Accesstyle WM42

User Manual

v.1.2-eng, **2024**

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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.

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—POTENTIAL INJURY:** To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.

⚠ **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, do not use the fax feature during a lightning storm.

⚠ **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 20 kg (44 lb), then it may require two or more people 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—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.

SAVE THESE INSTRUCTIONS.

Learn about the printer

Printer configuration

1	Automatic document feeder (ADF)
2	ADF tray
3	ADF bin
4	Control panel
5	Standard bin
6	Multipurpose feeder
7	Standard 250-sheet tray
8	Optional 550-sheet tray

Using the control panel

	Control panel part	Function
1	Display	• View printer messages and supply status. • Set up and operate the printer.
2	Power button	Turn on or turn off the printer. **Note:** To turn off the printer, press and hold the power button for five seconds.
3	Home button	Go to the home screen.
4	Back button	Return to the previous screen.
5	Start button	Start a job, depending on which mode is selected.
6	Indicator light	Check the status of the printer.

Customizing the home screen

1 From the control panel, touch **Settings** > **Device** > **Visible Home Screen Icons**.

2 Select the icons that you want to appear on the home screen.

3 Apply the changes.

Changing the language of the on-screen keyboard

Note: You can only change the language of the keyboard in printer tasks that require alphanumeric input such as e-mail or scan.

1 Touch the input field.

2 On the keyboard, touch and hold the language key.

3 Select a language.

Understanding the status of the indicator light

Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blue	The printer is ready or processing data.
Blinking red	The printer requires user intervention.
Solid amber	The printer is in Sleep mode.

Selecting paper

Paper guidelines

Use the appropriate paper to prevent jams and help ensure trouble-free printing.

- Always use new, undamaged paper.
- Before loading paper, know the recommended printable side of the paper. This information is usually indicated on the paper package.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, types, or weights in the same tray; mixing results in jams.
- Do not use coated papers unless they are specifically designed for electrophotographic printing.

Paper characteristics

The following paper characteristics affect print quality and reliability. Consider these factors before printing on them.

Weight

The standard tray can feed paper weights from 60 to 120 g/m^2 (16 to 32 lb) grain long paper. Paper lighter than 60 g/m^2 (16 lb) may not be stiff enough to feed properly, and may cause jams.

Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions can contribute to paper curling before printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. We recommend the use of paper with 50 Sheffield points.

Moisture content

The amount of moisture in paper affects both print quality and the printer ability to feed the paper correctly. Leave paper in its original wrapper until you use it. Exposure of paper to moisture changes can degrade its performance.

Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

Grain direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long*, running the length of the paper, or *grain short*, running the width of the paper.

For 60–120 g/m^2 (16–32-lb) paper, grain long paper is recommended.

Fiber content

Most high-quality xerographic paper is made from 100 percent chemically treated pulped wood. This content provides the paper with a high degree of stability, resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

Unacceptable paper

The following paper types are not recommended for use with the printer:

- Chemically treated papers used to make copies without carbon paper, also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a registration (the precise print location on the page) greater than ±2.3 mm (±0.9 in.), such as optical character recognition (OCR) forms

  In some cases, registration can be adjusted with a software application to successfully print on these forms.
- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers, or curled papers
- Recycled papers that fail EN12281:2002 (European)
- Paper weighing less than 60 g/m^2 (16 lb)
- Multiple-part forms or documents

Selecting preprinted forms and letterhead

- Use grain long paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.
- Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not.
- Print samples on preprinted forms and letterheads considered for use before buying large quantities. This action determines whether the ink in the preprinted form or letterhead affects print quality.

- When in doubt, contact your paper supplier.
- When printing on letterhead, load the paper in the proper orientation for your printer.

Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing.
- Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.
- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent.
- Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

Supported paper sizes

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF
A4 210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓	✓	✓
A5 Portrait (SEF) 148 x 210 mm (5.83 x 8.27 in.)	✓	✓	✓	X	✓
A5 Landscape (LEF)[1] 210 x 148 mm (8.27 x 5.83 in.)	✓	✓	✓	X	✓
A6 105 x 148 mm (4.13 x 5.83 in.)	✓	✓	✓	X	✓
JIS B5 182 x 257 mm (7.17 x 10.1 in.)	✓	✓	✓	X	✓

[1] The default support is long-edge feed.

[2] Paper must at least be 210 mm (8.27 in.) wide and 279.4 mm (11 in.) long for two-sided printing.

[3] When Universal is selected, the page is formatted for 215.90 x 355.60 mm (8.5 x 14 in.) unless specified by the application.

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF
Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.)	✓	✓	✓	✓	✓
Hagaki 100 x 148 mm (3.94 x 5.83 in.)	✓	X	✓	X	X
Statement 139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	✓	X	✓
Executive 184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✓	X	✓
Letter 215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓	✓	✓
Legal 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓	✓	✓
Folio 215.9 x 330.2 mm (8.5 x 13 in.)	✓	✓	✓	✓	✓
Universal[3] 99 x 148 mm to 215.9 x 359.92 mm (3.9 x 5.83 in. to 8.5 x 14.17 in.)	✓	✓	✓	✓[2]	X
Universal[3] 105x 148 mm to 215.9 x 355.6 mm (4.13 x 5.83 in. to 8.5 x 14 in.)	X	X	X	X	✓
7 3/4 Envelope 98.4 x 190.5 mm (3.875 x 7.5 in.)	X	X	✓	X	X

[1] The default support is long-edge feed.

[2] Paper must at least be 210 mm (8.27 in.) wide and 279.4 mm (11 in.) long for two-sided printing.

[3] When Universal is selected, the page is formatted for 215.90 x 355.60 mm (8.5 x 14 in.) unless specified by the application.

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF
9 Envelope 98.4 x 225.4 mm (3.875 x 8.9 in.)	X	X	✓	X	X
10 Envelope 104.8 x 241.3 mm (4.12 x 9.5 in.)	X	X	✓	X	X
DL Envelope 110 x 220 mm (4.33 x 8.66 in.)	X	X	✓	X	X
C5 Envelope 162 x 229 mm (6.38 x 9.01 in.)	X	X	✓	X	X
B5 Envelope 176 x 250 mm (6.93 x 9.84 in.)	X	X	✓	X	X
Other Envelope 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	X

[1] The default support is long-edge feed.

[2] Paper must at least be 210 mm (8.27 in.) wide and 279.4 mm (11 in.) long for two-sided printing.

[3] When Universal is selected, the page is formatted for 215.90 x 355.60 mm (8.5 x 14 in.) unless specified by the application.

Supported paper types

Paper type	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Automatic document feeder
Plain paper	✓	✓	✓	✓	✓
Card stock	X	X	✓	X	X
Recycled	✓	✓	✓	✓	X
Paper labels*	✓	✓	✓	X	X
Bond	✓	✓	✓	✓	X

* One-sided paper labels are supported for occasional use of less than 20 pages per month. Vinyl, pharmacy, or two-sided labels are not supported.

Paper type	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Automatic document feeder
Letterhead	√	√	√	√	X
Preprinted	√	√	√	√	X
Colored Paper	√	√	√	√	X
Light Paper	√	√	√	√	X
Heavy Paper	√	√	√	√	X
Rough/Cotton	√	√	√	√	X
Envelope	X	X	√	X	X
Rough envelope	X	X	√	X	X

* One-sided paper labels are supported for occasional use of less than 20 pages per month. Vinyl, pharmacy, or two-sided labels are not supported.

Supported paper weights

	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Automatic document feeder
Paper weight	60–120 g/m² (16–32 lb)	60–120 g/m² (16–32 lb)	60–217 g/m² (16–58 lb)	60–90 g/m² (16–24 lb)	60–90 g/m² (16–24 lb)

Set up, install, and configure

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 recommended temperatures and avoid fluctuations:

Ambient temperature	10 to 32.2°C (50 to 90°F)
Storage temperature	15.6 to 32.2°C (60 to 90°F)

- Allow the following recommended amount of space around the printer for proper ventilation:

1	Top	305 mm (12 in.)
2	Rear	100 mm (3.94 in.)
3	Right side	76.2 mm (3 in.)

4	Front	305 mm (12 in.)
		Note: The minimum space needed in front of the printer is 76 mm (3 in.).
5	Left side	110 mm (4.33 in.)

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.

⚠️ **CAUTION—POTENTIAL INJURY:** To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.

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.

	Printer port	Function
1	EXT port **Note:** Available only in some printer models.	Connect more devices (telephone or answering machine) to the printer and the telephone line. Use this port if you do not have a dedicated fax line for the printer and if this connection method is supported in your country or region.
2	LINE port **Note:** Available only in some printer models.	Connect the printer to an active telephone line through a standard wall jack (RJ-11), DSL filter, or VoIP adapter, or any other adapter that allows you to access the telephone line to send and receive faxes.

	Printer port	Function
3	USB printer port	Connect the printer to a computer.
4	Ethernet port	Connect the printer to a network.
5	Power cord socket	Connect the printer to a properly grounded electrical outlet.

Installing optional trays

⚠️ **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 20 kg (44 lb), then it may require two or more people to lift it safely.

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 .

Setting up the printer to fax

Setting up the fax function using analog fax

Notes:

- This feature is available only in some printer models.
- Some connection methods are applicable only in some countries or regions.
- If the fax function is enabled and not fully set up, then the indicator light may blink red.
- If you do not have a TCP/IP environment, then use the control panel to set up fax.

Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch cables or the printer in the area shown while actively sending or receiving a fax.

Using the fax setup wizard in the printer

Notes:

- The setup wizard is available only if no device-based fax, such as analog or Fax over IP (FoIP), is configured.
- Before using the wizard, make sure that the printer firmware is updated. For more information, see .

1 From the home screen, touch **Fax**.

2 Touch **Set up now**.

3 Type the fax name, and then touch **Next**.

4 Enter the fax number and then touch **Done**.

Using the Settings menu in the printer

1 From the home screen, touch **Settings** > **Fax** > **Fax Setup** > **General Fax settings**.

2 Configure the settings.

Using the Embedded Web Server

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

Notes:

- View the printer IP address on the 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** > **Fax** > **Fax Setup** > **General Fax Settings**.

3 Configure the settings.

4 Apply the changes.

Setting up the fax function using fax server

Notes:

- This feature lets you send fax messages to a fax service provider that supports e-mail receiving.
- This feature supports outgoing fax messages only. To support fax receive, make sure that you have a device-based fax, such as analog fax or Fax over IP (FoIP), configured in your printer.

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

Notes:

- View the printer IP address on the 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** > **Fax**.

3 From the Fax Mode menu, select **Fax Server**, and then click **Save**.

4 Click **Fax Server Setup**.

5 In the To Format field, type `[#]@myfax.com`, where `[#]` is the fax number and `myfax.com` is the fax provider domain.

Notes:

- If necessary, configure the Reply Address, Subject, or Message fields.
- To let the printer receive fax messages, enable the device-based fax receive setting. Make sure that you have a device-based fax configured.

6 Click **Save**.

7 Click **Fax Server E-mail Settings**, and then do either of the following:
- Enable **Use E-mail SMTP Server**.

  Note: If the E-mail SMTP settings are not configured, then see .
- Configure the SMTP settings. For more information, contact your e-mail service provider.

8 Apply the changes.

Setting up fax using a standard telephone line

Note: These instructions apply only to printers that support analog fax.

⚠ **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—SHOCK HAZARD:** To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.

⚠ **CAUTION—POTENTIAL INJURY:** To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.

Setup 1: Printer is connected to a dedicated fax line
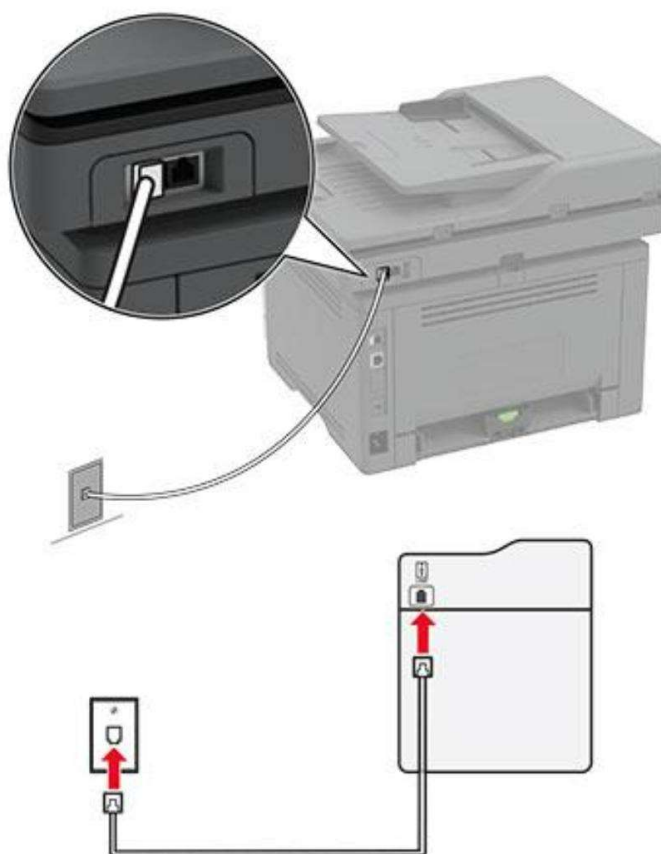
1 Connect one end of the telephone cable to the line port of the printer.

2 Connect the other end of the cable to an active analog telephone wall jack.

Notes:

- You can set the printer to receive faxes automatically (set Auto Answer to **On**) or manually (set Auto Answer to **Off**).
- If you want to receive faxes automatically, then set the printer to pick up on a specified number of rings.

Setup 2: Printer is sharing the line with an answering machine

Note: If you subscribe to a distinctive ring service, then make sure that you set the correct ring pattern for the printer. Otherwise, the printer does not receive faxes even if you have set it to receive faxes automatically.

Connected to the same telephone wall jack
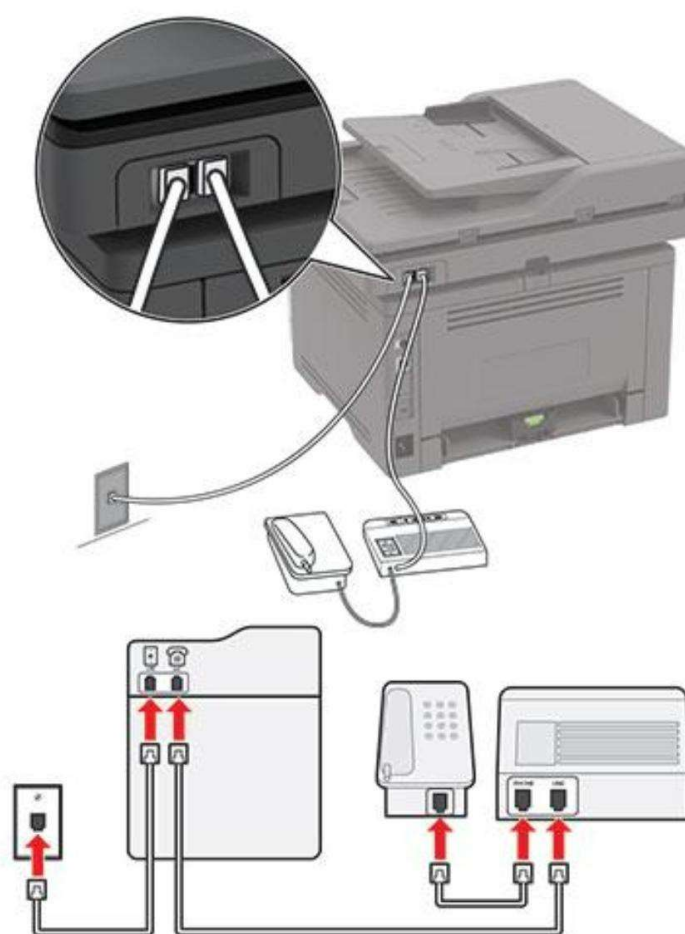
Note: These instructions apply only to printers that have EXT and line ports.

- Connect one end of the telephone cable to the line port of the printer.
- Connect the other end of the cable to an active analog wall jack.
- Connect the answering machine to the telephone port of the printer.

Connected to different wall jacks
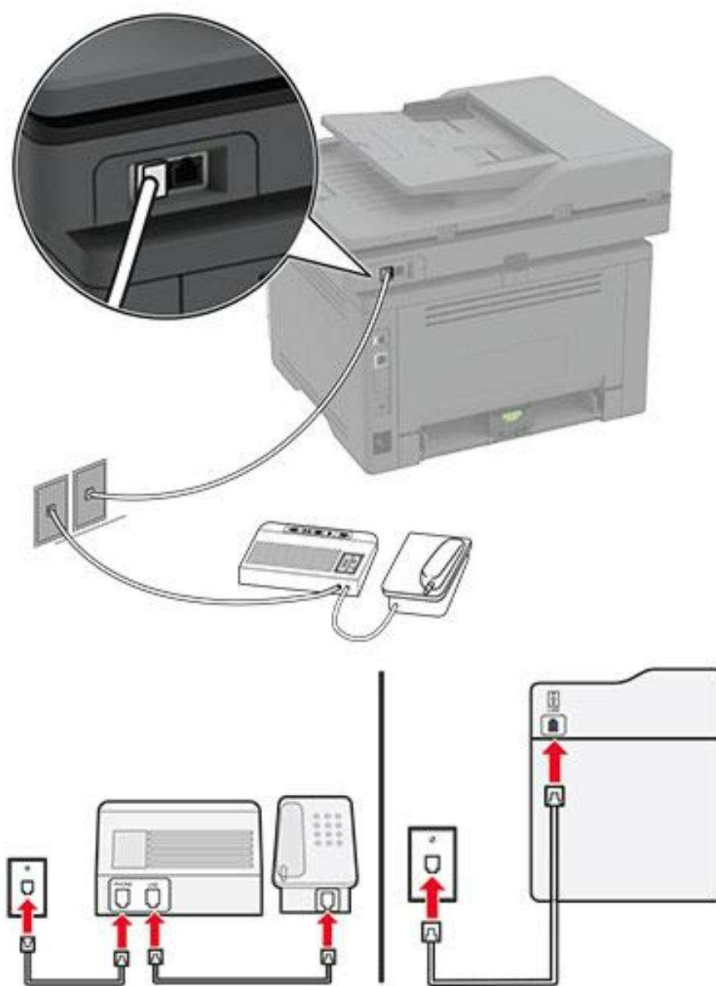
1 Connect one end of the telephone cable to the line port of the printer.

2 Connect the other end of the cable to an active analog wall jack.

Notes:

- If you have only one telephone number on your line, then set the printer to receive faxes automatically.
- Set the printer to pick up calls two rings after the answering machine. For example, if the answering machine picks up calls after four rings, then set the printer Rings to Answer setting to **6**.

Setting up fax in countries or regions with different telephone wall jacks and plugs

Note: These instructions apply only to printers that support analog fax.

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—SHOCK HAZARD: To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.

CAUTION—POTENTIAL INJURY: To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.

The standard wall jack adopted by most countries or regions is RJ-11. If the wall jack or equipment in your facility is not compatible with this type of connection, then use a telephone adapter. An adapter for your country or region may not come with your printer, and you may need to purchase it separately.

There may be an adapter plug installed in the telephone port of the printer. Do not remove the adapter plug from the telephone port of the printer if you are connecting to a serial or cascaded telephone system.
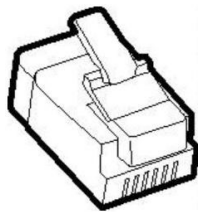
Connecting the printer to a non-RJ-11 wall jack
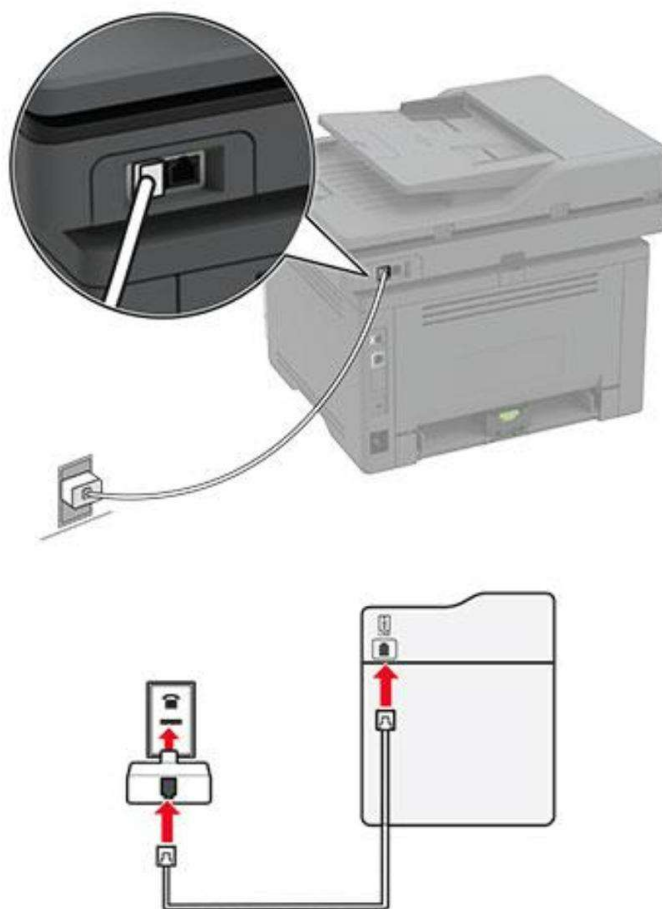
1 Connect one end of the telephone cable to the line port of the printer.

2 Connect the other end of the cable to the RJ-11 adapter, and then connect the adapter to the wall jack.

3 If you want to connect another device with a non-RJ-11 connector to the same wall jack, then connect it directly to the telephone adapter.

Connecting to a distinctive ring service

A distinctive ring service lets you have multiple telephone numbers on one telephone line. Each telephone number is assigned a different ring pattern.

Note: These instructions apply only to printers that support analog fax.

1 From the home screen, touch **Settings** > **Fax** > **Fax Setup** > **Fax Receive Settings** > **Admin Controls** > **Answer On**.

2 Select a ring pattern.

Setting the fax date and time

Note: Make sure that fax is configured. For more information, see the **Setting up the printer to fax** section.

1 From the home screen, touch **Settings** > **Device** > **Preferences** > **Date and Time** > **Configure**.

2 Configure the settings.

Configuring daylight saving time

Note: Make sure that fax is configured. For more information, see the **Setting up the printer to fax** section.

1 From the home screen, touch **Settings** > **Device** > **Preferences** > **Date and Time** > **Configure**.

2 In the Time Zone menu, touch **(UTC+user) Custom**.

3 Touch **UTC (GMT) Offset**, and then configure the settings.

Configuring the fax speaker settings

Note: Make sure that fax is configured. For more information, see the **Setting up the printer to fax** section.

1 From the home screen, touch **Settings** > **Fax** > **Fax Setup** > **Speaker Settings**.

2 Do the following:

- Set Speaker Mode to **Always On**.
- Set Speaker Volume to **High**.
- Enable Ringer Volume.

Configuring the e-mail SMTP settings

Configure the Simple Mail Transfer Protocol (SMTP) settings to send a scanned document through e-mail. The settings vary with each e-mail service provider.

Before you begin, make sure that the printer is connected to a network and that the network is connected to the Internet.

Using the Embedded Web Server

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** > **E-mail**.

3 From the E-mail Setup section, configure the settings.

   Notes:

- For more information on the password, see the list of **e-mail service providers**.

- For e-mail service providers that are not on the list, contact your provider and ask for the settings.

4 Click **Save**.

Using the Settings menu in the printer

1 From the home screen, touch **Settings** > **E-mail** > **E-mail Setup**.

2 Configure the settings.

Notes:

- For more information on the password, see the list of **e-mail service providers**.
- For e-mail service providers that are not on the list, contact your provider and ask for the settings.

E-mail service providers

- **AOL Mail**
- **Comcast Mail**
- **Gmail**
- **iCloud Mail**
- **Mail.com**
- **NetEase Mail (mail.126.com)**
- **NetEase Mail (mail.163.com)**
- **NetEase Mail (mail.yeah.net)**
- **Outlook Live or Microsoft 365**
- **QQ Mail**
- **Sina Mail**
- **Sohu Mail**
- **Yahoo! Mail**
- **Zoho Mail**

Notes:

- If you encounter errors using the settings provided, then contact your e-mail service provider.
- For e-mail service providers that are not on the list, contact your provider.

AOL Mail

Setting	Value
Primary SMTP Gateway	smtp.aol.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials

Setting	Value
Device UserID	Your e-mail address
Device Password	App password **Note:** To create an app password, go to the **AOL Account Security** page, log in to your account, and then click **Generate app password**.

Comcast Mail

Setting	Value
Primary SMTP Gateway	smtp.comcast.net
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Account password

Note: Make sure that the Third Party Access Security setting is enabled on your account. For more information, go to the **Comcast Xfinity Connect help page**.

Gmail™

Note: Make sure that two-step verification is enabled on your Google account. To enable two-step verification, go to the **Google Account Security** page, log in to your account, and then from the "Signing in to Google" section, click **2-Step Verification**.

Setting	Value
Primary SMTP Gateway	smtp.gmail.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address

Setting	Value
Device Password	App password **Notes:** • To create an app password, go to the **Google Account Security** page, log in to your account, and then from the "Signing in to Google" section, click **App passwords**. • "App passwords" shows only if two-step verification is enabled.

iCloud Mail

Note: Make sure that two-step verification is enabled on your account.

Setting	Value
Primary SMTP Gateway	smtp.mail.me.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	App password **Note:** To create an app password, go to the **iCloud Account Management** page, log in to your account, and then from the Security section, click **Generate Password**.

Mail.com

Setting	Value
Primary SMTP Gateway	smtp.mail.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Account password

NetEase Mail (mail.126.com)

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** > **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.126.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Authorization password **Note:** The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

NetEase Mail (mail.163.com)

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** > **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.163.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Authorization password **Note:** The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

NetEase Mail (mail.yeah.net)

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** > **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.yeah.net
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Authorization password **Note:** The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

Outlook Live or Microsoft 365

These settings apply to outlook.com and hotmail.com e-mail domains, and Microsoft 365 accounts.

Setting	Value
Primary SMTP Gateway	smtp.office365.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Account password or app password **Notes:** • For accounts with two-step verification disabled, use your account password. • For outlook.com or hotmail.com accounts with two-step verification enabled, use an app password. To create an app password, go to the **Outlook Live Account Management** page, and then log in to your account.

Note: For additional setup options for business using Microsoft 365, go to the **Microsoft 365 help page**.

QQ Mail

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the QQ Mail home page, click **Settings** > **Account**. From the POP3/IMAP/SMTP/Exchange/CardDAV/CalDAV Service section, enable either **POP3/SMTP service** or **IMAP/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.qq.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Authorization code **Note:** To generate an authorization code, from the QQ Mail home page, click **Settings** > **Account**, and then from the POP3/IMAP/SMTP/Exchange/CardDAV/CalDAV Service section, click **Generate authorization code**.

Sina Mail

Note: Make sure that the POP3/SMTP service is enabled on your account. To enable the service, from the Sina Mail home page, click **Settings** > **More settings** > **User-end POP/IMAP/SMTP**, and then enable **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.sina.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Authorization code **Note:** To create an authorization code, from the e-mail home page, click **Settings** > **More settings** > **User-end POP/IMAP/SMTP**, and then enable **Authorization code status**.

Sohu Mail

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the Sohu Mail home page, click **Options** > **Settings** > **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.sohu.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Independent password **Note:** The independent password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

Yahoo! Mail

Setting	Value
Primary SMTP Gateway	smtp.mail.yahoo.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	App password **Note:** To create an app password, go to the **Yahoo Account Security** page, log in to your account, and then click **Generate app password**.

Zoho Mail

Setting	Value
Primary SMTP Gateway	smtp.zoho.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled

Setting	Value
Reply Address	Your e-mail address
SMTP Server Authentication	Login / Plain
Device-Initiated E-mail	Use Device SMTP Credentials
Device UserID	Your e-mail address
Device Password	Account password or app password **Notes:** • For accounts with two-step verification disabled, use your account password. • For accounts with two-step verification enabled, use an app password. To create an app password, go to the **Zoho Mail Account Security** page, log in to your account, and then from the Application-Specific Passwords section, click **Generate New Password**.

Loading paper and specialty media

Setting the paper size and type

1 From the home screen, navigate to:

Settings > **Paper** > **Tray Configuration** > **Paper Size/Type** > select a paper source

2 Set the paper size and type.

Configuring Universal paper settings

1 From the home screen, touch **Settings** > **Paper** > **Media Configuration** > **Universal Setup**.

2 Configure the settings.

Loading trays

1 Remove the tray.

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

2 Adjust the guides to match the size of the paper that you are loading.
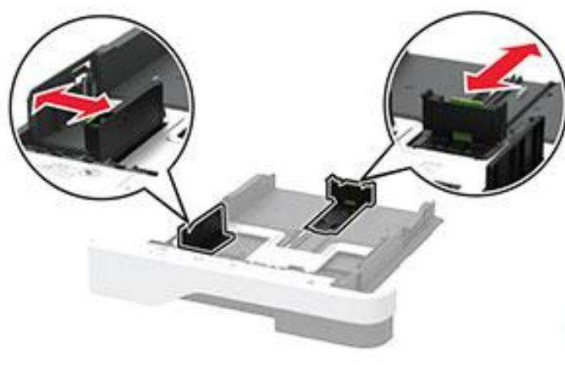
3 Flex, fan, and align the paper edges before loading.
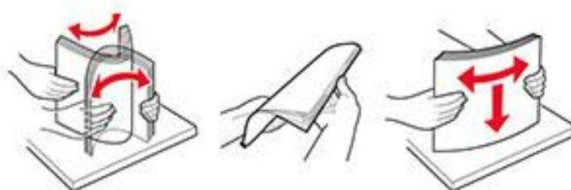
4 Load the paper stack with the printable side facedown, and then make sure that the guides fit snugly against the paper.

   Notes:

   • Load letterhead facedown with the header toward the front of the tray for one-sided printing.
   • Load letterhead faceup 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.
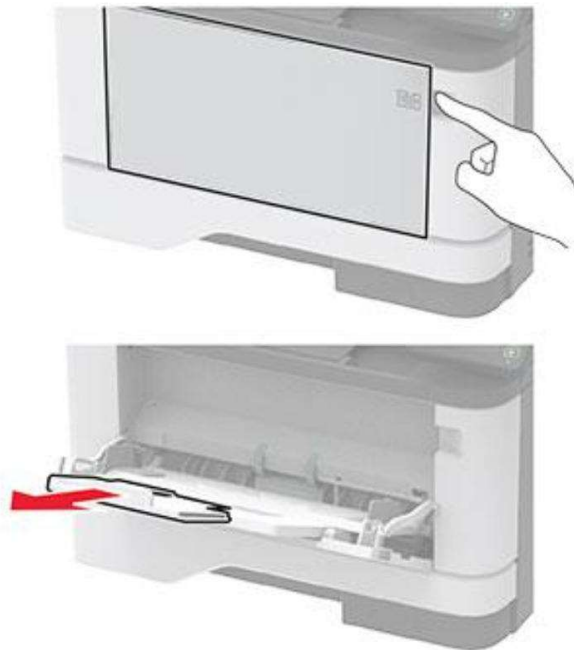
2 Flex, fan, and align the paper edges before loading.
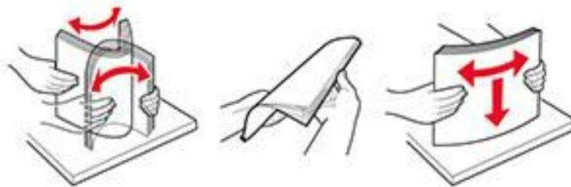
3 Load paper with the printable side faceup.

Notes:

- Load letterhead faceup with the header toward the rear of the printer for one-sided printing.
- Load letterhead facedown with the header toward the front of the printer for two-sided printing.
- Load envelopes with the flap facedown on the left side.

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

4 Adjust the guide to match the size of the paper that you are loading.
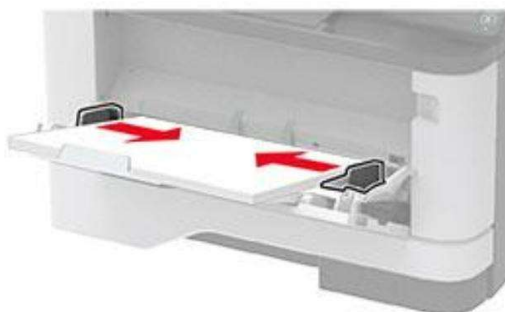
5 From the control panel, set the paper size and paper type to match the paper loaded.

Linking trays

1 From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > select a paper source.

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

3 From the home screen, touch **Settings** > **Device** > **Maintenance** > **Config Menu** > **Tray Configuration** > **Tray Linking**.

4 Touch **Automatic**.

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.

Installing and updating software, drivers, and firmware

Installing the printer software

Notes:

- The print driver is included in the software installer package.
- For Macintosh computers with macOS version 10.7 or later, you do not need to install the driver to print on an AirPrint-certified printer. If you want custom printing features, then download the print driver.

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.

Installing the fax driver

1 Go to our website or the place where you purchased the printer, and then obtain the installer package.

2 Run the installer, and then follow the instructions on the computer screen.

Adding printers to a computer

Before you begin, do one of the following:

- Connect the printer and the computer to the same network. For more information on connecting the printer to a network, see "Connecting the printer to a Wi‑Fi network" on page 41.
- Connect the computer to the printer. For more information, see "Connecting a computer to the printer" on page 43.
- Connect the printer to the computer using a USB cable. For more information, see "Attaching cables" on page 18.

   Note: The USB cable is sold separately.

For Windows users

1 From a computer, install the print driver.

   Note: For more information, see "Installing the printer software" on page 38.

2 Open the printers folder, and then click **Add a printer or scanner**.

3 Depending on your printer connection, do one of the following:

- Select a printer from the list, and then click **Add device**.
- Click **Show Wi‑Fi Direct printers**, select a printer, and then click **Add device**.
- Click **The printer that I want isn't listed**, and then from the Add Printer window, do the following:

   a Select **Add a printer using a TCP/IP address or hostname**, and then click **Next**.

   b In the "Hostname or IP address" field, type the printer IP address, and then click **Next**.

   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.

   c Select a print driver, and then click **Next**.

   d Select **Use the print driver that is currently installed (recommended)**, and then click **Next**.

   e Type a printer name, and then click **Next**.

   f Select a printer sharing option, and then click **Next**.

   g Click **Finish**.

For Macintosh users

1 From a computer, open **Printers & Scanners**.

2 Click ✚, and then select a printer.

3 From the Use menu, select a print driver.

Notes:

- To use the Macintosh print driver, select either **AirPrint** or **Secure AirPrint**.
- If you want custom printing features, then select the manufacturer print driver. To install the driver, see "Installing the printer software" on page 38.

4 Add the printer.

Updating firmware

To enhance printer performance and fix issues, update the printer firmware regularly.

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

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** > **Update Firmware**.

3 Do either of the following:

- Click **Check for updates** > **I agree, start update**.
- Upload the flash file.
  a Browse to the flash file.
  b Click **Upload** > **Start**.

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 From the Embedded Web Server, click **Export Configuration** or **Import Configuration**.

3 Follow the instructions on the screen.

4 If the printer supports applications, then do the following:

a Click **Apps** > select the application > **Configure**.

b Click **Export** or **Import**.

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.

Networking

Connecting the printer to a Wi‑Fi network

Before you begin, make sure that:

- Active Adapter is set to Auto. From the home screen, touch **Settings** > **Network/Ports** > **Network Overview** > **Active Adapter**.
- The Ethernet cable is not connected to the printer.

Using the wireless setup wizard in the printer

Before using the wizard, make sure that the printer firmware is updated. For more information, see .

1 From the home screen, touch 📶 > **Set up now**.

2 Select a Wi‑Fi network, and then type the network password.

3 Touch **Done**.

Using the Settings menu in the printer

1 From the home screen, touch **Settings** > **Network/Ports** > **Wireless** > **Setup On Printer Panel** > **Choose Network**.

2 Select a Wi‑Fi network, and then type the network password.

Note: For Wi‑Fi‑network‑ready printer models, a prompt to set up the Wi‑Fi network 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.
- Active Adapter is set to Auto. From the home screen, touch **Settings** > **Network/Ports** > **Network Overview** > **Active Adapter**.

Using the Push Button method

1 From the home screen, touch **Settings** > **Network/Ports** > **Wireless** > **Wi-Fi Protected Setup** > **Start Push Button Method**.

2 Follow the instructions on the display.

Using the personal identification number (PIN) method

1 From the home screen, touch **Settings** > **Network/Ports** > **Wireless** > **Wi-Fi Protected Setup** > **Start PIN Method**.

2 Copy the eight-digit WPS PIN.

3 Open a web browser, and then type the IP address of your access point in the address field.

   Notes:

   - To know the IP address, see the documentation that came with your access point.
   - If you are using a proxy server, then temporarily disable it to load the web page correctly.

4 Access the WPS settings. For more information, see the documentation that came with your access point.

5 Enter the eight-digit PIN, and then save the changes.

Configuring Wi-Fi Direct

Wi-Fi Direct® is a Wi-Fi-based peer-to-peer technology that allows wireless devices to connect directly to a Wi-Fi Direct-enabled printer without using an access point (wireless router).

1 From the home screen, touch **Settings** > **Network/Ports** > **Wi-Fi Direct**.

2 Configure the settings.

   - **Enable Wi-Fi Direct**—Enables the printer to broadcast its own Wi-Fi Direct network.
   - **Wi-Fi Direct Name**—Assigns a name for the Wi-Fi Direct network.
   - **Wi-Fi Direct Password**—Assigns the password for negotiating the wireless security when using the peer-to-peer connection.
   - **Show Password on Setup Page**—Shows the password on the Network Setup Page.
   - **Auto-Accept Push Button Requests**—Lets the printer accept connection requests automatically.

   Note: Accepting push-button requests automatically is not secured.

Notes:

- By default, the Wi-Fi Direct network password is not visible on the printer display. To show the password, enable the password peek icon. From the home screen, touch **Settings** > **Security** > **Miscellaneous** > **Enable Password/PIN Reveal**.
- To know the password of the Wi-Fi Direct network without showing it on the printer display, from the home screen touch **Settings** > **Reports** > **Network** > **Network Setup Page**.

Connecting a mobile device to the printer

Before connecting your mobile device, make sure that Wi-Fi Direct has been configured. For more information, see "Configuring Wi-Fi Direct" on page 42.

Connecting using Wi-Fi Direct

Note: These instructions apply only to Android mobile devices.

1 From the mobile device, go to the settings menu.

2 Enable **Wi-Fi**, and then tap **Wi-Fi Direct**.

3 Select the printer Wi-Fi Direct name.

4 Confirm the connection on the printer control panel.

Connecting using Wi-Fi

1 From the mobile device, go to the settings menu.

2 Tap **Wi-Fi**, and then select the printer Wi-Fi Direct name.

   Note: The string DIRECT-xy (where x and y are two random characters) is added before the Wi-Fi Direct name.

3 Enter the Wi-Fi Direct password.

Connecting a computer to the printer

Before connecting your computer, make sure that Wi-Fi Direct has been configured. For more information, see "Configuring Wi-Fi Direct" on page 42.

For Windows users

1 Open **Printers & scanners**, and then click **Add a printer or scanner**.

2 Click **Show Wi-Fi Direct printers**, and then select the printer Wi-Fi Direct name.

3 From the printer display, take note of the eight-digit PIN of the printer.

4 Enter the PIN on the computer.

   Note: If the print driver is not already installed, then Windows downloads the appropriate driver.

For Macintosh users

1 Click the wireless icon, and then select the printer Wi-Fi Direct name.

Note: The string DIRECT-xy (where x and y are two random characters) is added before the Wi-Fi Direct name.

2 Type the Wi-Fi Direct password.

Note: Switch your computer back to its previous network after disconnecting from the Wi-Fi Direct network.

Deactivating the Wi-Fi network

1 From the home screen, touch **Settings** > **Network/Ports** > **Network Overview** > **Active Adapter** > **Standard Network**.

2 Follow the instructions on the display.

Checking the printer connectivity

1 From the home screen, touch **Settings** > **Reports** > **Network** > **Network Setup Page**.

2 Check the first section of the network setup 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 malfunctioning. Contact your administrator for assistance.

Printing the Menu Settings Page

From the home screen, touch **Settings** > **Reports** > **Menu Settings Page**.

Secure the printer

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 home screen, touch **Settings** > **Device** > **Maintenance** > **Out of Service Erase**.

2 Select the **Sanitize all information on nonvolatile memory** check box, and then touch **OK**.

3 Select either **Start initial setup** or **Leave printer offline**, and then touch **OK**.

Restoring factory default settings

1 From the home screen, touch **Settings** > **Device** > **Restore Factory Defaults**.

2 In the Restore Settings menu, select the settings that you want to restore.

3 Touch **RESTORE**.

4 Follow the instructions on the display.

Statement of Volatility

Your printer contains various types of memory that can store device and network settings, and user data.

Type of memory	Description
Volatile memory	Your printer uses standard *random access memory* (RAM) to temporarily buffer user data during simple print jobs.
Non-volatile memory	Your printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store operating system, device settings, and network information.

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

- The printer is being decommissioned.
- The printer is being moved to a different department or location.
- The printer is being serviced by someone from outside your organization.
- The printer is being removed from your premises for service.
- The printer is being sold to another organization.

Print

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 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:

- Make sure that the Apple device and the printer are connected to the same network. If the network has multiple wireless hubs, then make sure that both devices are connected to the same subnet.
- This application is supported only in some Apple devices.

1 From your mobile device, select a document from your file manager or launch a compatible application.

2 Tap ⬆ > **Print**.

3 Select a printer, and then adjust the settings, if necessary.

4 Print the document.

Printing from a mobile device using Wi‑Fi Directfi

Wi‑Fi Directfi is a printing service that lets you print to any Wi‑Fi Direct-ready printer.

Note: Make sure that the mobile device is connected to the printer wireless network. For more information, see .

1 From your mobile device, launch a compatible application or select a document from your file manager.

2 Depending on your mobile device, do one of the following:

- Tap ⁝ > **Print**.
- Tap ⬆ > **Print**.
- Tap ••• > **Print**.

3 Select a printer, and then adjust the settings, if necessary.

4 Print the document.

Printing from a flash drive

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 From the display, touch the document that you want to print.

If necessary, configure other print settings.

3 Send the print job.

To print another document, touch **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 flash drives with full-speed standard.
- 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

- GIF
- JPEG or JPG
- BMP
- PCX
- TIFF or TIF
- PNG

Configuring confidential jobs

1 From the home screen, touch **Settings** > **Security** > **Confidential Print Setup**.

2 Configure the settings.

Setting	Description
Max Invalid PIN	Set the limit for entering an invalid PIN. **Note:** When the limit is reached, the print jobs for that user name are deleted.
Confidential Job Expiration	Set an individual expiration time for each held job before it is automatically deleted from the printer memory, hard disk, or intelligent storage drive. **Note:** A held job is either Confidential, Repeat, Reserve, or Verify.
Repeat Job Expiration	Set the expiration time for print jobs that you want to repeat.
Verify Job Expiration	Set the expiration time for printing a copy of a job for you to check its quality before printing the remaining copies.
Reserve Job Expiration	Set the expiration time for jobs that you want to store in the printer for printing later.
Require All Jobs to be Held	Set the printer to hold all print jobs.
Keep duplicate documents	Set the printer to keep all documents with the same file name.

Printing confidential and other held jobs

For Windows users

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

2 Select a printer, and then 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 you select **Confidential**, then secure the print job with a personal identification number (PIN).

6 Click **OK** or **Print**.

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

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

For Macintosh users

Using AirPrint

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

2 Select a printer, and then from the drop-down menu following the Orientation menu, choose **PIN Printing**.

3 Enable **Print with PIN**, and then enter a four-digit PIN.

4 Click **Print**.

5 From the printer home screen, release the print job. Touch **Held jobs** > select your computer name > **Confidential** > enter the PIN > select the print job > **Print**.

Using the print driver

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

2 Select a printer, and then from the drop-down menu following the Orientation menu, choose **Print and Hold**.

3 Choose **Confidential Print**, and then enter a four-digit PIN.

4 Click **Print**.

5 From the printer home screen, release the print job. Touch **Held jobs** > select your computer name > **Confidential** > select the print job > enter the PIN > **Print**.

Printing a font sample list

1 From the home screen, touch **Settings** > **Reports** > **Print** > **Print Fonts**.

2 Touch **PCL Fonts** or **PostScript Fonts**.

Placing separator sheets between copies

1 From the home screen, touch **Settings** > **Print** > **Layout** > **Separator Sheets** > **Between Copies**.

2 Print the document.

Canceling a print job

From the printer control panel

1 From the home screen, touch **Cancel Job**.

2 Select a job to cancel.

From the computer

1 Depending on the operating system, do either of the following:
   - Open the printers folder, and then select your printer.
   - From the System Preferences in the Apple menu, navigate to your printer, and then open the print queue.

2 Select a job to cancel.
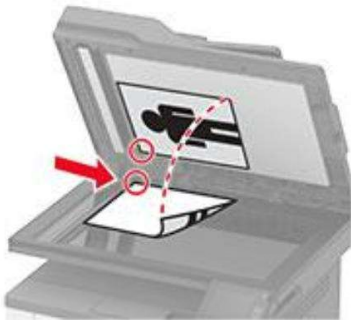
Adjusting toner darkness

1 From the home screen, touch **Settings** > **Print** > **Quality** > **Toner Darkness**.

2 Select a setting.

Copy

Using the automatic document feeder and scanner glass

Automatic document feeder (ADF)	Scanner glass
  • Use the ADF for multiple-page or two-sided documents. • Load an original document faceup. For multiple-page documents, make sure to align the leading edge before loading. • Make sure to adjust the ADF guides to match the width of the paper that you are loading.	 • Use the scanner glass for single-page documents, book pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings). • Place the document facedown in the corner with the arrow.

Making copies

1 Load an original document into the ADF tray or on the scanner glass.

   Note: To avoid a cropped image, make sure that the original document and output have the same paper size.

2 From the home screen, touch **Copy**, and then specify the number of copies.

   If necessary, adjust the copy settings.

3 Copy the document.

Note: To make a quick copy, from the control panel, press .

Copying photos

1 Place a photo on the scanner glass.

2 From the home screen, touch **Copy** > **Content Type** > **Photo**.

3 Copy the document.

Copying on letterhead

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Copy** > **Copy From** > select the size of the original document.

3 Touch **Copy To**, and then select the paper source that contains the letterhead.

If you loaded the letterhead into the multipurpose feeder, then touch **Copy To** > **MP Feeder** > select a paper size > **Letterhead**.

4 Copy the document.

Copying on both sides of the paper

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Copy** > **Sides**.

3 Adjust the settings.

4 Copy the document.

Reducing or enlarging copies

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Copy** > **Scale** > select a scale value.

Note: Changing the size of the original document or output after setting Scale restores the scale value to Auto.

3 Copy the document.

Copying multiple pages onto a single sheet

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Copy** > **Pages per Side**.

3 Adjust the settings.

4 Copy the document.

Collating copies

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Copy** > **Collate** > **On [1,2,1,2,1,2]**.

3 Copy the document.

Copying cards

1 Load a card on the scanner glass.

2 From the home screen, touch **Copy** > **Copy From**.

3 Touch **ID Card**.

4 Copy the card.

Creating a copy shortcut

1 From the home screen, touch **Copy**.

2 Configure the settings, and then touch ⬚.

3 Create a shortcut.

E-mail

Using the automatic document feeder and scanner glass

- Use the ADF for multiple-page or two-sided documents.
- Load an original document faceup. For multiple-page documents, make sure to align the leading edge before loading.
- Make sure to adjust the ADF guides to match the width of the paper that you are loading.

- Use the scanner glass for single-page documents, book pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings).
- Place the document facedown in the corner with the arrow.

Sending an e-mail

Before you begin, make sure that the SMTP settings are configured. For more information, see .

Using the control panel

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **E-mail**, and then enter the needed information.

3 If necessary, configure the output file type settings.

4 Send the e-mail.

Using a shortcut number

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Shortcuts** > **E-mail**.

3 Select the shortcut number.

4 Send the e-mail.

Creating an e-mail shortcut

1 From the home screen, touch **E-mail**.

2 Configure the settings, and then touch .

3 Create a shortcut.

Fax

Using the automatic document feeder and scanner glass

- Use the ADF for multiple-page or two-sided documents.
- Load an original document faceup. For multiple-page documents, make sure to align the leading edge before loading.
- Make sure to adjust the ADF guides to match the width of the paper that you are loading.

- Use the scanner glass for single-page documents, book pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings).
- Place the document facedown in the corner with the arrow.

Sending a fax

Note: Make sure that fax is configured. For more information, see .

Using the control panel

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Fax**, and then enter the needed information.

If necessary, adjust the settings.

3 Send the fax.

Using the computer

Before you begin, make sure that the fax driver is installed. For more information, see .

For Windows users

1 From the document that you are trying to fax, open the Print dialog.

2 Select the printer, and then click **Properties**, **Preferences**, **Options**, or **Setup**.

3 Click **Fax** > **Enable fax** > **Always display settings prior to faxing**, and then enter the recipient number.

If necessary, configure other fax settings.

4 Send the fax.

For Macintosh users

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

2 Select the printer that has **- Fax** added after its name.

3 In the To field, enter the recipient number.

If necessary, configure other fax settings.

4 Send the fax.

Scheduling a fax

Note: Make sure that fax is configured. For more information, see <u>"Setting up the printer to fax" on page 20</u>.

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Fax** > **To** > enter the fax number > **Done**.

3 Touch **Send Time**, configure the date and time, and then touch **OK**.

4 Send the fax.

Creating a fax destination shortcut

Note: Make sure that fax is configured. For more information, see <u>"Setting up the printer to fax" on page 20</u>.

1 From the home screen, touch **Fax** > **To**.

2 Enter the recipient number, and then touch **Done**.

3 Touch .

4 Create a shortcut.

Changing the fax resolution

Note: Make sure that fax is configured. For more information, see <u>"Setting up the printer to fax" on page 20</u>.

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Fax**, and then enter the needed information.

3 Touch **Resolution**, and then adjust the setting.

4 Send the fax.

Adjusting the fax darkness

Note: Make sure that fax is configured. For more information, see "Setting up the printer to fax" on page 20.

1 Load an original document into the ADF tray or on the scanner glass.

2 From the home screen, touch **Fax**, and then enter the needed information.

3 Touch **Darkness**, and then adjust the setting.

4 Send the fax.

Printing a fax log

Note: Make sure that fax is configured. For more information, see "Setting up the printer to fax" on page 20.

1 From the home screen, touch **Settings** > **Reports** > **Fax**.

2 Touch **Fax Job Log** or **Fax Call Log**.

Blocking junk faxes

Note: Make sure that fax is configured. For more information, see "Setting up the printer to fax" on page 20.

1 From the home screen, touch **Settings** > **Fax** > **Fax Setup** > **Fax Receive Settings** > **Admin Controls**.

2 Set Block No Name Fax to **On**.

Holding faxes

Note: Make sure that fax is configured. For more information, see "Setting up the printer to fax" on page 20.

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** > **Fax** > **Fax Setup** > **Fax Receive Settings** > **Holding Faxes**.

3 Select a mode.

4 Apply the changes.

Forwarding a fax

Note: Make sure that fax is configured. For more information, see "Setting up the printer to fax" on page 20.

1 Create a destination shortcut.

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

Notes:

- View the printer IP address on the 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.

b Click **Shortcuts** > **Add Shortcut**.

c Select a shortcut type, and then configure the settings.

Note: Take note of the shortcut number.

d Apply the changes.

2 Click **Settings** > **Fax** > **Fax Setup** > **Fax Receive Settings** > **Admin Controls**.

3 In the Fax Forwarding menu, select **Forward** or **Print and Forward**.

4 In the Forward to menu, select the destination type and then type the shortcut number.

5 Apply the changes.

Scan

Using the automatic document feeder and scanner glass

- Use the ADF for multiple-page or two-sided documents.
- Load an original document faceup. For multiple-page documents, make sure to align the leading edge before loading.
- Make sure to adjust the ADF guides to match the width of the paper that you are loading.

- Use the scanner glass for single-page documents, book pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings).
- Place the document facedown in the corner with the arrow.

Scanning to a computer

Before you begin, make sure that the computer and the printer are connected to the same network.

For Windows users

Note: Make sure that the printer is added to the computer. For more information, see .

1 Load an original document into the automatic document feeder or on the scanner glass.

2 From the computer, open **Windows Fax and Scan**.

3 From the Source menu, select a scanner source.

4 If necessary, change the scan settings.

5 Scan the document.

For Macintosh users

Note: Make sure that the printer is added to the computer. For more information, see .

1 Load an original document into the automatic document feeder or on the scanner glass.

2 From the computer, do either of the following:
   - Open **Image Capture**.
   - Open **Printers & Scanners**, and then select a printer. Click **Scan** > **Open Scanner**.

3 From the Scanner window, do one or more of the following:
   - Select where you want to save the scanned document.
   - Select the size of the original document.
   - To scan from the ADF, select **Document Feeder** from the Scan Menu or enable **Use Document Feeder**.
   - If necessary, configure the scan settings.

4 Click **Scan**.

Scanning to an FTP server using a shortcut

1 Create an FTP shortcut.

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

      Notes:
      - View the printer IP address on the 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.

   b Click **Shortcuts** > **Add Shortcut**.

   c From the Shortcut Type menu, select **FTP**, and then configure the settings.

   d Apply the changes.

2 Load an original document into the ADF tray or on the scanner glass.

3 From the home screen, touch **Shortcuts** > **FTP**

4 Select the shortcut.

Scanning to a network folder using a shortcut

1 Create a network folder shortcut.

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

      Notes:
      - View the printer IP address on the 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.

   b Click **Shortcuts** > **Add Shortcut**.

    c From the Shortcut Type menu, select **Network Folder**, and then configure the settings.

    d Apply the changes.

2 Load an original document into the ADF tray or on the scanner glass.

3 From the home screen, touch **Shortcuts** > **Scan to Network**.

4 Select the shortcut.

Scanning to a flash drive

1 Load an original document into the ADF tray or on the scanner glass.

2 Insert the flash drive.

3 Touch **Scan to USB** and adjust the settings if necessary.

Notes:

- To save the scanned document to a folder, touch **Scan to**, select a folder, and then touch **Scan Here**.
- If the USB Drive screen does not appear, then touch **USB Drive** on the control panel.

4 Scan the document.

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.

Use printer menus

Menu map

Device	• **Preferences**	• **Restore Factory Defaults**
	• **Eco-Mode**	• **Maintenance**
	• **Remote Operator Panel**	• **Visible Homescreen Icons**
	• **Notifications**	• **Update Firmware**
	• **Power Management**	• **About this Printer**
	• **Anonymous Data Collection**	
Print	• **Layout**	• **PostScript**
	• **Setup**	• **PCL**
	• **Quality**	• **Image**
	• **PDF**	
Paper	• **Tray Configuration**	• **Media Configuration**
Copy	**Copy Defaults**	
Fax	**Fax Defaults**	
E-mail	• **E-mail Setup**	• **E-mail Defaults**
FTP	**FTP Defaults**	
USB Drive	• **Flash Drive Scan**	• **Flash Drive Print**
Network/Ports	• **Network Overview**	• **SNMP**
	• **Wireless**	• **IPSec**
	• **Wi-Fi Direct**	• **802.1x**
	• **AirPrint**	• **LPD Configuration**
	• **Mobile Services Management**	• **HTTP/FTP Settings**
	• **Ethernet**	• **USB**
	• **TCP/IP**	• **Restrict external network access**
Security	• **Login Methods**	• **Confidential Print Setup**
	• **Certificate Management***	• **Erase Temporary Data Files**
	• **Schedule USB Devices**	• **Miscellaneous**
	• **Login Restrictions**	
Reports	• **Menu Settings Page**	• **Shortcuts**
	• **Device**	• **Fax**
	• **Print**	• **Network**
Troubleshooting	Print Quality Test Pages	Cleaning the Scanner
* Appears only in 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. **Note:** All the Keyboard Type values may not appear or may require special hardware to appear.
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.
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 　UTC (GMT) Offset 　DST Start 　DST End 　DST Offset Network Time Protocol 　Enable NTP (On*) 　NTP Server 　Enable Authentication (None*) 　Key ID 　Password	Configure the printer date and time and network time protocol. **Notes:** • MM-DD-YYYY is the U.S. factory default setting. DD-MM-YYYY is the international factory default setting. • UTC (GMT) Offset, DST Start, DST End, and DST Offset appear only when Time Zone is set to (UTC+user) Custom. • Key ID and Password appear only when Enable Authentication is set to MD5 key.
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: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Flash Drive Access Disabled Enabled*	Enable access to the flash drive.
One Page Flatbed Scanning Off* On	Set the printer to scan any type of job involving the scanner glass as a single page. **Note:** The printer returns to the home screen after performing a single flatbed scan instead of displaying prompts.
Device Sounds Mute All Sounds (Off*) Access Device Feedback (On*) ADF Loaded Beep (On*) Alarm Control (Single*) Cartridge Alarm (Off*) Speaker Mode (Always Off*) Ringer Volume (Off*)	Configure the sound settings of the printer.
Screen Timeout 5–300 seconds (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs out a user account automatically.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Eco-Mode

Print
Sides
    1-Sided*
    2-Sided
	Specify whether to print on one side or two sides of the paper.

Print
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.

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

Print
    Toner Darkness
        Light
        Normal*
        Dark
	Determine the lightness or darkness of text or images.

Copy
    Sides
        1 sided to 1 sided*
        1 sided to 2 sided
        2 sided to 1 sided
        2 sided to 2 sided
	Specify whether to print on one side or both sides of the paper.

Copy
    Pages per Side
        Off*
        2 Portrait pages
        4 Portrait pages
        2 Landscape pages
        4 Landscape pages
	Specify the number of page images to print on one side of a sheet of paper.

Copy
    Darkness
        1-9 (5*)
	Adjust the darkness of the scanned image.

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

Remote Operator Panel

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.

VNC Password	Specify the password to connect to the VNC client server. **Note:** This menu item appears only if Authentication Type is set to Standard Authentication.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Notifications

ADF Loaded Beep Off On*	Enable a sound when loading paper into the ADF.
Alarm Control Off Single* Continuous	Set the number of times that the alarm sounds when the printer requires user intervention.
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.
Supplies Custom Supply Notifications	Configure notification settings when the printer requires user intervention. **Note:** This menu item appears only in the Embedded Web Server.
E-mail Alerts Setup Primary SMTP Gateway Primary SMTP Gateway Port (25*) Secondary SMTP Gateway Secondary SMTP Gateway Port (25*) SMTP Timeout (30 seconds*) Reply Address Always use SMTP default Reply Address (Off*) Use SSL/TLS (Disabled*) Require Trusted Certificate (On*) SMTP Server Authentication (No authentication required*) Device-Initiated E-mail (None*) User-Initiated E-mail (None*) Use Active Directory Device Credentials (Off*) Device Userid Device Password Kerberos 5 REALM NTLM Domain Disable "SMTP server not set up" error (Off*)	Configure the printer to send e-mail alerts to a list of contacts when the printer requires user intervention.

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

E-mail Alerts Setup
    Setup E-mail Lists and Alerts
        E-mail List 1
        E-mail List 2
        Subject Text
        E-mail Events
	Specify the e-mail addresses and enable the e-mail alert events.
	
	Note: This menu item appears only in the Embedded Web Server.

Error Prevention
    Jam Assist
        Off
        On*
	Set the printer to flush automatically blank pages or pages with partial prints after a jammed page is cleared.

Error Prevention
    Auto Continue
        Disabled
        Enabled*
    Auto Continue Time
        5–255 (5*)
	Let the printer to continue processing or printing a job automatically after clearing certain attendance conditions.

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.

Error Prevention
    Auto Reboot
        Reset Auto Reboot Counter
            Cancel
            Continue
	Reset the values of the Auto Reboot Counter.

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

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.
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.
Jam Content Recovery 　Scanner Jam Recovery 　　Job level 　　Page level*	Specify how to restart a scan job after resolving a paper jam.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Power Management

Sleep Mode Profile 　Print from Sleep Mode 　　Stay awake after printing 　　Enter Sleep Mode after printing*	Set the printer to stay in Ready mode or return to Sleep mode after printing.
Timeouts 　Sleep Mode 　　1–120 minutes (15*)	Set the idle time before the printer begins operating in Sleep mode.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Timeouts	Set the time before the printer turns off.
Hibernate Timeout	
Disabled	
1 hour	
2 hours	
3 hours	
6 hours	
1 day	
2 days	
3 days*	
1 week	
2 weeks	
1 month	
Timeouts	Set Hibernate Timeout to turn off the printer while an active Ethernet connection exists.
Hibernate Timeout on Connection	
Hibernate	
Do Not Hibernate*	

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

Anonymous Data Collection

Anonymous Data Collection	Send printer usage and performance information to the manufacturer.
Device Usage and Performance Information	**Note:** Anonymous Data Send Time appears only when you set Anonymous Data Collection to Device Usage and Performance.
None*	
Anonymous Data Send Time	
Start Time	
Stop Time	

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

Restore Factory Defaults

Restore Settings	Restore the printer factory default settings.
Restore all settings	
Restore printer settings	
Restore network settings	
Restore fax settings	

Maintenance

Config Menu

USB Configuration
USB PnP
    1*
    2
	Change the USB driver mode of the printer to improve its compatibility with a personal computer.

USB Configuration
USB Scan to Local
    On*
    Off
	Set whether the USB device driver enumerates as a USB Simple device (single interface) or as a USB Composite device (multiple interfaces).

USB Configuration
USB Speed
    Full
    Auto*
	Set the USB port to run at full speed and disable its high-speed capabilities.

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
	Display a message to select paper size and type after inserting the tray.

Tray Configuration
A5 Loading
    Short Edge
    Long Edge*
	Specify the page orientation when loading A5 paper size.

Tray Configuration
Paper Prompts
    Auto*
    MP Feeder
    Manual Paper
	Set the paper source that the user fills when a prompt to load paper appears.

Tray Configuration
Envelope Prompts
    Auto*
    MP Feeder
    Manual Envelope
	Set the paper source that the user fills when a prompt to load envelope appears.

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

Menu item	Description
Tray Configuration 　Action for Prompts 　　Prompt user* 　　Continue 　　Use current	Set the printer to resolve paper- or envelope-related change prompts.
Tray Configuration 　Multiple Universal Sizes 　　Off* 　　On	Set the tray to support multiple universal paper sizes.
Reports 　Menu Settings Page 　Event Log 　Event Log Summary	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters 　Clear Supply Usage History 　Reset Black Cartridge Counter 　Reset Black Imaging Unit Counter 　Reset Maintenance Counter	Reset the supply page counter or view the total printed pages.
Printer Emulations 　PS Emulation 　　Off 　　On*	Set the printer to recognize and use the PS data stream.
Printer Emulations 　Emulator Security 　　Page Timeout 　　　0–60 (60*)	Set the page timeout during emulation.
Printer Emulations 　Emulator Security 　　Reset Emulator After Job 　　　Off* 　　　On	Reset the emulator after a print job.
Printer Emulations 　Emulator Security 　　Disable Printer Message Access 　　　Off 　　　On*	Disable access to the printer message during emulation.
Fax Configuration 　Fax Low Power Support 　　Disable Sleep 　　Permit Sleep 　　Auto*	Set fax to enter Sleep mode whenever the printer determines that it must. **Note:** This menu item is available only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
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.
Print Configuration Print Density Disabled 1–5 (3*) Copy Density Disabled 1–5 (3*)	Adjust the toner density when printing or copying documents.
Device Operations Quiet Mode On Off*	Set the printer to reduce the amount of noise that it makes when printing. **Note:** Enabling this setting slows down the overall performance of the printer.
Device Operations Panel Menus Enable* Disable	Set the printer to show the control panel menus.
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 of the documents even if the job is two-sided printing. **Note:** This setting cannot be used when the tray is not fully inserted or the tray sensor is damaged.
Device Operations Clear Custom Status	Erase all custom messages.
Device Operations Clear all remotely-installed messages	Erase all remotely-installed messages.
Device Operations Automatically Display Error Screens On* Off	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.
Scanner Configuration Scanner Manual Registration Print Quick Test	Print a Quick Test target page. **Note:** Make sure that the margin spacing on the target page is uniform all the way around the target. If it is not, then the printer margins must be reset.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Scanner Configuration
    Scanner Manual Registration
        Front ADF Registration
        Rear ADF Registration
        Flatbed Registration
	Manually register the flatbed and ADF after replacing the ADF, scanner glass, or controller board.

Scanner Configuration
    Edge Erase
        Flatbed Edge Erase (3*)
        ADF Edge Erase (3*)
	Set the size, in millimeters, of the no-print area around an ADF or flatbed scan job.

Scanner Configuration
    Disable Scanner
        Enabled*
        Disabled
        ADF Disabled
	Disable the scanner if it is not working properly.

Scanner Configuration
    Tiff Byte Order
        CPU Endianness*
        Little Endian
        Big Endian
	Set the byte order of a TIFF-formatted scan output.

Scanner Configuration
    Exact Tiff Rows Per Strip
        On*
        Off
	Set the RowsPerStrip tag value of a TIFF-formatted scan output.

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

Out of Service Erase

Sanitize all information on nonvolatile memory
    Erase all printer and network settings
    Erase all shortcuts and shortcut settings
	Clear all settings and applications that are stored in the printer.

Visible Home Screen Icons

Copy	Specify which icons to show on the home screen.
E-mail	
Fax	
Status/Supplies	
Job Queue	
Change Language	
Held Jobs	
USB	
Scan to Computer	

Update firmware

Current Version	Show the current firmware version installed on the printer.
Check for updates now	Check for firmware updates.
Auto check for updates	Set the printer to check for firmware updates automatically.

About this Printer

Asset Tag	Specify the identity of the printer. The maximum length is 32 characters.
Printer's Location	Specify the printer location. The maximum length is 63 characters.
Contact	Specify the contact information for the printer. The maximum length is 63 characters.
Firmware Version	Show the firmware version installed on the printer.
Engine	Show the engine number of the printer.
Serial Number	Show the serial number of the printer.
Export Configuration File to USB	Export the configuration file to a flash drive.
Export Compressed Logs to USB	Export the compressed log files to a flash drive.

Print

Layout

Sides 1-Sided* 2-Sided	Specify whether to print on one side or both sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper 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 [1,1,1,2,2,2] 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*) MP Feeder	Specify the paper source for the separator sheet.
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.
Note: An asterisk (*) next to a value indicates the factory default setting.	

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* Whole Page	Set the printable area on a sheet of paper.

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

Setup

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.
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:** • 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 when you choose to print all held and confidential jobs.

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

Quality

Print Resolution 300 dpi 600 dpi* 1200 Image Q 2400 Image Q	Set the resolution for the text and images on the printed output. **Note:** Resolution is determined in dots per inch or image quality.
Toner Darkness Light Normal* Dark	Determine the lightness or darkness of text images.
Halftone Normal* Detail	Enhance the printed output to have smoother lines with sharper edges.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PDF

Scale To Fit Yes No*	Scale the page content to fit the selected paper size.
Annotations Print Do Not Print*	Specify whether to print annotations in the PDF.
Print PDF Error Off On*	Enable the printing of PDF error.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PostScript

Print PS Error Off* On	Print a page that describes the PostScriptfi 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. **Note:** Jobs printed in 1200 dpi use the value directly.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Lock PS Startup Mode Off On*	Disable the SysStart file. **Note:** Enabling the SysStart file exposes your printer or network to a security risk.
Wait Timeout Disabled Enabled*	Set the printer to wait for more data before canceling a print job. **Note:** Wait Timeout Time appears only when Wait Timeout is enabled.
Wait Timeout Time 15–65535 (40 seconds*)	
Note: An asterisk (*) next to a value indicates the factory default setting.	

PCL

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 0.08–100.00 (10.00*)	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 Reverse Portrait Reverse 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 PCLfi data stream. **Notes:** • 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. **Note:** Jobs printed in 1200 dpi use the value directly.
PCLXL Minimum Line Width 1–30 (2*)	
Note: An asterisk (*) next to a value indicates the factory default setting.	

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.
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.

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 Disabled Enabled*	Set the printer to end a print job after it has been idle for the specified amount of time in seconds. **Note:** Print Timeout Time appears only when Print Timeout is enabled.
Print Timeout Time 1–255 (90*)	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Image

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

Scaling	Adjust the image to fit the printable area.
Anchor Top Left	**Note:** When Auto Fit is set to On, Scaling is automatically set to Best Fit.
Best Fit*	
Anchor Center	
Fit Height/Width	
Fit Height	
Fit Width	
Orientation	Specify the orientation of text and graphics on the page.
Portrait*	
Landscape	
Reverse Portrait	
Reverse Landscape	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Paper

Tray Configuration

Default Source	Set the paper source for all print jobs.
Tray [x] (1*)	**Note:** MP Feeder appears only when Configure MP is set to Cassette.
MP Feeder	
Manual Paper	
Manual Envelope	
Paper Size/Type	Specify the paper size or paper type loaded in each paper source.
Tray [x]	
MP Feeder	
Manual Paper	
Manual Envelope	
Substitute Size	Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source.
Off	
Letter/A4	**Notes:**
All Listed*	• Off prompts the user to load the required paper size.
	• Letter/A4 prints 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.	

Configure MP Cassette* Manual First	Set the printer when to pick paper loaded in the multipurpose feeder. **Notes:** • When set to Cassette, the printer treats the multipurpose feeder like a tray. • When set to Manual, the printer treats the multipurpose feeder like a manual feeder. • When set to First, the printer picks paper from the multipurpose feeder until it is empty, regardless of the required paper source or paper size.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Media Configuration

Universal Setup

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 3.90–14.17 inches (8.50*) 99–360 mm (216*)	Set the portrait width of the universal paper.
Portrait Height 3.90–14.17 inches (14*) 99–360 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.	

Custom Scan Sizes

Custom Scan Size [x]
  Scan Size Name
  Width
    1–8.50 inches (8.50*)
    25–216 mm (216*)
  Height
    1–14 inches (14*)
    25–356 mm (297*)
  Orientation
    Portrait*
    Landscape
  2 scans per side
    Off*
    On
	Assign a scan size name and configure the scan settings.

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

Media Types

Plain Paper Card Stock Recycled Labels Bond Envelope Rough Envelope Letterhead Preprinted Colored Paper Light Heavy Rough/Cotton Custom Type [X]	Specify the texture, weight, and orientation of the paper loaded.

Copy

Copy Defaults

Content Type Text Text/Photo* Photo Graphics	Improve the output result based on the content of the original document.
Sides 1 sided to 1 sided* 1 sided to 2 sided 2 sided to 1 sided 2 sided to 2 sided	Specify the scanning behavior based on the original document.
Pages per Side Off* 2 Portrait pages 4 Portrait pages 2 Landscape pages 4 Landscape pages	Specify the number of page images to print on one side of a sheet of paper.
Print Page Borders Off* On	Place a border around each image when printing multiple pages on a single page.
Collate Off [1,1,1,2,2,2] On [1,2,1,2,1,2]*	Print multiple copies in sequence.
"Copy from" Size [List of paper sizes]	Set the paper size of the original document. **Note:** Letter is the U.S. factory default setting. A4 is the international factory default setting.
"Copy to" Source Tray [x] (1*) Multipurpose Feeder Auto Size Match	Specify the paper source for the copy job.
Darkness 1 to 9 (5*)	Adjust the darkness of the scanned image.
Number of Copies 1–9999 (1*)	Specify the number of copies.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Advanced Imaging

Contrast
  Best for content*
  0–5
	Specify the contrast for the scanned image.

Background Removal
  Level
    -4 to 4 (0*)
	Adjust the amount of background visible on a scanned image.

Scan Edge to Edge
  Off*
  On
	Scan the original document from edge to edge.

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

Admin Controls

Allow Save as Shortcut
  Off
  On*
	Save copy settings as a shortcut.

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

Fax

Fax Defaults

Fax Mode

Fax Mode
  Fax
  Fax Server
  Disabled
	Select a fax mode.
	
	Note: Depending on your printer model, the factory default setting may vary.

Fax Setup

General Fax Settings

Fax Name	Specify your fax ID.
Fax Number	Specify your fax number.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Fax ID Fax Name Fax Number*	Set the fax ID to use during fax negotiation.
Enable Manual Fax Off* On	Turn on the manual fax function in the printer. **Notes:** • This menu item requires a line splitter and a telephone handset. • Use a regular telephone line to answer an incoming fax job and to dial a fax number. • To go directly to the manual fax function, touch **#** and **0** on the keypad.
Memory Use All receive Mostly receive Equal* Mostly send All send	Set the amount of internal printer memory allocated for faxing. **Note:** This menu item prevents memory buffer conditions and failed faxes.
Cancel Faxes Allow* Don't Allow	Cancel outgoing or incoming faxes.
Fax Number Masking Off* From Left From Right	Specify the format for masking an outgoing fax number.
Digits to Mask 0–58 (0*)	Specify the number of digits to mask in an outgoing fax number.
Enable Line Connected Detection Off On*	Determine whether a telephone line is connected to the printer. **Note:** Events are detected immediately.
Enable Line In Wrong Jack Detection Off On*	Determine whether a telephone line is connected to the correct port on the printer. **Note:** Events are detected immediately.
Enable Extension in Use Support Off On*	Determine whether a telephone line is used by another device, such as another phone on the same line. **Note:** Events are detected immediately.
Optimize Fax Compatibility	Configure the printer fax functionality for optimal compatibility with other fax machines.

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

Fax Transport T.38 Analog G.711	Set the fax transport method. **Note:** This menu item appears only if Fax over IP (FoIP) license bundle is installed in the printer.

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

Fax Send Settings

Resolution Standard* Fine Super Fine Ultra Fine	Set the resolution of the scanned image. **Note:** A higher resolution increases fax transmission time and requires more memory.
Original Size [List of paper sizes] (Mixed Sizes*)	Specify the size of the original document.
Orientation Portrait* Landscape	Specify the orientation of the original document.
Sides Off* Short Edge Long Edge	Specify the orientation of the original document when scanning on both sides of the document.
Content Type Text* Text/Photo Photo Graphics	Improve the output result based on the content of the original document.
Content Source Black and White Laser* Color Laser Inkjet Photo/Film Magazine Newspaper Press Other	Improve the output result based on the source of the original document.
Darkness 1–9 (5*)	Adjust the darkness of the scanned image.

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

Behind a PABX 　On 　Off*	Set the printer to dial a fax number without waiting to recognize the dial tone. **Note:** Private Automated Branch Exchange (PABX) is a telephone network that allows a single access number to offer multiple lines to outside callers.
Dial Mode 　Tone* 　Pulse	Specify the dial mode for incoming or outgoing faxes.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Advanced Imaging

Color Balance 　Cyan - Red (0*) 　Magenta - Green (0*) 　Yellow - Blue (0*)	Adjust the color intensity during scanning.
Color Dropout 　Color Dropout (None*) 　Default Red Threshold (128*) 　Default Green Threshold (128*) 　Default Blue Threshold (128*)	Specify which color to drop during scanning, and adjust the dropout setting for that color.
Contrast 　Best for Content* 　0 　1 　2 　3 　4 　5	Set the contrast of the output.
Background Removal 　Level 　　-4 to 4 (0*)	Adjust the amount of background visible on a scanned image.
Mirror Image 　Off* 　On	Create a mirror image of the original document.
Negative Image 　Off* 　On	Create a negative image of the original document.
Shadow Detail 　-4 to 4 (0*)	Adjust the amount of shadow detail visible on a scanned image.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Scan Edge to Edge On Off*	Allow edge-to-edge scanning of the original document.
Sharpness 1–5 (3*)	Adjust the sharpness of the scanned image.
Temperature -4 to 4 (0*)	Specify whether to generate a cooler or warmer output.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Admin Controls

Automatic Redial 0–9 (5*)	Specify the number of attempts that the printer redials before it cancels sending the fax to a specified destination.
Redial Frequency 1–200 minutes (3*)	Increase the time between redial attempts to increase the chance of sending fax successfully.
Enable ECM On* Off	Activate Error Correction Mode (ECM) for fax jobs. **Note:** ECM detects and corrects errors in the fax transmission process caused by telephone line noise and poor signal strength.
Enable Fax Scans On* Off	Create faxes using the printer scanner.
Driver to Fax On* Off	Allow the print driver to send fax.
Allow Save as Shortcut On* Off	Save fax numbers as shortcuts on the printer.
Max Speed 33600* 14400 9600 4800 2400	Set the maximum speed for sending fax.
Custom Job Scanning Off* On	Turn on scanning of custom jobs by default. **Note:** This menu item appears only when a hard disk or an intelligent storage drive (ISD) is installed.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Scan Preview	Show a preview of the scan on the display.
Off*	**Note:** This menu item appears only when a hard disk
On	or an ISD is installed.
Adjust ADF Skew	Correct slight skew in the scanned image.
Off	
On*	
Enable Color Fax Scans	Enable color scans for fax.
Off by Default*	
On by Default	
Never Use	
Always Use	
Auto Convert Color Faxes to Mono Faxes	Convert all outgoing color faxes to black and white.
On*	
Off	
Confirm Fax Number	Ask the user to confirm the fax number.
Off*	
On	
Dial Prefix	Set a dialing prefix.
Dialing Prefix Rules	Establish a dialing prefix rule.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Fax Receive Settings

Fax Job Waiting	Remove fax jobs that request specific unavailable
None*	resources from the print queue.
Toner	**Note:** This menu item appears only when a hard disk is
Toner and Supplies	installed.
Rings to Answer	Set the number of rings required before the printer
1–25 (3*)	answers the incoming calls.
Auto Reduction	Scale incoming fax to fit on the page.
On*	
Off	
Paper Source	Set the paper source for printing incoming fax.
Tray [X]	
Multipurpose Feeder	
Auto*	
Sides	Print on both sides of the paper.
On	
Off*	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Separator Sheets 　None* 　Before Job 　After Job	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.
Output Bin 　Standard Bin	Specify the output bin for received faxes.
Fax Footer 　On 　Off*	Print the transmission information at the bottom of each page from a received fax.
Fax Footer Time Stamp 　Receive* 　Print	Print the time stamp at the bottom of each page from a received fax.
Holding Faxes 　Held Fax Mode 　　Off* 　　Always On 　　Manual 　　Scheduled	Hold received faxes from printing until they are released.
Holding Faxes 　Fax Holding Schedule	Assign a schedule for holding faxes. **Note:** This menu item appears only if Held Fax Mode is set to Scheduled.

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

Admin Controls

Enable Fax Receive 　On* 　Off	Set the printer to receive fax.
Enable Color Fax Receive 　On* 　Off	Set the printer to receive fax in color.
Enable Caller ID 　On 　Off*	Show the caller ID information of the incoming call on the printer display.
Block No Name Fax 　On 　Off*	Block incoming faxes without fax IDs.

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

Banned Fax List	Specify the phone numbers that you want to block.
Add Banned Fax	
Answer On	Set a distinctive ring pattern for incoming fax.
All Rings*	
Single Ring Only	
Double Ring Only	
Triple Ring Only	
Single or Double Rings Only	
Single or Triple Rings Only	
Double or Triple Rings Only	
Auto Answer	Set the printer to receive fax automatically.
On*	
Off	
Manual Answer Code	Manually enter a code on the telephone number pad to begin receiving fax.
0–9 (9*)	
	Notes:
	• This menu item appears only when the printer shares a line with a telephone.
	• This menu item appears only when you set the printer to receive fax manually.
Fax Forwarding	Specify whether to forward received fax.
Print*	
Print and Forward	
Forward	
Forward To	Specify where to forward received fax.
Destination 1	**Note:** This menu item appears only when Fax Forwarding is set to Print and Forward or Forward.
Destination 2	
Confirmation E-mail	Specify the email address to receive faxes through FTP or network folder.
	Note: This menu item appears only when Fax Forwarding is set to Print and Forward or Forward.
Max Speed	Set the maximum speed for transmitting fax.
33600*	
14400	
9600	
4800	
2400	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Fax Cover Page

Fax Cover Page 　Off by Default* 　On by Default 　Never Use 　Always Use	Configure the settings for the fax cover page.
Include To field 　Off* 　On	
Include From field 　Off* 　On	
From	
Include Message Field 　Off* 　On	
Message:	
Include Logo 　Off* 　On	
Include Footer [x] 　Off* 　On	
Footer [x]	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Fax Log Settings

Transmission Log Frequency 　Always* 　Never 　Only for Error	Specify how often the printer creates a transmission log.
Transmission Log Action 　Print 　　Off 　　On* 　E-mail 　　Off* 　　On	Print or email a log for successful fax transmission or transmission error.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Receive Error Log
  Print Never*
  Print on Error
	Print a log for fax-receive failures.

Auto Print Logs
  On*
  Off
	Print all fax activity.

Log Paper Source
  Tray [x] (1*)
  Multipurpose Feeder
	Specify the paper source for printing logs.

Logs Display
  Remote Fax Name*
  Dialed Number
	Identify the sender by remote fax name or fax number.

Enable Job Log
  On*
  Off
	View a summary of all fax jobs.

Enable Call Log
  On*
  Off
	View a summary of the fax call history.

Log Output Bin
  Standard Bin*
  Bin [x]
	Specify the output bin for printed logs.

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

Speaker Settings

Speaker Mode
  Always Off*
  Always On
  On until Connected
	Set the fax speaker mode.

Speaker Volume
  Low*
  High
	Adjust the fax speaker volume.

Ringer Volume
  Off*
  On
	Enable the ringer volume.

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

VoIP Settings

VoIP Protocol 　SIP* 　H.323	Set the Voice over Internet Protocol (VoIP) protocol.
STUN Server	Specify the STUN server to traverse a firewall.
Force Fax Mode 　Off 　On*	Switch VoIP gateway from analog to T.38 at the beginning of a fax call.
Force Fax Mode Delay 　0–15 (7*)	Set the time delay in seconds when sending another invite of Force Fax Mode.
Note: An asterisk (*) next to a value indicates the factory default setting.	

SIP Settings

Proxy	Specify the IP address of the system that converts the phone number to an IP address where the fax is sent.
Registrar	Specify a name or IP address of the system that handles the registration of Session Initiation Protocol (SIP) clients.
User	Specify the name of the user for SIP.
Password	Specify the password that is used in registering with the SIP Registrar.
Auth ID	The username that is used when registering. **Note:** If the Auth ID setting is not set, the setting uses the username of the User field instead.
Transport For Registration 　UDP* 　TCP	Set the SIP transport type for registration.
Transport For Incoming Calls 　UDP* 　TCP 　UDP And TCP	Set the SIP transport type for incoming calls.
Transport For Outgoing Calls 　UDP* 　TCP	Set the SIP transport type for outgoing calls.
Outbound Proxy	Specify an outbound proxy to forward all SIP communication.
Contact	Specify a contact name for SIP.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Realm	Specify a realm name for SIP.
	Note: If the Realm setting is not set, the setting uses the name of the Contact instead.
SIP Registration Status	Show the status of the SIP Registration.

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

H.323 Settings

Gateway	Specify the H.323 gateway IP address.
Gatekeeper	Specify the H.323 gatekeeper.
User	Specify the username used with the H.323 gateway.
Password	Specify the password for the H.323 gateway.
Enable Fast Start Off* On	Enable Fast Start.
Disable H.245 Tunneling Off* On	Disable H.323 Tunneling.
Disable Gatekeeper Discovery Off On*	Disable H.323 Gatekeeper Discovery.

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

T.38 Settings

Indicator Redundancy 0–5 (3*)	Set the number of times that a fax indicator is repeated in the T.38 communication.
Low Speed Redundancy 0–5 (3*)	Set the number of times that low speed data is repeated in the T.38 communication.
High Speed Redundancy 0–5 (1*)	Set the number of times that high-speed data is repeated in the T.38 communication.

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

Fax Server Setup

General Fax Settings

To Format	Specify a fax recipient.
	Note: If you want to use the fax number, then type the number sign (#) before a number.
Reply Address	Specify a reply address for sending fax.
Subject	Specify the fax subject and message.
Message	
Enable analog receive Off* On	Set the printer to receive analog faxes.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Fax Server E-mail Settings

Use E-mail SMTP Server On Off*	Use the Simple Mail Transfer Protocol (SMTP) settings for email in receiving and sending faxes.
	Note: When set to On, all other settings of the Fax Server E-mail Settings menu are not shown.
Primary SMTP Gateway	Type the IP address or host name of the primary SMTP server.
Primary SMTP Gateway Port 1–65535 (25*)	Enter the port number of the primary SMTP server.
Secondary SMTP Gateway	Type the server IP address or host name of your secondary or backup SMTP server.
Secondary SMTP Gateway Port 1–65535 (25*)	Enter the server port number of your secondary or backup SMTP server.
SMTP Timeout 5–30 (30*)	Set the time before the printer times out if the SMTP server does not respond.
Reply Address	Specify a reply address for sending fax.
Use SSL/TLS Disabled* Negotiate Required	Specify whether to send fax using an encrypted link.
Require Trusted Certificate Off On*	Specify a trusted certificate when accessing the SMTP server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

SMTP Server Authentication	Set the authentication type for the SMTP server.
No authentication required*	
Login / Plain	
NTLM	
CRAM-MD5	
Digest-MD5	
Kerberos 5	
Device-Initiated E-mail	Specify whether credentials are required for device-initiated email.
None*	
Use Device SMTP Credentials	
User-Initiated E-mail	Specify whether credentials are required for user-initiated email.
None*	
Use Device SMTP Credentials	
Use Session User ID and Password	
Use Session E-mail address and Password	
Prompt user	
Use Active Directory Device Credentials	Enable user credentials and group destinations to connect to the SMTP server.
Off*	
On	
Device Userid	Specify the user ID and password to connect to the SMTP server.
Device Password	
Kerberos 5 REALM	Specify the realm for the Kerberos 5 authentication protocol.
NTLM Domain	Specify the domain name for the NTLM security protocol.
Disable "SMTP server not set up" error	Hide the "SMTP server not set up" error message.
Off*	
On	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Fax Server Scan Settings

Image Format TIFF (.tif) PDF (.pdf)* XPS (.xps) TXT (.txt) RTF (.rtf) DOCX (.docx) XLSX (.xlsx) CSV (.csv)	Specify the file format for the scanned image. **Note:** TXT (.txt), RTF (.rtf), DOCX (.docx), XLSX (.xlsx), and CSV (.csv) appear only if you have purchased and installed an OCR solution.
Content Type Text* Text/Photo Photo Graphics	Improve the output result based on the content of the original document.
Content Source Black and White Laser* Color Laser Inkjet Photo/Film Magazine Newspaper Press Other	Improve the output result based on the source of the original document.
Fax Resolution Standard* Fine Super Fine Ultra Fine	Set the fax resolution.
Sides Off* Short Edge Long Edge	Specify the orientation of the original document when scanning on both sides of the document.
Darkness 1–9 (5*)	Set the darkness of the output.
Orientation Portrait* Landscape	Specify the orientation of text and graphics on the page.

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

Original Size [List of paper sizes]	Set the paper size of the original document. **Notes:** • Mixed Sizes is the U.S. factory default setting. A4 is the international factory default setting. • This setting may vary depending on your printer model.
Use Multi-Page TIFF Off On*	Choose between single- and multiple-page TIFF files.

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

E-mail

E-mail Setup

Primary SMTP Gateway	Type the IP address or host name of the primary SMTP server for sending e-mail.
Primary SMTP Gateway Port 1–65535 (25*)	Enter the port number of the primary SMTP server.
Secondary SMTP Gateway	Type the server IP address or host name of your secondary or backup SMTP server.
Secondary SMTP Gateway Port 1–65535 (25*)	Enter the server port number of your secondary or backup SMTP server.
SMTP Timeout 5–30 seconds (30*)	Set the time before the printer times out if the SMTP server does not respond.
Reply Address	Specify a reply address in the e-mail.
Always use SMTP default Reply Address On Off*	Always use the default reply address in the SMTP server.
Use SSL/TLS Disabled* Negotiate Required	Specify whether to send e-mail using an encrypted link.
Require Trusted Certificate Off On*	Require a trusted certificate when accessing the SMTP server.

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

SMTP Server Authentication
    No authentication required*
    Login / Plain
    NTLM
    CRAM-MD5
    Digest-MD5
    Kerberos 5
	Set the authentication type for the SMTP server.

Device-Initiated E-mail
    None*
    Use Device SMTP Credentials
	Specify whether credentials are required for device-initiated e-mail.

User-Initiated E-mail
    None*
    Use Device SMTP Credentials
    Use Session User ID and Password
    Use Session E-mail address and Password
    Prompt user
	Specify whether credentials are required for user-initiated e-mail.

Use Active Directory Device Credentials
    Off*
    On
	Specify whether credentials are required for user-initiated e-mail.

Device Userid **Device Password**	Specify the user ID and password to connect to the SMTP server.
Kerberos 5 REALM	Specify the realm for the Kerberos 5 authentication protocol.
NTLM Domain	Specify the domain name for the NTLM security protocol.

Disable "SMTP server not set up" error
    Off*
    On
	Hide the "SMTP server not set up" error message.

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

E-mail Defaults

Subject: **Message:**	Specify the e-mail subject and message.
File Name	Specify the filename for the scanned document.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Format	Specify the file format of the scanned document.
JPEG (.jpg) PDF (.pdf)* TIFF (.tif) XPS (.xps) TXT (.txt) RTF (.rtf) DOCX (.docx) XLSX (.xlsx) CSV (.csv)	**Note:** TXT (.txt), RTF (.rtf), DOCX (.docx), XLSX (.xlsx), and CSV (.csv) appear only if you have purchased and installed an OCR solution.
Global OCR Settings	Configure the settings for optical character recognition (OCR).
Recognized Languages Auto Rotate (Off*) Despeckle (Off*) Auto Contrast Enhance (Off*)	**Note:** This menu item appears only if you have purchased and installed an OCR solution.
PDF Settings	Configure the PDF settings of the scanned document.
PDF Version (1.5*) Archival Version (A-1a*) Highly Compressed (Off*) Secure (Off*) Searchable (Off*) Archival (PDF/A) (Off*)	**Notes:** • Archival Version and Archival (PDF/A) are supported only when PDF Version is set to 1.4. • Highly Compressed appears only when a hard disk or an intelligent storage drive (ISD) is installed. • Searchable appears only if you have purchased and installed an OCR solution.
Content Type	Improve the output result based on the content type of the original document.
Text Text/Photo* Photo Graphics	
Content Source	Improve the output result based on the content source of the original document.
Black and White Laser* Color Laser Inkjet Photo/Film Magazine Newspaper Press Other	
Color	Set the printer to capture file content in color or in mono.
Black and White Gray Color* Auto	

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

Resolution
    75 dpi
    150 dpi*
    200 dpi
    300 dpi
    400 dpi
    600 dpi
	Set the resolution of the scanned image.

Darkness 1–9 (5*)	Adjust the darkness of the scanned image.

Orientation
    Portrait*
    Landscape
	Specify the orientation of the original document.

Original Size Mixed Sizes*	Set the paper size of the original document.

Sides
    Off*
    Short Edge
    Long Edge
	Specify the orientation of the original document when scanning on both sides of the document.

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

Advanced Imaging

Color Balance
    Cyan - Red (0*)
    Magenta - Green (0*)
    Yellow - Blue (0*)
	Adjust the color intensity for cyan, magenta, and yellow.

Color Dropout
    Color Dropout (None*)
    Default Red Threshold (128*)
    Default Green Threshold (128*)
    Default Blue Threshold (128*)
	Specify which color to drop during scanning, and adjust the dropout setting for that color.

Auto Color Detect
    Color Sensitivity (5*)
    Area Sensitivity (5*)
    E-mail Bit Depth (1 bit*)
    Minimum Scan Resolution (300 dpi*)
	Configure the auto color detection setting.

JPEG Quality
    Best for content*
    5–95
	Set the JPEG quality of the scanned image.

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

Contrast Best for content* 0–5	Specify the contrast for the scanned image.
Background Removal Background Detection (Content-based*) Level (0*)	Remove the background color or image noise from the original document. **Notes:** • Content-based removes the background color from the original document. • Fixed removes image noise from a photo.
Mirror Image Off* On	Create a mirror image of the original document.
Negative Image Off* On	Create a negative image of the original document.
Shadow Detail -4 to 4 (0*)	Adjust the shadow detail in the scanned image.
Scan Edge to Edge Off* On	Scan the original document from edge to edge.
Sharpness 1–5 (3*)	Adjust the sharpness in the scanned image.
Temperature -4 to 4 (0*)	Generate a bluer or redder output of the original document.
Blank Pages Blank Page Removal (Do Not Remove*) Blank Page Sensitivity (5*)	Set the sensitivity of scans in relation to blank pages in the original document.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Admin Controls

Max E-mail Size 0–65535 (0*)	Set the allowable file size for each e-mail.
Size Error Message	Specify an error message that the printer sends when an e-mail exceeds its allowable file size. **Note:** You can type up to 1024 characters.
Limit Destinations	Limit sending of e-mail only to the specified list of domain name. **Note:** Use a comma to separate each domain.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Send Me a Copy 　Never appears* 　On by Default 　Off by Default 　Always On	Send a copy of the e-mail to yourself.
Allow self e-mails only 　Off* 　On	Set the printer to send e-mails to yourself only.
Use cc:/bcc: 　Off* 　On	Enable carbon copy and blind carbon copy in e-mail.
Use Multi-Page TIFF 　Off 　On*	Enable scanning of multiple TIFF images in one TIFF file.
TIFF Compression 　JPEG 　LZW*	Specify the compression type for TIFF files.
Text Default 　5–95 (75*)	Set the text quality in the content being scanned.
Text/Photo Default 　5–95 (75*)	Set the text and photo quality in the content being scanned.
Photo Default 　5–95 (50*)	Set the photo quality of the content being scanned.
Adjust ADF Skew 　Off 　On*	Set the printer to adjust the skewed images from documents that are scanned from the ADF.
Transmission Log 　Print log* 　Do Not Print Log 　Print Only For Error	Print a transmission log for e-mail scans.
Log Paper Source 　Tray [x] (1*) 　Multipurpose Feeder	Specify the paper source for printing e-mail logs.
Custom Job Scanning 　Off* 　On	Set the printer to scan the first set of original documents using the specified settings, and then scan the next set with the same or different settings. **Note:** This menu item appears only when a hard disk or an ISD is installed.

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

Scan Preview Off* On	Show a scan preview of the original document. **Note:** This menu item appears only when a hard disk or an ISD is installed.
Allow Save as Shortcut Off On*	Save an e-mail address as a shortcut.
E-mail Images Sent As Attachment* Web Link	Specify how to send the images that are included in the e-mail.
Reset E-mail Information After Sending Off On*	Reset the To, Subject, Message, and Filename fields to their default values after sending an e-mail.
Note: An asterisk (*) next to a value indicates the factory default setting.	

FTP

FTP Defaults

Format PDF (.pdf)* TIFF (.tif) JPEG (.jpg)	Specify the file format for the scanned image.
PDF Settings PDF Version (1.5*) Archival Version (A-1a*) Secure (Off*) Archival (PDF/A) (Off*)	Configure the PDF settings for the scanned image. **Note:** Archival Version and Archival (PDF/A) are supported only when PDF Version is set to 1.4.
Content Type Text Text/Photo* Graphics Photo	Improve the output result based on the content type of the original document.
Color Black and White Gray Color*	Set the printer to capture file content in color or in mono.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Resolution 75 dpi 150 dpi* 200 dpi 300 dpi 400 dpi 600 dpi	Set the resolution of the scanned image.
Darkness 1–9 (5*)	Adjust the darkness of the scanned image.
Orientation Portrait* Landscape	Specify the orientation of the original document.
Original Size Mixed Sizes*	Set the paper size of the original document.
File Name	Specify the file name of the scanned image.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Advanced Imaging

Menu item	Description
Color Balance Cyan - Red (0*) Magenta - Green (0*) Yellow - Blue (0*)	Adjust the color intensity for cyan, magenta, and yellow.
Contrast Best for content* 0–5	Specify the contrast for the scanned image.
Background Removal Level (0*)	Remove the background color or image noise from the original document.
Scan Edge to Edge On Off*	Allow edge-to-edge scanning of the original document.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Admin Controls

Menu item	Description
Text Default 5–95 (75*)	Set the quality of text on the scanned image.
Text/Photo Default 5–95 (75*)	Set the quality of text and photo on the scanned image.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Photo Default 5–95 (50*)	Set the quality of photo on the scanned image.
Transmission Log Print Log* Do Not Print Log Print Only For Error	Print a transmission log for FTP scans.
Log Paper Source Tray [x] (1*) MP Feeder	Specify the paper source for printing FTP logs.
Note: An asterisk (*) next to a value indicates the factory default setting.	

USB Drive

Flash Drive Scan

Menu item	Description
Format JPEG (.jpg) PDF (.pdf)* TIFF (.tif)	Specify the file format for the scanned image.
PDF Settings PDF Version (1.5*) Archival Version (A-1a*) Secure (Off*) Archival (PDF/A) (Off*)	Configure the PDF settings of the scanned image. **Note:** Archival Version and Archival (PDF/A) are supported only when PDF Version is set to 1.4.
Content Type Text Text/Photo* Graphics Photo	Improve the output result based on the content type of the original document.
Color Black and White Gray Color*	Set the printer to capture file content in color or in mono.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Resolution 75 dpi 150 dpi* 200 dpi 300 dpi 400 dpi 600 dpi	Set the resolution of the scanned image.
Darkness 1–9 (5*)	Adjust the darkness of the scanned image.
Orientation Portrait* Landscape	Specify the orientation of the original document.
Original Size Mixed Sizes*	Set the paper size of the original document.
File Name	Specify the file name of the scanned image.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Advanced Imaging

Menu item	Description
Color Balance Cyan - Red (0*) Magenta - Green (0*) Yellow - Blue (0*)	Adjust the color intensity for cyan, magenta, and yellow.
Contrast Best for content* 0–5	Specify the contrast for the scanned image.
Background Removal Level (0*)	Remove the background color or image noise from the original document.
Scan Edge to Edge Off* On	Scan the original document from edge to edge.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Admin Controls

Menu item	Description
Text Default 5–95 (75*)	Set the quality of text on the scanned image.
Text/Photo Default 5–95 (75*)	Set the quality of text and photo on the scanned image.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Photo Default 5–95 (50*)	Set the quality of a photo on the scanned image.

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

Flash Drive Print

Number of Copies 1–9999 (1*)	Set the number of copies.
Paper Source Tray [x] (1*) MP Feeder Manual Paper Manual Envelope	Set the paper source for the print job.
Collate 1,1,1 - 2,2,2 1,2,3 - 1,2,3	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Sides 1-Sided* 2-Sided	Specify whether to print on one side or both sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper is bound when performing two-sided printing.
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 menu.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of multiple page images when using Pages per Side menu.

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

Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side menu.
Separator Sheets Off* Between Copies Between Jobs Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) MP Feeder	Specify the paper source for the separator sheet.
Blank Pages Do Not Print* Print	Print blank pages in a print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Network/Ports

Network Overview

Active Adapter Auto* Standard Network Wireless	Specify the type of the network connection.
Network Status	Show the connectivity status of the printer network.
Display Network Status on Printer Off On*	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 Start	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.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Banner Page
    Off*
    On
	Print a banner page.

Scan to PC Port Range	Specify a valid port range for printers that are behind a port blocking firewall.

Enable Network Connections
    Enable*
    Disable
	Enable or disable all network connections.

Enable LLDP
    Off*
    On
	Enable Link Layer Discovery Protocol (LLDP) in the printer.

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.

Setup On Printer Panel
    Choose Network
    Add Wi-Fi Network
        Network Name
        Network Mode
            Infrastructure
        Wireless Security Mode
            Disabled*
            WPA2/WPA - Personal
            WPA2 - Personal
            WPA2/WPA3 - Personal
            WPA3 - Personal
            802.1x - RADIUS
	Configure the Wi-Fi connection using the control panel.
	
	Note: This menu item appears as W*reless* C*onnection* S*etup* in the Embedded Web Server.

Wi-Fi Protected Setup
    Start Push Button Method
    Start PIN Method
	Establish a Wi-Fi network and enable network security.
	
	Notes:
	
	• 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.

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*
   WPA2/WPA-Personal
   WPA2-Personal
   WPA2/WPA3 - Personal
   WPA3 - Personal
   802.1x - RADIUS
	Set the security mode for connecting the printer to Wi-Fi devices.

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 PSK	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*
   WPA2 + PMF*
	Enable Wi-Fi security through 802.1x standard.
	Note: This menu item appears only when the Wireless Security Mode is set to 802.1x - RADIUS.

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.

PCL SmartSwitch
  On*
  Off
	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
  On*
  Off
	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 hard disk or intelligent storage drive (ISD) before printing.
	Note: This menu item appears only when a hard disk or an ISD is installed.

Mac Binary PS
  Auto*
  On
  Off
	Set the printer to process Macintosh binary PostScript print jobs.
	Notes:
	• On processes raw binary PostScript print jobs.
	• Off filters print jobs using the standard protocol.

Wi-Fi Direct

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

Enable Wi-Fi Direct
  On
  Off*
	Set the printer to connect directly to Wi-Fi devices.

Wi-Fi Direct Name	Specify the name of the Wi-Fi Direct network.
Wi-Fi Direct Password	Set the password to authenticate and validate users on a Wi-Fi connection.

Show Password on Setup Page
  Off
  On*
	Show the Wi-Fi Direct Password on the Network Setup Page.

Preferred Channel Number
  1–11
  Auto*
	Set the preferred channel of the Wi-Fi network.

Group Owner IP Address	Specify the IP address of the group owner.
Note: An asterisk (*) next to a value indicates the factory default setting.	

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.	

AirPrint

Note: This menu appears only in the Embedded Web Server.

All AirPrint Functions	Show the AirPrint status of the printer.
Enable AirPrint On* Off	Enable the AirPrint feature. **Note:** This menu item appears only if Internet Printing Protocol (IPP) or mDNS is disabled.
Bonjour Name	Identify printer designation and location.
Organization Name	
Organizational Unit	
Printer Location	
Printer's Latitude	
Printer's Longitude	
Printer's Altitude	
More Options	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Mobile Services Management

Enable IPP Print On* Off	Allow printing from mobile devices using Internet Printing Protocol (IPP).
Enable IPP Fax On* Off	Allow sending faxes using Internet Printing Protocol (IPP).
Enable IPP Over USB On* Off	Allow print or scan jobs using USB connection.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Enable Scan
   On*
   Off
	Allow scanning using eSCL protocol.

Enable Mopria Discovery
   On*
   Off
	Allow the printer to be detected by Mopria-enabled devices.

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

Ethernet

Network Speed	Show the speed of the active network adapter.

IPv4
   Enable DHCP (On*)
   Set Static IP Address
	Configure the IPv4 settings.

IPv6
   Enable IPv6 (On*)
   Enable DHCPv6 (Off*)
   Stateless Address Autoconfiguration (On*)
   DNS Server Address
   Manually Assigned IPv6 Address
   Manually Assigned IPv6 Router
   Address Prefix (64*)
   All IPv6 Addresses
   All IPv6 Router Addresses
	Configure the IPv6 settings.

Network Address
   UAA
   LAA
	Specify the network address.

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: When this setting is disabled, 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 PostScript emulation when a print job requires it, regardless of the default printer language.
	
	Note: When this setting is disabled, the printer does not examine incoming data and uses the default printer language specified in the Setup menu.

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

Job Buffering Off* On	Temporarily store print jobs in the hard disk or intelligent storage drive (ISD) before printing. **Note:** This menu item appears only when a hard disk or an ISD is installed.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. **Notes:** • Auto processes print jobs from computers using either Windows or Macintosh operating systems. • Off filters PostScript print jobs using the standard protocol.
Energy Efficient Ethernet On Off Auto*	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.

Set Hostname	Set the current TCP/IP host name.
Domain Name	Set the domain name.
Allow DHCP/BOOTP to update NTP server On* Off	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.
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.
Enable DDNS Off* On	Update the Dynamic DNS settings.
Note: An asterisk (*) next to a value indicates the factory default setting.	

DDNS TTL	Specify the current DDNS settings.
Default TTL	
DDNS Refresh Time	
Enable mDNS Off On*	Update the multicast DNS settings.
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 the IP addresses that are allowed to communicate with the printer over TCP/IP. **Notes:** • 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 the access option for IP addresses that are not in the list.
MTU 256–1500 Ethernet (1500*)	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	Set the maximum transfer rate of the printer. **Note:** When enabled, the option for this setting is 100–1000000 Kilobits/second.
TLS Support Enable TLSv1.0 (Off) Enable TLSv1.1 (Off*) Enable TLSv1.2 (On*)	Enable the Transport Layer Security protocol.
SSL Cipher List	Specify the cipher algorithms to use for the SSL or the TLS connections.
TLSv1.3 SSL Cipher List	
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.

SNMP Versions 1 and 2c	Configure Simple Network Management Protocol (SNMP) versions 1 and 2c to install print drivers and applications.
Enabled	
Off	
On*	
Allow SNMP Set	
Off	
On*	
Enable PPM MIB	
Off	
On*	
SNMP Community	
SNMP Version 3	Configure SNMP version 3 to install and update the printer security.
Enabled	
Off	
On*	
Context Name	
Set Read/Write Credentials	
User Name	
Authentication Password	
Privacy Password	
Set Read-only Credentials	
User Name	
Authentication Password	
Privacy Password	
Authentication Hash	
MD5	
SHA1*	
Minimum Authentication Level	
No Authentication, No Privacy	
Authentication, No Privacy	
Authentication, Privacy*	
Privacy Algorithm	
DES	
AES-128*	

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.

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.
DH (Diffie-Hellman) Group Proposal modp2048 (14)* modp3072 (15) modp4069 (16) modp6144 (17) **IKE SA Lifetime (Hours)** 1 2 4 8 24* **IPSec SA Lifetime (Hours)** 1 2 4 8* 24	Set the IPSec encryption. **Notes:** • DH (Diffie-Hellman) Group Proposal appears only when Base Configuration is set to Compatibility. • IKE SA Lifetime (Hours) and IPSec SA Lifetime (Hours) appear only when Base Configuration is set to Secure.
Proposed Encryption Method 3DES AES* **Proposed Authentication Method** SHA1 SHA256* SHA512	Specify the encryption and authentication methods to connect to a network securely. **Note:** These menu items appear only when Base Configuration is set to Compatibility.
IPSec Device Certificate	Specify an IPSec certificate. **Note:** This menu item appears only when Enable IPSec is set to On.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Pre-Shared Key Authenticated Connections
 Host [x]
  Address
  Key
Certificate Authenticated Connections
 Host [x] Address[/subnet]
  Address[/subnet]
	Configure the authenticated connections of the printer.
	
	Note: These menu items appear only when Enable IPSec is set to On.

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.

Active Off* On	Let the printer join networks that require authentication before allowing access.
802.1x Authentication Device Login Name Device Login Password Validate Serve Certificate (On*) Enable Event Logging (Off*) 802.1x Device Certificate	Configure the settings for authenticating the 802.1x connection.
Authentication Mechanisms EAP - MD5 (On*) EAP - MSCHAPv2 (On*) LEAP (On*) PEAP (On*) EAP - TLS (On*) EAP - TTLS (On*) TTLS Authentication Method (MSCHAPv2*)	Configure the allowed authentication mechanisms for the 802.1x connection.
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.

LPD Timeout	Set the time-out value to stop the Line Printer Daemon (LPD) server from waiting indefinitely for hung or invalid print jobs.
0–65535 seconds (90*)	
LPD Banner Page	Print a banner page for all LPD print jobs.
Off*	**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.
On	
LPD Trailer Page	Print a trailer page for all LPD print jobs.
Off*	**Note:** A trailer page is the last page of a print job.
On	
LPD Carriage Return Conversion	Enable carriage return conversion.
Off*	**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.
On	

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

HTTP/FTP Settings

Proxy	Configure the HTTP and FTP server settings.
HTPP Proxy IP Address	
HTTP Default IP Port	
FTP Proxy IP Address	
FTP Default IP Port	
Authentication	
User Name	
Password	
Local Domains	
Other Settings	Access the Embedded Web Server to monitor and manage the printer.
Enable HTTP Server (On*)	
Other Settings	Enable Hypertext Transfer Protocol Secure (HTTPS) to encrypt data transferring to and from the print server.
Enable HTPPS (On*)	
Other Settings	Force the printer to use HTTPS connections.
Force HTTPS Connections (Off*)	
Other Settings	Send files using FTP/TFTP.
Enable FTP/TFTP (On*)	
Other Settings	View the HTTP device certificate used on the printer.
HTTPS Device Certificate (default*)	
Other Settings	Specify the amount of time before the server connection stops.
Timeout for HTTP/FTP Requests (30*)	

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

Other Settings Retries for HTTP/FTP Requests (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.	

USB

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: When this setting is disabled, 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 PostScript emulation when a print job received through a USB port requires it, regardless of the default printer language.
	Note: When this setting is disabled, the printer does not examine incoming data and uses the default printer language specified in the Setup menu.

Job Buffering
    Off*
    On
	Temporarily store print jobs in the hard disk or intelligent storage drive (ISD) before printing.
	Note: This menu item appears only when a hard disk or an ISD is installed.

Mac Binary PS
    Auto*
    On
    Off
	Set the printer to process Macintosh binary PostScript print jobs.
	Notes:
	• Auto processes print jobs from computers using either Windows or Macintosh operating systems.
	• Off filters PostScript print jobs using the standard protocol.

Enable USB Port
    Off
    On*
	Enable the front USB drive port.

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

Restrict external network access

Restrict external network access
    Off*
    On
	Restrict access to network sites.

External network address	Specify the network addresses with restricted access.
E-mail address for notification	Specify an e-mail address to send a notification of logged events.
Ping frequency 1–300 (10*)	Specify the network query interval in seconds.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Subject	Specify the subject and message of the notification e-mail.
Message	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Security

Login Methods

Public

Menu item	Description

Manage Permissions
  Function Access
    Manage Shortcuts
    Create Profiles
    Flash Drive Print
    Flash Drive Scan
    Copy Function
    E-mail Function
    Fax Function
    FTP Function
    Release Held Faxes
    Held Jobs Access
    User Profiles
    Cancel Jobs at the Device
    Change Language
    Internet Printing Protocol (IPP)
    Initiate Scans Remotely
    B/W Print
    Network Folder - Scan
	Control access to the printer functions.

Manage Permissions
  Administrative Menus
    Security Menu
    Network/Ports Menu
    Paper Menu
    Reports Menu
    Function Configuration Menus
    Supplies Menu
    SE Menu
    Device Menu
	Control access to the printer menus.

Menu item	Description

Manage Permissions
  Device Management
    Remote Management
    Firmware Updates
    Embedded Web Server Access
    Import / Export All Settings
    Out of Service Erase
	Control access to the printer management options.

Local Accounts

Menu item	Description

Add User
  User Name/Password
  User Name
  Password
  PIN
	Create local accounts to manage access to the printer functions.

Manage Groups/Permissions
  Add Group
    Import Access Controls
      Function Access
      Administrative Menus
      Device Management
  All Users
    Import Access Controls
      Function Access
      Administrative Menus
      Device Management
  Admin
    Function Access
    Administrative Menus
    Device Management
	Control group or user access to the printer functions, applications, and security settings.

Certificate Management

Menu item	Menu item

Configure Certificate Defaults
  Common Name
  Organization Name
  Unit Name
  Country/Region
  Province Name
  City Name
  Subject Alternate Name
	Set the default values for generated certificates.

Menu item	Menu item
Device Certificates	Generate, delete, or view device certificates.
Manage CA Certificates	Load, delete, or view Certificate Authority (CA) certificates.

Schedule USB Devices

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

Login Restrictions

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

Max Invalid PIN 2–10	Set the limit for entering an invalid PIN. **Note:** When the limit is reached, the print jobs for that user name are deleted.

Confidential Job Expiration
    Off*
    1 Hour
    4 Hours
    24 Hours
    1 Week
	Set an individual expiration time for each held job before it is automatically deleted from the hard disk or intelligent storage drive.
	Note: A held job is either Confidential, Repeat, Reserve, or Verify.

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.

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

Verify Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for printing a copy of a job for you to check its quality before printing the remaining copies.
Reserve Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for jobs that you want to store in the printer 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 keep all documents with the same file name.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Erase Temporary Data Files

Stored in onboard memory Off* On	Delete all files stored on the printer memory.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Miscellaneous

Protected Features Show* Hide	Show all the features that Function Access Control (FAC) protects regardless of the security permission that the user has. **Note:** Hide displays only FAC-protected features that the user has access.
Print Permission Off* On	Let the user log in before printing.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Default Print Permission Login PIN* User Name/Password User Name	Set the default login for Print Permission.
Security Reset Jumper Enable "Guest" access* No Effect	Specify user access to the printer. **Notes:** • Enable "Guest" access allows for device recovery if the admin password is lost. If this issue occurs, then contact customer support. • No effect prevents using the security jumper for device recovery. • This menu item appears only when an actual security jumper hardware is installed.
Use Intelligent Storage Drive for User Data Off On*	Enable intelligent storage drive to store user data. **Note:** This menu item appears only when an intelligent storage drive is installed.
Minimum Password Length 0–32 (0*)	Specify the password length.
Enable Password/PIN Reveal Off* On	Show the password or personal identification number.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Reports

Menu Settings Page

Menu Settings Page	Print a report that contains the printer menus.

Device

Device Information	Print a report that contains information about the printer.
Device Statistics	Print a report about printer usage and supply status.
Profiles List	Print a list of profiles that are stored in the printer.
Asset Report	Print a diagnostic tool for print problems. **Note:** To avoid clipping the content, print the report on letter- or A4-size paper.

Print

Print Fonts PCL Fonts PostScript Fonts	Print samples and information about the fonts that are available in each printer language.
Print Demo	Print a demo page to determine print problems.

Shortcuts

All Shortcuts	Print a report that lists the shortcuts that are stored in the printer.
Fax Shortcuts	
Copy Shortcuts	
E-mail Shortcuts	
FTP Shortcuts	
Network Folder Shortcuts	

Fax

Note: This menu appears only if Fax is configured, and Enable Job Log is set to On.

Fax Job Log	Print a report about the last 200 completed fax jobs.
Fax Call Log	Print a report about the last 100 attempted, received, and blocked calls.

Network

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.
Wi-Fi Direct Connected Clients	Print a page that shows the list of devices that are connected to the printer using Wi-Fi Direct. **Note:** This menu item appears only when Enable Wi-Fi Direct is set to On.

Troubleshooting

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

Cleaning the Scanner	Print instructions on how to clean the scanner.

Maintain the printer

Checking the status of parts and supplies

1 From the home screen, touch **Status/Supplies**.

2 Select the parts or supplies that you want to check.

Note: You can also access this setting by touching the top section of the home screen.

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.

Setting up e-mail alerts

Configure the printer to send e-mail alerts when supplies are low, when paper must be changed or added, or when there is a paper jam.

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** > **E-mail Alert Setup**, and then configure the settings.

Note: For more information on SMTP settings, contact your e-mail provider.

3 Apply the changes.

4 Click **Setup E-mail Lists and Alerts**, and then configure the settings.

5 Apply the changes.

Viewing reports

1 From the home screen, touch **Settings** > **Reports**.

2 Select the report that you want to view.

Ordering parts and supplies

To order 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.

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

Ordering a toner cartridge

Notes:

- The estimated cartridge yield is based on the ISO/IEC 19752 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 unit

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

Replacing parts and supplies

Replacing the toner cartridge

1 Open the front door.

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.
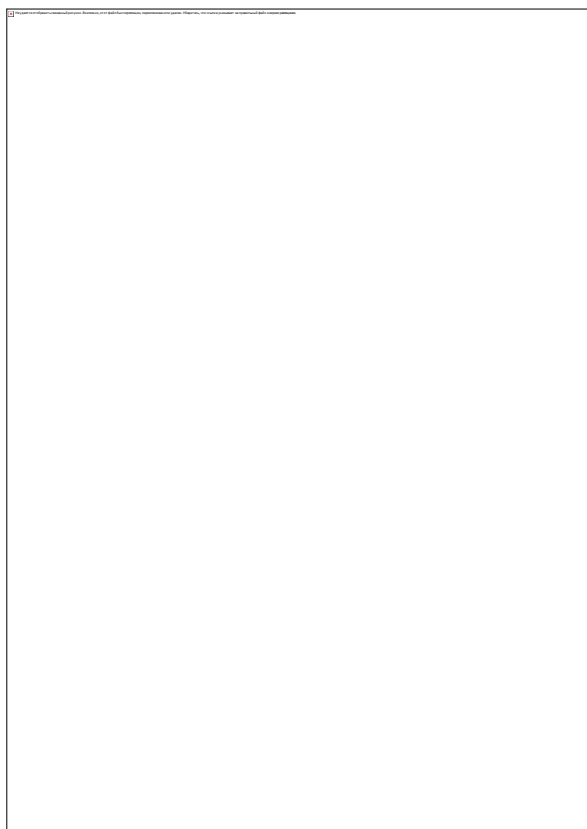
2 Remove the imaging unit.
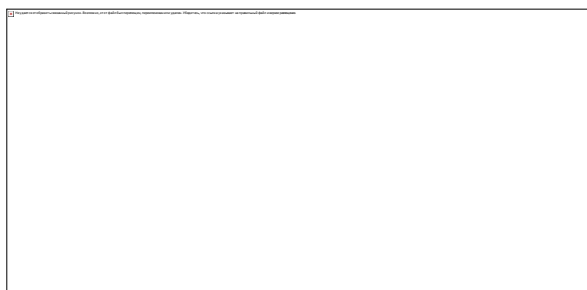
3 Twist the blue latch, and then remove the used toner cartridge from the imaging unit.

Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. 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.
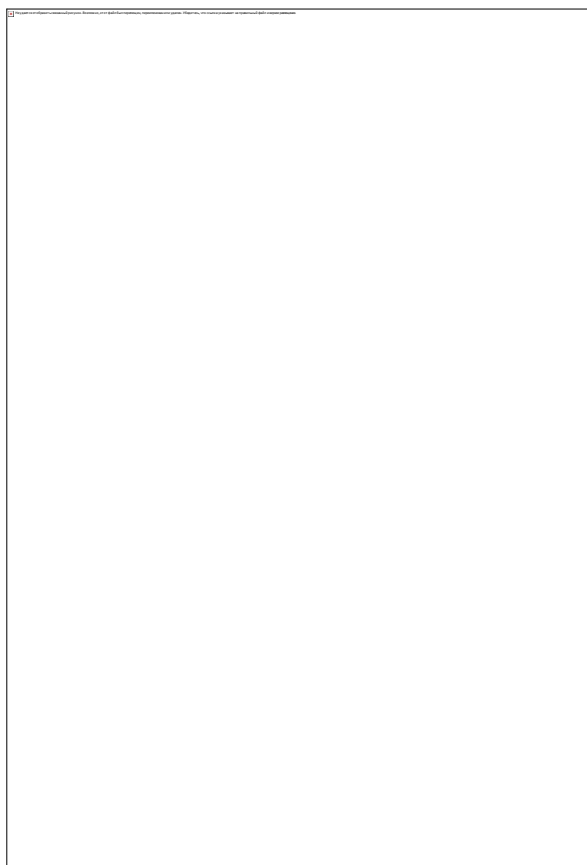
4 Unpack the new toner cartridge.

5 Shake the toner cartridge to redistribute the toner.
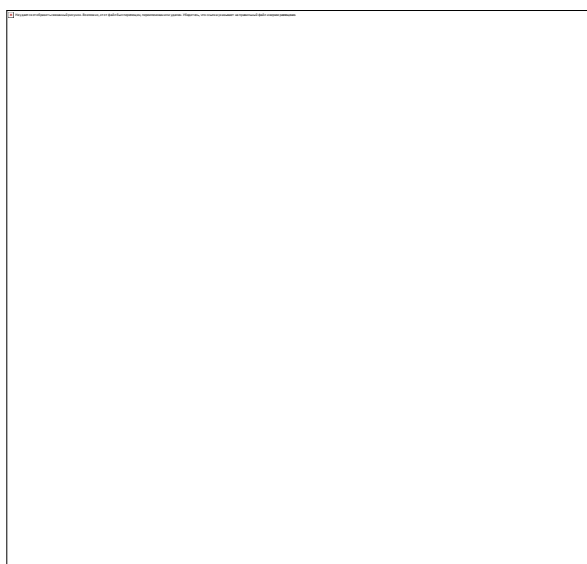
6 Insert the new toner cartridge into the imaging unit until it *clicks* into place.
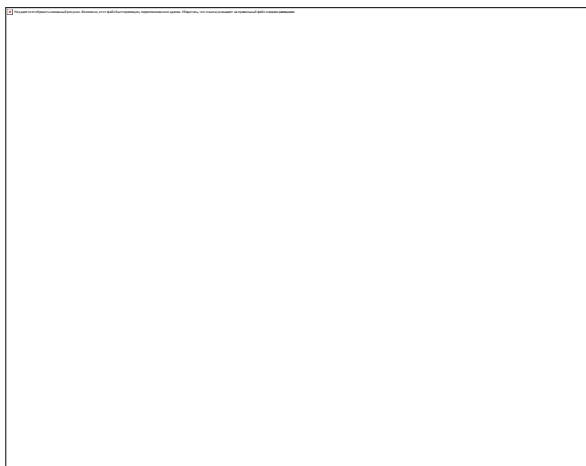
7 Insert the imaging unit.
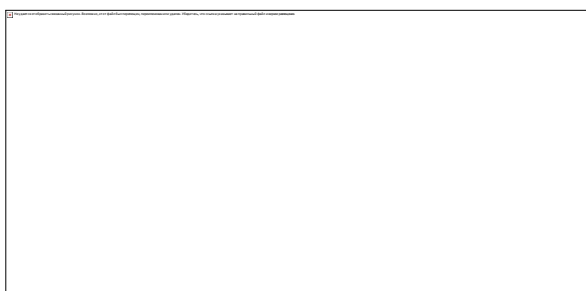
8 Close the door.

Replacing the imaging unit

1 Open the front door.

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.
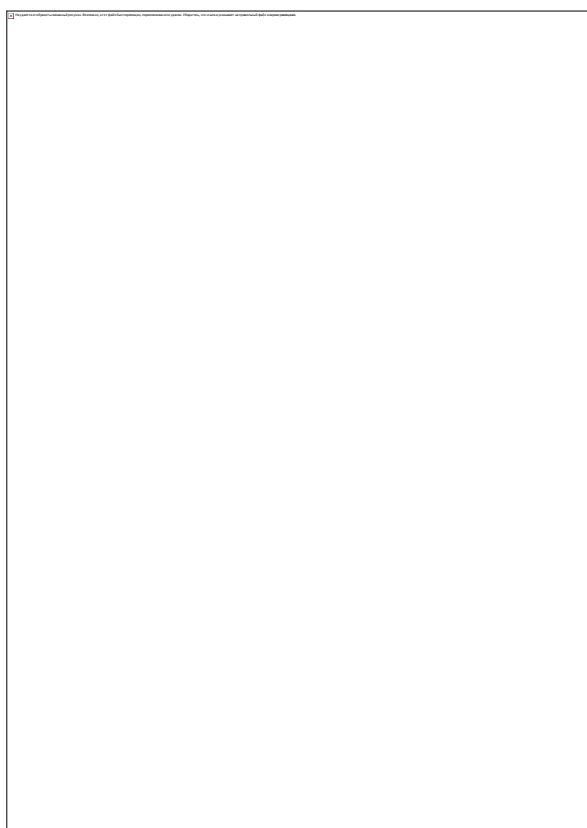
2 Remove the used imaging unit.
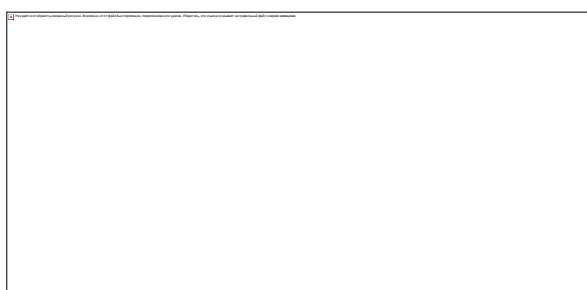
3 Twist the blue latch, and then remove the toner cartridge from the used imaging unit.
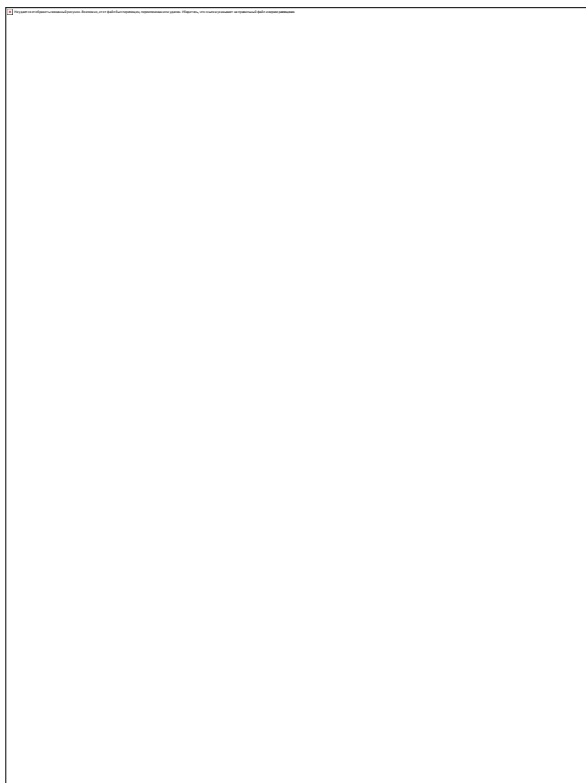
4 Unpack the new imaging unit, and then insert the toner cartridge until it *clicks* into place.

Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. 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.
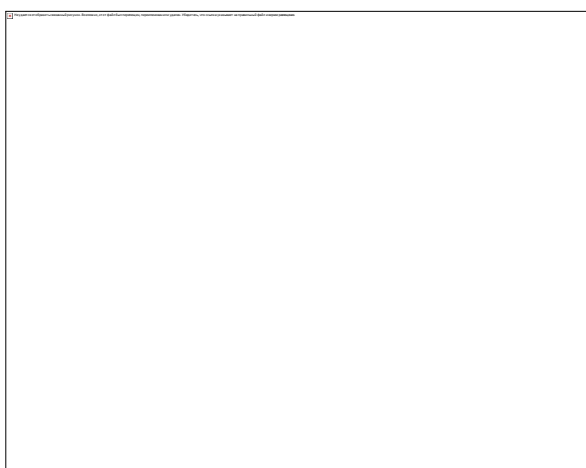
5 Insert the new imaging unit.
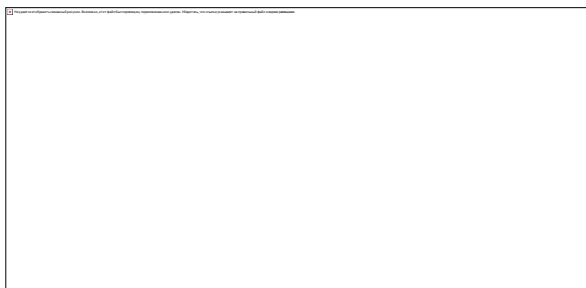
6 Close the door.

Replacing the tray

1 Remove the used tray.
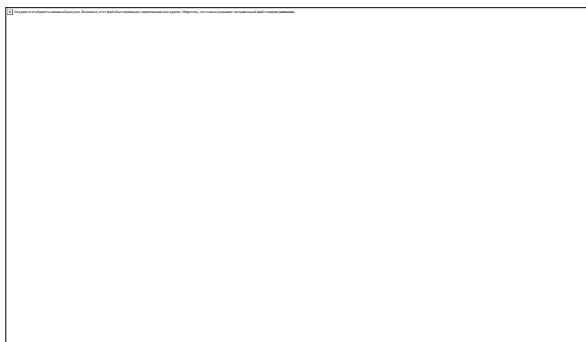
2 Unpack the new tray.

3 Insert the new tray.
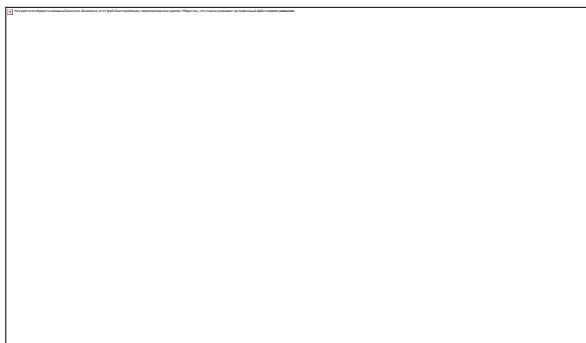
Replacing the pick roller assembly

1 Turn off the printer.

2 Unplug the power cord from the electrical outlet, and then from the printer.

3 Open the front door.
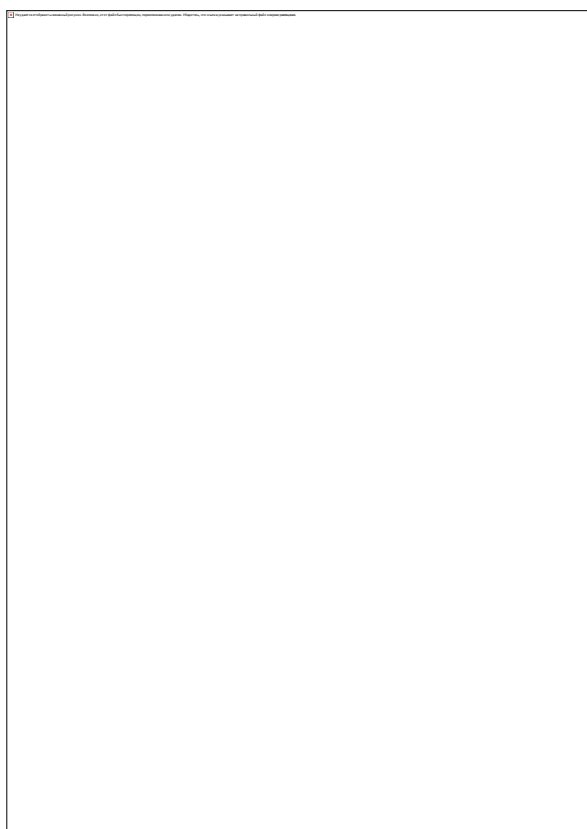
4 Remove the imaging unit.

5 Close the front door.

6 Remove the tray.
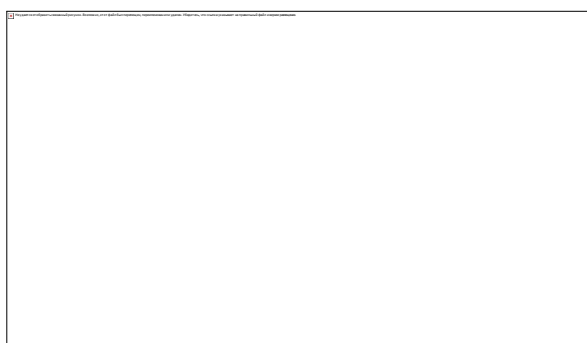
7 Position the printer on its side.
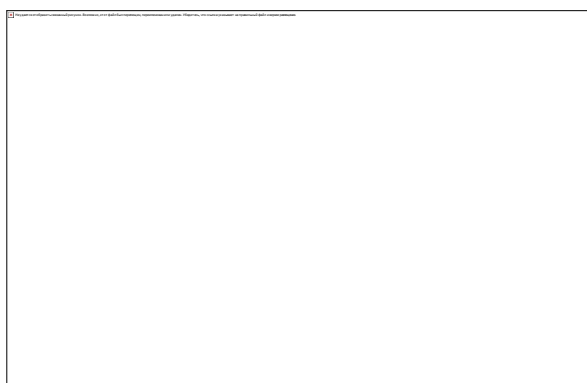
8 Remove the used pick roller assembly.
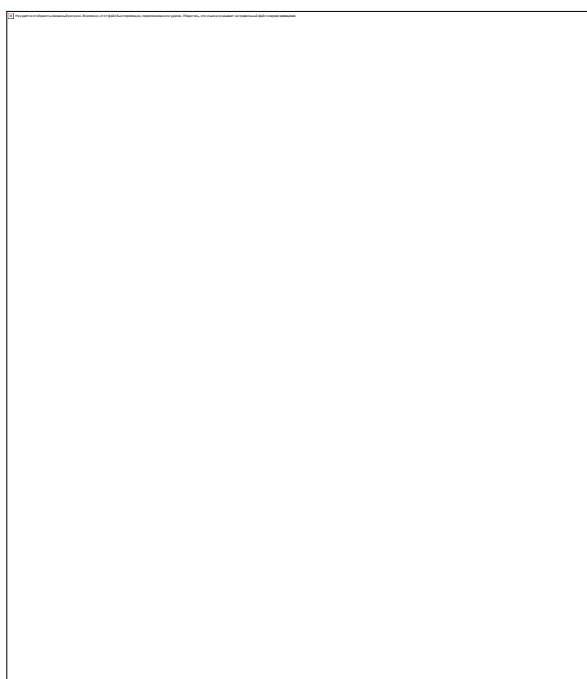
9 Unpack the new pick roller assembly.

Note: To avoid contamination, make sure that your hands are clean.

10 Insert the new pick roller assembly.
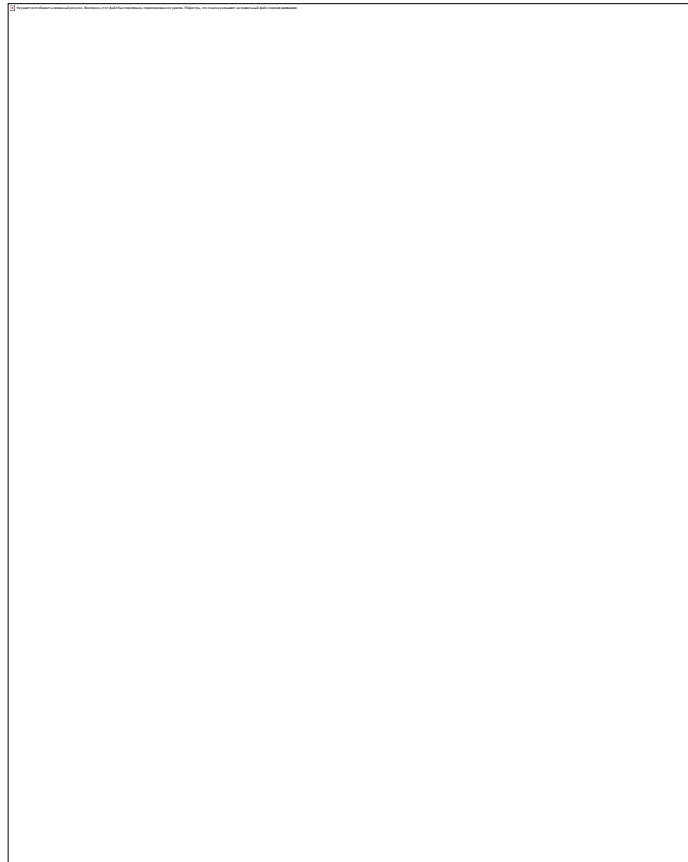
11 Place the printer in its original position, and then insert the tray.

12 Open the front door.

13 Insert the imaging unit.

14 Close the front door.

15 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.

16 Turn on the printer.

Replacing the tray separator roller

1 Remove the tray, and then remove the used separator roller.
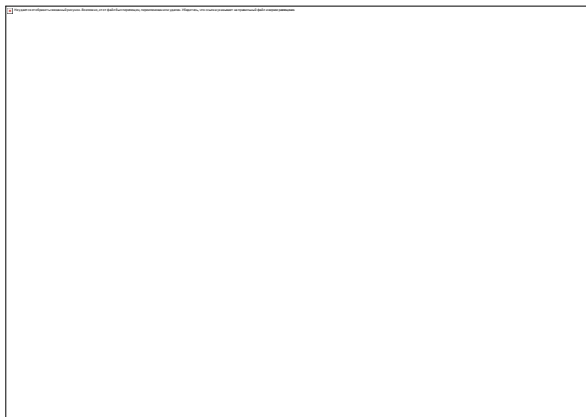
2 Unpack the new separator roller.

   Note: To avoid contamination, make sure that your hands are clean.

3 Insert the new separator roller.
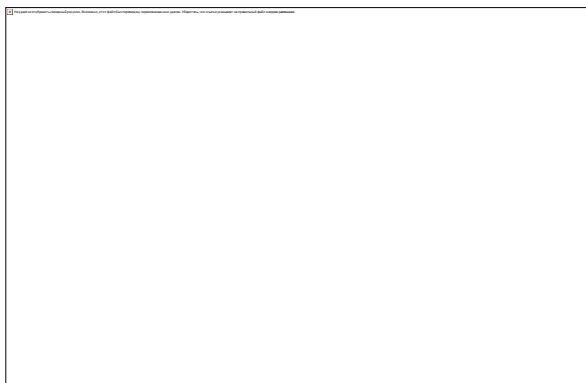
4 Insert the tray.
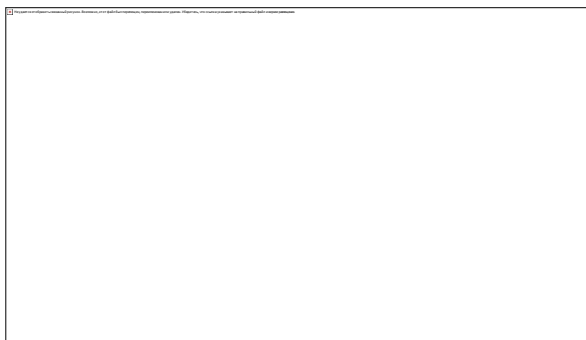
Replacing the ADF separator pad

1 Open the ADF cover.
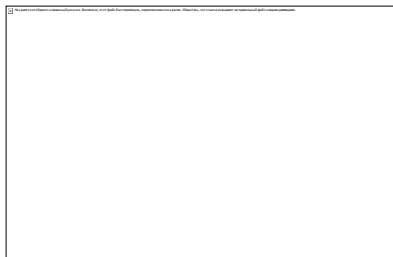
2 Remove the used ADF separator pad.
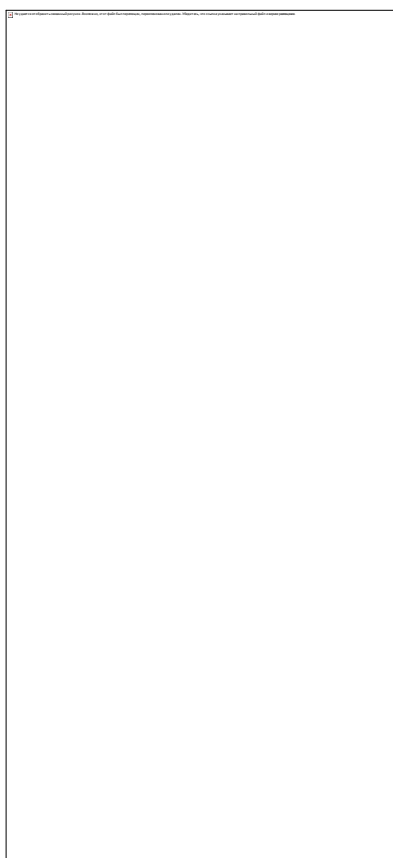
3 Unpack the new ADF separator pad.

4 Insert the new separator pad until it *clicks* into place.
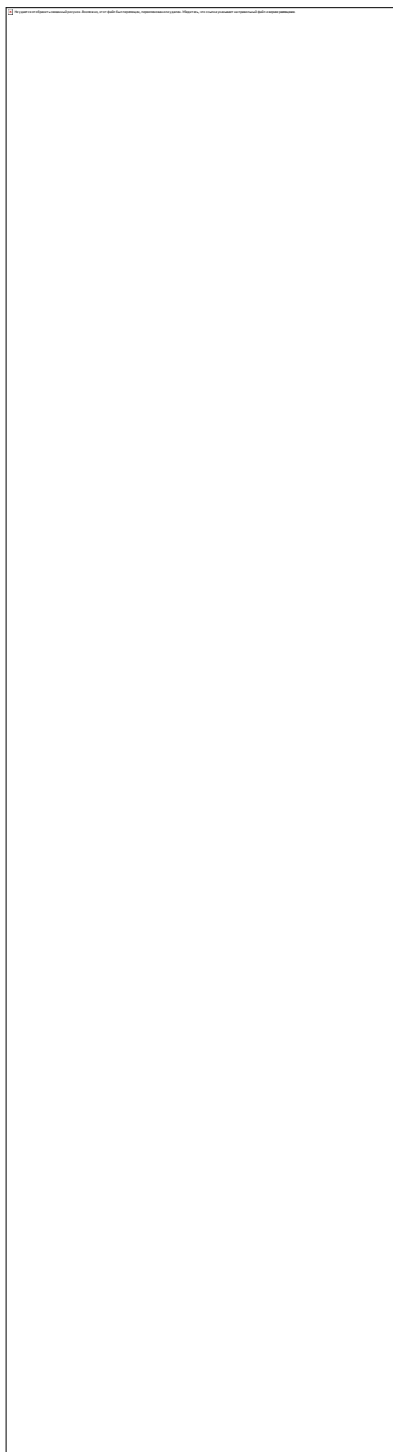
5 Close the ADF cover.

Resetting the supply usage counters

1 From the home screen, touch **Settings** > **Device** > **Maintenance** > **Config Menu** > **Supply Usage And Counters**.

2 Select the counter that you want to reset.

Warning—Potential Damage: Supplies and parts without Return Program agreement terms may be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies or parts. Resetting counters on the supply or part without proper remanufacturing can cause damage to your printer. After resetting the supply or part counter, your printer may display an error indicating the presence of the reset item.

Cleaning printer parts

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.

Cleaning the touch screen

CAUTION—SHOCK HAZARD: To avoid the risk of electric 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.

1 Turn off the printer, and then unplug the power cord from the electrical outlet.

2 Using a damp, soft, lint-free cloth, wipe the touch screen.

Notes:

- Do not use household cleaners or detergents, as they may damage the touch screen.
- Make sure that the touch screen is dry after cleaning.

3 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.

Cleaning the scanner

1 Open the scanner cover.

2 Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass pad

  Note: In some printer models, this location has an ADF glass instead of a pad.
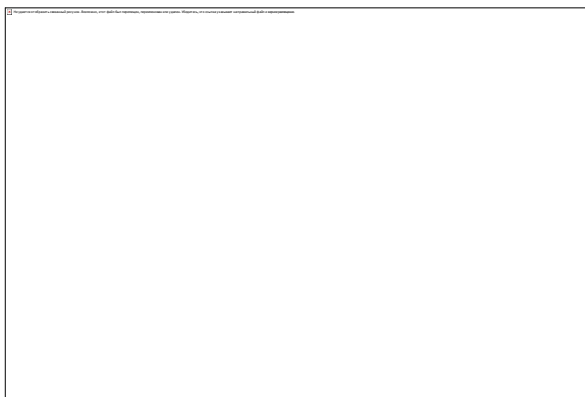
- Scanner glass pad
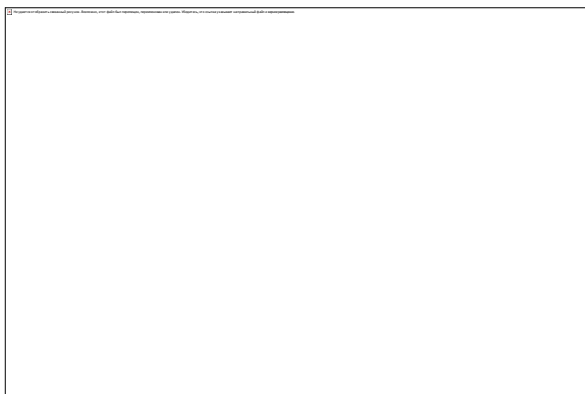
- ADF glass
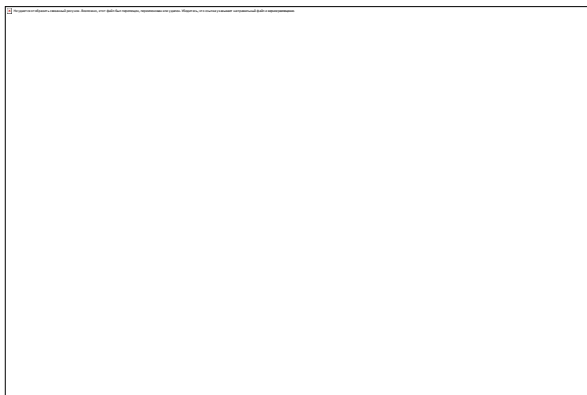
- Scanner glass
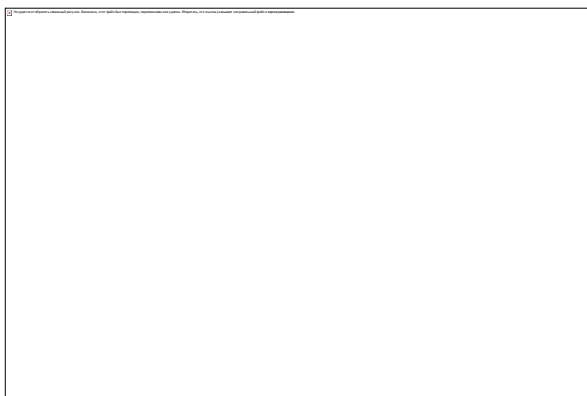
3 Close the scanner cover.

Cleaning the pick roller assembly

1 Turn off the printer.

2 Unplug the power cord from the electrical outlet, and then from the printer.

3 Open the front door.
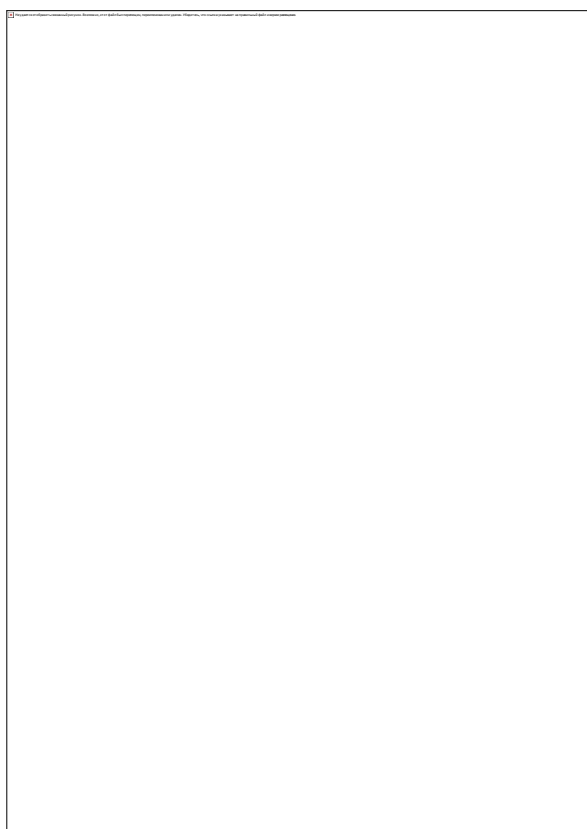
4 Remove the imaging unit.

5 Close the front door.

6 Remove the tray.
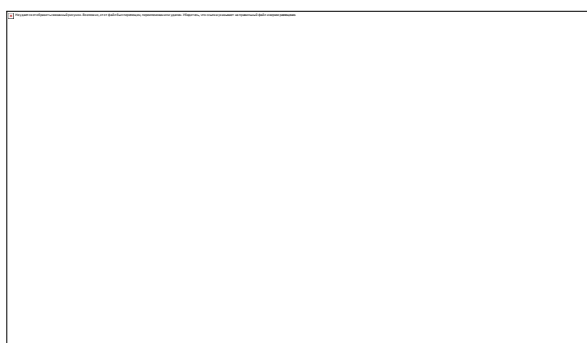
7 Position the printer on its side.
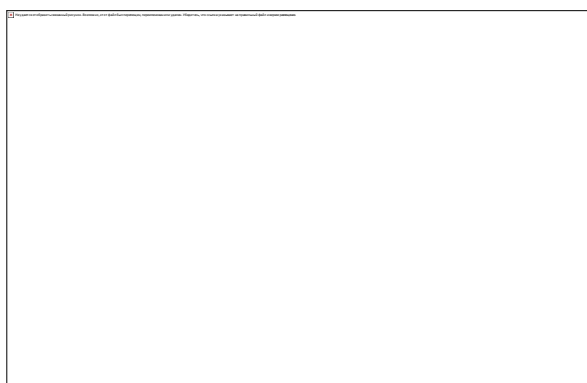
8 Remove the pick roller assembly.
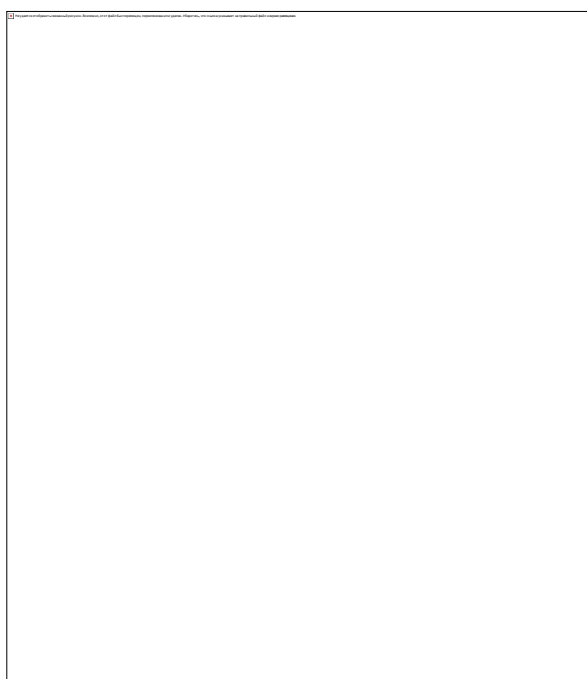
9 Apply isopropyl alcohol to a soft, lint-free cloth, and then wipe the pick roller assembly.

10 Insert the pick roller assembly.
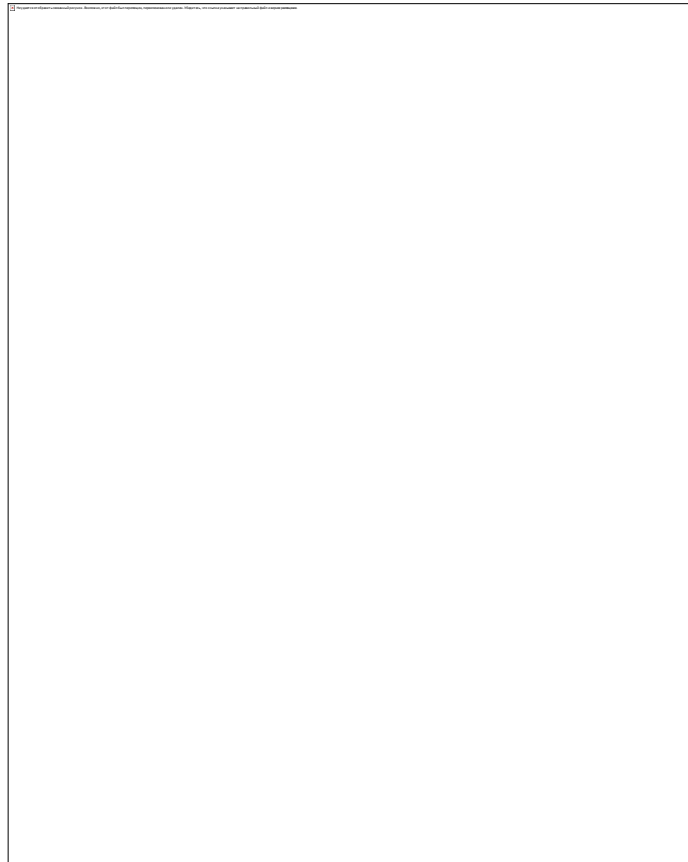
11 Place the printer in its original position, and then insert the tray.

12 Open the front door.

13 Insert the imaging unit.

14 Close the front door.

15 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.

16 Turn on the printer.

Saving energy and paper

Configuring the power save mode settings

Sleep mode

1 From the home screen, touch **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 home screen, touch **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.

Adjusting the brightness of the printer display

1 From the home screen, touch **Settings** > **Device** > **Preferences** > **Screen Brightness**.

2 Adjust the setting.

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.

Moving the printer to another location

CAUTION—POTENTIAL INJURY: If the printer weight is greater than 20 kg (44 lb), then it may require two or more people 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.

Troubleshoot a problem

Print quality problems

Find the image that resembles the print quality problem you are having, and then click the link below it to read problem-solving steps.
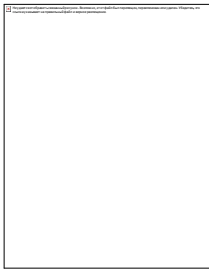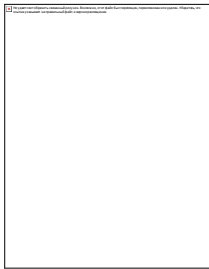
Printing problems

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.

Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Is the printer printing blank or white pages?	Go to step 2.	The problem is solved.

Step 2
a Remove the imaging unit.
  Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.
  Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.
b Check the imaging unit for signs of damage.
  Note: Make sure that the photoconductor drum contact is not bent or out of place.
c Firmly shake the imaging unit to redistribute the toner.
d Insert the imaging unit.
e Print the document.
 	
Is the printer printing blank or white pages?
	Go to step 3.	The problem is solved.

Step 3 Replace the toner cartridge. Is the printer printing blank or white pages?	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit. Is the printer printing blank or white pages?	Contact **customer support**.	The problem is solved.

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 ▢ to navigate through the settings.

Action	Yes	No
Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Is the print dark?	Go to step 2.	The problem is solved.

Step 2
a Turn off the printer, wait for about 10 seconds, and then turn on the printer.
b Reduce toner darkness.
   From the control panel, navigate to:
   Settings > **Print** > **Quality** > **Toner Darkness**
c Print the document.
 	
Is the print dark?
	Go to step 3.	The problem is solved.

Step 3
a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.
   Notes:
     • 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**.
b Print the document.
 	
Is the print dark?
	Go to step 4.	The problem is solved.

Step 4 Check if the paper has texture or rough finishes. Are you printing on textured or rough paper?	Go to step 5.	Go to step 6.
Step 5 **a** Replace textured paper with plain paper. **b** Print the document. Is the print dark?	Go to step 6.	The problem is solved.

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. Is the print dark?	Go to step 7.	The problem is solved.

Step 7
a Remove, and then insert the imaging unit.
 	
    Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.
 	
    Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.
b Print the document.
 	
Is the print dark?
	Go to step 8.	The problem is solved.

Step 8 **a** Replace the imaging unit. **b** Print the document. Is the print dark?	Contact **customer support**.	The problem is solved.

Fine lines are not printed correctly

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.

Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Are fine lines not printed correctly?	Go to step 2.	The problem is solved.
Step 2 **a** Increase toner darkness. From the control panel, navigate to: **Settings** > **Print** > **Quality** > **Toner Darkness** **b** Print the document. Are fine lines not printed correctly?	Contact **customer support**.	The problem is solved.

Folded or wrinkled paper

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.

Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Is the paper folded or wrinkled?	Go to step 2.	The problem is solved.

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.
 	
Is the paper folded or wrinkled?
	Go to step 3.	The problem is solved.

Step 3
a Depending on your operating system, specify the paper type
from the Printing Preferences or Print dialog.
 	
   Notes:
 	
     • Make sure that the setting matches the paper loaded.
     • You can also change the setting from the printer control
       panel. Navigate to **Settings** > **Paper** > **Tray Configuration**
       > **Paper Size/Type**.
 	
b Print the document.
 	
Is the paper folded or wrinkled?
	Contact **customer support**.	The problem is solved.

Gray 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.

Step 1
a Turn off the printer, wait for 10 seconds, and then turn on the
printer.
b Decrease toner darkness.
 	
   From the control panel, navigate to:
   Settings > **Print** > **Quality** > **Toner Darkness**
c Print the document.
 	
Does gray background appear on prints?
	Go to step 2.	The problem is solved.

Step 2 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the toner cartridge is not supported, then install a supported one. **b** Print the document. Does gray background appear on prints?	Go to step 3.	The problem is solved.

Step 3
a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.
Notes:
   • Make sure that the setting matches the paper loaded.
   • You can also change the setting from the printer control panel. Navigate to **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**.
b Print the document.
 	
Does gray background appear on prints?
	Go to step 4.	The problem is solved.

Step 4 **a** Remove, and then insert the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **Warning—Potential Damage:** Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. **b** Print the document. Does gray background appear on prints?	Go to step 5.	The problem is solved.
Step 5 **a** Update the printer firmware. For more information, see "Updating firmware" on page 40. **b** Print the document. Does gray background appear on prints?	Go to step 6.	The problem is solved.
Step 6 **a** Replace the imaging unit. **b** Print the document. Does gray background appear on prints?	Contact **customer support**.	The problem is solved.

Incorrect margins

Step 1		
a Adjust the paper guides to the correct position for the paper loaded. **b** Print the document. Are the margins correct?	The problem is solved.	Go to step 2.
Step 2	The problem is solved.	Go to step 3.
a Set the paper size. From the control panel, navigate to: **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type** **b** Print the document. Are the margins correct?		
Step 3	The problem is solved.	Contact **customer support**.
a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog. **Note:** Make sure that the setting matches the paper loaded. **b** Print the document. Are the margins correct?		

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 [   ] to navigate through the settings.

Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Is the print light?	Go to step 2.	The problem is solved.
Step 2 **a** Turn off the printer, wait for about 10 seconds, and then turn on the printer. **b** Increase toner darkness. From the control panel, navigate to: **Settings** > **Print** > **Quality** > **Toner Darkness** **c** Print the document. Is the print light?	Go to step 3.	The problem is solved.
Step 3 **a** Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. **Notes:** • 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**. **b** Print the document. Is the print light?	Go to step 4.	The problem is solved.
Step 4 **a** Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog. **b** Set the resolution to **600 dpi**. **c** Print the document. Is the print light?	Go to step 5.	The problem is solved.

Step 5 **a** Remove the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. **Warning—Potential Damage:** Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. **b** Firmly shake the imaging unit to redistribute the toner. **c** Insert the imaging unit. **d** Turn off the printer, wait for 10 seconds, and then turn on the printer. **e** Print the document. Is the print light?	Go to step 6.	The problem is solved.
Step 6 **a** Check the status of the toner cartridge. From the control panel, navigate to: **Settings** > **Reports** > **Device** > **Device Statistics** **b** From the Supply Information section of the pages printed, check the status of the toner cartridge. Is the toner cartridge near end of life?	Go to step 7.	Contact **customer support**.
Step 7 **a** Replace the toner cartridge. **b** Print the document. Is the print light?	Contact **customer support**.	The problem is solved.

Mottled print and dots

Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Step 1	Go to step 2.	The problem is solved.
a Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Is the print mottled?		
Step 2 Check the printer for leaked toner contamination. Is the printer free of leaked toner?	Go to step 3.	Contact **customer support**.
Step 3 **a** Check the status of the imaging unit. From the home screen, touch **Settings** > **Reports** > **Device** > **Device Statistics**. **b** From the Supply Information section of the pages printed, check the status of the imaging unit. Is the imaging unit near end of life?	Go to step 4.	Contact **customer support**.
Step 4 **a** Replace the imaging unit. **b** Print the document. Is the print mottled?	Contact **customer support**.	The problem is solved.

Paper curl

Step 1	Go to step 2.	The problem is solved.
a Adjust the guides in the tray to the correct position for the paper loaded. **b** Print the document. Is the paper curled?		

Step 2	Go to step 3.	The problem is solved.
a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.		
Notes:		
• Make sure that the setting matches the paper loaded.		
• You can also change the setting on the printer control panel. From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**.		
b Print the document.		
Is the paper curled?		
Step 3	Go to step 4.	The problem is solved.
Print on the other side of the paper.		
a Remove paper, flip it over, and then reload paper.		
b Print the document.		
Is the paper curled?		
Step 4	Contact **customer support**.	The problem is solved.
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.		
Is the paper curled?		

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
Step 1 **a** Adjust the guides in the tray to the correct position for the paper loaded. **b** Print the document. Is the print crooked or skewed?	Go to step 2.	The problem is solved.
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. Is the print crooked or skewed?	Go to step 3.	The problem is solved.
Step 3 **a** Check if the paper loaded is supported. **Note:** If paper is not supported, then load a supported paper. **b** Print the document. Is the print crooked or skewed?	Contact **customer support**.	The problem is solved.
Step 4 **a** For two-sided printing, check if the paper size setting in the duplex unit is set correctly. **Note:** Letter, legal, Oficio, or folio must be set to Letter. **b** Print the document. Is the print crooked or skewed?	Contact **customer support**.	The problem is solved.

Solid black 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
Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the toner cartridge is not supported, then install a supported one. **b** Print the document. Is the printer printing solid black pages?	Go to step 2.	The problem is solved.

Step 2
a Remove, and then insert the imaging unit.
    Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.
    Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.
b Print the document.
 	
Is the printer printing solid black pages?
	Go to step 3.	The problem is solved.

Step 3 Check the imaging unit for signs of damage. **Note:** Make sure that the photoconductor drum contact is not bent or out of place. Is the imaging unit free from damage?	Contact **customer support**.	Go to step 4.
Step 4 **a** Replace the imaging unit. **b** Print the document. Is the printer printing solid black pages?	Contact **customer support**.	The problem is solved.

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.

Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the toner cartridge is not supported, then install a supported one. **b** Print the document. Are text or images cut off?	Go to step 2.	The problem is solved.
Step 2 **a** Remove, and then insert the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **Warning—Potential Damage:** Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. **b** Print the document. Are text or images cut off?	Go to step 3.	The problem is solved.
Step 3 **a** Replace the imaging unit. **b** Print the document. Are text or images cut off?	Contact **customer support**.	The problem is solved.

Toner easily rubs off

Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the toner cartridge is not supported, then install a supported one. **b** Print the document. Does toner easily rub off?	Go to step 2.	The problem is solved.

Step 2
a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.
Notes:
   • Make sure that the setting matches the paper loaded.
   • You can also change the setting on the printer control panel. From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**.
b Print the document.
 	
Does toner easily rub off?
	Contact **customer support**.	The problem is solved.

Horizontal light bands

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
Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Do horizontal light bands appear on prints?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 **a** Remove, and then insert the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **Warning—Potential Damage:** Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. **b** Print the document. Do horizontal light bands appear on prints?	Go to step 3.	The problem is solved.
Step 3 **a** Replace the imaging unit. **b** Print the document. Do horizontal light bands appear on prints?	Contact **customer support**.	The problem is solved.

Vertical light bands

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
Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Do vertical light bands appear on prints?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 **a** Check the status of the toner cartridge. From the control panel, navigate to: **Settings** > **Reports** > **Device** > **Device Statistics** **b** From the Supply Information section of the pages printed, check the status of the toner cartridge. Do vertical light bands appear on prints?	Go to step 3.	The problem is solved.
Step 3 **a** Replace the toner cartridge. **b** Print the document. Do vertical light bands appear on prints?	Contact **customer support**.	The problem is solved.

Vertical white lines

Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the cartridge is not supported, then install a supported one. **b** Print the document. Do vertical white lines appear on prints?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 **a** Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. **Notes:** • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**. **b** Print the document. Do vertical white lines appear on prints?	Contact **customer support**.	The problem is solved.

Vertical dark bands

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
Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the toner cartridge is not supported, then install a supported one. **b** Print the document. Do vertical dark bands appear on prints?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 **a** Remove, and then insert the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **Warning—Potential Damage:** Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. **b** Print the document. Do vertical dark bands appear on prints?	Go to step 3.	The problem is solved.
Step 3 **a** Check if a bright light enters the right side of the printer, and move the printer if necessary. **b** Print the document. Do vertical dark bands appear on prints?	Contact **customer support**.	The problem is solved.

Vertical dark lines or streaks

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.

Step 1 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the toner cartridge is not supported, then install a supported one. **b** Print the document. Do vertical dark lines or streaks appear on prints?	Go to step 2.	The problem is solved.

Step 2 **a** Remove, and then reinstall the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. **Warning—Potential Damage:** Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. **b** Print the document. Do vertical dark lines or streaks appear on prints?	Go to step 3.	The problem is solved.
Step 3 **a** Replace the imaging unit. **b** Print the document. Do vertical dark lines or streaks appear on prints?	Contact **customer support**.	The problem is solved.

Vertical dark streaks with print missing

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.

Step 1 **a** Remove, and then insert the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **Warning—Potential Damage:** Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. **b** Print the document. Do vertical dark streaks with missing images appear on prints?	Go to step 2.	The problem is solved.

Step 2 **a** Check if the printer is using a genuine and supported toner cartridge. **Note:** If the toner cartridge is not supported, then install a supported one. **b** Print the document. Do vertical dark streaks with missing images appear on prints?	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.

Step 1 Using the Print Quality Test Pages, check if the distance between the repeating defects is equal to any of the following: **Imaging unit** • 96 mm (3.78 in.) • 37.7 mm (1.48 in.) **Toner cartridge** • 43.5 mm (1.71 in.) • 37.5 mm (1.48 in.) **Transfer roller** • 52 mm (2.05 in.) **Fuser** • 79.8 mm (3.14 in.) • 62.5 mm (2.46 in.) Does the distance between the repeating defects match the toner cartridge or imaging unit measurements?	Go to step 2. **Note:** If the repeating defects match the transfer roller or fuser measurements, then contact **customer support**.	Take note of the distance, and then contact **customer support**.

Step 2 **a** Replace the affected supply item. **b** Print the document. Do the repeating defects appear?	Contact **customer support**.	The problem is solved.

Print jobs do not print

Step 1 **a** From the document you are trying to print, open the Print dialog, and then check if you have selected the correct printer. **b** Print the document. Is the document printed?	The problem is solved.	Go to step 2.
Step 2 **a** Check if the printer is on. **b** Resolve any error messages that appear on the display. **c** Print the document. Is the document printed?	The problem is solved.	Go to step 3.
Step 3 **a** Check if the ports are working and if the cables are securely connected to the computer and the printer. For more information, see the setup documentation that came with the printer. **b** Print the document. Is the document printed?	The problem is solved.	Go to step 4.
Step 4 **a** Turn off the printer, wait for about 10 seconds, and then turn on the printer. **b** Print the document. Is the document printed?	The problem is solved.	Go to step 5.
Step 5 **a** Remove, and then reinstall the print driver. **b** Print the document. Is the document printed?	The problem is solved.	Contact **customer support**.

Confidential and other held documents do not print

Step 1 **a** From the control panel, check if the documents appear in the Held Jobs list. **Note:** If the documents are not listed, then print the documents using the Print and Hold options. **b** Print the documents. Are the documents printed?	The problem is solved.	Go to step 2.
Step 2 The print job may contain a formatting error or invalid data. • Delete the print job, and then send it again. • For PDF files, generate a new file, and then print the documents. Are the documents printed?	The problem is solved.	Go to step 3.
Step 3 If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates. **For Windows users** **a** Open the Printing Preferences dialog. **b** From the Print and Hold tab, click **Use Print and Hold**, and then click **Keep duplicate documents**. **c** From the Confidential Print section, enter a PIN. **d** Print the documents. **For Macintosh users** **a** Save and name each job differently. **b** Send the job individually. Are the documents printed?	The problem is solved.	Go to step 4.
Step 4 **a** Delete some held jobs to free up printer memory. **b** Print the documents. Are the documents printed?	The problem is solved.	Contact **customer support**.

Slow printing

Action	Yes	No
Step 1 Make sure that the printer cable is securely connected to the printer and to the computer, print server, option, or other network device. Is the printer printing slow?	Go to step 2.	The problem is solved.
Step 2 **a** Make sure that the printer is not in Quiet Mode. 　From the home screen, touch **Settings** > **Device** > **Maintenance** > **Config Menu** > **Device Operations** > **Quiet Mode**. **b** Print the document. Is the printer printing slow?	Go to step 3.	The problem is solved.
Step 3 **a** Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog. **b** Set the resolution to **600 dpi**. **c** Print the document. Is the printer printing slow?	Go to step 4.	The problem is solved.
Step 4 **a** From the home screen, touch **Settings** > **Print** > **Quality** > **Print Resolution**. **b** Set the resolution to **600 dpi**. **c** Print the document. Is the printer printing slow?	Go to step 5.	The problem is solved.
Step 5 **a** Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. **Notes:** 　• 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. **b** Print the document. Is the printer printing slow?	Go to step 6.	The problem is solved.

Action	Yes	No
Step 6 **a** Make sure that the printer settings for texture and weight match the paper being loaded. From the home screen, touch **Settings** > **Paper** > **Media Configuration** > **Media Types**. **Note:** Rough paper textures and heavy paper weights may print more slowly. **b** Print the document. Is the printer printing slow?	Go to step 7.	The problem is solved.
Step 7 Remove held jobs. Is the printer printing slow?	Go to step 8.	The problem is solved.
Step 8 **a** Make sure that the printer is not overheating. **Notes:** • 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 17. **b** Print the document. Is the printer printing slow?	Contact **customer support**. Contact your t r b-cont act i ng-deal er - t opi c·	The problem is solved.

Job prints from the wrong tray or on the wrong paper

Action	Yes	No
Step 1 **a** Check if you are printing on the correct paper. **b** Print the document. Is the document printed on the correct paper?	Go to step 2.	Load the correct paper size and paper type.
Step 2 **a** Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog. **Note:** You can also change the settings on the printer control panel. From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**. **b** Make sure that the settings match the paper loaded. **c** Print the document. Is the document printed on the correct paper?	The problem is solved.	Go to step 3.

Action	Yes	No
Step 3 **a** Check if the trays are linked. For more information, see "Linking trays" on page 38. **b** Print the document. Is the document printed from the correct tray?	The problem is solved.	Contact **customer support**.

The printer is not responding

Action	Yes	No
Step 1 Check if the power cord is connected 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. Is the printer responding?	The problem is solved.	Go to step 2.
Step 2 Check if the electrical outlet is turned off by a switch or breaker. Is the electrical outlet turned off by a switch or breaker?	Turn on the switch or reset the breaker.	Go to step 3.
Step 3 Check if the printer is on. Is the printer on?	Go to step 4.	Turn on the printer.
Step 4 Check if the printer is in Sleep or Hibernate mode. Is the printer in Sleep or Hibernate mode?	Press the power button to wake the printer.	Go to step 5.
Step 5 Check if the cables connecting the printer and the computer are inserted to the correct ports. Are the cables inserted to the correct ports?	Go to step 6.	Insert the cables to the correct ports.
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. Is the printer responding?	The problem is solved.	Go to step 7.

Action	Yes	No
Step 7 Install the correct print driver. Is the printer responding?	The problem is solved.	Go to step 8.
Step 8 Turn off the printer, wait for about 10 seconds, and then turn on the printer. Is the printer responding?	The problem is solved.	Contact **customer support**.

Unable to read flash drive

Step 1 Check if the printer is not busy processing another print, copy, scan, or fax job. Is the printer ready?	Go to step 3.	Go to step 2.
Step 2 • Wait for the printer to finish processing the other job. • Remove, and then insert the flash drive. Does the printer recognize the flash drive?	The problem is solved.	Go to step 3.
Step 3 Check if the flash drive is inserted into the front USB port. **Note:** The flash drive does not work when it is inserted into the rear USB port. Is the flash drive inserted into the correct port?	Go to step 5.	Go to step 4.
Step 4 Insert the flash drive into the correct port. Does the printer recognize the flash drive?	The problem is solved.	Go to step 5.
Step 5 Check if the flash drive is supported. For more information, see "Supported flash drives and file types" on page 49. Is the flash drive supported?	Go to step 7.	Go to step 6.
Step 6 Insert a supported flash drive. Does the printer recognize the flash drive?	The problem is solved.	Go to step 7.

Step 7 Remove, and then insert the flash drive. Does the printer recognize the flash drive?	The problem is solved.	Contact **customer support**.

Enabling the USB port

From the home screen, touch **Settings** > **Network/Ports** > **USB** > **Enable USB Port**.

Network connection problems

Cannot open Embedded Web Server

Step 1 a Check if the printer is on. b Access the printer Embedded Web Server (EWS). Can you open the EWS?	The problem is solved.	Go to step 2.
Step 2 a Make sure that the printer IP address is correct. Notes: • View the IP address on the home screen. • An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123. b Access the EWS. Can you open the EWS?	The problem is solved.	Go to step 3.
Step 3 a Make sure that you installed a supported browser: • 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 b Access the EWS. Can you open the EWS?	The problem is solved.	Go to step 4.

Step 4 **a** Check if the network connection is working. **Note:** If the connection is not working, then contact your administrator. **b** Access the EWS. Can you open the EWS?	The problem is solved.	Go to step 5.
Step 5 **a** Make sure that the cable connections to the printer and print server are secure. For more information, see the documentation that came with the print server. **b** Access the EWS. Can you open the EWS?	The problem is solved.	Go to step 6.
Step 6 **a** Check if the web proxy servers are disabled. **Note:** If the servers are disabled, then contact your administrator. **b** Access the EWS. Can you open the EWS?	The problem is solved.	Contact **customer support**.

Cannot connect the printer to the Wi-Fi network

Step 1 Make sure that Active Adapter is set to Auto. From the home screen, touch **Settings** > **Network/Ports** > **Network Overview** > **Active Adapter** > **Auto**. Can the printer connect to the Wi-Fi network?	The problem is solved.	Go to step 2.
Step 2 Check if the correct Wi-Fi network is selected. **Note:** Some routers may share the default SSID. Are you connecting to the correct Wi-Fi network?	Go to step 4.	Go to step 3.
Step 3 Connect to the correct Wi-Fi network. For more information, see "Connecting the printer to a Wi-Fi network" on page 41. Can the printer connect to the Wi-Fi network?	The problem is solved.	Go to step 4.

Step 4 Check the wireless security mode. From the home screen, touch **Settings** > **Network/Ports** > **Wireless** > **Wireless Security Mode**. Is the correct wireless security mode selected?	Go to step 6.	Go to step 5.
Step 5 Select the correct wireless security mode. Can the printer connect to the Wi‑Fi network?	The problem is solved.	Go to step 6.
Step 6 Make sure that you entered the correct network password. **Note:** Take note of the spaces, numbers, and capitalization in the password. Can the printer connect to the Wi‑Fi network?	The problem is solved.	Contact **customer support**.

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, do either of the following:

For touch‑screen printer models, press [ ] twice, and then press [ ] twice.

For non‑touch‑screen printer models, press and hold **X** and [ ] simultaneously for 15 seconds.
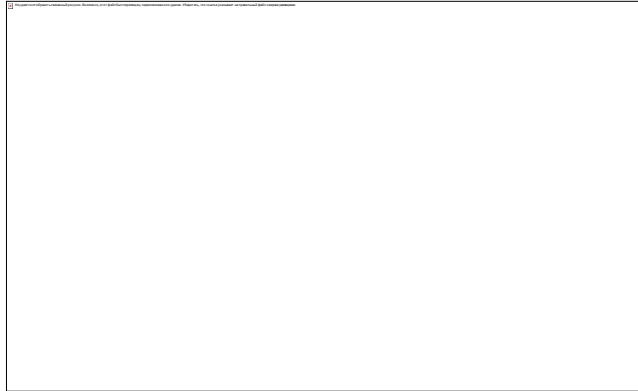
If you do not want to accept these risks, then remove the third‑party supply or part from your printer and install a genuine supply or part from the printer manufacturer.
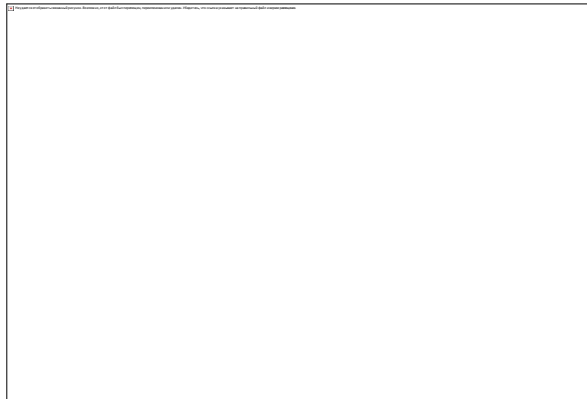
Clearing jams

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.
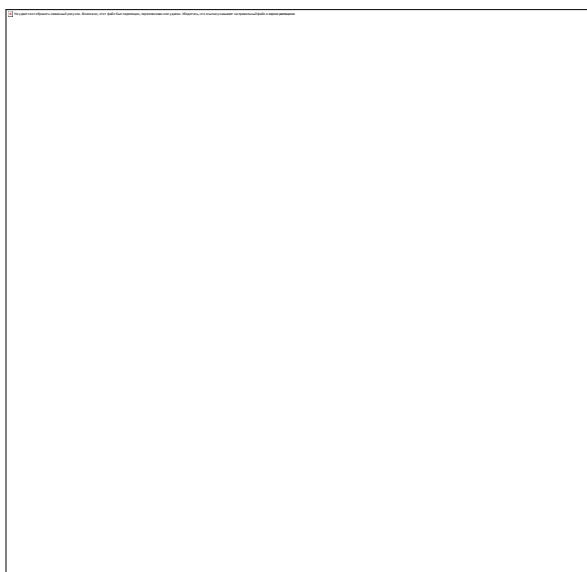
1	Automatic document feeder
2	Standard bin
3	Multipurpose feeder
4	Trays
5	Duplex unit
6	Rear door

Paper jam in the automatic document feeder

1 Remove all original documents from the ADF tray.

2 Open the ADF cover.

3 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

4 Close the ADF cover.

Paper jam in the standard bin

1 Raise the scanner, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.

2 Lower the scanner.

Paper jam in the multipurpose feeder

1 Remove paper from the multipurpose feeder.

2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

3 Close the multipurpose feeder.
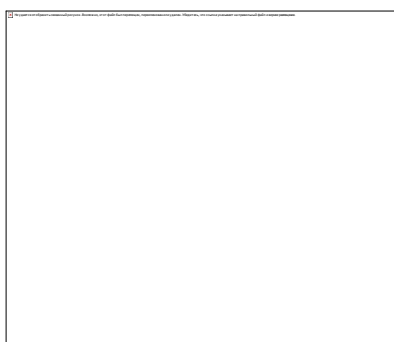
4 Open the front door.

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.

5 Remove the imaging unit.

Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. 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.

6 Remove the jammed paper.

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.

Note: Make sure that all paper fragments are removed.

7 Insert the imaging unit.

8 Close the door.

9 Open the multipurpose feeder.
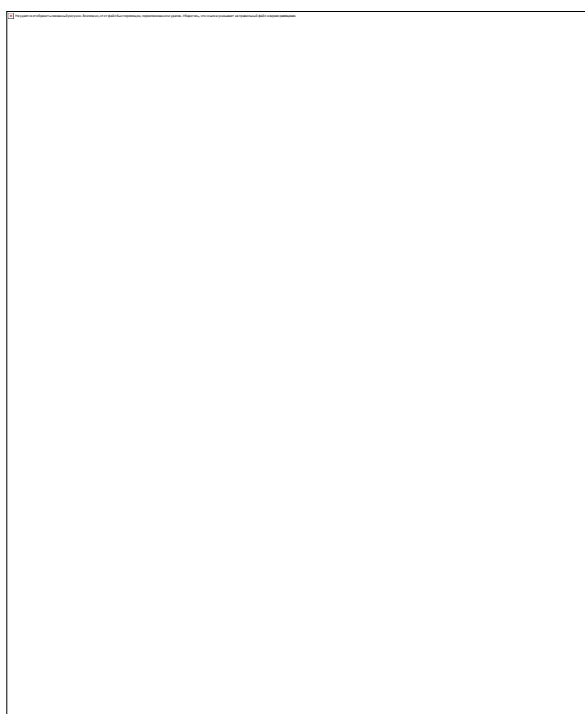
10 Flex, fan, and align the paper edges before loading.

11 Reload paper.
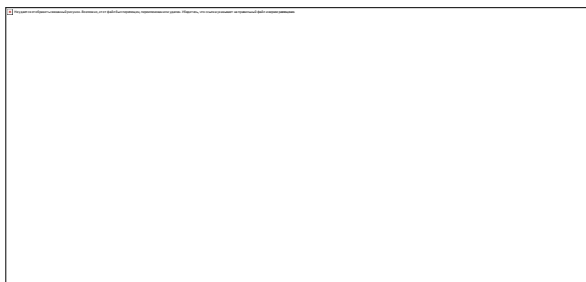
Paper jam in trays

1 Remove the tray.
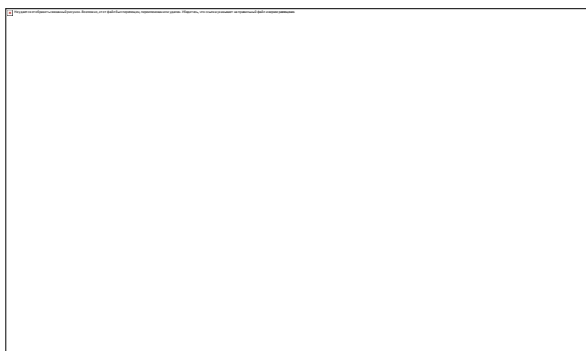
2 Open the front door.

> **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.
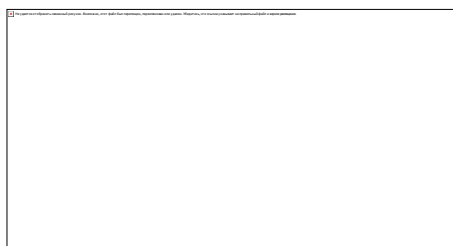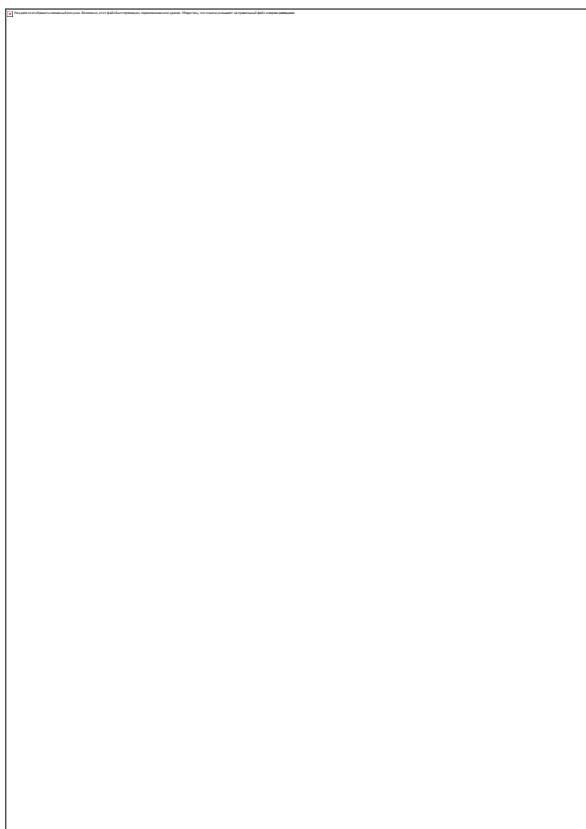
3 Remove the imaging unit.
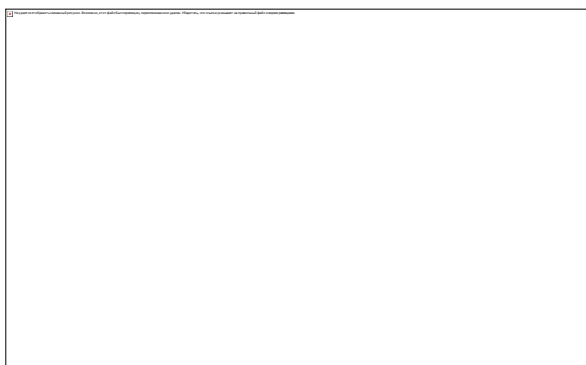
Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

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

4 Remove the jammed paper.

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.

**Note:** Make sure that all paper fragments are removed.

5 Insert the imaging unit.

**6** Close the front door, and then insert the tray.

7 Open the rear door.

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.

8 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

9 Close the rear door.

10 Remove the optional tray.

11 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

12 Insert the tray.

Paper jam in the duplex unit

1 Open the front door.

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 imaging unit.

Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. 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.
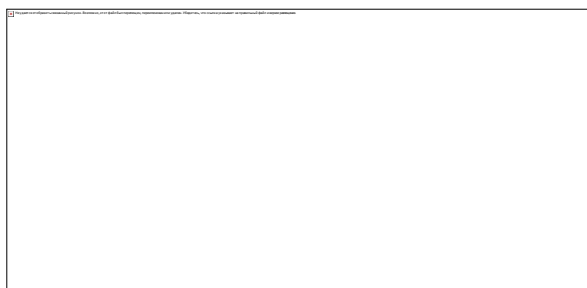

3 Remove the jammed paper.

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.

Note: Make sure that all paper fragments are removed.

4 Insert the imaging unit.

5 Close the door.

6 Remove the tray.

7 Push the duplex unit latch to open the duplex unit.

8 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

9 Close the duplex unit.

10 Insert the tray.

Paper jam in the rear door

1 Open the front door.

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 imaging unit.

Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. 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.

3 Open the rear door.

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.

4 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

5 Close the rear door.

6 Insert the imaging unit.

7 Close the front door.

Paper feed problems

Envelope seals when printing

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

Collated printing does not work

Action	Yes	No
Step 1 **a** From the home screen, touch **Settings** > **Print** > **Layout** > **Collate**. **b** Touch **On [1,2,1,2,1,2]**. **c** Print the document. Is the document collated correctly?	The problem is solved.	Go to step 2.

Action	Yes	No
Step 2 **a** From the document that you are trying to print, open the Print dialog box, and then select **Collate**. **b** Print the document. Is the document collated correctly?	The problem is solved.	Go to step 3.
Step 3 **a** Reduce the number of pages to print. **b** Print the document. Are the pages collated correctly?	The problem is solved.	Contact **customer support**.

Tray linking does not work

Action	Yes	No
Step 1 **a** Check if the trays contain the same paper size and paper type. **b** Check if the paper guides are positioned correctly. **c** Print the document. Do the trays link correctly?	The problem is solved.	Go to step 2.
Step 2 **a** From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**. **b** Set the paper size and paper type to match the paper loaded in the linked trays. **c** Print the document. Do the trays link correctly?	The problem is solved.	Go to step 3.
Step 3 **a** Make sure that Tray Linking is set to Automatic. For more information, see "Linking trays" on page 38. **b** Print the document. Do the trays link correctly?	The problem is solved.	Contact **customer support**.

Paper frequently jams

Action	Yes	No

Step 1
a Remove the tray.
b Check if paper is loaded correctly.
Notes:
  • 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.
c Insert the tray.
d Print the document.
 	
Do paper jams occur frequently?
	Go to step 2.	The problem is solved.

Step 2 **a** From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**. **b** Set the correct paper size and type. **c** Print the document. Do paper jams occur frequently?	Go to step 3.	The problem is solved.
Step 3 **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. Do paper jams occur frequently?	Contact **customer support**.	The problem is solved.

Jammed pages are not reprinted

Action	Yes	No
a From the home screen, touch **Settings** > **Device** > **Notifications** > **Jam Content Recovery**. **b** In the Jam Recovery menu, touch **On** or **Auto**. **c** Print the document. Are the jammed pages reprinted?	The problem is solved.	Contact **customer support**.

E-mailing problems

Disabling the "SMTP server not set up" error message

From the home screen, touch **Settings** > **E-mail** > **E-mail Setup** > **Disable "SMTP Server not set up" error** > **On**.

To prevent the error from happening again, do one or more of the following:

- Update the printer firmware. For more information, see "Updating firmware" on page 40.
- Configure the e-mail SMTP settings. For more information, see "Configuring the e-mail SMTP settings" on page 27.

Cannot send e-mails

Step 1 Make sure that the e-mail SMTP settings are configured correctly. For more information, see "Configuring the e-mail SMTP settings" on page 27. Can you send an e-mail?	The problem is solved.	Go to step 2.
Step 2 Make sure that you are using the correct password. Depending on your e-mail service provider, use your account password, app password, or authentication password. For more information, see "Configuring the e-mail SMTP settings" on page 27. Can you send an e-mail?	The problem is solved.	Go to step 3.
Step 3 Make sure that the printer is connected to a network and that the network is connected to the Internet. Can you send an e-mail?	The problem is solved.	Contact **customer support**.

Faxing problems

Caller ID is not shown

Note: These instructions apply only to printers that support analog fax. For more information, see the **Setting up the printer to fax** section.

Action	Yes	No
Enable caller ID. From the home screen, touch **Settings** > **Fax** > **Fax Setup** > **Fax Receive Settings** > **Admin Controls** > **Enable Caller ID**. Does the caller ID appear?	The problem is solved.	Contact **customer support**.

Cannot send or receive faxes using analog fax

Action	Yes	No
Step 1 Resolve any error messages that appear on the display. Can you send or receive a fax?	The problem is solved.	Go to step 2.
Step 2 Make sure that the cable connections for the following equipment are secure: • Telephone • Handset • Answering machine Can you send or receive a fax?	The problem is solved.	Go to step 3.
Step 3 Check for a dial tone. • Call the fax number to check if it is working properly. • If you are using the On Hook Dial feature, then turn up the volume to check if you hear a dial tone. Can you hear a dial tone?	Go to step 5.	Go to step 4.

Action	Yes	No
Step 4 Check the telephone wall jack. **a** Connect the analog telephone directly to the wall jack. **b** Listen for a dial tone. **c** If you do not hear a dial tone, then use a different telephone cable. **d** If you still do not hear a dial tone, then connect the analog telephone to a different wall jack. **e** If you hear a dial tone, then connect the printer to that wall jack. Can you send or receive a fax?	The problem is solved.	Go to step 5.
Step 5 Check if the printer is connected to an analog phone service or to the correct digital connector. • If you are using an Integrated Services for Digital Network (ISDN) telephone service, then connect to an analog telephone port of an ISDN terminal adapter. For more information, contact your ISDN provider. • If you are using DSL, then connect to a DSL filter or router that supports analog use. For more information, contact your DSL provider. • If you are using a private branch exchange (PBX) telephone service, then make sure that you are connecting to an analog connection on the PBX. If none exists, then consider installing an analog telephone line for the fax machine. Can you send or receive a fax?	The problem is solved.	Go to step 6.
Step 6 Temporarily disconnect other equipment and disable other telephone services. **a** Disconnect other equipment (such as answering machines, computers, modems, or telephone line splitters) between the printer and the telephone line. **b** Disable call waiting and voice mail. For more information, contact your telephone company. Can you send or receive a fax?	The problem is solved.	Go to step 7.
Step 7 Scan the original document one page at a time. **a** Dial the fax number. **b** Scan the document. Can you send or receive a fax?	The problem is solved.	Contact **customer support**.

Can receive but not send faxes using analog fax

Action	Yes	No
Step 1 Load an original document properly into the ADF tray or on the scanner glass. Can you send faxes?	The problem is solved.	Go to step 2.
Step 2 Set up the shortcut number properly. • Check if the shortcut number is set for the telephone number that you want to dial. • Dial the telephone number manually. Can you send faxes?	The problem is solved.	Contact **customer support**.

Can send but not receive faxes using analog fax

Action	Yes	No
Step 1 Make sure that the paper source is not empty. Can you receive faxes?	The problem is solved.	Go to step 2.
Step 2 Check the ring count delay settings. From the home screen, touch **Settings** > **Fax** > **Fax Setup** > **Fax Receive Settings** > **Rings to Answer**. Can you receive faxes?	The problem is solved.	Go to step 3.
Step 3 If the printer is printing blank pages, then see "Blank or white pages" on page 156. Can you receive faxes?	The problem is solved.	Contact **customer support**.

Poor fax print quality

Action	Yes	No
Step 1 Make sure that there are no print quality defects. **a** From the control panel, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**. **b** Correct any print quality defects. For more information, see "Print quality is poor" on page 156. Is the fax print quality satisfactory?	The problem is solved.	Go to step 2.
Step 2 Decrease the incoming fax transmission speed. **a** From the control panel, touch **Settings** > **Fax** > **Fax Setup** Fax **Receive Settings** > **Admin Controls**. **b** In the Max Speed menu, select a lower transmission speed. Is the fax print quality satisfactory?	The problem is solved.	Contact **customer support**.

Missing information on the fax cover page

Action	No	Yes
a Turn off the printer, wait for about 10 seconds, and then turn on the printer. **b** Send or retrieve the fax. Is there missing information on the fax cover page?	The problem is solved.	Contact **customer support**.

Cannot send the fax cover page from the computer

Action	Yes	No
Step 1 **a** Make sure that the print driver is updated. For more information, see "Installing the printer software" on page 38. **b** Send the fax. Can you send the fax cover page?	The problem is solved.	Go to step 2.

Action	Yes	No
Step 2 **a** From the document that you are trying to fax, open the Print dialog. **b** Select the printer, and then click **Properties**, **Preferences**, **Options**, or **Setup**. **c** Click **Fax**, and then clear the **Always display settings prior to faxing** setting. **d** Send the fax. Can you send the fax cover page?	The problem is solved.	Contact **customer support**.

Scanning problems

Cannot scan to a computer

Action	Yes	No
Step 1 Perform a copy job. Is the copy job successful?	Go to step 3.	Go to step 2.
Step 2 **a** Turn off the printer, wait for about 10 seconds, and then turn it back on. **b** Scan the document. Can you scan the document to a computer?	The problem is solved.	Go to step 3.
Step 3 Check the printer connectivity. **a** Print the Network Setup Page. From the home screen, touch **Settings** > **Reports** > **Network** > **Network Setup Page**. **b** Check the network status. Is the printer connected to the network?	Go to step 5.	Go to step 4.
Step 4 **a** Connect the printer to the network. **b** Scan the document. Can you scan the document to a computer?	The problem is solved.	Go to step 5.

Action	Yes	No
Step 5 **a** Make sure that the printer and the computer are connected to the same network. **b** Scan the document. Can you scan the document to a computer?	The problem is solved.	Contact **customer support**.

Cannot scan to a network folder

Action	Yes	No
Step 1 **a** Create a network folder shortcut. **b** Scan a document using the shortcut. For more information, see "Scanning to a network folder using a shortcut" on page 62. Can you scan a document and save it to a network folder?	The problem is solved.	Go to step 2.
Step 2 Make sure that the network folder path and format are correct. For example, //**server_hostname**/**fol**der n**ame**/**pat**h, where **server_hostname** is a fully qualified domain (FQDN) or IP address. Is the network folder path and format correct?	Go to step 3.	Go to step 4.
Step 3 Make sure that you have a write access permission to the network folder. Can you scan a document and save it to a network folder?	The problem is solved.	Go to step 4.

Action	Yes	No

Step 4
Update the network folder shortcut.
a Open a web browser, and then type the printer IP address in the address field.
   Notes:
     • View the printer IP address on the 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.
b Click **Shortcuts**, and then select a shortcut.
   Note: If you have multiple shortcut types, then select Network Folder.
c In the Share Path field, type the network folder path.
   Notes:
     • If your share path is `\\server_hostname\foldername\path`, then type `//server_hostname/foldername/path`.
     • Make sure that you use forward slashes when typing the share path.
d From the Authentication menu, select your authentication method.
   Note: If Authentication is set to "Use assigned username and password," then in the User Name and Password fields, type your credentials.
e Click **Save**.
 	
Can you scan a document and save it to a network folder?
	The problem is solved.	Go to step 5.

Step 5 Make sure that the printer and the network folder are connected to the same network. Can you scan a document and save it to a network folder?	The problem is solved.	Contact **customer support**.

Partial copies of document or photo

Action	Yes	No
Step 1 **a** Make sure that the document or photo is loaded facedown on the upper left corner of the scanner glass. **b** Copy the document or photo. Is the document or photo copied correctly?	The problem is solved.	Go to step 2.

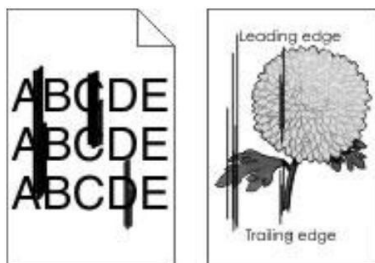| Action	Yes	No
Step 2 **a** Match the paper size setting and the paper loaded in the tray. **b** Copy the document or photo. Is the document or photo copied correctly?	The problem is solved.	Contact **customer support**.

Scan job was not successful

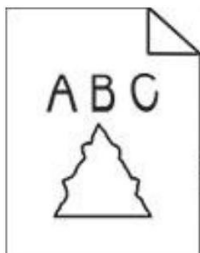| Action	Yes	No
Step 1 Check the cable connections. **a** Make sure that the Ethernet or USB cable is securely connected to the computer and the printer. **b** Resend the scan job. Is the scan job successful?	The problem is solved.	Go to step 2.
Step 2 Check the file you want to scan. **a** Make sure that the file name is not already used in the destination folder. **b** Make sure that the document or photo you want to scan is not open in another application. **c** Resend the scan job. Is the scan job successful?	The problem is solved.	Go to step 3.
Step 3 **a** Make sure that the **Append time stamp** or the **Overwrite existing file** check box is selected in the destination configuration settings. **b** Resend the scan job. Is the scan job successful?	The problem is solved.	Contact **customer support**.

Poor copy quality

Action	Yes	No
Step 1 **a** Clean the scanner glass and the ADF glass with a damp, soft, lint-free cloth. If your printer has a second ADF glass inside the ADF, then also clean that glass. For more information, see "Cleaning the scanner" on page 148. **b** Make sure that the document or photo is loaded facedown on the upper left corner of the scanner glass. **c** Copy the document or photo. Is the copy quality satisfactory?	The problem is solved.	Go to step 2.
Step 2 **a** Check the quality of the original document or photo. **b** Adjust the scan quality settings. **c** Copy the document or photo. Is the copy quality satisfactory?	The problem is solved.	Contact **customer support**.

Vertical dark streaks on output when scanning from the ADF

Action	Yes	No
a Open the scanner cover. **b** Using a damp, soft, lint-free cloth, wipe the ADF glass pad. **Note:** In some printer models, this location has an ADF glass instead of a pad. **c** Close the scanner cover. **d** Scan the document. Do vertical streaks appear on scanned documents?	Contact **customer support**.	The problem is solved.

Jagged image or text when scanning from the ADF

Action	Yes	No
a Load 50 sheets of clean, plain paper into the ADF. **Note:** The plain paper helps clean or remove dust and other coating from the ADF feed rollers. **b** From the home screen, touch [▶]. **c** Load an original document into the ADF. **d** Scan the document. Do jagged images or texts appear on the output?	Contact **customer support**.	The problem is solved.

Scanner does not close

Action	Yes	No
Remove obstructions that keep the scanner cover open. Did the scanner cover close correctly?	The problem is solved.	Contact **customer support**.

Scanning takes too long or freezes the computer

Action	Yes	No
Close all applications that are interfering with the scan. Does scanning take too long or freeze the computer?	Contact **customer support**.	The problem is solved.

Scanner does not respond

Action	Yes	No
Step 1 **a** Check if the power cord is connected properly to the printer and 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. **b** Copy or scan the document. Is the scanner responding?	The problem is solved.	Go to step 2.
Step 2 **a** Check if the printer is turned on. **b** Resolve any error messages that appear on the display. **c** Copy or scan the document. Is the scanner responding?	The problem is solved.	Go to step 3.
Step 3 **a** Turn off the printer, wait for about 10 seconds, and then turn the printer on. **b** Copy or scan the document. Is the scanner responding?	The problem is solved.	Contact **customer support**.

Adjusting scanner registration

1 From the control panel, navigate to:

Settings > **Device** > **Maintenance** > **Config Menu** > **Scanner Configuration** > **Scanner Manual Registration**

2 Touch **Print Quick Test**.

3 Place the Print Quick Test page on the scanner glass, and then touch **Flatbed Registration**.

4 Touch **Copy Quick Test**.

5 Compare the Copy Quick Test page with the original document.

Note: If the margins of the test page are different from the original document, then adjust Left Margin and Top Margin.

6 Repeat step 4 and step 5 until the margins of the Copy Quick Test page closely match the original document.

Adjusting ADF registration

1 From the control panel, navigate to:

Settings > **Device** > **Maintenance** > **Config Menu** > **Scanner Configuration** > **Scanner Manual Registration**

2 Touch **Print Quick Test**.

3 Place the Print Quick Test page on the ADF tray.

4 Touch **Front ADF Registration** or **Rear ADF Registration**.

Notes:

- To align Front ADF Registration, place the test page faceup, short edge first into the ADF.
- To align Rear ADF Registration, place the test page facedown, short edge first into the ADF.

5 Touch **Copy Quick Test**.

6 Compare the Copy Quick Test page with the original document.

Note: If the margins of the test page are different from the original document, then adjust Horizontal Adjust and Top Margin.

7 Repeat and until the margins of the Copy Quick Test page closely match the original document.

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.