sided printing
			550-sheet tray	Multipurpose feeder		
Light paper¹ 60–74.9 g/m ² grain long (16–19.9-lb bond)	✓	✓	✓	✓	✓	✓
Plain paper 75–90.3 g/m ² grain long (20–24-lb bond)	✓	✓	✓	✓	✓	✓
Heavy paper 90.3–105 g/m ² grain long (24.1–28-lb bond)	✓	✓	✓	✓	✓	✓

¹ Paper less than 75 g/m² (20 lb) must be printed with Paper Type set to Light Paper. Failure to do so may cause excessive curl which can lead to feeding errors, especially in more humid environments.

² Labels and other specialty media are supported for occasional use and must be tested for acceptability.

³ Paper labels up to 105 g/m² (28-lb bond) are supported.

⁴ 100% cotton content maximum weight is 24-lb bond.

⁵ 28-lb bond envelopes are limited to 25% cotton content.

Paper type and weight	Standard 250-sheet tray	Manual feeder	Optional 650-sheet duo tray		Optional 550-sheet tray	Two-sided printing
			550-sheet tray	Multipurpose feeder		
Card stock 105.1–162 g/m ² grain long (28.1– 43-lb bond)	✓	✓	✓	✓	✓	X
Card stock 105.1–200 g/m ² grain long (28.1– 53-lb bond)	✓	✓	X	X	X	X
Paper Labels² 131 g/m ² (35-lb bond)	✓	✓	✓	✓	✓	✓ ³
Vinyl Labels² 131 g/m ² (35-lb bond)	✓	✓	✓	✓	✓	X
Envelopes^{4,5} 60–105 g/m ² (16– 28-lb bond)	✓	✓	X	✓	X	X

¹ Paper less than 75 g/m² (20 lb) must be printed with Paper Type set to Light Paper. Failure to do so may cause excessive curl which can lead to feeding errors, especially in more humid environments.

² Labels and other specialty media are supported for occasional use and must be tested for acceptability.

³ Paper labels up to 105 g/m² (28-lb bond) are supported.

⁴ 100% cotton content maximum weight is 24-lb bond.

⁵ 28-lb bond envelopes are limited to 25% cotton content.

Printing

Printing from a computer

Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

- 1 From the document that you are trying to print, open the Print dialog.
- 2 If necessary, adjust the settings.
- 3 Print the document.

Printing from a mobile device

Printing from a mobile device using Google Cloud Print

Google Cloud Print™ is a mobile printing service that allows enabled applications on mobile devices to print to any Google Cloud Print-ready printer.

Note: This feature is available only in some printer units.

- 1 From the home screen of your mobile device, launch an enabled application.
- 2 Tap **Print**, and then select a printer.
- 3 Print the document.

Printing from a mobile device using Mopria Print Service

Mopria® Print Service is a mobile printing solution for mobile devices running on Android version 4.4 or later. It allows you to print directly to any Mopria-certified printer.

Note: Before printing, make sure that the Mopria Print Service is enabled.

- 1 From the home screen of your mobile device, launch a compatible application.
- 2 Tap **Print**, and then select a printer.
- 3 Print the document.

Printing from a mobile device using AirPrint

The AirPrint software feature is a mobile printing solution that allows you to print directly from Apple devices to an AirPrint-certified printer.

Notes:

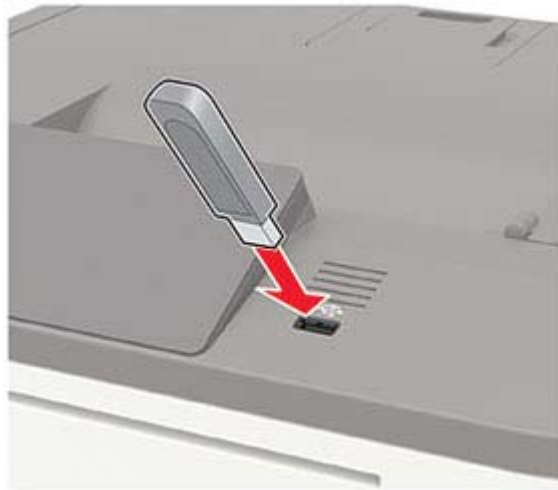
- This application is supported only in some Apple devices.

- This application is supported only in some printer units.
- 1 From the home screen of your mobile device, launch a compatible application.
 - 2 Select an item to print, and then tap the share icon.
 - 3 Tap **Print**, and then select a printer.
 - 4 Print the document.

Printing from a flash drive

This feature is available only in some printer models.

- 1 Insert the flash drive.



Notes:

- If you insert the flash drive when an error message appears, then the printer ignores the flash drive.
 - If you insert the flash drive while the printer is processing other print jobs, then **Busy** appears on the display.
- 2 Select the document that you want to print.
If necessary, configure other print settings.
 - 3 Print the document.
To print another document, select **USB Drive**.

Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch the flash drive or the printer in the area shown while actively printing, reading, or writing from the memory device.



Supported flash drives and file types

Flash drives

Notes:

- The printer supports high-speed USB flash drives with full-speed standard.
- USB flash drives must support the File Allocation Table (FAT) system.

Many flash drives are tested and approved for use with the printer. For more information, contact the place where you purchased the printer.

File types

Documents

- PDF (version 1.7 or earlier)
- HTML
- XPS
- Microsoft file formats (.doc, .docx, .xls, .xlsx, .ppt, .pptx)

Images

- .dcx
- .gif
- .JPEG or .jpg
- .bmp
- .pcx
- .TIFF or .tif
- .png

Configuring confidential jobs

1 From the control panel, navigate to:

Settings > Security > Confidential Print Setup

For non-touch-screen printer models, press **OK** to navigate through the settings.

In some printer models, access the setting from the Embedded Web Server.

2 Configure the settings.

Use	To
Max Invalid PIN	Set the number of times an invalid PIN can be entered. Note: When the limit is reached, the print jobs for that user name are deleted.
Confidential Job Expiration	Set the expiration time for confidential print jobs. Note: Confidential held jobs are stored in the printer until they are released or deleted manually.
Repeat Job Expiration	Set the expiration time for a repeat print job. Note: Repeat held jobs are stored in the printer memory for reprinting.
Verify Job Expiration	Set the expiration time that the printer prints a copy before printing the remaining copies. Note: Verify jobs print one copy to check if it is satisfactory before printing the remaining copies.
Reserve Job Expiration	Set the expiration time that the printer stores print jobs. Note: Reserve held jobs are automatically deleted after printing.
Require All Jobs to be Held	Set the printer to hold all print jobs.

Printing confidential and other held jobs

For Windows users

- 1 With a document open, click **File > Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Print and Hold**.
- 4 Select **Use Print and Hold**, and then assign a user name.
- 5 Select the print job type (Confidential, Repeat, Reserve, or Verify).
If the print job is confidential, then enter a four-digit PIN.
- 6 Click **OK** or **Print**.

7 From the printer home screen, release the print job.

- For confidential print jobs, navigate to:
Held jobs > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**
- For other print jobs, navigate to:
Held jobs > select your user name > select the print job > configure the settings > **Print**

For Macintosh users

1 With a document open, choose **File** > **Print**.

If necessary, click the disclosure triangle to see more options.

2 From the print options or Copies & Pages menu, choose **Job Routing**.

3 Select the print job type (Confidential, Repeat, Reserve, or Verify).

If the print job is confidential, then assign a user name and a four-digit PIN.

4 Click **OK** or **Print**.

5 From the printer home screen, release the print job.

- For confidential print jobs, navigate to:
Held jobs > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**
- For other print jobs, navigate to:
Held jobs > select your user name > select the print job > configure the settings > **Print**

Printing a font sample list

1 From the control panel, navigate to:

Settings > **Reports** > **Print** > **Print Fonts**

For non-touch-screen printer models, press  to navigate through the settings.

2 Select a font sample.

Understanding the printer menus

Menu map

Device	<ul style="list-style-type: none"> • Preferences • Remote Operator Panel • Notifications • Power Management 	<ul style="list-style-type: none"> • Restore Factory Defaults • Maintenance • Visible Home Screen Icons • About This Printer
Print	<ul style="list-style-type: none"> • Layout • Setup • Quality • Job Accounting • XPS 	<ul style="list-style-type: none"> • PDF • PostScript • PCL • HTML • Image
Paper	<ul style="list-style-type: none"> • Tray Configuration 	<ul style="list-style-type: none"> • Media Configuration
USB Drive	Flash Drive Print	
Network/Ports	<ul style="list-style-type: none"> • Network Overview • Wireless • Ethernet • TCP/IP • SNMP • IPSec • 802.1x 	<ul style="list-style-type: none"> • LPD Configuration • HTTP/FTP Settings • ThinPrint • USB • Google Cloud Print • Wi-Fi Direct
Security	<ul style="list-style-type: none"> • Login Methods¹ • Schedule USB Devices¹ • Security Audit Log • Login Restrictions 	<ul style="list-style-type: none"> • Confidential Print Setup • Solutions LDAP Settings • Mobile Services Management • Miscellaneous
Reports	<ul style="list-style-type: none"> • Menu Settings Page • Device 	<ul style="list-style-type: none"> • Print • Network
Help	<ul style="list-style-type: none"> • Print All Guides • Color Quality Guide • Connection Guide • Information Guide 	<ul style="list-style-type: none"> • Media Guide • Moving Guide • Print Quality Guide • Supplies Guide
Troubleshooting	Print Quality Test Pages	
¹ This menu item can be configured only from the Embedded Web Server.		

Device

Preferences

Menu item	Description
Display Language [List of languages]	Set the language of the text that appears on the display.
Country/Region [List of countries or regions]	Identify the country or region where the printer is configured to operate.
Run initial setup Off* On	Run the setup wizard.
Keyboard Keyboard Type [List of languages]	Select a language as a keyboard type. Notes: <ul style="list-style-type: none"> • All the Keyboard Type values may not appear or may require special hardware to appear. • This menu item appears only in some printer models.
Displayed information Display Text 1 [IP Address*] Display Text 2 [Date/Time*] Custom Text 1 Custom Text 2	Specify the information to appear on the home screen. Note: Custom Text 1 and Custom Text 2 appear only in some printer models.
Date and Time Configure Current Date and Time Manually Set Date and Time Date Format [MM-DD-YYYY*] Time Format [12 hour A.M./P.M.*] Time Zone [GMT*]	Configure the printer date and time.
Date and Time Network Time Protocol Enable NTP [On*] NTP Server Enable Authentication	Configure the settings for Network Time Protocol (NTP). Notes: <ul style="list-style-type: none"> • Enable Authentication appears only in some printer models. • When Enable Authentication is set to MD5 key, Key ID and Password appear.
Paper Sizes U.S.* Metric	Specify the unit of measurement for paper sizes. Note: The country or region selected in the initial setup wizard determines the initial paper size setting.
Screen Brightness 20–100% (100*)	Adjust the brightness of the display. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Flash Drive Access Enabled* Disabled	Enable access to the flash drive. Note: This menu item appears only in some printer models.
Screen Timeout 5–300 (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs off a user account automatically.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Remote Operator Panel

Menu item	Description
External VNC Connection Don't Allow* Allow	Connect an external Virtual Network Computing (VNC) client to the remote control panel.
Authentication Type None* Standard Authentication	Set the authentication type when accessing the VNC client server. Note: When set to Standard Authentication, VNC Password appears.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Notifications

Menu item	Description
Error Lighting Off On*	Set the indicator light to come on when a printer error occurs. Note: This menu item appears only in some printer models.
Alarm Control Off Single* Continuous	Set the number of times that the alarm sounds when the printer requires user intervention. Note: This menu item appears only in some printer models.
Supplies Show Supply Estimates Show estimates* Do not show estimates	Show the estimated status of the supplies.
Supplies Cartridge Alarm Off Single* Continuous	Set the number of times that the alarm sounds when the toner cartridge is low. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
E-mail Alerts Setup E-mail Setup Primary SMTP Gateway	Type the IP address or host name of the primary SMTP server for sending e-mail. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Primary SMTP Gateway Port 1–65535 (25*)	Enter the port number of the primary SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Secondary SMTP Gateway	Type the server IP address or host name of your secondary or backup SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Secondary SMTP Gateway Port 1–65535 (25*)	Enter the server port number of your secondary or backup SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup SMTP Timeout 5-30 seconds (30*)	Specify how long before the printer times out if the SMTP server does not respond. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Reply Address	Specify a reply address in the e-mail. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Always use SMTP default Reply Address Off* On	Use the SMTP default Reply Address. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Use SSL/TLS Disabled* Negotiate Required	Send an e-mail using an encrypted link. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Require Trusted Certificate On* Off	Require a trusted certificate when accessing the SMTP server. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
E-mail Alerts Setup E-mail Setup SMTP Server Authentication No authentication required* Login / Plain NTLM CRAM-MD5 Digest-MD5 Kerberos 5	Set the authentication type for the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device-Initiated E-mail None* Use Device SMTP Credentials	Set whether credentials are required for device-initiated e-mails. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup User-Initiated E-mail None Use Device SMTP Credentials Use Session User ID and Password Use Session E-mail address and Password* Prompt user	Set whether credentials are required for user-initiated e-mails. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Use Active Directory Device Credentials Off On*	Enable user credentials and group designations to connect to the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device Userid	Specify the user ID to connect to the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device Password	Specify the password to connect to the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Kerberos 5 REALM	Specify the realm for the Kerberos 5 authentication protocol. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup NTLM Domain	Specify the domain name for the NTLM security protocol. Note: This menu item appears only in some printer models.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
E-mail Alerts Setup E-mail Setup Disable “SMTP server not set up” error Off* No	Disable an SMTP setup error message to appear on the display. Note: This menu item appears only in some printer models.
Error Prevention Jam Assist Off On*	Set the printer to flush blank pages or pages with partial prints automatically after a jammed page has been cleared.
Error Prevention Auto Continue Off On* (5 seconds)	Let the printer continue processing or printing a job automatically after clearing certain printer conditions that require user intervention.
Error Prevention Auto Reboot Auto Reboot Reboot when idle Reboot always* Reboot never	Set the printer to restart when an error occurs.
Error Prevention Auto Reboot Max Auto Reboots 1–20 (2*)	Set the number of automatic reboots that the printer can perform.
Error Prevention Auto Reboot Auto Reboot Window 1–525600 (720*)	Set the number of seconds before the printer performs an automatic reboot.
Error Prevention Auto Reboot Auto Reboot Counter	Show a read-only information of the reboot counter. Note: In some printer models, you can reset the counter.
Error Prevention Auto Reboot Reset Auto Reboot Counter Cancel Continue	Reset Auto Reboot Counter. Note: This menu item appears only in some printer models.
Error Prevention Display Short Paper Error On Auto-clear*	Set the printer to show a message when a short paper error occurs. Note: Short paper refers to the size of the paper loaded.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Error Prevention Page Protect Off* On	Set the printer to process the entire page into the memory before printing it.
Jam Content Recovery Jam Recovery Off On Auto*	Set the printer to reprint jammed pages.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Power Management

Menu item	Description
Sleep Mode Profile Print With Display Off Display on when printing Allow printing with display off*	Allow printing with the display turned off.
Timeouts Sleep Mode 1–120 minutes (15*)	Set the idle time before the printer begins operating in Sleep mode.
Timeouts Hibernate Timeout Disabled 1 hour 2 hours 3 hours 6 hours 1 day 2 days 3 days* 1 week 2 weeks 1 month	Set the time before the printer enters Hibernate mode.
Timeouts Hibernate Timeout on Connection Hibernate Do Not Hibernate*	Set the printer to Hibernate mode even when an active Ethernet connection exists.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Eco-Mode Off* Energy Energy/Paper Paper	Minimize the use of energy, paper, or specialty media. Note: Setting Eco-Mode to Energy or Paper may affect printer performance, but not print quality.
Schedule Power Modes Schedules	Schedule the printer when to enter Sleep or Hibernate mode. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Restore Factory Defaults

Menu item	Description
Restore Settings Restore all settings Restore printer settings Restore network settings Restore app settings	Restore the printer factory default settings. Note: Restore app settings appears only in some printer models.

Maintenance

Configuration Menu

Menu item	Description
USB Configuration USB PnP 1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer. Note: This menu item appears only in some printer models.
USB Configuration USB Speed Full Auto*	Set the USB port to run at full speed and disable its high-speed capabilities. Note: This menu item appears only in some printer models.
Tray Configuration Tray Linking Automatic* Off	Set the printer to link the trays that have the same paper type and paper size settings.
Tray Configuration Show Tray Insert Message Off Only for unknown sizes* Always	Show the Tray Insert message.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Tray Configuration Paper Prompts Auto* Multipurpose Feeder Manual Paper	Set the paper source that the user fills when a prompt to load paper appears. Note: The multipurpose feeder is available only in some printer models.
Tray Configuration Envelope Prompts Auto* Multipurpose Feeder Manual Envelope	Set the paper source that the user fills when a prompt to load envelope appears. Note: The multipurpose feeder is available only in some printer models.
Tray Configuration Action for Prompts Prompt user* Continue Use current	Set the printer to resolve paper- or envelope-related change prompts.
Reports Menu Settings Page Event Log Event Log Summary HealthCheck Statistics	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters Clear Supply Usage History	Reset the supply usage history, such as number of pages and days remaining, to the factory shipped level.
Supply Usage And Counters Reset Color Imaging Kit Counter	Reset the counter after installing a new color imaging kit. Note: This menu item appears only in some printer models.
Supply Usage And Counters Reset Maintenance Counter	Reset the counter after installing a new maintenance kit.
Supply Usage And Counters Tiered Coverage Ranges	Adjust the range for the amount of color coverage on the printed page.
Printer Emulations PPDS Emulation Off* On	Set the printer to recognize and use the PPDS data stream.
Print Configuration Black Only Mode Off* On	Print color content in grayscale.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Print Configuration Color Trapping Off 1 2* 3 4 5	Enhance the printed output to compensate for misregistration in the printer.
Print Configuration Font Sharpening 0–150 (24*)	Set a text point-size value below which the high-frequency screens are used when printing font data. For example, if the value is 24, then all fonts sized 24 points or less use the high-frequency screens.
Device Operations Quiet Mode Off* On	Set the printer to operate in Quiet Mode. Note: Enabling this setting slows down the printer performance.
Device Operations Panel Menus Off On*	Enable access to the control panel menus.
Device Operations Custom Supply Levels Off* On	Let <i>printservice</i> read and edit values from the Embedded Web Server.
Device Operations Safe Mode Off* On	Set the printer to operate in a special mode, in which it attempts to continue offering as much functionality as possible, despite known issues. For example, when set to On and the duplex motor is nonfunctional, the printer performs one-sided printing for a two-sided print job.
Device Operations Clear Custom Status	Erase user-defined strings for the Default or Alternate custom messages.
Device Operations Clear all remotely-installed messages	Erase messages that were remotely installed.
Device Operations Automatically Display Error Screens Off On*	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.
Device Operations Enable Optional Parallel Port Off* On	Enable an optional parallel port. Note: When set to On, the printer restarts.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Toner patch sensor setup Calibration frequency preference Disabled Fewest color adjustment Fewer color adjustment Normal* Better color accuracy Best color accuracy	Set the printer to put down the correct amount of toner to maintain color consistency.
Toner patch sensor setup Full calibration	Run the full color calibration.
Toner patch sensor setup Print TPS information page	Print a diagnostic page that contains information on toner patch sensor calibration.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Out of Service Erase

Menu item	Description
Out of Service Erase Memory Last Sanitized Hard Disk Last Sanitized	Show information on when the printer memory or hard disk was last sanitized. Note: Hard Disk Last Sanitized appears only in printers with a hard disk installed.
Out of Service Erase Sanitize all information on nonvolatile memory Sanitize all information on hard disk Erase all printer and network settings	Clear all settings and applications that are stored in the printer memory or hard disk. Note: Sanitize all information on hard disk appears only in printers with a hard disk installed.

Visible Home Screen Icons

Menu	Description
Change Language Bookmarks Held Jobs USB	Specify which icons to show on the home screen.

About this Printer

Menu item	Description
Asset Tag¹	Describe the printer. The maximum length is 32 characters.
¹ In some printer models, this menu item can be configured only from the Embedded Web Server. ² This menu item appears only in some printer models.	

Menu item	Description
Printer's Location¹	Identify the printer location. The maximum length is 63 characters.
Contact¹	Personalize the printer name. The maximum length is 63 characters.
Export Configuration File to USB²	Export configuration files to a flash drive.
Export Compressed Logs to USB²	Export compressed log files to a flash drive.
¹ In some printer models, this menu item can be configured only from the Embedded Web Server. ² This menu item appears only in some printer models.	

Print

Layout

Menu item	Description
Sides 1-sided* 2-sided	Specify whether to print on one side or two sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing. Note: Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
Blank Pages Print Do Not Print*	Print blank pages that are included in a print job.
Collate Off [1,1,2,2,2]* On [1,2,1,2,1,2]	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Separator Sheets None* Between Copies Between Jobs Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for the separator sheet. Note: The multipurpose feeder is available only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Pages per Side Ordering Horizontal* Reverse Horizontal Vertical Reverse Vertical	Specify the positioning of multiple page images when using Pages per Side. Note: The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side.
Copies 1–9999 (1*)	Specify the number of copies for each print job.
Print Area Normal* Fit to page Whole Page	Set the printable area on a sheet of paper.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Setup

Menu item	Description
Printer Language PCL Emulation PS Emulation*	Set the printer language. Note: Setting a printer language default does not prevent a software program from sending print jobs that use another printer language.
Job Waiting Off* On	Preserve print jobs requiring supplies so that jobs not requiring the missing supplies can print. Note: This menu item appears only when a printer hard disk is installed.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Job Hold Timeout 0–255 (30*)	Set the time in seconds that the printer waits for user intervention before it holds jobs that require unavailable resources and continues to print other jobs in the print queue. Note: This menu item appears only when a printer hard disk is installed.
Printer Usage Max Speed Max Yield*	Determine how the color imaging unit operates during printing. Notes: <ul style="list-style-type: none"> • When set to Max Yield, the color imaging unit slows or stops while printing groups of black-only pages. • When set to Max Speed, the color imaging unit always runs while printing, whether color or black pages are being printed.
Download Target RAM* Disk	Specify where to save all permanent resources, such as fonts and macros, that have been downloaded to the printer. Note: This menu item appears only when a printer hard disk is installed.
Resource Save Off* On	Determine what the printer does with downloaded resources, such as fonts and macros, when it receives a job that requires more than the available memory. Notes: <ul style="list-style-type: none"> • When set to Off, the printer retains downloaded resources only until memory is needed. Resources associated with the inactive printer language are deleted. • When set to On, the printer preserves all the permanent downloaded resources across all language switches. When necessary, the printer shows memory full messages instead of deleting permanent resources.
Print All Order Alphabetical* Newest First Oldest First	Specify the order in which held and confidential jobs are printed when Print All is selected. Note: This menu item appears only when a printer hard disk is installed.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Quality

Menu item	Description
Print Mode Black and White Color*	Set the print mode.
Print Resolution 4800 CQ* 1200 dpi	Set the resolution for the printed output. Note: 4800 CQ provides high-quality output at maximum speed.
Toner Darkness 1 to 5 (4*)	Determine the lightness or darkness of text images.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Halftone Normal* Detail	Enhance the printed output to have smoother lines with sharper edges.
Color Saver Off* On	Reduce the amount of toner used to print graphics and images.
RGB Brightness -6 to 6 (0*)	Adjust the brightness, contrast, and saturation for color output. Note: This setting does not affect files where CMYK color specifications are used.
RGB Contrast 0 to 5 (0*)	
RGB Saturation 0 to 5 (0*)	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Advanced Imaging

Menu item	Description
Color Balance Cyan -5 to 5 (0*) Magenta -5 to 5 (0*) Yellow -5 to 5 (0*) Black -5 to 5 (0*) Reset Defaults	Adjust the amount of toner that is used for each color.
Color Correction Off Auto* Manual Color Correction Content	Modify the color settings used to print documents. Notes: <ul style="list-style-type: none"> • Off sets the printer to receive the color correction from the software. • Auto sets the printer to apply different color profiles to each object on the printed page. • Manual allows the customization of the RGB or CMYK color conversions applied to each object on the printed page. • Color Correction Content is available only when Color Correction is set to Manual.
Color Samples Print Color Samples	Print sample pages for each of the RGB and CMYK color conversion tables used in the printer.
Color Adjust	Calibrate the printer to adjust color variations in the printed output.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Spot Color Replacement Set Custom CMYK	Assign specific CMYK values to twenty named spot colors. Note: In some printer models, this menu item can be configured only from the Embedded Web Server.
RGB Replacement	Match the colors of the output with the original document. Notes: <ul style="list-style-type: none"> • This menu item requires that you select the Display-True-Black color table. • This menu item appears only in the Embedded Web Server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Job Accounting

Note: This menu appears only when a printer hard disk is installed.

Menu item	Description
Job Accounting Off* On	Set the printer to create a log of the print jobs that it receives.
Accounting Log Frequency Daily Weekly Monthly*	Specify how often the printer creates a log file.
Log Action at End of Frequency None* E-mail Current Log E-mail & Delete Current Log Post Current Log Post & Delete Current Log	Specify how the printer responds when the frequency threshold expires. Note: The value defined in Accounting Log Frequency determines when this action is triggered.
Log Near Full Level Off* On	Specify the maximum size of the log file before the printer executes the Log Action at Near Full.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Log Action at Near Full None* E-mail Current Log E-mail & Delete Current Log E-mail & Delete Oldest Log Post Current Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs	Specify how the printer responds when the hard disk is nearly full. Note: The value defined in Log Near Full Level determines when this action is triggered.
Log Action at Full None* E-mail & Delete Current Log E-mail & Delete Oldest Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs	Specify how the printer responds when disk usage reaches the maximum limit (100MB).
URL to Post Log	Specify where the printer posts job accounting logs.
E-mail Address to Send Logs	Specify the e-mail address to which the printer sends job accounting logs.
Log File Prefix	Specify the prefix for the log file name. Note: The current host name defined in the TCP/IP menu is used as the default log file prefix.
Note: An asterisk (*) next to a value indicates the factory default setting.	

XPS

Menu item	Description
Print Error Pages Off* On	Print a test page that contains information on errors, including XML markup errors.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width. Notes: <ul style="list-style-type: none"> Jobs printed in 1200 dpi use the value directly. Jobs printed in 4800 CQ use half the value.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PDF

Menu item	Description
Scale to Fit Off* On	Scale the page content to fit the selected paper size.
Annotations Print Do Not Print*	Specify whether to print annotations in the PDF.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PostScript

Menu item	Description
Print PS Error Off* On	Print a page that describes the PostScript® error. Note: When an error occurs, processing of the job stops, the printer prints an error message, and the rest of the print job is flushed.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width. Notes: <ul style="list-style-type: none"> Jobs printed in 1200 dpi use the value directly. Jobs printed in 4800 CQ use half the value.
Lock PS Startup Mode Off* On	Disable the SysStart file.
Image Smoothing Off* On	Enhance the contrast and sharpness of low-resolution images. Note: This setting has no effect on images with a resolution of 300 dpi or higher.
Font Priority Resident* Flash/Disk	Establish the font search order. Notes: <ul style="list-style-type: none"> Resident sets the printer to search its memory for the requested font before searching the flash memory or printer hard disk. Flash/Disk sets the printer to search the flash memory or printer hard disk for the requested font before searching the printer memory. This menu item appears only when a flash memory or printer hard disk is installed.
Wait Timeout Off On* (40 seconds)	Set the printer to wait for more data before canceling a print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PCL

Menu item	Description
Font Source Resident* Disk Flash All	Choose the source which contains the default font selection. Notes: <ul style="list-style-type: none"> Flash and Disk appear only in some printer models. For Flash and Disk to appear, make sure that they are not read- or write-protected.
Font Name [List of available fonts] (Courier*)	Select a font from the specified font source.
Symbol Set [List of available symbol set] (10U PC-8*)	Specify the symbol set for each font name. Note: A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols. Symbol sets support the different languages or specific programs such as math symbols for scientific text.
Pitch 0.08–100 (10*)	Specify the pitch for fixed or monospaced fonts. Note: Pitch refers to the number of fixed-space characters in a horizontal inch of type.
Orientation Portrait* Landscape	Specify the orientation of text and graphics on the page.
Lines per Page 1–255	Specify the number of lines of text for each page printed through the PCL® datastream. Notes: <ul style="list-style-type: none"> This menu item activates vertical escapement that causes the selected number of requested lines to print between the default margins of the page. 60 is the U.S. factory default setting. 64 is the international factory default setting.
PCL5 Minimum Line Width 1–30 (2*)	Set the initial minimum stroke width. Notes:
PCLXL Minimum Line Width 1–30 (2*)	<ul style="list-style-type: none"> Jobs printed in 1200 dpi use the value directly. Jobs printed in 4800CQ use half the value.
A4 Width 198 mm* 203 mm	Set the width of the logical page on A4-size paper. Note: Logical page is the space on the physical page where data is printed.
Auto CR after LF Off* On	Set the printer to perform a carriage return after a line feed control command. Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Auto LF after CR Off* On	Set the printer to perform a line feed after a carriage return control command.
Tray Renumber Assign MP Feeder Assign Tray [x] Assign Manual Paper Assign Manual Envelope	Configure the printer to work with a different print driver or custom application that uses a different set of source assignments to request a given paper source. Choose from the following options: Off*—The printer uses the factory default paper source assignments. None—The paper source ignores the Select Paper Feed command. 0–199—Select a numeric value to assign a custom value to a paper source. Note: The multipurpose feeder is available only in some printer models.
Tray Renumber View Factory Defaults	Show the factory default value assigned for each paper source.
Tray Renumber Restore Defaults	Restore the tray renumber values to their factory defaults.
Print Timeout Off On* [90]	Set the printer to end a print job after it has been idle for the specified amount of time in seconds.
Note: An asterisk (*) next to a value indicates the factory default setting.	

HTML

Menu item	Description
Font Name [List of fonts] (Times*)	Set the font to use for HTML documents.
Font Size 1–255 (12*)	Set the font size to use for HTML documents.
Scale 1–400% (100*)	Scale HTML documents.
Orientation Portrait* Landscape	Set the page orientation for HTML documents.
Margin Size 8–255 mm (19*)	Set the page margin for HTML documents.
Backgrounds Do Not Print Print*	Print background information or graphics for HTML documents.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Image

Menu item	Description
Auto Fit On Off*	Select the best available paper size and orientation setting for an image. Note: When set to On, this menu item overrides the scaling and orientation settings for the image.
Invert Off* On	Invert bitonal monochrome images. Note: This menu item does not apply to GIF or JPEG image formats.
Scaling Anchor Top Left Best Fit* Anchor Center Fit Height/Width Fit Height Fit Width	Adjust the image to fit the printable area. Note: When Auto Fit is set to On, Scaling is automatically set to Best Fit.
Orientation Portrait* Landscape Reverse Portrait Reverse Landscape	Specify the orientation of text and graphics on the page.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Paper

Tray Configuration

Menu item	Description
Default Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for all print jobs. Note: The multipurpose feeder is available only in some printer models.
Paper Size/Type Tray [x] Multipurpose Feeder Manual Paper Manual Envelope	Specify the paper size or paper type loaded in each paper source. Note: The multipurpose feeder is available only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Substitute Size Off Statement/A5 Letter/A4 All Listed*	Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source. Notes: <ul style="list-style-type: none"> • Off prompts the user to load the required paper size. • Statement/A5 prints an A5-size document on statement when loading statement, and statement-size jobs on A5 paper size when loading A5. • Letter/A4 prints an A4-size document on letter when loading letter, and letter-size jobs on A4 paper size when loading A4. • All Listed substitutes Letter/A4.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Media Configuration

Universal Setup

Menu item	Description
Units of Measure Inches Millimeters	Specify the unit of measurement for the universal paper. Note: Inches is the U.S. factory default setting. Millimeters is the international factory default setting.
Portrait Width 3–14.17 inches (8.50*) 76–359.91 mm (216*)	Set the portrait width of the universal paper.
Portrait Height 3–14.17 inches (14*) 76–359.91 mm (356*)	Set the portrait height of the universal paper.
Feed Direction Short Edge* Long Edge	Set the printer to pick paper from the short edge or long edge direction. Note: Long Edge appears only when the longest edge is shorter than the maximum width supported.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Media Types

Menu item	Description
Plain Card Stock Recycled Glossy Labels Vinyl Labels Bond Envelope Letterhead Preprinted Colored Paper Light Heavy Rough/Cotton Custom Type [x]	Specify the texture and weight of the paper loaded.

USB Drive

Note: This menu appears only in some printer models.

Flash Drive Print

Menu item	Description
Number of Copies 1–9999 (1*)	Set the number of copies.
Paper Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for the print job. Note: The multipurpose feeder is available only in some printer models.
Color Off On*	Print the output in color.
Collate (1,1) (2,2,2) (1,2,3) (1,2,3)*	Print multiple copies in sequence.
Sides 1-Sided* 2-Sided	Specify whether to print on one side or two sides of the paper.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Flip Style Long Edge* Short Edge	Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing. Note: Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Pages per Side Ordering Horizontal* Reverse Horizontal Reverse Vertical Vertical	Specify the positioning of multiple page images when using Pages per Side. Note: The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side.
Separator Sheets Off* Between Copies Between Jobs Between Pages	Specify whether to insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for the separator sheet. Note: The multipurpose feeder is available only in some printer models.
Blank Pages Do Not Print* Print	Specify whether to print blank pages in a print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Network/Ports

Network Overview

Menu item	Description
Active Adapter Auto* Standard Network	Specify how a network is connected.
Network Status	Show the connection status of the printer network.
Display Network Status on Printer On* Off	Show the network status on the display.
Speed, Duplex	Show the speed of the currently active network card.
IPv4	Show the IPv4 address.
All IPv6 Addresses	Show all IPv6 addresses.
Reset Print Server	Reset all active network connections to the printer. Note: This setting removes all network configuration settings.
Network Job Timeout Off On* (90 seconds)	Set the time before the printer cancels a network print job.
Banner Page Off* On	Print a banner page.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Wireless

Note: This menu is available only in printers connected to a Wi-Fi network or printers that have a wireless network adapter.

Menu item	Description
Setup On Printer Panel Choose Network Add Wi-Fi Network Network Name Network Mode Infrastructure Wireless Security Mode Disabled* WEP WPA2/WPA - Personal WPA2 - Personal 802.1x - RADIUS	Configure the Wi-Fi connection using the control panel. Note: 802.1x - RADIUS can be configured only from the Embedded Web Server.
Wi-Fi Protected Setup WPS Auto Detect Off On* Start Push Button Method Start PIN Method	Establish a Wi-Fi network and enable network security. Notes: <ul style="list-style-type: none"> • WPS Auto Detect appears only when the Wireless Security Mode is set to WEP. • Start Push-Button Method connects the printer to a Wi-Fi network when buttons on both the printer and the access point (wireless router) are pressed within a given time. • Start PIN Method connects the printer to a Wi-Fi network when a PIN on the printer is entered into the wireless settings of the access point.
Network Mode BSS Type Infrastructure*	Specify the network mode.
Enable Wi-Fi Direct On Off*	Enable Wi-Fi Direct-capable devices to connect directly to the printer.
Compatibility 802.11b/g/n (2.4GHz)* 802.11a/b/g/n/ac (2.4GHz/5GHz) 802.11a/n/ac (5GHz)	Specify the standard for the Wi-Fi network. Note: 802.11a/b/g/n/ac (2.4GHz/5GHz) and 802.11a/n/ac (5GHz) only appear when a Wi-Fi option is installed.
Wireless Security Mode Disabled* WEP WPA2/WPA-Personal WPA2-Personal 802.1x - RADIUS	Set the security mode for connecting the printer to Wi-Fi devices. Note: 802.1x - RADIUS can be configured only from the Embedded Web Server.
WEP Authentication Mode Auto* Open Shared	Set the type of Wireless Encryption Protocol (WEP) for the printer. Note: This menu item appears only when the Wireless Security Mode is set to WEP.

Menu item	Description
Set WEP Key	Specify a WEP password for secure Wi-Fi connection.
WPA2/WPA Personal AES	Enable Wi-Fi security through Wi-Fi Protected Access (WPA). Note: This menu item appears only when the Wireless Security Mode is set to WPA2/WPA-Personal.
Set Pre-Shared Key	Set the password for secure Wi-Fi connection.
WPA2-Personal AES	Enable Wi-Fi security through WPA2. Note: This menu item appears only when the Wireless Security Mode is set to WPA2-Personal.
802.1x Encryption Mode WPA+ WPA2*	Enable Wi-Fi security through 802.1x standard. Notes: <ul style="list-style-type: none"> • This menu item appears only when the Wireless Security Mode is set to 802.1x - RADIUS. • 802.1x - RADIUS can be configured only from the Embedded Web Server.
IPv4 Enable DHCP On* Off Set Static IP Address IP Address Netmask Gateway	Enable and configure IPv4 settings in the printer.
IPv6 Enable IPv6 On* Off Enable DHCPv6 On Off* Stateless Address Autoconfiguration On* Off DNS Server Address Manually Assigned IPv6 Address Manually Assigned IPv6 Router Address Prefix All IPv6 Addresses All IPv6 Router Addresses	Enable and configure IPv6 settings in the printer.
Network Address UAA LAA	View the network addresses.

Menu item	Description
PCL SmartSwitch Off On*	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language. Note: If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering On Off*	Temporarily store print jobs in the printer hard disk before printing. Note: This menu item appears only when a hard disk is installed.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes: <ul style="list-style-type: none"> • On processes raw binary PostScript print jobs. • Off filters print jobs using the standard protocol.

Ethernet

Menu item	Description
Network Speed	Show the speed of an active network adapter.
IPv4 Enable DHCP On* Off	Enable Dynamic Host Configuration Protocol (DHCP). Note: DHCP is a standard protocol that allows a server to dynamically distribute IP addressing and configuration information to clients.
IPv4 Set Static IP Address IP Address Netmask Gateway	Set the static IP address of your printer.
IPv6 Enable IPv6 Off On*	Enable IPv6 in the printer.
IPv6 Enable DHCPv6 Off* On	Enable DHCPv6 in the printer.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
IPv6 Stateless Address Autoconfiguration Off On*	Set the network adapter to accept the automatic IPv6 address configuration entries provided by a router.
IPv6 DNS Server Address	Specify the DNS server address.
IPv6 Manually Assigned IPv6 Address	Assign the IPv6 address.
IPv6 Manually Assigned IPv6 Router	Assign the IPv6 address.
IPv6 Address Prefix 0–128 (64*)	Specify the address prefix.
IPv6 All IPv6 Addresses	Show all IPv6 addresses.
IPv6 All IPv6 Router Addresses	Show all IPv6 router addresses.
Network Address UAA LAA	Show the printer Media Access Control (MAC) addresses: Locally Administered Address (LAA) and Universally Administered Address (UAA). Note: You can change the printer LAA manually.
PCL SmartSwitch Off On*	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language. Note: If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering Off On*	Temporarily store jobs on the printer hard disk before printing. Notes: <ul style="list-style-type: none"> • This menu item appears only when a hard disk is installed. • This menu item appears only in some printer models.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes: <ul style="list-style-type: none"> • On processes raw binary PostScript print jobs. • Off filters print jobs using the standard protocol.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Energy Efficient Ethernet Off On*	Reduce power consumption when the printer does not receive data from the Ethernet network.
Note: An asterisk (*) next to a value indicates the factory default setting.	

TCP/IP

Note: This menu appears only in network printers or printers attached to print servers.

Menu item	Description
Set Hostname	Set the current TCP/IP host name.
Domain Name	Set the domain name. Note: This menu item appears only in some printer models.
Allow DHCP/BOOTP to update NTP server Off On*	Allow the DHCP and BOOTP clients to update the NTP settings of the printer.
Zero Configuration Name	Specify a service name for the zero configuration network. Note: This menu item appears only in some printer models.
Enable Auto IP Off On*	Assign an IP address automatically.
DNS Server Address	Specify the current Domain Name System (DNS) server address.
Backup DNS Server Address	Specify the backup DNS server addresses.
Backup DNS Server Address 2	
Backup DNS Server Address 3	
Domain Search Order	Specify a list of domain names to locate the printer and its resources that reside in different domains on the network. Note: This menu item appears only in some printer models.
Enable DDNS Off On*	Update the Dynamic DNS settings.
DDNS TTL	Specify the current DDNS settings.
Default TTL	
DDNS Refresh Time	
Enable mDNS Off On*	Update multicast DNS settings.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
WINS Server Address	Specify a server address for Windows Internet Name Service (WINS).
Enable BOOTP Off* On	Allow the BOOTP to assign a printer IP address.
Restricted Server List	Specify an IP address for the TCP connections. Notes: <ul style="list-style-type: none"> • Use a comma to separate each IP address. • You can add up to 50 IP addresses.
Restricted Server List Options Block All Ports* Block Printing Only Block Printing and HTTP Only	Specify how the IP addresses in the list can access the printer functionality.
MTU	Specify a maximum transmission unit (MTU) parameter for the TCP connections.
Raw Print Port 1–65535 (9100*)	Specify a raw port number for printers connected on a network.
Outbound Traffic Maximum Speed Off* On	Enable the printer maximum transfer rate.
Enhanced TLS Security Off* On	Enhance printer privacy and data integrity.
Note: An asterisk (*) next to a value indicates the factory default setting.	

SNMP

Note: This menu appears only in network printers or printers that are attached to print servers.

Menu item	Description
SNMP Versions 1 and 2c Enabled Off On* Allow SNMP Set Off On* Enable PPM MIB Off On* SNMP Community	Configure Simple Network Management Protocol (SNMP) versions 1 and 2c to install print drivers and applications.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
SNMP Version 3 Enabled Off On* Set Read/Write Credentials User Name Password Set Read-only Credentials User Name Password Authentication Hash MD5 SHA1* Minimum Authentication Level No Authentication, No Privacy Authentication, No Privacy Authentication, Privacy* Privacy Algorithm DES AES-128*	Configure SNMP version 3 to install and update the printer security.
Note: An asterisk (*) next to a value indicates the factory default setting.	

IPSec

Note: This menu appears only in network printers or printers that are attached to print servers.

Menu item	Description
Enable IPSec Off* On	Enable Internet Protocol Security (IPSec).
Base Configuration Default* Compatibility Secure	Set the IPSec base configuration. Note: This menu item appears only when Enable IPSec is set to On.
IPSec Device Certificate	Specify an IPSec certificate. Note: This menu item appears only when Base Configuration is set to Compatibility.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Pre-Shared Key Authenticated Connections Host [x] Address Key	Configure the authenticated connections of the printer. Note: These menu items appear only when Enable IPsec is set to On.
Certificate Authenticated Connections Host [x] Address[/subnet] Address[/subnet]	
Note: An asterisk (*) next to a value indicates the factory default setting.	

802.1x

Note: This menu appears only in network printers or printers that are attached to print servers.

Menu item	Description
Active Off* On	Let the printer join networks that require authentication before allowing access. Note: To configure the settings of this menu item, access the Embedded Web Server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

LPD Configuration

Note: This menu appears only in network printers or printers that are attached to print servers.

Menu item	Description
LPD Timeout 0–65535 seconds (90*)	Set the time-out value to stop the Line Printer Daemon (LPD) server from waiting indefinitely for hung or invalid print jobs.
LPD Banner Page Off* On	Print a banner page for all LPD print jobs. Note: A banner page is the first page of a print job used as a separator of print jobs and to identify the originator of the print job request.
LPD Trailer Page Off* On	Print a trailer page for all LPD print jobs. Note: A trailer page is the last page of a print job.
LPD Carriage Return Conversion Off* On	Enable carriage return conversion. Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
Note: An asterisk (*) next to a value indicates the factory default setting.	

HTTP/FTP Settings

Note: This menu appears only in network printers or printers attached to print servers.

Menu item	Description
Enable HTTP Server Off On*	Access the Embedded Web Server to monitor and manage the printer.
Enable HTTPS Off On*	Configure the Hypertext Transfer Protocol Secure (HTTPS) settings.
Enable FTP/TFTP Off On*	Send files using FTP.
Local Domains	Specify domain names for HTTP and FTP servers. Note: This menu item appears only in some printer models.
HTTP Proxy IP Address	Configure the HTTP and FTP server settings. Note: These menu items appear only in some printer models.
FTP Proxy IP Address	
HTTP Default IP Port 1–65535 (80*)	
HTTPS Device Certificate	
FTP Default IP Port 1–65535 (21*)	
Timeout for HTTP/FTP Requests 1–299 (30*)	Specify the amount of time before the server connection stops.
Retries for HTTP/FTP Requests 1–299 (3*)	Set the number of retries to connect to the HTTP/FTP server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

ThinPrint

Menu item	Description
Enable ThinPrint Off On*	Print using ThinPrint.
Port Number 4000–4999 (4000*)	Set the port number for the ThinPrint server.
Bandwidth (bits/sec) 100–1000000 (0*)	Set the speed to transmit data in a ThinPrint environment.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Packet Size (kbytes) 0–64000 (0*)	Set the packet size for data transmission.
Note: An asterisk (*) next to a value indicates the factory default setting.	

USB

Note: This menu appears only in some printer models.

Menu item	Description
PCL SmartSwitch Off On*	Set the printer to switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language. Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language. Note: If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering Off* On	Temporarily store jobs on the printer hard disk before printing. Note: This menu item appears only when a hard disk installed.
Mac Binary PS On Auto* Off	Set the printer to process Macintosh binary PostScript print jobs. Notes: <ul style="list-style-type: none"> • When set to On, the printer processes raw binary PostScript print jobs from computers using the Macintosh operating system. • When set to Auto, the printer processes print jobs from computers using either Windows or Macintosh operating systems • When set to Off, the printer filters PostScript print jobs using the standard protocol.
Enable USB Port Off On*	Enable the standard USB port.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Google Cloud Print

Note: This feature is available only in some printer units.

Menu item	Description
Registration Register	Register the printer to the Google Cloud Print server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Options Enable Google Cloud Print Off On*	Print directly from your Google account.
Options Enable Local Discovery Off On*	Allow the registered user and other users on the same subnet to send jobs to the printer locally.
Options Enable SSL Peer Verification Off On*	Verify authenticity of the peer certificate to connect to your Google account.
Options Always Print As Image Off* On	Set the printer to process PDF files as an image for faster printing.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Wi-Fi Direct

Note: This menu appears only when a direct Wi-Fi network is the active network.

Menu item	Description
SSID	Specify the service set identifier (SSID) of the Wi-Fi network.
Set Preshared Key	Set the preshared key (PSK) to authenticate and validate users on a Wi-Fi connection.
Show PSK on Setup Page Off On*	Show the PSK on the Network Setup Page.
Group Owner IP Address	Specify the IP address of the group owner.
Auto-Accept Push Button Requests Off* On	Accept requests to connect to the network automatically. Note: Accepting clients automatically is not secured.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Security

Note: In some printer models, this menu can be configured only from the Embedded Web Server.

Login Methods

Manage Permissions

Menu item	Description
Function Access Modify Address Book Create Profiles Manage Bookmarks Flash Drive Print Flash Drive Color Printing Held Jobs Access User Profiles Cancel Jobs at the Device Change Language Internet Printing Protocol (IPP) B/W Print Color Print	Control access to the printer functions.
Administrative Menus Security Menu Network/Ports Menu Paper Menu Reports Menu Function Configuration Menus Supplies Menu Option Card Menu SE Menu Device Menu	Control access to the printer menus.
Device Management Remote Management Firmware Updates Apps Configuration Operator Panel Lock Import / Export All Settings Out of Service Erase	Control access to the printer management options.

Menu item	Description
<p>Apps</p> <ul style="list-style-type: none"> New Apps Slideshow Change Wallpaper Screen Saver Forms and Favorites Eco-Settings 	<p>Control access to the printer applications.</p> <p>Note: The list may vary depending on the applications that are enabled from the Embedded Web Server.</p>

Local Accounts

Menu item	Description
<p>Manage Groups/Permissions</p> <ul style="list-style-type: none"> Add Group <ul style="list-style-type: none"> Import Access Controls Function Access Administrative Menus Device Management Apps All Users <ul style="list-style-type: none"> Import Access Controls Function Access Administrative Menus Device Management Apps Admin 	<p>Control group or user access to the printer functions, applications, and security settings.</p>
<p>Add User</p> <ul style="list-style-type: none"> User Name/Password User Name Password PIN 	<p>Create local accounts to manage access to the printer functions.</p>
<p>User Name/Password Accounts</p> <ul style="list-style-type: none"> Add User 	
<p>User Name Accounts</p> <ul style="list-style-type: none"> Add User 	
<p>Password Accounts</p> <ul style="list-style-type: none"> Add User 	
<p>PIN Accounts</p> <ul style="list-style-type: none"> Add User 	

Schedule USB Devices

Menu item	Description
Schedules Add New Schedule	Schedule access to the USB ports.

Security Audit Log

Menu item	Description
Enable Audit Off* On	Record the events in the secure audit log and remote syslog.
Enable Remote Syslog Off* On	Send audit logs to a remote server.
Remote Syslog Server	Specify the remote syslog server.
Remote Syslog Port 1–65535 (514*)	Specify the remote syslog port.
Remote Syslog Method Normal UDP* Stunnel	Specify a syslog method to transmit logged events to a remote server.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
<p>Remote Syslog Facility</p> <ul style="list-style-type: none"> 0 - Kernel Messages 1 - User-Level Messages 2 - Mail System 3 - System Daemons 4 - Security/Authorization Messages* 5 - Messages Generated Internally by Syslogs 6 - Line Printer Subsystem 7 - Network News Subsystem 8 - UUCP Subsystem 9 - Clock Daemon 10 - Security/Authorization Messages 11 - FTP Daemon 12 - NTP Subsystem 13 - Log Audit 14 - Log Alert 15 - Clock Daemon 16 - Local Use 0 (local0) 17 - Local Use 1 (local1) 18 - Local Use 2 (local2) 19 - Local Use 3 (local3) 20 - Local Use 4 (local4) 21 - Local Use 5 (local5) 22 - Local Use 6 (local6) 23 - Local Use 7 (local7) 	<p>Specify a facility code that the printer uses when sending log events to a remote server.</p>
<p>Severity of Events to Log</p> <ul style="list-style-type: none"> 0 - Emergency 1 - Alert 2 - Critical 3 - Error 4 - Warning* 5 - Notice 6 - Informational 7 - Debug 	<p>Specify the priority level cutoff for logging messages and events.</p>
<p>Remote Syslog Non-Logged Events</p> <ul style="list-style-type: none"> Off* On 	<p>Send all events, regardless of severity level, to the remote server.</p>
<p>Admin's E-mail Address</p>	<p>Send e-mail notification of logged events to the administrator.</p>
<p>Note: An asterisk (*) next to a value indicates the factory default setting.</p>	

Menu item	Description
E-mail Log Cleared Alert Off* On	Send e-mail notification to the administrator when a log entry is deleted.
E-mail Log Wrapped Alert Off* On	Send e-mail notification to the administrator when the log becomes full and begins to overwrite the oldest entries.
Log Full Behavior Wrap Over Older Entries* E-mail Log Then Delete All Entries	Resolve log storage issues when the log fills its allotted memory.
E-mail % Full Alert Off* On	Send e-mail notification to the administrator when the log fills its allotted memory.
% Full Alert Level 1–99 (90*)	
E-mail Log Exported Alert Off* On	Send e-mail notification to the administrator when a log is exported.
E-mail Log Settings Changed Alert Off* On	Send e-mail notification to the administrator when Enable Audit is set.
Log Line Endings LF (\n)* CR (\r) CRLF (\r\n)	Specify how the log file terminates the end of each line.
Digitally Sign Exports Off* On	Add a digital signature to each exported log file.
Clear Log	Delete all audit logs.
Export Log Syslog (RFC 5424) Syslog (RFC 3164) CSV	Export a security log to a flash drive.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Login Restrictions

Menu item	Description
Login failures 1–10 (3*)	Specify the number of failed login attempts before the user gets locked out.
Failure time frame 1–60 minutes (5*)	Specify the time frame between failed login attempts before the user gets locked out.
Lockout time 1–60 minutes (5*)	Specify the lockout duration.
Web Login Timeout 1–120 minutes (10*)	Specify the delay for a remote login before the user is logged off automatically.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Confidential Print Setup

Menu item	Description
Max Invalid PIN 2–10	Set the number of times an invalid PIN can be entered. Notes: <ul style="list-style-type: none"> • A value of zero turns off this setting. • When the limit is reached, the print jobs for that user name and PIN are deleted.
Confidential Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for confidential print jobs. Notes: <ul style="list-style-type: none"> • If this menu item is changed while confidential print jobs reside in the printer memory or hard disk, then the expiration time for those print jobs does not change to the new default value. • If the printer is turned off, then all confidential jobs held in the printer memory are deleted.
Repeat Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for a print job that you want to repeat.
Verify Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time that the printer prints a copy for the user to examine its quality, before printing the remaining copies.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Reserve Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time that the printer stores print jobs for printing later.
Require All Jobs to be Held Off* On	Set the printer to hold all print jobs.
Keep duplicate documents Off* On	Set the printer to print other documents with the same file name without overwriting any of the print jobs.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Disk Encryption

Note: This menu appears only when a printer hard disk is installed.

Menu item	Description
Status Enabled Disabled	Determine whether Disk Encryption is enabled.
Start encryption	Prevent the loss of sensitive data in case the printer or its hard disk is stolen. Note: Enabling disk encryption erases all contents in the hard disk. If necessary, back up important data from the printer before starting the encryption.

Erase Temporary Data Files

Menu item	Description
Stored in onboard memory Off* On	Delete all files stored on the printer memory.
Stored on hard disk 1 Pass Erase* 3 Pass Erase 7 Pass Erase	Delete all files stored on the printer hard disk.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Solutions LDAP Settings

Use	To
Follow LDAP Referrals Off* On	Search the different servers in the domain for the logged-in user account.
LDAP Certificate Verification No* Yes	Enable verification of LDAP certificates.

Mobile Services Management

Note: This feature is available only in some printer units.

Use	To
AirPrint Print Off On*	Enable AirPrint printing.

Miscellaneous

Menu item	Description
Protected Features Show* Hide	Show all the features that Function Access Control (FAC) protects regardless of the security permission that the user has. Note: FAC manages access to specific menus and functions or disables them entirely.
Print Permission Off* On	Let the user log in before printing.
Default Print Permission Login	Set the default login for Print Permission.
Security Reset Jumper Enable "Guest" access* No Effect	Specify the effect of using the security reset jumper. Notes: <ul style="list-style-type: none"> The jumper is located beside a lock icon on the controller board. Enable "Guest" access provides full access control to users who are not logged in. No Effect means that the reset has no effect on the printer security configuration.
Minimum Password Length 0–32 (0*)	Specify the minimum characters that are allowed for a password.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Reports

Menu Settings Page

Menu item	Description
Menu Settings Page	Print a report that contains the printer preferences, settings, and configurations.

Device

Menu item	Description
Device Information	Print a report that contains information about the printer.
Device Statistics	Print a report about printer usage and supply status.
Profile List	Print a list of profiles that are stored in the printer.
Asset Report	Print a report that contains the printer serial number and model name.

Print

Menu item	Description
Print Fonts PCL Fonts PS Fonts	Print samples and information about the fonts that are available in each printer language.
Print Directory	Print the resources that are stored in the flash drive or printer hard disk. Note: This menu item appears only when a flash drive or printer hard disk is installed.

Network

Menu item	Description
Network Setup Page	Print a page that shows the configured network and wireless settings on the printer. Note: This menu item appears only in network printers or printers connected to print servers.

Help

Note: This menu appears only in some printer models.

Menu item	Description
Print All Guides	Prints all the guides
Media Guide	Provides information about loading paper and specialty media
Print Quality Guide	Provides information about solving print quality issues

Menu item	Description
Color Quality Guide	Provides information about color print quality settings
Information Guide	Provides more information sources about the printer
Connection Guide	Provides information about connecting the printer locally (USB) or to a network
Moving Guide	Provides information about moving, locating, or shipping the printer
Supplies Guide	Provides information about ordering supplies

Troubleshooting

Troubleshooting

Menu item	Description
Print Quality Test Pages	Print sample pages to identify and correct print quality defects.

Printing the Menu Settings Page

From the control panel, navigate to:

Settings > Reports > Menu Settings Page

For non-touch-screen printer models, press  to navigate through the settings.

Securing the printer

Note: The hard disk is supported only in some printer models.

Locating the security slot

The printer is equipped with a security lock feature. Attach a security lock compatible with most laptop computers in the location shown to secure the printer in place.



Erasing printer memory

To erase volatile memory or buffered data in your printer, turn off the printer.

To erase non-volatile memory or individual settings, device and network settings, security settings, and embedded solutions, do the following:

- 1 From the control panel, navigate to:

Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on nonvolatile memory

For non-touch-screen printer models, press **OK** to navigate through the settings.

- 2 Depending on your printer model, select **ERASE** or **Continue**.
- 3 Follow the instructions on the display.

Erasing printer hard disk memory

- 1 From the home screen, touch **Settings > Device > Maintenance > Out of Service Erase**.
- 2 Select the **Sanitize all information on hard disk** check box, and then touch **ERASE**.
- 3 Follow the instructions on the display.

Note: This process can take from several minutes to more than an hour, making the printer unavailable for other tasks.

Encrypting the printer hard disk

This process erases all contents in the hard disk. If necessary, back up important data from the printer before starting the encryption.

- 1 From the home screen, touch **Settings > Security > Disk Encryption > Start encryption**.
- 2 Follow the instructions on the display.

Notes:

- To avoid loss of data, do not turn off the printer during the encryption process.
- This process can take from several minutes to more than an hour, making the printer unavailable for other tasks.
- After encryption, the printer automatically restarts.

Restoring factory default settings

- 1 From the control panel, navigate to:
Settings > Device > Restore Factory Defaults

For non-touch-screen printer models, press  to navigate through the settings.

- 2 In the Restore Settings menu, select the settings that you want to restore.
- 3 Select **RESTORE**.
- 4 Follow the instructions on the display.

Statement of Volatility

Type of memory	Description
Volatile memory	The printer uses standard random access memory (RAM) to buffer temporarily user data during simple print and copy jobs.
Non-volatile memory	The printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, printer settings, network information, scanner and bookmark settings, and embedded solutions.
Hard disk memory	Some printers may have a hard disk drive installed. The printer hard disk is designed for printer-specific functionality. The hard disk lets the printer retain buffered user data from complex print jobs, form data, and font data.

Erase the content of any installed printer memory in the following circumstances:

- The printer is decommissioned.
- The printer hard disk is replaced.
- The printer is moved to a different department or location.

- The printer is serviced by someone from outside your organization.
- The printer is removed from your premises for service.
- The printer is sold to another organization.

Disposing of a printer hard disk

- **Degaussing**—Flushes the hard disk with a magnetic field that erases stored data
- **Crushing**—Physically compresses the hard disk to break component parts and render them unreadable
- **Milling**—Physically shreds the hard disk into small metal bits

Note: To guarantee that all data are completely erased, destroy physically each hard disk where data is stored.

Maintaining the printer

Warning—Potential Damage: Failure to maintain optimum printer performance, or to replace parts and supplies, may cause damage to your printer.

Networking

Connecting the printer to a Wi-Fi network

- 1 From the printer control panel, navigate to:

Settings > Network/Ports > Wireless

For non-touch-screen printer models, press  to navigate through the settings.

- 2 Select **Setup On Printer Panel** and then follow the instructions on the display.

Note: For Wi-Fi-network-ready printer models, a prompt for Wi-Fi network setup appears during initial setup.

Connecting the printer to a wireless network using Wi-Fi Protected Setup (WPS)

Before you begin, make sure that:

- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.

Using the Push Button method

- 1 From the control panel, navigate to:

 > **Settings** >  > **Network/Ports** >  > **Wireless** > 

- 2 Select **Wi-Fi Protected Setup**, and then press .

- 3 Select **Start Push Button Method**, and then press .

- 4 Follow the instructions on the display.

Using the personal identification number (PIN) method

- 1 From the control panel, navigate to:

 > **Settings** >  > **Network/Ports** >  > **Wireless** > 

- 2 Select **Wi-Fi Protected Setup**, and then press .

- 3 Select **Start PIN Method**, and then press .

- 4 Copy the eight-digit WPS PIN.
- 5 Open a web browser, and then type the IP address of your access point in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
- 6 Access the WPS settings. For more information, see the documentation that came with your access point.
 - 7 Enter the eight-digit PIN, and then save the changes.

Deactivating the Wi-Fi network


- 1 From the printer control panel, navigate to:

Settings > Network/Ports > Network Overview > Active Adapter > Standard Networking

For non-touch-screen printer models, press  to navigate through the settings.

- 2 Follow the instructions on the display.

Cleaning the printer


 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

Notes:

- Perform this task after every few months.
 - Damage to the printer caused by improper handling is not covered by the printer warranty.
- 1 Turn off the printer, and then unplug the power cord from the electrical outlet.
 - 2 Remove paper from the standard bin and multipurpose feeder.
 - 3 Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
 - 4 Wipe the outside of the printer with a damp, soft, lint-free cloth.

Notes:

- Do not use household cleaners or detergents, as they may damage the finish of the printer.
 - Make sure that all areas of the printer are dry after cleaning.
- 5 Connect the power cord to the electrical outlet, and then turn on the printer.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Ordering parts and supplies

To order parts and supplies, contact the place where you purchased the printer.

Note: All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

Checking the status of parts and supplies

1 From the control panel, navigate to:

Settings > Reports > Device > Device Statistics

For non-touch-screen printer models, press  to navigate through the settings.

2 From the Supply Information section of the pages printed, check the status of parts and supplies.

Ordering a toner cartridge

Notes:

- The estimated cartridge yield is based on the ISO/IEC 19798 standard.
- Extremely low print coverage for extended periods of time may negatively affect actual yield.

To order a toner cartridge, contact the place where you purchased the printer.

Ordering an imaging kit

To order an imaging kit, contact the place where you purchased the printer.

Ordering a waste toner bottle

To order a waste toner bottle, contact the place where you purchased the printer.

Ordering a maintenance kit

To order a maintenance kit, contact the place where you purchased the printer.

Configuring supply notifications

1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

2 Click **Settings > Device > Notifications**.

3 From the Supplies menu, click **Custom Supply Notifications**.

- 4 Select a notification for each supply item.
- 5 Apply the changes.

Replacing parts and supplies

Replacing a toner cartridge

- 1 Open door B.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2 Remove the used toner cartridge.



3 Unpack the new toner cartridge.

4 Insert the new toner cartridge.



- 5 Close door B.



Replacing the waste toner bottle

- 1 Open door B.

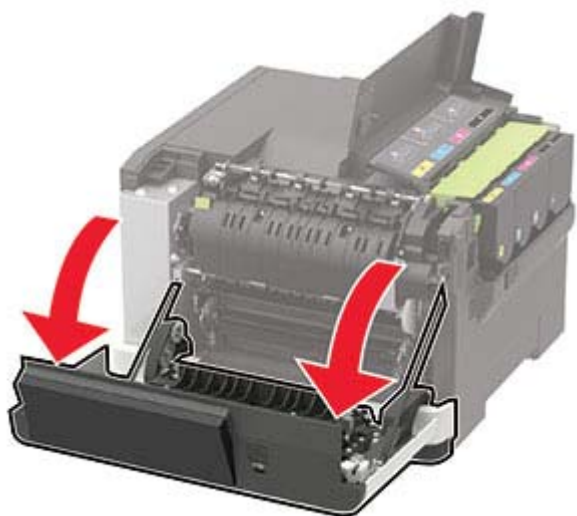
Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



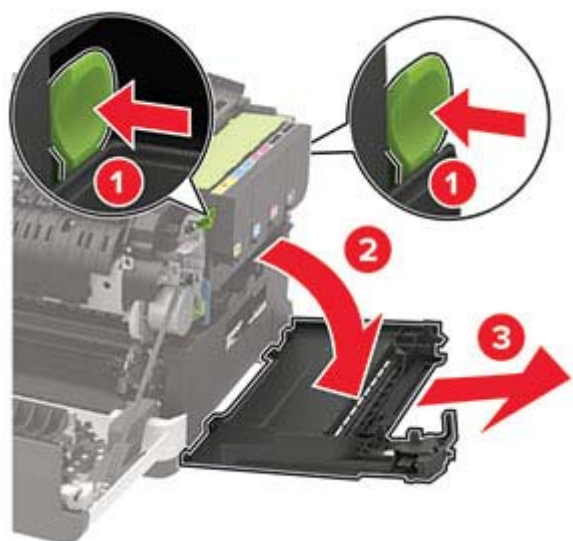
- 2 Open door A.



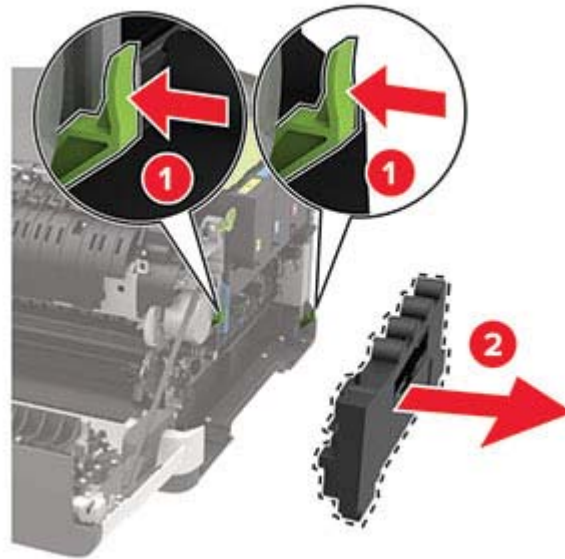
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



3 Remove the right side cover.



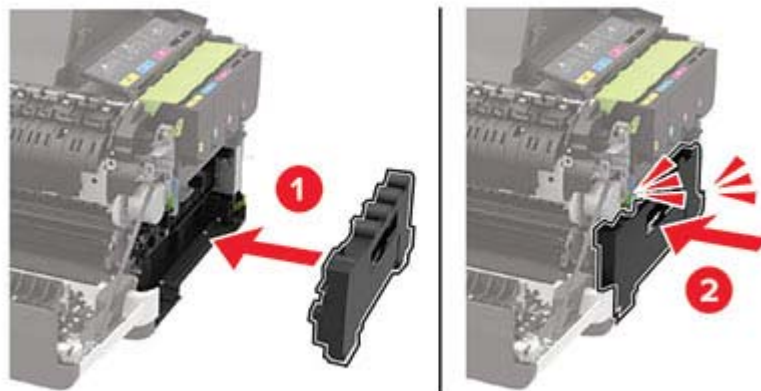
4 Remove the used waste toner bottle.



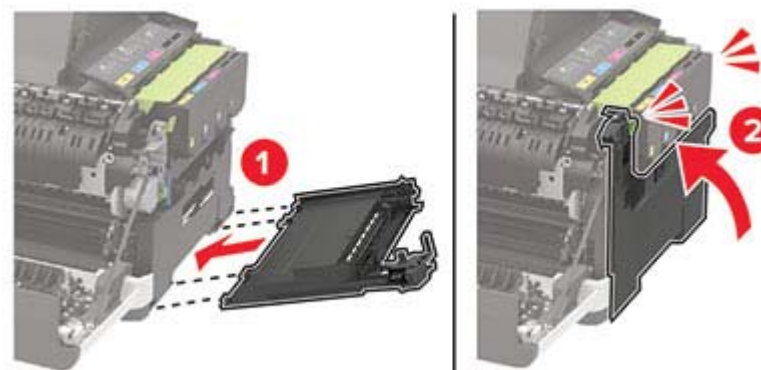
Note: To avoid spilling the toner, place the bottle in an upright position.

5 Unpack the new waste toner bottle.

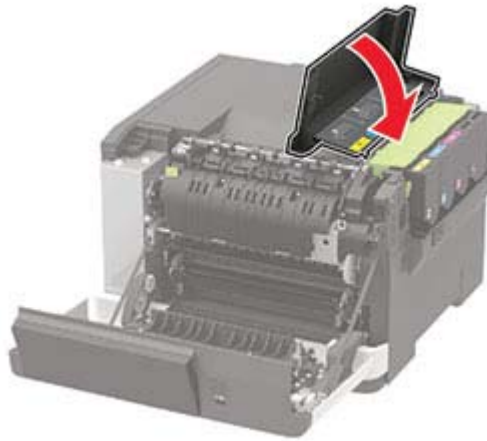
6 Insert the new waste toner bottle.



7 Insert the right side cover.



- 8 Close door B.



- 9 Close door A.

Replacing an imaging kit

- 1 Open door B.

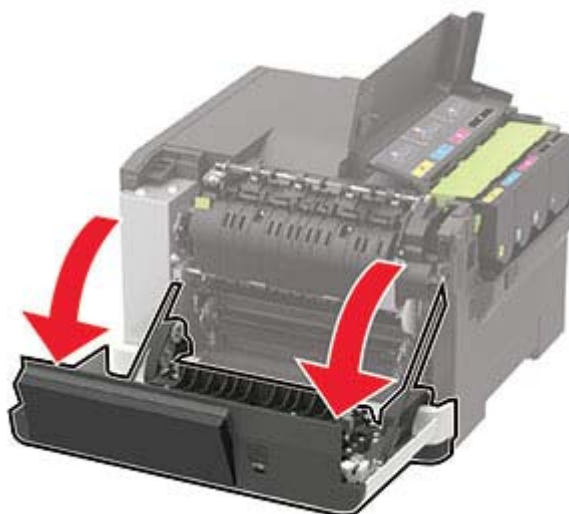
Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



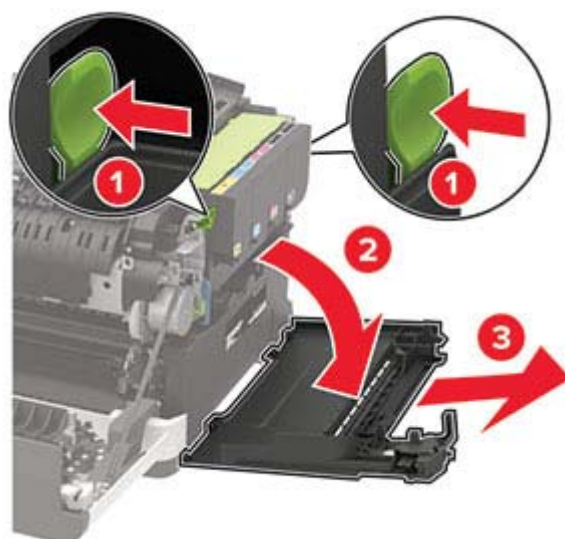
- 2 Open door A.



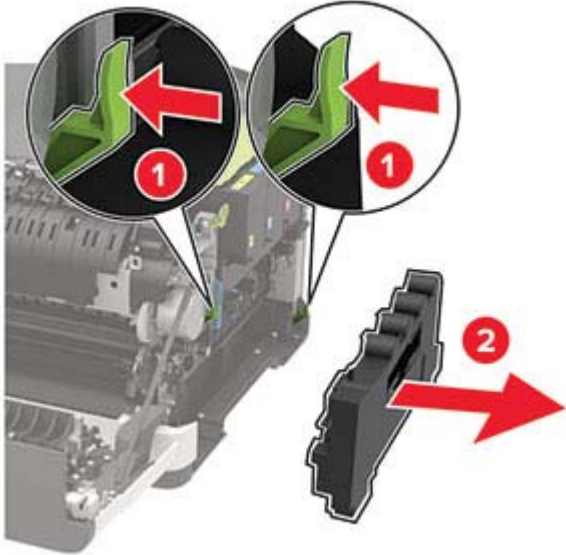
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



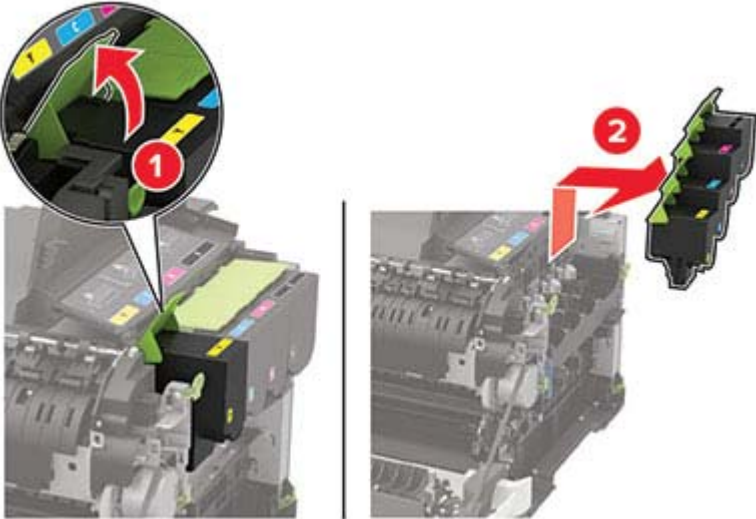
3 Remove the right side cover.



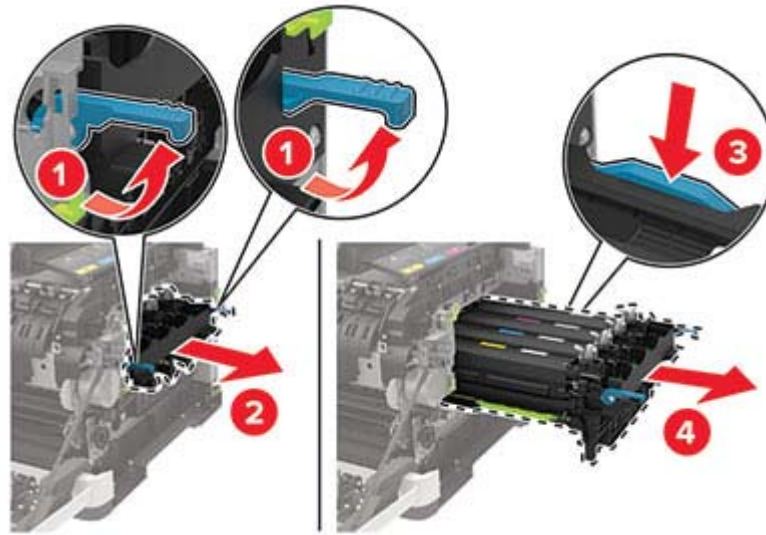
4 Remove the waste toner bottle.



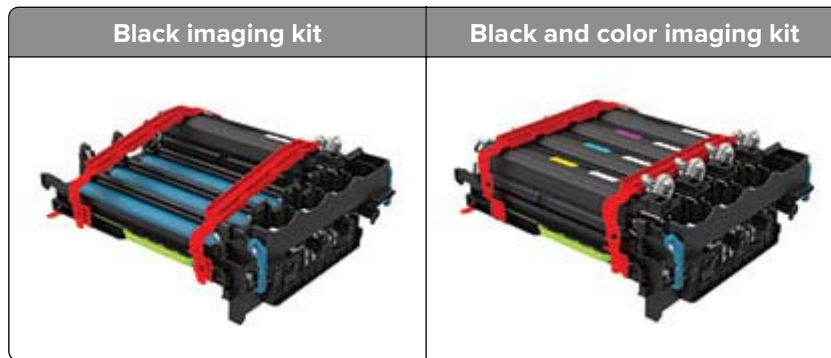
5 Remove the toner cartridges.



6 Remove the used imaging kit.



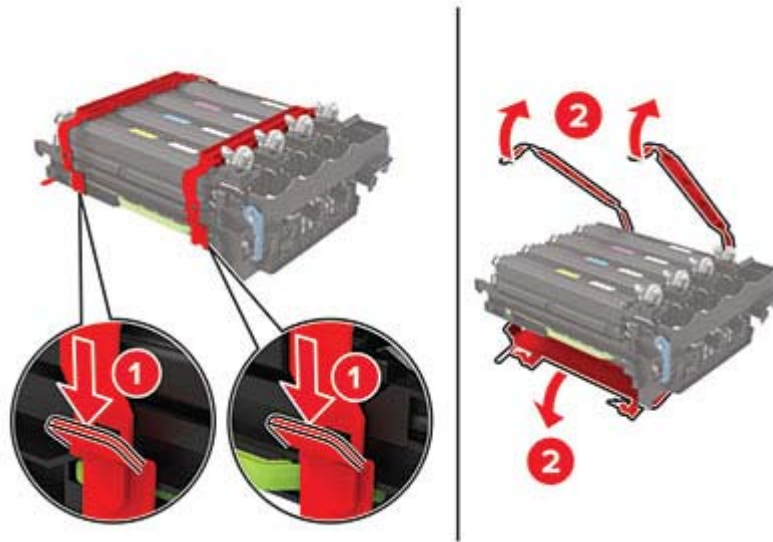
7 Unpack the new imaging kit.



Notes:

- The black imaging kit includes the imaging kit and the black developer unit.
- The black and color imaging kit includes the imaging kit and the black, cyan, magenta, and yellow developer units.
- When replacing the black imaging kit, save the cyan, magenta, and yellow developer units from the used imaging kit.

8 Remove the packing material.



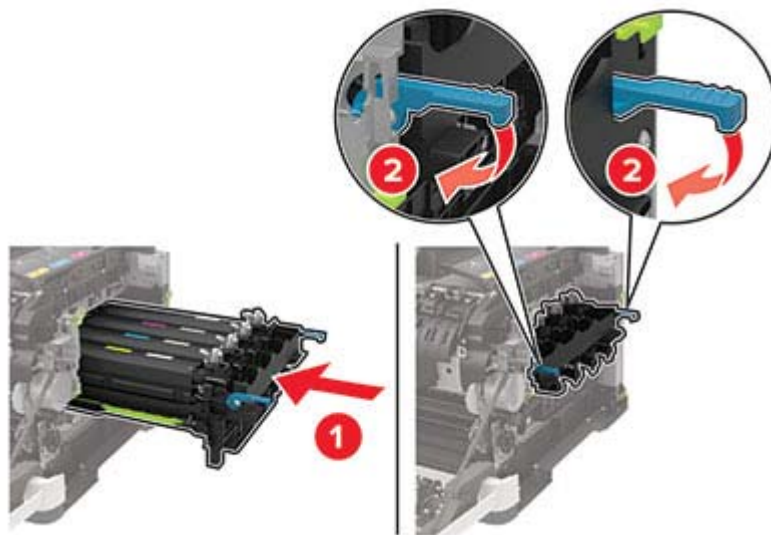
Note: If you are replacing the black imaging kit, then insert the magenta, cyan, and yellow developer units into the new imaging kit.

Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.

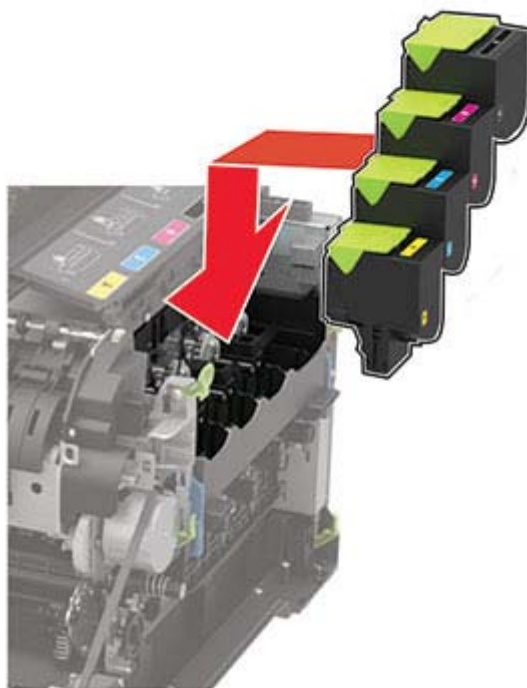
Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



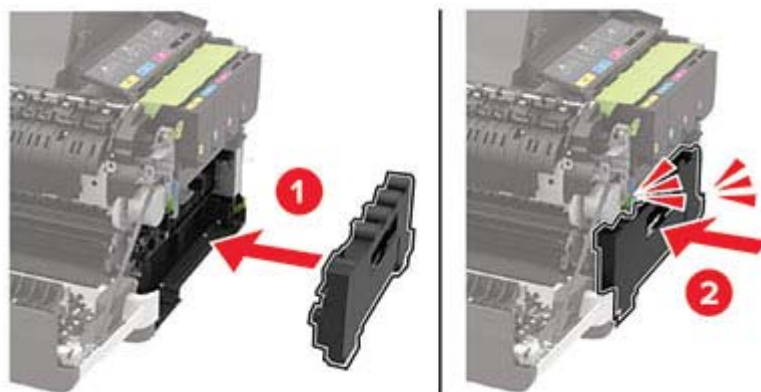
9 Insert the imaging kit until it is fully seated.



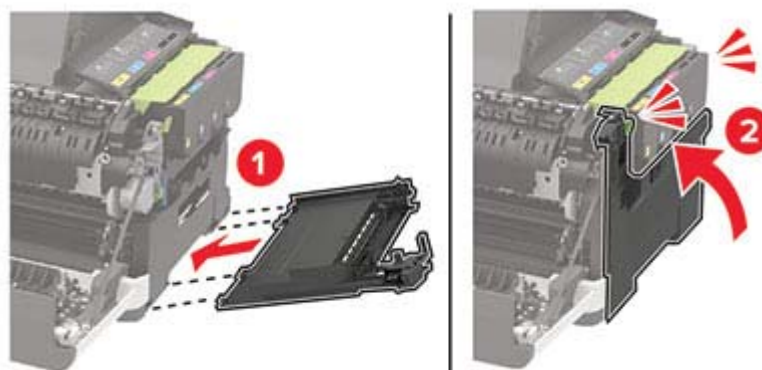
10 Insert the toner cartridges.



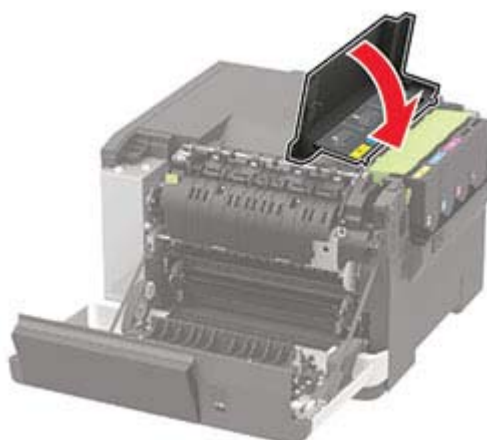
11 Insert the waste toner bottle.



12 Insert the right side cover.




13 Close door B.





14 Close door A.

Moving the printer

Moving the printer to another location

 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel to lift it safely.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

 **CAUTION—POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

Note: Damage to the printer caused by improper moving is not covered by the printer warranty.

Shipping the printer

When shipping the printer, use the original packaging or contact the place where you purchased the printer.

Saving energy and paper

Configuring the power save mode settings

For non-touch-screen printer models, press  to navigate through the settings.

Eco-Mode

- 1 From the control panel, navigate to:
Settings > Device > Power Management > Eco-Mode
- 2 Select a setting.

Sleep mode

- 1 From the control panel, navigate to:
Settings > Device > Power Management > Timeouts > Sleep Mode
- 2 Specify the amount of time that the printer stays idle before it enters Sleep mode.

Hibernate mode

- 1 From the control panel, navigate to:
Settings > Device > Power Management > Timeouts > Hibernate Timeout
- 2 Select the amount of time that the printer stays idle before it enters Hibernate mode.

Notes:

- For Hibernate Timeout to work, set Hibernate Timeout on Connection to Hibernate.
- The Embedded Web Server is disabled when the printer is in Hibernate mode.

Conserving supplies

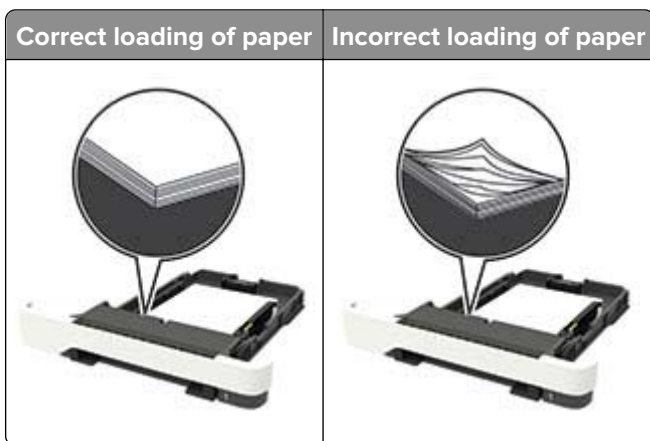
- Print on both sides of the paper.
Note: Two-sided printing is the default setting in the print driver.
- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

Clearing jams

Avoiding jams

Load paper properly

- Make sure that the paper lies flat in the tray.



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray. Load paper as shown in the illustration.

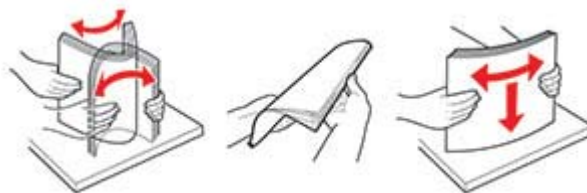


- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.

- Flex, fan, and align the paper edges before loading.

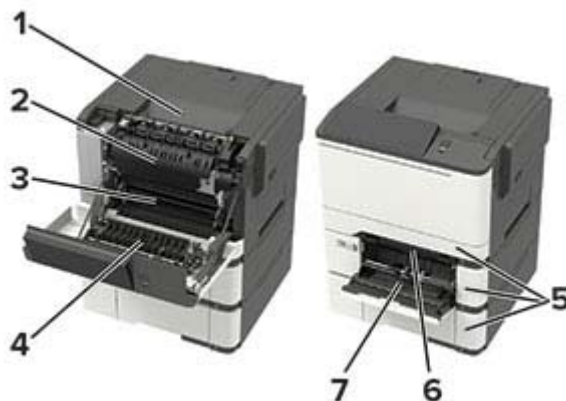


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



	Jam location
1	Standard bin
2	In the fuser
3	Below the fuser
4	Duplex unit
5	Trays
6	Manual feeder
7	Multipurpose feeder
Note: The multipurpose feeder is available only in some printer models.	

Paper jam in trays

- 1 Remove the tray.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 3 Insert the tray.

Paper jam in door A

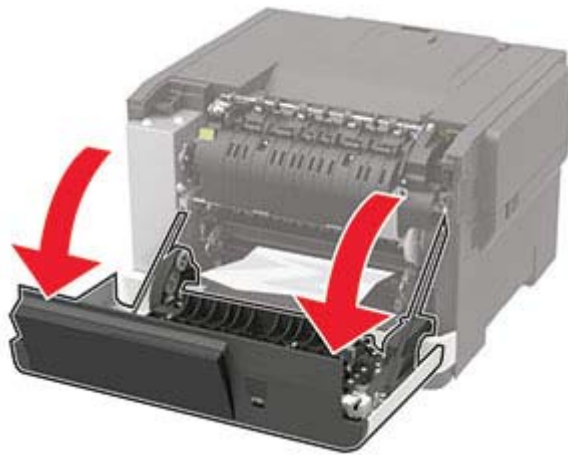
Paper jam in the fuser

- 1 Open door A.



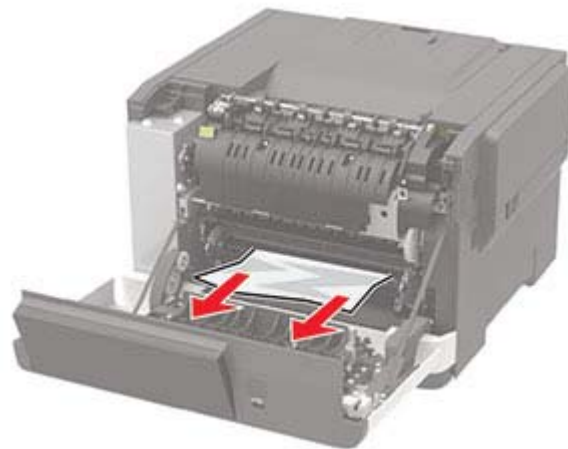
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



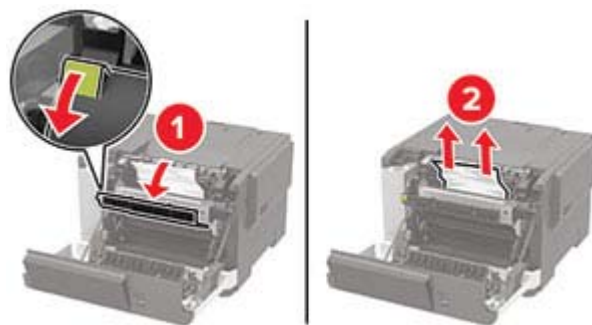
2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Open the fuser access door, and then remove the jammed paper.


Note: Make sure that all paper fragments are removed.



4 Close door A.

Paper jam in the duplex unit

1 Open door A.

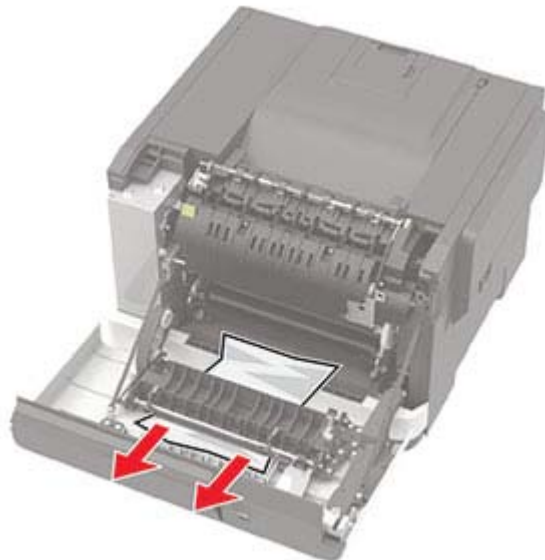
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Close door A.

Paper jam in the standard bin

Remove the jammed paper.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.

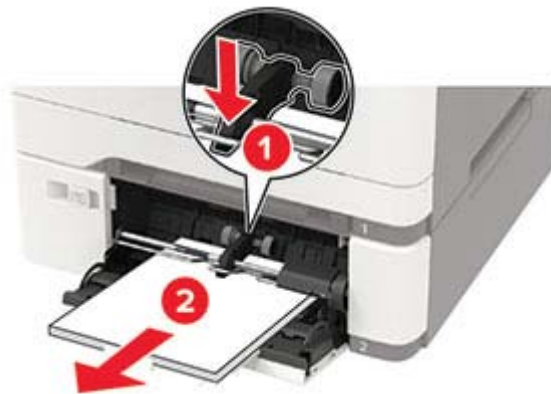
Note: Make sure that all paper fragments are removed.



Paper jam in the multipurpose feeder

Note: The multipurpose feeder is available only in some printer models.

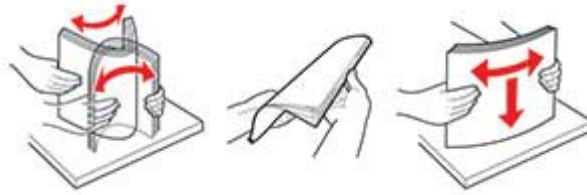
1 Remove paper from the multipurpose feeder.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

- 3 Flex, fan, and align the paper edges before loading.



- 4 Reload paper.



Paper jam in the manual feeder

- 1 Remove the tray.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Insert the tray.

Troubleshooting

Network connection problems

Cannot open Embedded Web Server

Action	Yes	No
<p>Step 1 Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 2.	Turn on the printer.
<p>Step 2 Make sure that the printer IP address is correct.</p> <p>View the printer IP address:</p> <ul style="list-style-type: none"> • From the home screen • From the TCP/IP section in the Network/Ports menu • By printing a network setup page or menu settings page, and then finding the TCP/IP section <p>Note: An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.</p> <p>Is the printer IP address correct?</p>	Go to step 3.	Type the correct printer IP address in the address field.
<p>Step 3 Check if you are using a supported browser:</p> <ul style="list-style-type: none"> • Internet Explorer® version 11 or later • Microsoft Edge™ • Safari version 6 or later • Google Chrome™ version 32 or later • Mozilla Firefox version 24 or later <p>Is your browser supported?</p>	Go to step 4.	Install a supported browser.
<p>Step 4 Check if the network connection is working.</p> <p>Is the network connection working?</p>	Go to step 5.	Contact your administrator.
<p>Step 5 Make sure that the cable connections to the printer and print server are secure. For more information, see the documentation that came with the printer.</p> <p>Are the cable connections secure?</p>	Go to step 6.	Secure the cable connections.

Action	Yes	No
<p>Step 6 Check if the web proxy servers are disabled.</p> <p>Are the web proxy servers disabled?</p>	Go to step 7.	Contact your administrator.
<p>Step 7 Access the Embedded Web Server.</p> <p>Did the Embedded Web Server open?</p>	The problem is solved.	Contact customer support .

Unable to read flash drive

Action	Yes	No
<p>Step 1 Check if the printer is not busy processing another print, copy, scan, or fax job.</p> <p>Is the printer ready?</p>	Go to step 2.	Wait for the printer to finish processing the other job.
<p>Step 2 Check if the flash drive is inserted into the front USB port.</p> <p>Note: The flash drive does not work when it is inserted into the rear USB port.</p> <p>Is the flash drive inserted into the correct port?</p>	Go to step 3.	Insert the flash drive into the correct port.
<p>Step 3 Check if the flash drive is supported. For more information, see “Supported flash drives and file types” on page 26.</p> <p>Is the flash drive supported?</p>	Go to step 4.	Insert a supported flash drive.
<p>Step 4</p> <p>a Check if the USB port is enabled. For more information, see “Enabling the USB port” on page 104.</p> <p>b Remove, and then insert the flash drive.</p> <p>Does the printer recognize the flash drive?</p>	The problem is solved.	Contact customer support .

Enabling the USB port

From the control panel, navigate to:

Settings > Network/Ports > USB > Enable USB Port

For non-touch-screen printer models, press  to navigate through the settings.

Checking the printer connectivity

1 Print the Network Setup Page.

From the control panel, navigate to:

Settings > Reports > Network > Network Setup Page


For non-touch-screen printer models, press  to navigate through the settings.

2 Check the first section of the page and confirm that the status is connected.

If the status is not connected, then the LAN drop may be inactive or the network cable may be unplugged or malfunctioning. Contact your administrator for assistance.

Hardware options problems

Cannot detect internal option

Action	Yes	No
<p>Step 1 Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>Does the internal option operate correctly?</p>	The problem is solved.	Go to step 2.
<p>Step 2 Print the Menu Settings Page, and then check if the internal option appears in the Installed Features list.</p> <p>Is the internal option listed in the menu settings page?</p>	Go to step 4.	Go to step 3.
<p>Step 3 Check if the internal option is installed properly into the controller board.</p> <ul style="list-style-type: none"> a Turn off the printer, and then unplug the power cord from the electrical outlet. b Make sure that the internal option is installed in the appropriate connector in the controller board. c Connect the power cord to the electrical outlet, and then turn on the printer. <p> CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p> <p>Does the internal option operate correctly?</p>	The problem is solved.	Go to step 4.

Action	Yes	No
<p>Step 4</p> <p>a Check if the internal option is available in the print driver.</p> <p>Note: If necessary, manually add the internal option in the print driver to make it available for print jobs. For more information, see “Adding available options in the print driver” on page 145.</p> <p>b Resend the print job.</p> <p>Does the internal option operate correctly?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Defective flash detected

Try one or more of the following:

- Replace the defective flash memory.
- From the printer control panel, select **Continue** to ignore the message and continue printing.
- Cancel the current print job.

Not enough free space in flash memory for resources

Try one or more of the following:

- From the printer control panel, select **Continue** to clear the message and continue printing.
- Delete fonts, macros, and other data stored in the flash memory.
- Install flash memory with larger capacity.

Note: Downloaded fonts and macros that are not previously stored in the flash memory are deleted.

Unformatted flash detected

Try one or more of the following:

- From the control panel, select **Continue** to stop the defragmentation and continue printing.
- Format the flash memory.

Note: If the error message remains, then the flash memory may be defective and needs to be replaced.

Issues with supplies

Replace cartridge, printer region mismatch

Install the correct toner cartridge.


Non-Printer Manufacturer supply

The printer has detected an unrecognized supply or part installed in the printer.

Your printer is designed to function best with genuine supplies and parts made by the printer manufacturer. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components.

All life indicators are designed to function with supplies and parts from the printer manufacturer and may deliver unpredictable results if third-party supplies or parts are used. Imaging component usage beyond the intended life may damage your printer or associated components.


Warning—Potential Damage: Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts may not be covered by the warranty.

To accept any and all of these risks and to proceed with the use of non-genuine supplies or parts in your printer, depending on your printer model, from the control panel, press and hold **X** and **#**, or **X** and , simultaneously for 15 seconds.


If you do not want to accept these risks, then remove the third-party supply or part from your printer and install a genuine supply or part from the printer manufacturer.

Paper feed problems


Envelope seals when printing

Action	Yes	No
<p>Step 1</p> <p>a Use an envelope that has been stored in a dry environment. Note: Printing on envelopes with high moisture content can seal the flaps.</p> <p>b Send the print job.</p> <p>Does the envelope seal when printing?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Make sure that paper type is set to Envelope. From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Send the print job.</p> <p>Does the envelope seal when printing?</p>	Contact customer support .	The problem is solved.

Collated printing does not work


Action	Yes	No
<p>Step 1</p> <p>a From the printer control panel, navigate to: Settings > Print > Layout > Collate</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Set Collate to On.</p> <p>c Print the document.</p> <p>Are the pages collated correctly?</p>	The problem is solved.	Go to step 2.
<p>Step 2</p> <p>a From the document that you are trying to print, open the Print dialog, and then select Collate.</p> <p>b Print the document.</p> <p>Are the pages collated correctly?</p>	The problem is solved.	Go to step 3.
<p>Step 3</p> <p>a Reduce the number of pages to print.</p> <p>b Print the document.</p> <p>Are the pages collated correctly?</p>	The problem is solved.	Contact customer support .

Tray linking does not work


Action	Yes	No
<p>Step 1</p> <p>a Check if the trays contain the same paper size and paper type.</p> <p>b Check if the paper guides are positioned correctly.</p> <p>c Print the document.</p> <p>Do the trays link correctly?</p>	The problem is solved.	Go to step 2.
<p>Step 2</p> <p>a From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Set the paper size and paper type to match the paper loaded in the linked trays.</p> <p>c Print the document.</p> <p>Do the trays link correctly?</p>	The problem is solved.	Go to step 3.

Action	Yes	No
<p>Step 3</p> <p>a Make sure that Tray Linking is set to Automatic. For more information, see “Linking trays” on page 18.</p> <p>b Print the document.</p> <p>Do the trays link correctly?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Paper frequently jams

Action	Yes	No
<p>Step 1</p> <p>a Remove the tray.</p> <p>b Check if paper is loaded correctly.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the paper guides are positioned correctly. • Make sure that the stack height is below the maximum paper fill indicator. • Make sure to print on recommended paper size and type. <p>c Insert the tray.</p> <p>d Print the document.</p> <p>Do paper jams occur frequently?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Set the correct paper size and type.</p> <p>c Print the document.</p> <p>Do paper jams occur frequently?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p>Step 3</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Do paper jams occur frequently?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Jammed pages are not reprinted


Action	Yes	No
<p>a From the control panel, navigate to: Settings > Device > Notifications > Jam Content Recovery</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Select On or Auto, and then apply the changes.</p> <p>c Print the document.</p> <p>Are the jammed pages reprinted?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Printing problems

Print quality is poor

Blank or white pages



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.

Action	Yes	No
<p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Is the printer printing blank or white pages?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Dark print



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Perform Color Adjust. From the control panel, navigate to: Settings > Print > Quality > Advanced Imaging > Color Adjust</p> <p>b Print the document.</p> <p>Is the print too dark?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Depending on your operating system, reduce toner darkness from the Printing Preferences or Print dialog. Note: You can also change the setting on the printer control panel. Navigate to: Settings > Print > Quality > Toner Darkness</p> <p>b Print the document.</p> <p>Is the print too dark?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: Settings > Paper > Tray Configuration > Paper Size/Type <p>b Print the document.</p> <p>Is the print too dark?</p>	Go to step 4.	The problem is solved.

Action	Yes	No
<p>Step 4 Check if the paper has texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p>	Go to step 5.	Go to step 6.
<p>Step 5 a Replace textured or rough paper with plain paper. b Print the document.</p> <p>Is the print too dark?</p>	Go to step 6.	The problem is solved.
<p>Step 6 a Load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. b Print the document.</p> <p>Is the print too dark?</p>	Contact customer support .	The problem is solved.

Ghost images




Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

Action	Yes	No
<p>Step 1 a Load the tray with the correct paper type. b Print the document.</p> <p>Do ghost images appear on prints?</p>	Go to step 2.	The problem is solved.

Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Print the document.</p> <p>Do ghost images appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Perform Color Adjust. From the control panel, navigate to:</p> <p>Settings > Print > Quality > Advanced Imaging > Color Adjust</p> <p>b Print the document.</p> <p>Do ghost images appear on prints?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Do ghost images appear on prints?</p>	Contact customer support .	The problem is solved.

Gray or colored background



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Perform Color Adjust. From the control panel, navigate to: Settings > Print > Quality > Advanced Imaging > Color Adjust</p> <p>b Print the document.</p> <p>Does gray or colored background appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Remove, and then insert the imaging kit. Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Does gray or colored background appear on prints?</p>	Contact customer support .	The problem is solved.

Incorrect margins



Action	Yes	No
<p>Step 1</p> <p>a Adjust the paper guides to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Are the margins correct?</p>	The problem is solved.	Go to step 2.
<p>Step 2</p> <p>a Set the paper size from the control panel. Navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Print the document.</p> <p>Are the margins correct?</p>	The problem is solved.	Go to step 3.

Action	Yes	No
<p>Step 3</p> <p>a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p>Note: Make sure that the setting matches the paper loaded.</p> <p>b Print the document.</p> <p>Are the margins correct?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Light print



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.


Action	Yes	No
<p>Step 1</p> <p>a Perform Color Adjust.</p> <p>From the control panel, navigate to:</p> <p>Settings > Print > Quality > Advanced Imaging > Color Adjust</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Depending on your operating system, increase toner darkness from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the setting on the printer control panel. Navigate to:</p> <p>Settings > Print > Quality > Toner Darkness</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Turn off Color Saver. From the control panel, navigate to: Settings > Print > Quality > Color Saver</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: Settings > Paper > Tray Configuration > Paper Size/Type <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 5.</p>	<p>The problem is solved.</p>
<p>Step 5</p> <p>Check if paper has texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p>	<p>Go to step 6.</p>	<p>Go to step 7.</p>
<p>Step 6</p> <p>a Replace textured or rough paper with plain paper.</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 7.</p>	<p>The problem is solved.</p>
<p>Step 7</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 8.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 8</p> <p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Missing colors



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.

Action	Yes	No
<p>a Remove the toner cartridge of the missing color.</p> <p>b Remove the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>c Remove, and then insert the developer unit of the missing color.</p> <p>d Insert the imaging kit.</p> <p>e Insert the toner cartridge.</p> <p>f Print the document.</p> <p>Are some colors missing on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Mottled print and dots



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

Action	Yes	No
<p>Step 1 Check the printer for leaked toner contamination.</p> <p>Is the printer free of leaked toner?</p>	Go to step 2.	Contact customer support .
<p>Step 2</p> <p>a From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Check if the paper size and paper type settings match the paper loaded.</p> <p>Note: Make sure that paper does not have texture or rough finishes.</p> <p>Do the settings match?</p>	Go to step 4.	Go to step 3.
<p>Step 3</p> <p>a Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> <p>Note: Make sure that the settings match the paper loaded.</p> <p>b Print the document.</p> <p>Is the print mottled?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the print mottled?</p>	Go to step 5.	The problem is solved.

Action	Yes	No
<p>Step 5</p> <p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Is the print mottled?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Paper curl




Action	Yes	No
<p>Step 1</p> <p>a Adjust the guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3 Print on the other side of the paper. a Remove paper, flip it over, and then reload paper. b Print the document.</p> <p>Is the paper curled?</p>	Go to step 4.	The problem is solved.
<p>Step 4 a Load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. b Print the document.</p> <p>Is the paper curled?</p>	Contact customer support .	The problem is solved.

Print crooked or skewed



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.

Action	Yes	No
<p>Step 1 a Adjust the paper guides in the tray to the correct position for the paper loaded. b Print the document.</p> <p>Is the print crooked or skewed?</p>	Go to step 2.	The problem is solved.
<p>Step 2 a Load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. b Print the document.</p> <p>Is the print crooked or skewed?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p>Step 3</p> <p>a Check if the paper loaded is supported. Note: If paper is not supported, then load a supported paper.</p> <p>b Print the document.</p> <p>Is the print crooked or skewed?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Solid color or black images



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

Action	Yes	No
<p>a Remove, and then reinstall the imaging kit. Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Is the printer printing solid color or black images?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Text or images cut off



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to

Settings > Troubleshooting > Print Quality Test Pages. For non-touch-screen printer models, press  to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Adjust the paper guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Are text or images cut off?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Print the document.</p> <p>Are text or images cut off?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Are text or images cut off?</p>	Contact customer support .	The problem is solved.

Toner easily rubs off



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to

Settings > Troubleshooting > Print Quality Test Pages. For non-touch-screen printer models, press **OK** to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Print the document.</p> <p>Does toner easily rub off?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Check if the paper weight is supported.</p> <p>Note: If paper weight is not supported, then load a supported one.</p> <p>b Print the document.</p> <p>Does toner easily rub off?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Does toner easily rub off?</p>	Contact customer support .	The problem is solved.

Uneven print density



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to


Settings > Troubleshooting > Print Quality Test Pages. For non-touch-screen printer models, press **OK** to navigate through the settings.

Action	Yes	No
<p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Is the print density uneven?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Horizontal dark lines



Notes:

- Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.
- If horizontal dark lines keep appearing on the prints, then see the “Repeating defects” topic.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: Settings > Paper > Tray Configuration > Paper Size/Type <p>b Print the document.</p> <p>Do dark lines appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 2</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p>b Print the document.</p> <p>Do dark lines appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Do dark lines appear on prints?</p>	Contact customer support .	The problem is solved.

Vertical dark lines




Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Print the document.</p> <p>Do vertical dark lines appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p>b Print the document.</p> <p>Do vertical dark lines appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light can cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Do vertical dark lines appear on prints?</p>	Contact customer support .	The problem is solved.

Horizontal white lines




Notes:

- Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.
- If horizontal white lines keep appearing on your prints, then see the “Repeating defects” topic.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Print the document.</p> <p>Do horizontal white lines appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light can cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Do horizontal white lines appear on prints?</p>	Contact customer support .	The problem is solved.

Vertical white lines




Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>b Print the document.</p> <p>Do vertical white lines appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>Check if you are using the recommended paper type.</p> <p>a Load the paper source with the recommended paper type.</p> <p>b Print the document.</p> <p>Do vertical white lines appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove, and then insert the imaging kit.</p> <p>Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Do vertical white lines appear on prints?</p>	Contact customer support .	The problem is solved.

Repeating defects



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.



Action	Yes	No
<p>a Using the Print Quality Test Pages, measure the distance between the repeating defects on the affected color page.</p> <p>b Check if the repeating defects match any of the following measurements:</p> <p>Imaging kit</p> <ul style="list-style-type: none"> • 94.20 mm (3.71 in.) • 29.80 mm (1.17 in.) • 23.20 mm (0.91 in.) <p>Developer unit</p> <ul style="list-style-type: none"> • 43.90 mm (1.73 in.) • 45.50 mm (1.79 in.) <p>Transfer module</p> <ul style="list-style-type: none"> • 37.70 mm (1.48 in.) • 78.50 mm (3.09 in.) • 55 mm (2.17 in.) <p>Fuser</p> <ul style="list-style-type: none"> • 79.80 mm (3.14 in.) • 94.30 mm (3.71 in.) <p>Do the repeating defects match any of the measurements?</p>	<p>Take note of the distance, and then contact customer support.</p>	<p>Take note of the distance, and then contact customer support.</p>


Confidential and other held documents do not print

Action	Yes	No
<p>Step 1</p> <p>a From the control panel, check if the documents appear in the Held Jobs list.</p> <p>Note: If the documents are not listed, then print the documents using the Print and Hold options.</p> <p>b Print the documents.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>
<p>Step 2</p> <p>The print job may contain a formatting error or invalid data.</p> <ul style="list-style-type: none"> • Delete the print job, and then send it again. • For PDF files, generate a new file, and then print the documents. <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>

Action	Yes	No
<p>Step 3</p> <p>If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates.</p> <p>For Windows users</p> <ul style="list-style-type: none"> a Open the Printing Preferences dialog. b From the Print and Hold section, select Keep duplicate documents. c Enter a PIN. d Resend the print job. <p>For Macintosh users</p> <ul style="list-style-type: none"> a Save and name each job differently. b Send the job individually. <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 4.</p>
<p>Step 4</p> <ul style="list-style-type: none"> a Delete some held jobs to free up printer memory. b Resend the print job. <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 5.</p>
<p>Step 5</p> <ul style="list-style-type: none"> a Add printer memory. b Resend the print job. <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Slow printing

Action	Yes	No
<p>Step 1</p> <p>Make sure that the printer cable is securely connected to the printer and to the computer, print server, option, or other network device.</p> <p>Is the printer printing slow?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Make sure that the printer is not in Eco-Mode or Quiet Mode.</p> <ul style="list-style-type: none"> From the control panel, navigate to: Settings > Device > Power Management > Eco-Mode From the control panel, navigate to: Settings > Device > Maintenance > Configuration Menu > Device Operations > Quiet Mode <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog.</p> <p>b Set the resolution to 4800 CQ.</p> <p>c Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a From the control panel, navigate to: Settings > Print > Quality > Print Resolution</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Set the resolution to 4800 CQ.</p> <p>c Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 5.	The problem is solved.


Action	Yes	No
<p>Step 5</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. • Heavier paper prints more slowly. • Paper narrower than letter, A4, and legal may print more slowly. <p>b Print the document.</p> <p>Is the printer printing slow?</p>	<p>Go to step 6.</p>	<p>The problem is solved.</p>
<p>Step 6</p> <p>a Make sure that the printer settings for Media Texture and Media Weight match the paper being loaded.</p> <p>From the control panel, navigate to:</p> <p>Settings > Paper > Media Configuration > Media Types</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>Note: Rough paper textures and heavy paper weights may print more slowly.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	<p>Go to step 7.</p>	<p>The problem is solved.</p>
<p>Step 7</p> <p>Remove held jobs.</p> <p>Is the printer printing slow?</p>	<p>Go to step 8.</p>	<p>The problem is solved.</p>
<p>Step 8</p> <p>a Make sure that the printer is not overheating.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Allow the printer to cool down after a long print job. • Observe the recommended ambient temperature for the printer. For more information, see “Selecting a location for the printer” on page 8. <p>b Print the document.</p> <p>Is the printer printing slow?</p>	<p>Go to step 9.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 9</p> <p>a Add more printer memory.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>


Print jobs do not print

Action	Yes	No
<p>Step 1</p> <p>a From the document you are trying to print, open the Print dialog, and then check if you have selected the correct printer.</p> <p>b Print the document.</p> <p>Is the document printed?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>
<p>Step 2</p> <p>a Check if the printer is on.</p> <p>b Resolve any error messages that appear on the display.</p> <p>c Print the document.</p> <p>Is the document printed?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>a Check if the ports are working and if the cables are securely connected to the computer and the printer.</p> <p>For more information, see the setup documentation that came with the printer.</p> <p>b Print the document.</p> <p>Is the document printed?</p>	<p>The problem is solved.</p>	<p>Go to step 4.</p>
<p>Step 4</p> <p>a Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>b Print the document.</p> <p>Is the document printed?</p>	<p>The problem is solved.</p>	<p>Go to step 5.</p>
<p>Step 5</p> <p>a Remove, and then reinstall the print driver.</p> <p>b Print the document.</p> <p>Is the document printed?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

The printer is not responding

Action	Yes	No
<p>Step 1 Check if the power cord is connected to the electrical outlet.</p> <p> CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p> <p>Is the printer responding?</p>	The problem is solved.	Go to step 2.
<p>Step 2 Check if the electrical outlet is turned off by a switch or breaker.</p> <p>Is the electrical outlet turned off by a switch or breaker?</p>	Turn on the switch or reset the breaker.	Go to step 3.
<p>Step 3 Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 4.	Turn on the printer.
<p>Step 4 Check if the printer is in Sleep or Hibernate mode.</p> <p>Is the printer in Sleep or Hibernate mode?</p>	Press the power button to wake the printer.	Go to step 5.
<p>Step 5 Check if the cables connecting the printer and the computer are inserted to the correct ports.</p> <p>Are the cables inserted to the correct ports?</p>	Go to step 6.	Insert the cables to the correct ports.
<p>Step 6 Turn off the printer, install the hardware options, and then turn on the printer. For more information, see the documentation that came with the option.</p> <p>Is the printer responding?</p>	The problem is solved.	Go to step 7.
<p>Step 7 Install the correct print driver.</p> <p>Is the printer responding?</p>	The problem is solved.	Go to step 8.
<p>Step 8 Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>Is the printer responding?</p>	The problem is solved.	Contact customer support .

Job prints from the wrong tray or on the wrong paper

Action	Yes	No
<p>Step 1</p> <p>a Check if you are printing on the correct paper.</p> <p>b Print the document.</p> <p>Is the document printed on the correct paper?</p>	Go to step 2.	Load the correct paper size and paper type.
<p>Step 2</p> <p>a Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the settings on the printer control panel. Navigate to:</p> <p>Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Make sure that the settings match the paper loaded.</p> <p>c Print the document.</p> <p>Is the document printed on the correct paper?</p>	The problem is solved.	Go to step 3.
<p>Step 3</p> <p>a Check if the trays are linked.</p> <p>For more information, see “Linking trays” on page 18.</p> <p>b Print the document.</p> <p>Is the document printed from the correct tray?</p>	The problem is solved.	Contact customer support .

Color quality problems

Adjusting toner darkness

1 From the control panel, navigate to:

Settings > Print > Quality > Toner Darkness

For non-touch-screen printer models, press  to navigate through the settings.

2 Adjust the setting.

3 Apply the changes.

Modifying the colors in printed output

For non-touch-screen printer models, press  to navigate through the settings.

- 1 From the control panel, navigate to:
Settings > Print > Quality > Advanced Imaging > Color Correction
- 2 From the Color Correction menu, select **Manual > Color Correction Content**.
- 3 Choose the appropriate color conversion setting.

Object type	Color conversion tables
RGB Image RGB Text RGB Graphics	<ul style="list-style-type: none"> • Vivid—Produces brighter, more saturated colors and may be applied to all incoming color formats. • sRGB Display—Produces an output that approximates the colors displayed on a computer monitor. Black toner usage is optimized for printing photographs. • Display-True Black—Produces an output that approximates the colors displayed on a computer monitor. This setting uses only black toner to create all levels of neutral gray. • sRGB Vivid—Provides an increased color saturation for the sRGB Display color correction. Black toner usage is optimized for printing business graphics. • Off
CMYK Image CMYK Text CMYK Graphics	<ul style="list-style-type: none"> • US CMYK—Applies color correction to approximate the Specifications for Web Offset Publishing (SWOP) color output. • Euro CMYK—Applies color correction to approximate Euroscale color output. • Vivid CMYK—Increases the color saturation of the US CMYK color correction setting. • Off

FAQ about color printing

What is RGB color?

RGB color is a method of describing colors by indicating the amount of red, green, or blue used to produce a certain color. Red, green, and blue light can be added in various amounts to produce a large range of colors observed in nature. Computer screens, scanners, and digital cameras use this method to display colors.

What is CMYK color?

CMYK color is a method of describing colors by indicating the amount of cyan, magenta, yellow, and black used to reproduce a particular color. Cyan, magenta, yellow, and black inks or toners can be printed in various amounts to produce a large range of colors observed in nature. Printing presses, inkjet printers, and color laser printers create colors in this manner.

How is color specified in a document to be printed?

Software programs are used to specify and modify the document color using RGB or CMYK color combinations. For more information, see the software program Help topics.

How does the printer know what color to print?

When printing a document, information describing the type and color of each object is sent to the printer and is passed through color conversion tables. Color is translated into the appropriate amounts of cyan, magenta, yellow, and black toner used to produce the color you want. The object information determines the application of color conversion tables. For example, it is possible to apply one type of color conversion table to text while applying a different color conversion table to photographic images.

What is manual color correction?

When manual color correction is enabled, the printer employs user-selected color conversion tables to process objects. Manual color correction settings are specific to the type of object being printed (text, graphics, or images). It is also specific to how the color of the object is specified in the software program (RGB or CMYK combinations). To apply a different color conversion table manually, see [“Modifying the colors in printed output” on page 136](#).

If the software program does not specify colors with RGB or CMYK combinations, then manual color correction is not useful. It is also not effective if the software program or the computer operating system controls the adjustment of colors. In most situations, setting the Color Correction to Auto generates preferred colors for the documents.

How can I match a particular color (such as a corporate logo)?

From the printer Quality menu, nine types of Color Samples sets are available. These sets are also available from the Color Samples page of the Embedded Web Server. Selecting any sample set generates multiple-page prints consisting of hundreds of colored boxes. Each box contains a CMYK or RGB combination, depending on the table selected. The observed color of each box is obtained by passing the CMYK or RGB combination labeled on the box through the selected color conversion table.



By examining Color Samples sets, you can identify the box with color closest to the color being matched. The color combination labeled on the box can then be used for modifying the color of the object in a software program. For more information, see the software program Help topics. Manual color correction may be necessary to use the selected color conversion table for the particular object.

Selecting which Color Samples set to use for a particular color-matching problem depends on:

- The Color Correction setting being used (Auto, Off, or Manual)
- The type of object being printed (text, graphics, or images)
- How the color of the object is specified in the software program (RGB or CMYK combinations)

If the software program does not specify colors with RGB or CMYK combinations, then the Color Samples pages are not useful. Additionally, some software programs adjust the RGB or CMYK combinations specified in the program through color management. In these situations, the printed color may not be an exact match of the Color Samples pages.

The print appears tinted

Action	Yes	No
<p>Step 1 Perform Color Adjust.</p> <p>a From the control panel, navigate to: Settings > Print > Quality > Advanced Imaging > Color Adjust</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Print the document.</p> <p>Does the print appear tinted?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2 From the control panel, navigate to: Settings > Print > Quality > Advanced Imaging > Color Balance</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Adjust the settings. c Print the document.</p> <p>Does the print appear tinted?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Contacting customer support

Before contacting customer support, make sure to have the following information:

- Printer problem
- Error message
- Printer model type and serial number

Visit the place where you purchased your printer.

Upgrading and migrating

Hardware

Available internal options

- Flash memory
- Font cards
- Firmware cards
 - Forms and Bar Code
 - PRESCRIBE
- Printer hard disk

Note: Some options are available only in some printer models. For more information, contact the place where you purchased the printer.

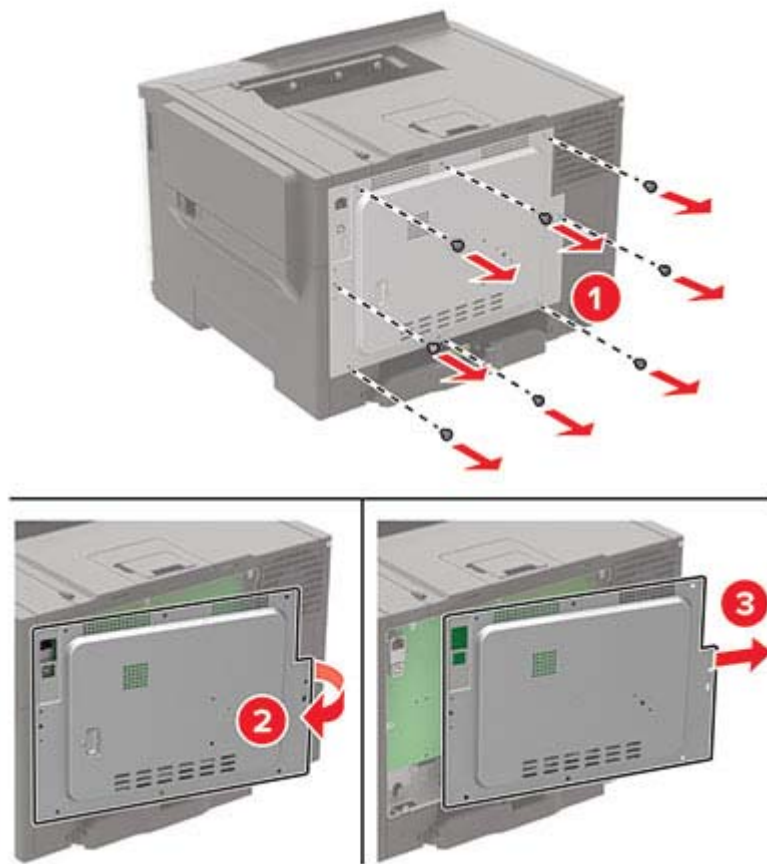
Accessing the controller board



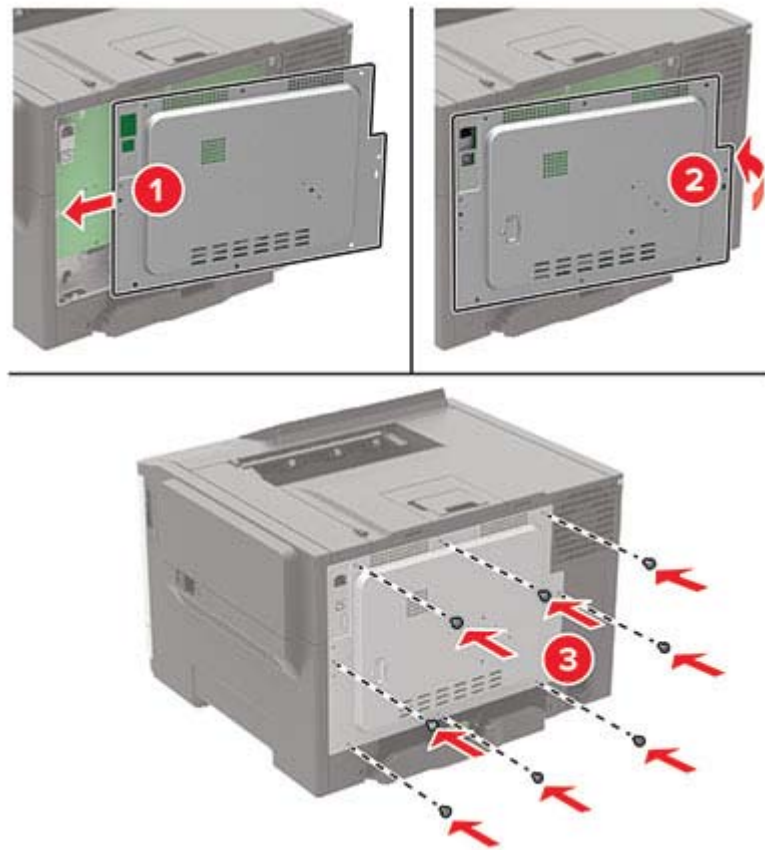
CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Using a flat-head screwdriver, remove the controller board access cover.

Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board electronic components or connectors.



- 4 Attach the access cover.



- 5 Connect the power cord to the printer, and then to the electrical outlet.

⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near and easily accessible.

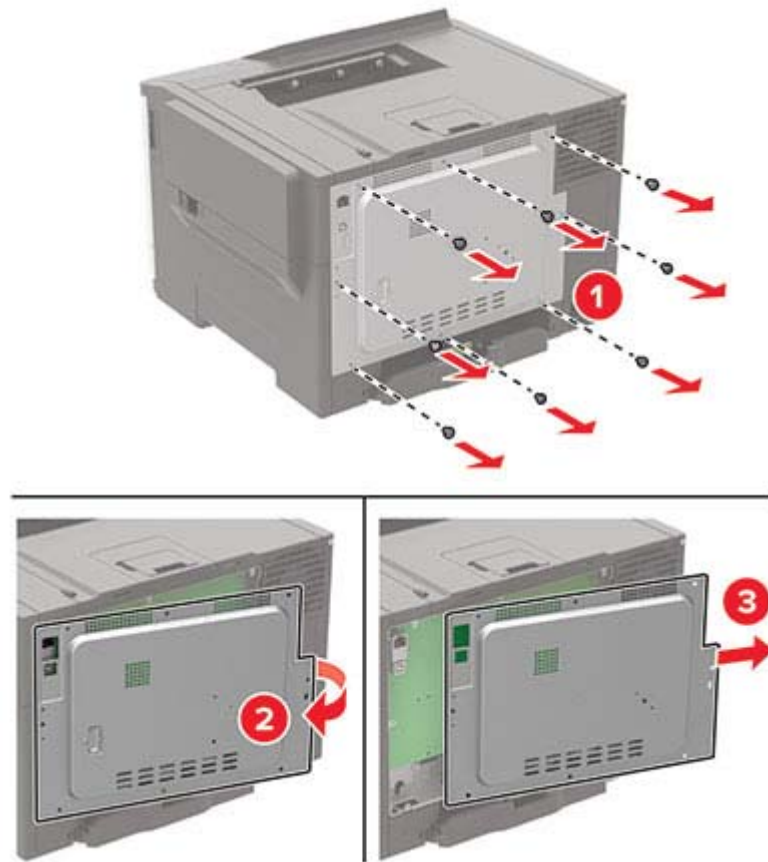
- 6 Turn on the printer.

Installing a printer hard disk

⚠ CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Using a flat-head screwdriver, remove the controller board access cover.

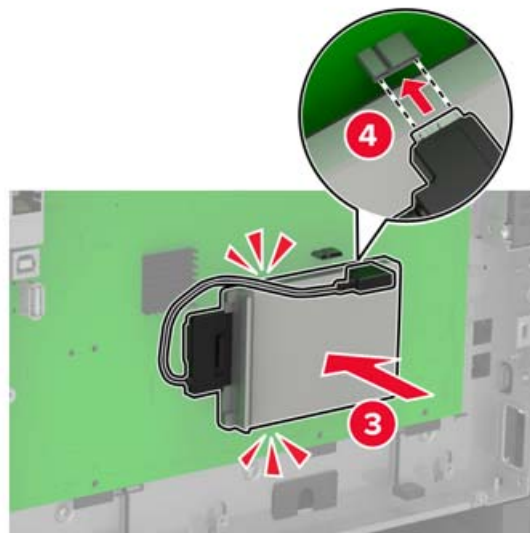
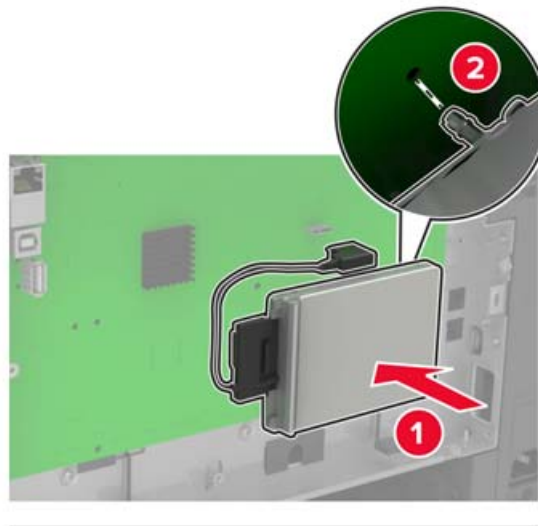
Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board components or connectors.



4 Unpack the printer hard disk.

5 Attach the hard disk, and then connect the hard disk interface cable to the controller board.

Warning—Potential Damage: Do not touch or press the center of the hard disk.



6 Attach the access cover.

7 Connect the power cord to the printer, and then to the electrical outlet.

⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

8 Turn on the printer.

Installing optional trays

Note: Depending on your printer model, you may install a 650-sheet duo tray or both the 650-sheet duo tray and 550-sheet tray.

⚠ CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the optional tray, and then remove all packing material.
- 4 Align the printer with the optional tray, and then lower the printer into place.

⚠ CAUTION—POTENTIAL INJURY: If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel to lift it safely.



Note: If you are installing both the optional trays, then place the 550-sheet tray below the 650-sheet duo tray.

- 5 Connect the power cord to the printer, and then to the electrical outlet.

⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

- 6 Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 145](#).

Software

Installing the printer software

- 1 Obtain a copy of the software installer package.
 - From the software CD that came with your printer.
 - From our website or the place where you purchased the printer.
- 2 Run the installer, and then follow the instructions on the computer screen.
- 3 For Macintosh users, add the printer.

Note: Obtain the printer IP address from the TCP/IP section in the Network/Ports menu.

Adding available options in the print driver

For Windows users

- 1 Open the printers folder.
- 2 Select the printer you want to update, and then do either of the following:
 - For Windows 7 or later, select **Printer properties**.
 - For earlier versions, select **Properties**.
- 3 Navigate to the Configuration tab, and then select **Update Now - Ask Printer**.
- 4 Apply the changes.

For Macintosh users

- 1 From System Preferences in the Apple menu, navigate to your printer, and then select **Options & Supplies**.
- 2 Navigate to the list of hardware options, and then add any installed options.
- 3 Apply the changes.

Firmware

Exporting or importing a configuration file

You can export the configuration settings of your printer into a text file, and then import the file to apply the settings to other printers.

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

2 Export or import a configuration file for one or multiple applications.

For one application

- a** From the Embedded Web Server, click **Apps** > the application that you want > **Configure**.
- b** Click **Export** or **Import**.

For multiple applications

- a** From the Embedded Web Server, click **Export Configuration** or **Import Configuration**.
- b** Follow the instructions on the screen.

Updating firmware

Some applications require a minimum device firmware level to operate correctly.

For more information on updating the device firmware, contact your sales representative.

- 1** From the Embedded Web Server, click **Settings** > **Device** > **Update Firmware**.
- 2** Browse to locate the required flash file.
- 3** Apply the changes.

Notices

Product information

Product name:
 Color Laser Printer
 Machine type:
 5029
 Model(s):
 038, 230, 238, 430, 636, 696, and their equivalent models

Edition notice

August 2018

The following paragraph does not apply to any country where such provisions are inconsistent with local law: THIS PUBLICATION IS PROVIDED “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

Licensing notices

All licensing notices associated with this product can be viewed from the CD:\NOTICES directory of the installation software CD.

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	50
Ready	16

Waste from Electrical and Electronic Equipment (WEEE) directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products. If you have further questions about recycling options, contact your local sales office.

Product disposal

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

Static sensitivity notice



This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol.

To prevent damage from electrostatic discharge when performing maintenance tasks such as clearing paper jams or replacing supplies, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer even if the symbol is not present.

Temperature information

Operating temperature and relative humidity	10 to 32.2°C (50 to 90°F) and 15 to 80% RH
Printer / cartridge / imaging unit long-term storage ¹	15.3 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet bulb temperature: 22.8°C (73°F) Non-condensing environment
Printer / cartridge / imaging unit short-term shipping	-40 to 43.3°C (-40 to 110°F)

¹ Supplies shelf life is approximately 2 years. This is based on storage in a standard office environment at 22°C (72°F) and 45% humidity.

² Wet-bulb temperature is determined by the air temperature and the relative humidity.

Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) AlGaInP laser that is nominally 15 milliwatts operating in the wavelength region of 650–670 nanometers and enclosed in a non-serviceable printhead assembly. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions.

Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 400 (CP2300DN); 530 (CP2500DN Plus) Two-sided: 280 (CP2300DN); 360 (CP2500DN Plus)
Copy	The product is generating hard-copy output from hard-copy original documents.	N/A
Scan	The product is scanning hard-copy documents.	N/A
Ready	The product is waiting for a print job.	35.5 (CP2300DN); 37 (CP2500DN Plus)
Sleep Mode	The product is in a high-level energy-saving mode.	1.4 (CP2300DN); 1.3 (CP2500DN Plus)
Hibernate	The product is in a low-level energy-saving mode.	0.2
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.2

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Sleep Mode

This product is designed with an energy-saving mode called *Sleep Mode*. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the *Sleep Mode Timeout*.

Factory default Sleep Mode Timeout for this product (in minutes):	15
---	----

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

This product is designed with an ultra-low power operating mode called *Hibernate mode*. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes

Factory default Hibernate Timeout for this product in all countries or regions	3 days
--	--------

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total energy usage

It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Modular component notice

This product may contain the following modular component(s):

Regulatory Type/Model LEX-M07-001; FCC ID:IYLLLEXM07001; IC:2376A-LEXM07001

日本の VCCI 規定

製品にこのマークが表示されている場合、次の要件を満たしています。



この装置は、クラス B 情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをしてください。

VCCI-B

Notice to users of Class A products in Brazil

Este produto não é apropriado para uso em ambientes domésticos, pois poderá causar interferências eletromagnéticas que obrigam o usuário a tomar medidas necessárias para minimizar estas interferências.

Radio interference notice

Warning

This is a product that complies with the emission requirements of EN55022 and EN55032 Class A limits and immunity requirements of EN55024. This product is not intended to be used in residential/domestic environments.

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

Index

A

- accessing the controller board 139
- adding hardware options
 - print driver 145
- adding internal options
 - print driver 145
- adjusting toner darkness 135
- AirPrint
 - using 24
- attaching cables 10
- avoiding paper jams 95

C

- cannot open Embedded Web Server 103
- card stock
 - loading 15
- checking the printer connectivity 105
- checking the status of parts and supplies 80
- cleaning
 - exterior of the printer 79
 - interior of the printer 79
- cleaning the printer 79
- clearances around the printer 8
- clearing jam
 - below the fuser 97
 - in the duplex unit 97
 - in the fuser 97
 - in the multipurpose feeder 100
 - in trays 97
- clearing jams
 - in the standard bin 100
- collated printing does not work 108
- Color Correction
 - manual 136
- Color Correction Content 136
- confidential print jobs 27
 - printing from a Macintosh computer 27
 - printing from Windows 27
- configuring supply notifications 80
- configuring Universal paper 13

- connecting the printer to a wireless network 78
- connecting to a wireless network
 - using PIN method 78
 - using Push Button method 78
- conserving supplies 94
- contacting customer support 138
- controller board
 - accessing 139
- customer support
 - contacting 138

D

- deactivating the Wi-Fi network 79
- Defective flash detected 106
- documents, printing
 - from a computer 24
 - from a mobile device 24

E

- Eco-Mode
 - configuring 94
- emission notices 147, 150
- enabling the USB port 104
- encrypting
 - printer hard disk 76
- envelopes
 - loading 15, 17
- environmental setting
 - Eco-Mode 94
 - Hibernate mode 94
 - sleep mode 94
- erasing non-volatile memory 75
- erasing printer hard disk memory 75
- erasing printer memory 75, 76
- erasing volatile memory 75
- Ethernet port 10
- exporting a configuration file using the Embedded Web Server 145

F

- factory default settings
 - restoring 76
- FAQ about color printing 136

- firmware
 - update 146
- flash drive
 - printing from 25
- font sample list
 - printing 28
- fuser maintenance kit
 - ordering 80

G

- Google Cloud Print
 - using 24

H

- hardware options
 - trays 144
- hardware options, adding
 - print driver 145
- held jobs 27
 - printing from a Macintosh computer 27
 - printing from Windows 27
- Hibernate mode
 - configuring 94
- HTTP/FTP Settings menu 62
- humidity around the printer 148

I

- imaging kit
 - ordering 80
 - replacing 86
- importing a configuration file using the Embedded Web Server 145
- indicator light
 - understanding the status 11
- installing options
 - printer hard disk 141
- installing the printer software 145
- installing trays 144
- internal option is not detected 105
- internal options
 - firmware card 139
 - memory card 139
 - printer hard disk 139

internal options, adding
print driver 145

J

jams
avoiding 95
locating jam areas 96
locations 96
jams, clearing
in the manual feeder 101

L

letterhead
loading 15, 17
linking trays 18
loading the manual feeder 17
loading the multipurpose
feeder 15
loading trays 13
locating the security slot 75

M

manual color correction
applying 136
manual feeder
loading 17
menu
802.1x 61
About this Printer 39
Confidential Print Setup 70
Configuration Menu 36
Device 73
Erase Temporary Data Files 71
Ethernet 56
Flash Drive Print 51
Google Cloud Print 63
Help 73
HTML 48
HTTP/FTP Settings 62
Image 49
IPSec 60
Job Accounting 44
Layout 40
Local Accounts 66
Login Restrictions 70
LPD Configuration 61
Manage Permissions 65
Media Types 51
Menu Settings Page 73
Miscellaneous 72

Mobile Services
Management 72
Network 73
Network Overview 53
Notifications 31
Out of Service Erase 39
PCL 47
PDF 46
PostScript 46
Power Management 35
Preferences 30
Print 73
Quality 42
Remote Operator Panel 31
Restore Factory Defaults 36
Security Audit Log 67
Setup 41
SNMP 59
Solutions LDAP Settings 72
TCP/IP 58
ThinPrint 62
Tray Configuration 49
Troubleshooting 74
Universal Setup 50
USB 63
Visible Home Screen Icons 39
Wi-Fi Direct 64
XPS 45

menu map 29
Menu Settings Page
printing 74
menus
Disk Encryption 71
Schedule USB Devices 67
Wireless 53
mobile device
printing from 24
Mopria Print Service
using 24
moving the printer 93
multipurpose feeder
loading 15

N

noise emission levels 147
Non-Printer Manufacturer
supply 106
non-volatile memory 76
Not enough free space in flash
memory for resources 106
notices 147, 148, 149, 150

O

ordering
fuser maintenance kit 80
ordering a black and color
imaging kit 80
ordering a black imaging kit 80
ordering a waste toner bottle 80
ordering supplies
imaging kit 80
toner cartridge 80
waste toner bottle 80

P

paper jam in door A 97
paper jam in the multipurpose
feeder 100
paper jam in the standard
bin 100
paper jam in trays 97
paper jam, clearing
in the standard bin 100
paper jams
avoiding 95
paper jams, clearing
in the manual feeder 101
personal identification number
method 78
power button light
understanding the status 11
power cord socket 10
print driver
hardware options, adding 145
print jobs not printed 133
Print Quality Test Pages 74
print quality troubleshooting
blank pages 110
crooked print 120
dark print 111
ghost images on prints 112
gray or colored background 113
horizontal dark lines 124
horizontal white lines 126
light print 115
missing colors 117
mottled print and dots 118
paper curl 119
print appears tinted 138
repeating defects 128
skewed print 120
solid color or black images 121
text or images cut off 121

- toner easily rubs off 122
- uneven print density 123
- vertical dark lines 125
- vertical white lines 127
- white pages 110
- print troubleshooting
 - confidential and other held documents do not print 129
 - envelope seals when printing 107
 - incorrect margins 114
 - jammed pages are not reprinted 110
 - job prints from the wrong tray 135
 - job prints on the wrong paper 135
 - paper frequently jams 109
 - print jobs do not print 133
 - slow printing 131
 - tray linking does not work 108
 - unable to read flash drive 104
- printer
 - shipping 93
- printer configurations 9
- printer connectivity
 - checking 105
- printer hard disk
 - encrypting 76
 - installing 141
- printer hard disk memory 76
 - erasing 75
- printer is not responding 134
- printer location
 - selecting 8
- printer menus 29
- printer messages
 - Defective flash detected 106
 - Non-Printer Manufacturer supply 106
 - Not enough free space in flash memory for resources 106
 - Replace cartridge, printer region mismatch 106
 - Unformatted flash detected 106
- printer options troubleshooting
 - cannot detect internal option 105
- printer ports 10
- printer settings
 - restoring factory default 76
- printer software, installing 145

- printer status 11
- printing
 - AirPrint 72
 - font sample list 28
 - from a computer 24
 - from a flash drive 25
 - from a mobile device 24
 - Menu Settings Page 74
- printing confidential and other held jobs
 - from a Macintosh computer 27
 - from Windows 27
- printing from a computer 24
- printing from a flash drive 25
- Push Button method 78

R

- removing paper jam
 - below the fuser 97
 - in the duplex unit 97
 - in the fuser 97
 - in the multipurpose feeder 100
 - in trays 97
- repeat print jobs 27
 - printing from a Macintosh computer 27
 - printing from Windows 27
- repeating defects 128
- Replace cartridge, printer region mismatch 106
- replacing supplies
 - black and color imaging kit 86
 - black imaging kit 86
 - toner cartridge 81
 - waste toner bottle 83
- reserve print jobs
 - printing from a Macintosh computer 27
 - printing from Windows 27
- restoring factory default settings 76

S

- safety information 6, 7
- securing printer memory 76
- security slot
 - locating 75
- selecting a location for the printer 8
- setting the paper size 13
- setting the paper type 13

- shipping the printer 93
- sleep mode
 - configuring 94
- statement of volatility 76
- status of parts
 - checking 80
- status of supplies
 - checking 80
- storing print jobs 27
- supplies
 - conserving 94
 - supply notifications
 - configuring 80
- supported file types 26
- supported flash drives 26
- supported paper sizes 19
- supported paper types 21
- supported paper weights 22

T

- TCP/IP menu 58
- temperature around the printer 8, 148
- toner cartridge
 - ordering 80
 - replacing 81
- toner darkness
 - adjusting 135
- trays
 - installing 144
 - loading 13
- troubleshooting
 - cannot open Embedded Web Server 103
 - FAQ about color printing 136
 - printer is not responding 134
 - troubleshooting, print collated printing does not work 108
 - confidential and other held documents do not print 129
 - envelope seals when printing 107
 - incorrect margins 114
 - jammed pages are not reprinted 110
 - job prints from the wrong tray 135
 - job prints on the wrong paper 135
 - paper frequently jams 109
 - print jobs do not print 133

- slow printing 131
- tray linking does not work 108
- troubleshooting, print quality
 - blank pages 110
 - crooked print 120
 - dark print 111
 - ghost images on prints 112
 - gray or colored background 113
 - horizontal dark lines 124
 - horizontal white lines 126
 - light print 115
 - missing colors 117
 - mottled print and dots 118
 - paper curl 119
 - print appears tinted 138
 - repeating defects 128
 - skewed print 120
 - solid color or black images 121
 - text or images cut off 121
 - toner easily rubs off 122
 - uneven print density 123
 - vertical dark lines 125
 - vertical white lines 127
 - white pages 110
- troubleshooting, printer options
 - cannot detect internal option 105

U

- unable to read flash drive
 - troubleshooting, print 104
- Unformatted flash detected 106
- Universal paper
 - configuring 13
- unlinking trays 18
- updating firmware
 - flash file 146
- USB port 10
 - enabling 104
- using the control panel
 - panel with 2.4-inch LCD 11

V

- verify print jobs 27
 - printing from a Macintosh computer 27
 - printing from Windows 27
- volatile memory 76

W

- waste toner bottle
 - replacing 83
- Wireless menu 53
- wireless network
 - connecting the printer to 78
 - Wi-Fi Protected Setup 78
- wireless networking 78
- Wi-Fi network
 - deactivating 79
- Wi-Fi Protected Setup
 - wireless network 78