

LASER PRINTER

MX-B557P/MX-B707P

User's Guide

October 2021

Machine type:

4064

Models:

29H, 69H

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





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



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

-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.
-  **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 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.

Learning about the printer

Selecting a location for the printer

When 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	0 to 40°C (32 to 104°F)

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



1	Top	152 mm (6 in.)
2	Right side	152 mm (6 in.)

3	Front	406 mm (16 in.) Note: The minimum space needed in front of the printer is 76 mm (3 in.).
4	Left side	152 mm (6 in.)
5	Rear	152 mm (6 in.)

Printer configurations

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

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

You can configure your printer by adding optional 250-, 550-, or 2100-sheet trays.

Basic model



1	Standard 550-sheet tray
2	Multipurpose feeder
3	Control panel Note: The appearance may vary depending on your printer model.
4	Standard bin

Fully-configured model



	Hardware option	Alternative hardware option
1	4-bin mailbox	<ul style="list-style-type: none"> • Output expander • High-capacity output • Staple finisher • Staple, hole punch finisher
2	Optional 2100-sheet tray	None
3	Caster base	None
4	Optional 550-sheet tray	Optional 250-sheet tray
5	Staple, hole punch finisher	<ul style="list-style-type: none"> • Output expander • High-capacity output • 4-bin mailbox • Staple finisher

The staple, hole punch finisher must not be combined with any other output options.

In a configuration with two or more optional finishers:

- The staple finisher must always be on top.
- The high-capacity output expander must always be at the bottom.
- The output expander is the only option that can be placed on top of the high-capacity output expander.
- The output expander and mailbox may be installed in any order.

When using optional trays:

- Always use a caster base when the printer is configured with a 2100-sheet tray.
- The 2100-sheet tray must always be at the bottom of a configuration.
- A maximum of four optional trays may be configured with the printer.
- The optional 250- and 550-sheet trays may be installed in any order.

Some options may not be available. For more information, contact the place where you purchased the printer.

Attaching cables

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

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

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

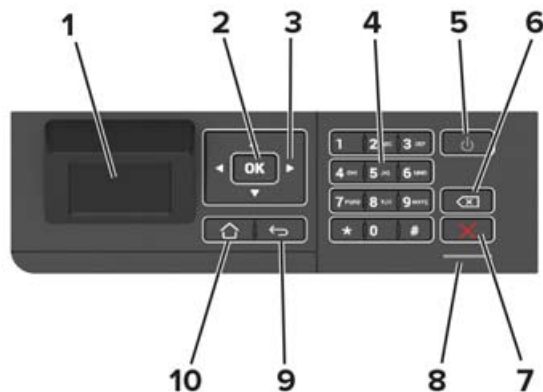
Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.



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

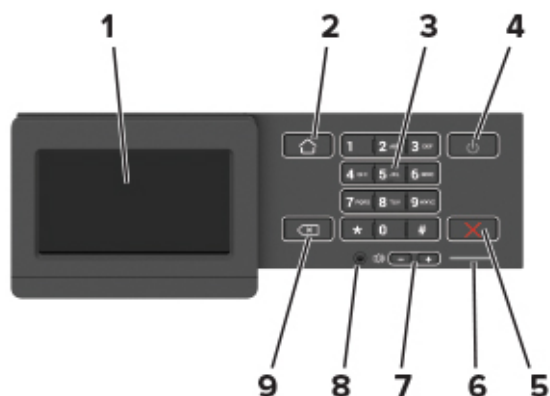
Using the control panel

Panel with 2.4-inch LCD



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

Panel with touch-screen display



	Use the	To
1	Display	<ul style="list-style-type: none"> View printer messages and supply status. Set up and operate the printer.
2	Home button	Go to the home screen.
3	Numeric keypad	Enter numbers or symbols in an input field.
4	Power button	Turn on or turn off the printer. Note: To turn off the printer, press and hold the power button for five seconds.
5	Stop or Cancel button	Stop the current printer task.
6	Indicator light	Check the printer status.
7	Volume buttons	Adjust the speaker volume.
8	Headset or speaker port	Attach a headset or speaker. Note: This feature is available only in some printer units.
9	Back button	Return to the previous screen.

Understanding the status of the power button and indicator light

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

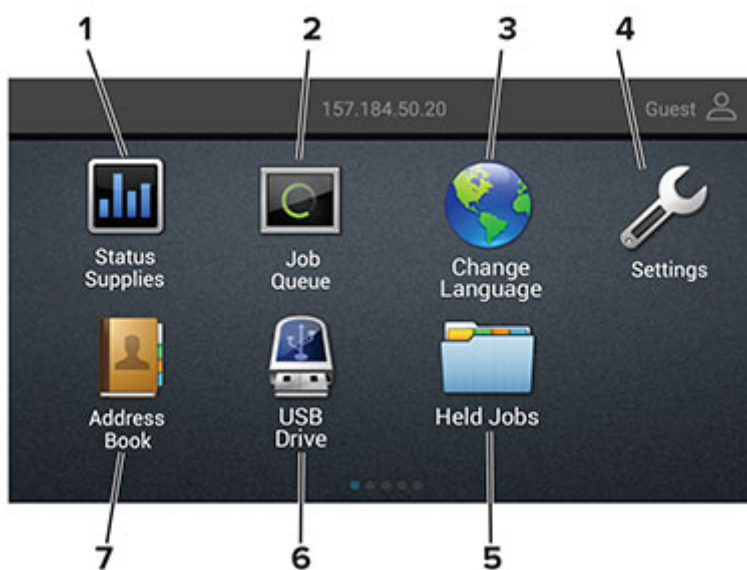
Power button light	Printer status
Off	The printer is off, ready, or processing data.
Solid amber	The printer is in Sleep mode.
Blinking amber	The printer is in Hibernate mode.

Setting up and using the home screen applications

Note: These applications are supported only in some printer models.

Using the home screen

Note: Your home screen may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.



Touch		To
1	Status/Supplies	<ul style="list-style-type: none"> Show a warning or error message whenever the printer requires intervention to continue processing. View more information on the printer warning or message, and on how to clear it. <p>Note: You can also access this setting by touching the top section of the home screen.</p>
2	Job Queue	<p>Show all the current print jobs.</p> <p>Note: You can also access this setting by touching the top section of the home screen.</p>
3	Change Language	Change the language on the display.
4	Settings	Access the printer menus.
5	Held Jobs	Show the print jobs that are held in the printer memory.
6	USB Drive	Print photos and documents from a flash drive.
7	Address Book	Manage a contact list that other applications on the printer can access.

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.

Using Display Customization

Before using the application, make sure to do the following:

- From the Embedded Web Server, click **Apps > Display Customization > Configure**.
- Enable and configure the screen saver, slideshow, and wallpaper settings.

Managing screen saver and slide show images

- 1 From the Screen Saver and Slideshow Images section, add, edit, or delete an image.

Notes:

- You can add up to 10 images.
- When enabled, the status icons appear on the screen saver only when there are errors, warnings, or cloud-based notifications.

- 2 Apply the changes.

Changing the wallpaper image

- 1 From the home screen, touch **Change Wallpaper**.
- 2 Select an image to use.
- 3 Apply the changes.

Running a slide show from a flash drive

- 1 Insert a flash drive into the USB port.
- 2 From the home screen, touch **Slideshow**.

Images appear in alphabetical order.

Note: You can remove the flash drive after the slide show starts, but the images are not stored in the printer. If the slide show stops, then insert the flash drive again to view the images.

Configuring Eco-Settings

- 1 From the home screen, touch **Eco-Settings**.
- 2 Configure Eco-Mode or Schedule Power Modes.
- 3 Apply the changes.

Managing bookmarks

Creating bookmarks

Use bookmarks to print frequently accessed documents that are stored in servers or on the web.

- 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 **Bookmarks > Add Bookmark**, and then type a bookmark name.

- 3 Select an Address protocol type, and then do one of the following:

- For HTTP and HTTPS, type the URL that you want to bookmark.
- For HTTPS, make sure to use the host name instead of the IP address. For example, type **myWebsite.com/sample.pdf** instead of typing **123.123.123.123/sample.pdf**. Make sure that the host name also matches the Common Name (CN) value in the server certificate. For more information on obtaining the CN value in the server certificate, see the help information for your web browser.
- For FTP, type the FTP address. For example, **myServer/myDirectory**. Enter the FTP port. Port 21 is the default port for sending commands.
- For SMB, type the network folder address. For example, **myServer/myShare/myFile.pdf**. Type the network domain name.
- If necessary, select the Authentication type for FTP and SMB.

To limit access to the bookmark, enter a PIN.

Note: The application supports the following file types: PDF, JPEG, TIFF, and HTML-based web pages. Other file types such as DOCX and XLXS are supported in some printer models.

- 4 Click **Save**.

Creating folders

- 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 **Bookmarks > Add Folder**, and then type a folder name.

Note: To limit access to the folder, enter a PIN.

- 3 Click **Save**.

Note: You can create folders or bookmarks inside a folder. To create a bookmark, see [“Creating bookmarks” on page 17](#).

Managing contacts

Adding contacts

- 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 **Address Book**.

- 3 From the Contacts section, add a contact.

Note: You can assign the contact to one or more groups.

- 4 If necessary, specify a login method to allow application access.

- 5 Apply the changes.

Adding groups

- 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 **Address Book**.

- 3 From the Contact Groups section, add a group name.

Note: You can assign one or more contacts to the group.

- 4 Apply the changes.

Editing contacts or groups

- 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 **Address Book**.

3 Do either of the following:

- From the Contacts section, click a contact name, and then edit the information.
- From the Contact Groups section, click a group name, and then edit the information.

4 Apply the changes.

Deleting contacts or groups

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 **Address Book**.

3 Do either of the following:

- From the Contacts section, select a contact that you want to delete.
- From the Contact Groups section, select a group name that you want to delete.

Loading paper and specialty media

Setting the size and type of the specialty media

The trays automatically detect the size of plain paper. For specialty media like labels, card stock, or envelopes, do the following:

- 1 From the home screen, navigate to:
Settings > Paper > Tray Configuration > Paper Size/Type > select a paper source
- 2 Set the size and type of the specialty media.


Configuring Universal paper settings

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

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

- 2 Configure the settings.

Loading the 250- or 550-sheet tray

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

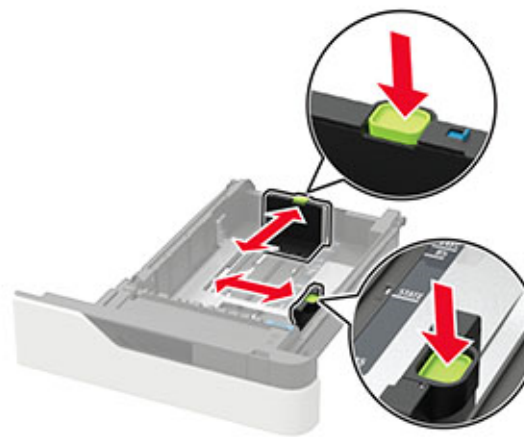
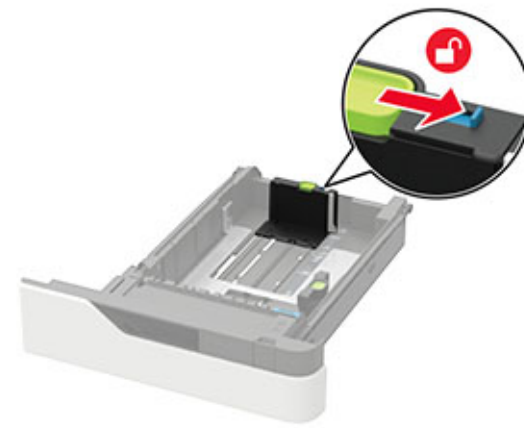
- 1 Remove the tray.

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



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

Note: Use the indicators on the bottom of the tray to position the guides.



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



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



- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.



- Load letterhead depending on whether an optional staple finisher is installed or not.

Without an optional staple finisher	With an optional staple finisher
<p>One-sided printing</p>	<p>One-sided printing</p>
<p>Two-sided printing</p>	<p>Two-sided printing</p>

- When loading prepunched paper, make sure that the holes on the long edge of the paper are against the right side of the tray.

One-sided printing	Two-sided printing

- Load envelopes with the flap side up and against the left side of the tray.



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

- 5 Insert the tray.
- 6 From the control panel, set the paper size and paper type to match the paper loaded.

Loading the 2100-sheet tray

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

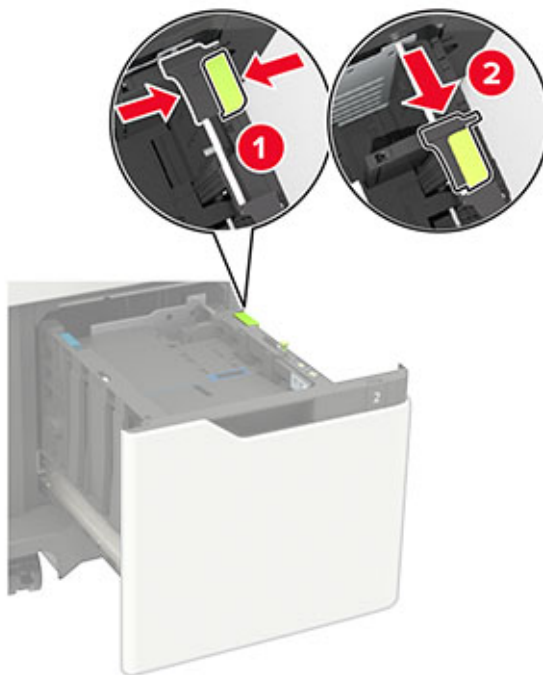
- 1 Pull out the tray.
- 2 Adjust the guides.

Loading A5-size paper

- a Pull up and slide the width guide to the position for A5.



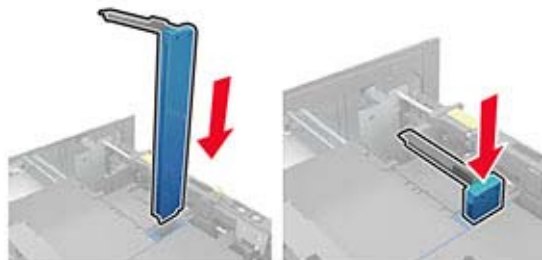
- b** Squeeze and slide the length guide to the position for A5 until it *clicks* into place.



- c** Remove the A5 length guide from its holder.



- d** Insert the guide into its designated slot, and then press until it *clicks* into place.

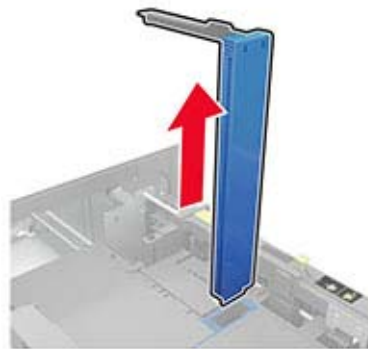


Loading A4-, letter-, legal-, Oficio-, and folio-size paper

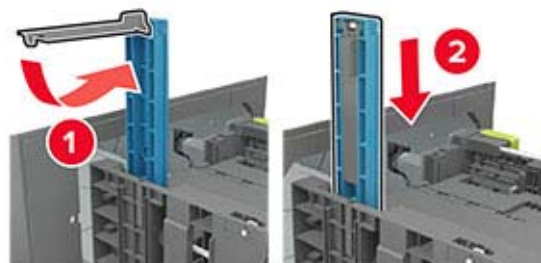
- a** Pull up and slide the width guide to the correct position for the size of the paper being loaded.



- b** If the A5 length guide is still attached, then remove it. If the guide is not attached, then proceed to [step d on page 26](#).



- c** Place the A5 length guide in its holder.



- d Squeeze, and then slide the length guide to the correct position for the size of the paper being loaded.




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



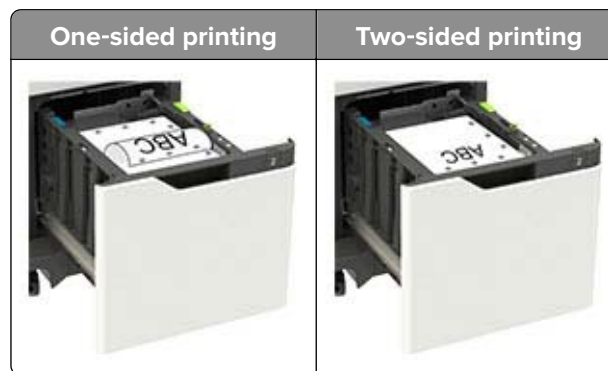
- 4 Load the paper stack with the printable side facedown.

- Load letterhead depending on whether an optional staple finisher is installed or not.

Without an optional staple finisher	With an optional staple finisher
 <p data-bbox="548 1703 764 1734">One-sided printing</p>	 <p data-bbox="966 1703 1182 1734">One-sided printing</p>

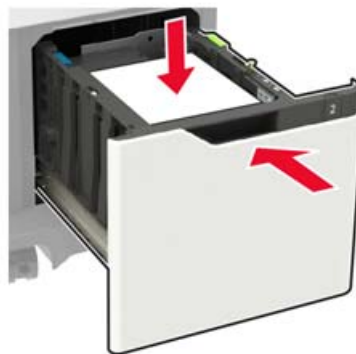


- When loading prepunched paper, make sure that the holes on the long edge of the paper are against the right side of the tray.



5 Insert the tray.

Note: Press down the paper stack while inserting the tray.



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

Loading the multipurpose feeder

- 1 Open the multipurpose feeder.



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





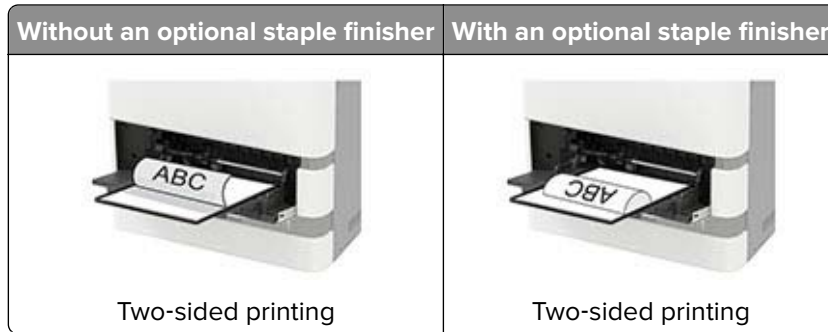
- 3 Flex, fan, and align the paper edges before loading.



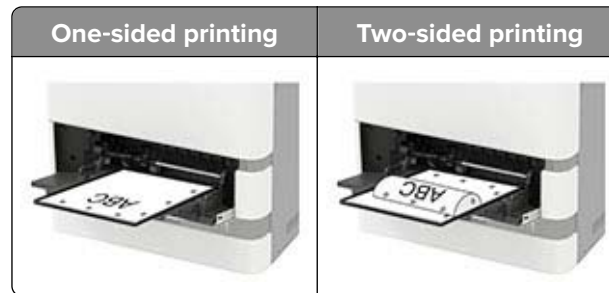
- 4 Load paper with the printable side faceup.

- Load letterhead depending on whether an optional staple finisher is installed or not.

Without an optional staple finisher	With an optional staple finisher
	
One-sided printing	One-sided printing



- When loading prepunched paper, make sure that the holes on the long edge of the paper are against the right side of the paper guide.



- Load envelopes with the flap side down and against the left side of the paper guide.

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

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

Linking trays

- 1 From the control panel, navigate to:

Settings > Paper > Tray Configuration

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

- 2 Select a paper source.
- 3 Set the same paper size and paper type for the trays that you are linking.
- 4 From the control panel, navigate to:
Settings > Device > Maintenance > Config Menu > Tray Configuration
- 5 Set Tray Linking to **Automatic**.

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

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

Paper support

Supported paper sizes

Paper sizes supported by the printer

Paper size	Standard 550-sheet tray, optional 250- or 550-sheet tray	Optional 2100-sheet tray	Multipurpose feeder	Two-sided printing
A4 210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓	✓
A5 LEF¹ 210 x 148 mm (8.3 x 5.8 in.)	✓	✓	✓	✓
A5 SEF¹ 148 x 210 mm (5.8 x 8.3 in.)	✓	X	✓	X
A6 105 x 148 mm (4.1 x 5.8 in.)	✓	X	✓	✓
JIS B5 182 x 257 mm (7.2 x 10.1 in.)	✓	X	✓	✓
Oficio (Mexico) 216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓	✓
Statement 140 x 216 mm (5.5 x 8.5 in.)	✓	X	✓	✓
Executive 184 x 267 mm (7.3 x 10.5 in.)	✓	X	✓	✓
Letter 216 x 279 mm (8.5 x 11 in.)	✓	✓	✓	✓
Legal 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓
Folio 216 x 330 mm (8.5 x 13 in.)	✓	✓	✓	✓
Universal 105 x 148 mm (4.1 x 5.8 in.) to 216 x 356 mm (8.5 x 14 in.)	✓	X	✓	✓
7 3/4 Envelope (Monarch) 98 x 191 mm (3.9 x 7.5 in.)	✓	X	✓	X

¹ A5 long edge feed (LEF) is recommended over A5 short edge feed (SEF).

² Envelopes wider than 101.6 mm (4.5 in.) may crease. This paper type must be tested for acceptability.

Paper size	Standard 550-sheet tray, optional 250- or 550-sheet tray	Optional 2100-sheet tray	Multipurpose feeder	Two-sided printing
9 Envelope 98 x 225 mm (3.9 x 8.9 in.)	✓	X	✓	X
10 Envelope² 105 x 241 mm (4.1 x 9.5 in.)	✓	X	✓	X
DL Envelope² 110 x 220 mm (4.3 x 8.7 in.)	✓	X	✓	X
C5 Envelope² 162 x 229 mm (6.4 x 9 in.)	✓	X	✓	X
B5 Envelope² 176 x 250 mm (6.9 x 9.8 in.)	✓	X	✓	X
Other Envelope² 98.4 x 162 mm (3.9 x 6.4 in.) to 176 x 250 mm (6.9 x 9.8 in.)	✓	X	✓	X

¹ A5 long edge feed (LEF) is recommended over A5 short edge feed (SEF).

² Envelopes wider than 101.6 mm (4.5 in.) may crease. This paper type must be tested for acceptability.

Paper sizes supported by the output options or finishers

Paper size	Output expander or high-capacity output expander	4-bin mailbox	Staple finisher		Staple, hole punch finisher		
			Stack	Staple	Stack	Staple	Hole punch
A4 210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓	✓	✓	✓	✓
A5 LEF 210 x 148 mm (8.3 x 5.8 in.)	✓	✓	✓	✓	✓	✓	X
A5 SEF 148 x 210 mm (5.8 x 8.3 in.)	✓	✓	✓	X	✓	X	X
A6 105 x 148 mm (4.1 x 5.8 in.)	✓	✓	X	X	X	X	X
JIS B5 182 x 257 mm (7.2 x 10.1 in.)	✓	✓	✓	X	✓	X	X

Paper size	Output expander or high-capacity output expander	4-bin mailbox	Staple finisher		Staple, hole punch finisher		
			Stack	Staple	Stack	Staple	Hole punch
Oficio (Mexico) 216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓	✓	✓	✓	✓
Statement 140 x 216 mm (5.5 x 8.5 in.)	✓	✓	✓	X	✓	X	X
Executive 184 x 267 mm (7.3 x 10.5 in.)	✓	✓	✓	X	✓	X	X
Letter 216 x 279 mm (8.5 x 11 in.)	✓	✓	✓	✓	✓	✓	✓
Legal 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓	✓	✓	X
Folio 216 x 330 mm (8.5 x 13 in.)	✓	✓	✓	✓	✓	✓	✓
Universal 105 x 148 mm (4.1 x 5.8 in.) to 216 x 356 mm (8.5 x 14 in.)	✓	✓	X	X	X	X	X
7 3/4 Envelope (Monarch) 98 x 191 mm (3.9 x 7.5 in.)	✓	X	X	X	X	X	X
9 Envelope 98 x 225 mm (3.9 x 8.9 in.)	✓	X	X	X	X	X	X
10 Envelope 105 x 241 mm (4.1 x 9.5 in.)	✓	X	X	X	X	X	X
DL Envelope 110 x 220 mm (4.3 x 8.7 in.)	✓	X	X	X	X	X	X
C5 Envelope 162 x 229 mm (6.4 x 9 in.)	✓	X	X	X	X	X	X

Paper size	Output expander or high-capacity output expander	4-bin mailbox	Staple finisher		Staple, hole punch finisher		
			Stack	Staple	Stack	Staple	Hole punch
B5 Envelope 176 x 250 mm (6.9 x 9.8 in.)	✓	X	X	X	X	X	X
Other Envelopes 98.4 x 162 mm (3.9 x 6.4 in.) to 176 x 250 mm (6.9 x 9.8 in.)	✓	X	X	X	X	X	X

Supported paper types

Paper types supported by the printer

Paper type	Standard 550-sheet tray, optional 250- or 550-sheet tray	Optional 2100-sheet tray	Multipurpose feeder	Two-sided printing
Plain paper	✓	✓	✓	✓
Card stock	✓	X	✓	✓
Transparency ¹	✓	X	✓	X
Labels	✓	X	✓	X
Vinyl Labels	✓	X	✓	X
Bond	✓	✓	✓	✓
Envelope	✓	X	✓	X
Rough Envelope	✓	X	✓	X
Letterhead	✓	✓	✓	✓
Preprinted	✓	✓	✓	✓
Colored Paper	✓	X	✓	✓
Light	✓	X	✓	✓
Heavy	✓	X	✓	✓

¹ To prevent transparencies from sticking together, print up to 20 pages only. Print the succeeding pages after three minutes.

Paper type	Standard 550-sheet tray, optional 250- or 550-sheet tray	Optional 2100-sheet tray	Multipurpose feeder	Two-sided printing
Rough/Cotton	✓	X	✓	✓
Custom Type [x]	✓	X	✓	✓

¹ To prevent transparencies from sticking together, print up to 20 pages only. Print the succeeding pages after three minutes.

Paper types supported by the output options or finishers

Paper type	Output expander or high-capacity output expander	4-bin mailbox	Staple finisher		Staple, hole punch finisher		
			Stack	Staple	Stack	Staple	Hole punch
Plain paper	✓	✓	✓	✓	✓	✓	✓
Card stock	✓	X	X	X	X	X	X
Transparencies	✓	X	✓	X	✓	X	X
Labels	✓	X	X	X	X	X	X
Vinyl Labels	✓	X	X	X	X	X	X
Bond	✓	✓	✓	✓	✓	✓	✓
Envelope	✓	X	X	X	X	X	X
Rough Envelope	✓	X	X	X	X	X	X
Letterhead	✓	✓	✓	✓	✓	✓	✓
Preprinted	✓	✓	✓	✓	✓	✓	✓
Colored Paper	✓	X	X	X	X	X	X
Light	✓	X	X	X	X	X	X
Heavy	✓	X	X	X	X	X	X
Rough/Cotton	✓	X	X	X	X	X	X
Custom Type [x]	✓	X	X	X	X	X	X

Supported paper weights

Paper weights supported by the printer

Paper type and weight	Standard 550-sheet tray, optional 250- or 550-sheet tray	Optional 2100-sheet tray	Multipurpose feeder	Two-sided printing
Plain paper or Bond¹ 60–176 g/m ² grain long (16–47-lb bond)	✓	✓	✓	✓
Card stock 203 g/m ² grain long (125-lb bond)	✓	X	✓	✓
Card stock 199 g/m ² grain long (110-lb bond)	✓	X	✓	✓
Card stock 176 g/m ² grain long (65-lb bond)	✓	X	✓	✓
Transparency 138–146 g/m ² grain long (37–39-lb bond)	✓	X	✓	X
Paper labels 180 g/m ² (48-lb bond)	✓	X	✓	✓
Integrated forms² 140–175 g/m ² (37–47-lb bond)	✓	X	✓	✓
Integrated forms 75–135 g/m ² (20–36-lb bond)	✓	X	✓	✓
Envelopes³ 60–105 g/m ² (16–28-lb bond)	✓	X	✓	✓

¹ Grain short is preferred for paper over 176 g/m² (47 lb).

² Pressure-sensitive area must enter the printer first.

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

Paper weights supported by the output options or finishers

Paper type and weight	Output expander or high-capacity output expander	4-bin mailbox	Staple finisher		Staple, hole punch finisher		
			Stack	Staple	Stack	Staple	Hole punch
Plain paper or Bond 60–176 g/m ² grain long (16–47-lb bond)	✓	X	✓	X	✓	X	X
Plain paper or Bond 60–90 g/m ² grain long (16–24-lb bond)	✓	✓	✓	✓	✓	✓	✓
Card stock 203 g/m ² grain long (125-lb bond)	✓	X	✓	X	✓	X	X
Card stock 199 g/m ² grain long (110-lb bond)	✓	X	✓	X	✓	X	X
Card stock 176 g/m ² grain long (65-lb bond)	✓	X	X	X	X	X	X
Card stock 163 g/m ² grain long (90-lb bond)	✓	X	✓	X	✓	X	X
Transparency 138–146 g/m ² grain long (37–39-lb bond)	✓	X	✓	X	✓	X	X
Paper labels 180 g/m ² (48-lb bond)	✓	X	X	X	X	X	X
Integrated forms 140–175 g/m ² (37–47-lb bond)	✓	X	X	X	X	X	X
Integrated forms 75–135 g/m ² (20–36-lb bond)	✓	X	X	X	X	X	X

Paper type and weight	Output expander or high-capacity output expander	4-bin mailbox	Staple finisher		Staple, hole punch finisher		
			Stack	Staple	Stack	Staple	Hole punch
Envelopes 60–105 g/m ² (16–28-lb bond)	✓	X	X	X	X	X	X

Printing

Printing from a computer

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

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

Printing from a mobile device

Printing from a mobile device using 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 the share icon, and then tap **Print**.
 - 3 Select a printer.
If necessary, adjust the settings.
 - 4 Print the document.

Printing from a mobile device using Wi-Fi Direct®

Wi-Fi Direct® 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 [“Connecting a mobile device to the printer” on page 97](#).

- 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 Select the document that you want to print.

If necessary, configure other print settings.

3 Print the document.

To print another document, select **USB Drive**.

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



Supported flash drives and file types

Flash drives

Notes:

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

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

File types

Documents:

- .doc or .docx
- .xls or .xlsx
- .ppt or .pptx
- .pdf
- .xps

Images:

- .dcx
- .gif
- .jpeg or .jpg
- .bmp
- .pcx
- .tiff or .tif
- .png

Configuring confidential jobs

1 From the control panel, navigate to:

Settings > Security > Confidential Print Setup

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

2 Configure the settings.

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

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

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

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 control panel, release the print job. Navigate to:
Held jobs > select your computer name > **Confidential** > enter the PIN > select the print job > **Print**

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

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 control panel, release the print job. Navigate to:
Held jobs > select your computer name > **Confidential** > select the print job > enter the PIN > **Print**

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

Printing a font sample list

- 1 From the control panel, navigate to:
Settings > **Reports** > **Print** > **Print Fonts**

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

- 2 Select a font sample.

Printing a directory list

From the control panel, navigate to:

Settings > Reports > Print > Print Directory

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

Placing separator sheets between copies

1 From the home screen, navigate to:

Settings > Print > Layout > Separator Sheets > Between Copies

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

2 Print the document.

Canceling a print job

From the printer control panel

For touch-screen printer models, do the following:

- 1 From the home screen, touch **Cancel a job**.
- 2 Select a job to cancel.

For non-touch-screen printer models, press .

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.
- 2 Select the job to cancel.

Understanding the printer menus

Menu map

Device	<ul style="list-style-type: none"> • Preferences • Eco-Mode • Remote Operator Panel • Notifications • Power Management • Anonymous Data Collection 	<ul style="list-style-type: none"> • Accessibility • Restore Factory Defaults • Maintenance • Visible Home Screen Icons • About this Printer
Print	<ul style="list-style-type: none"> • Layout • Setup • Quality • Job Accounting • XPS 	<ul style="list-style-type: none"> • PDF • PostScript • PCL • HTML • Image
Paper	<ul style="list-style-type: none"> • Tray Configuration 	<ul style="list-style-type: none"> • Media Configuration
USB Drive	Flash Drive Print	
Network/Ports	<ul style="list-style-type: none"> • Network Overview • Wireless • Wi-Fi Direct • Ethernet • TCP/IP • SNMP • IPSec 	<ul style="list-style-type: none"> • 802.1x • LPD Configuration • HTTP/FTP Settings • ThinPrint • USB • Restrict external network access
Security	<ul style="list-style-type: none"> • Login Methods* • Certificate Management* • Schedule USB Devices • Security Audit Log • Login Restrictions 	<ul style="list-style-type: none"> • Confidential Print Setup • Disk Encryption • Erase Temporary Data Files • Solutions LDAP Settings • Miscellaneous
Reports	<ul style="list-style-type: none"> • Menu Settings Page • Device 	<ul style="list-style-type: none"> • Print • Network
Troubleshooting	Print Quality Test Pages	
<p>* In some printer models, this menu can be configured only from the Embedded Web Server.</p>		

Device

Preferences

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

Menu item	Description
Flash Drive Access Enabled* Disabled	Enable access to the flash drive.
Audio Feedback Button Feedback On* Off	Enable audio feedback for button presses, panel interactions, paper loaded prompts, and error notifications. Note: This menu item appears only in some printer models.
Audio Feedback Volume 1–10 (5*)	Adjust the volume of the printer speakers. Notes: <ul style="list-style-type: none"> • Changes to the volume are applied after the current user session ends. • This menu item appears only in some printer models.
Screen Timeout 5–300 (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs out a user account automatically.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Eco-Mode

Menu item	Description
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.
Print Toner Darkness 1–10 (8*)	Determine the lightness or darkness of text images.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Remote Operator Panel

Menu item	Description
External VNC Connection Don't Allow* Allow	Connect an external Virtual Network Computing (VNC) client to the remote control panel.
Authentication Type None* Standard Authentication	Set the authentication type when accessing the VNC client server.
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

Menu item	Description
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.
E-mail Alerts Setup E-mail Setup Primary SMTP Gateway	Type the IP address or host name of the primary SMTP server for sending e-mail. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Primary SMTP Gateway Port 1–65535 (25*)	Enter the port number of the primary SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Secondary SMTP Gateway	Type the server IP address or host name of your secondary or backup SMTP server. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
E-mail Alerts Setup E-mail Setup Secondary SMTP Gateway Port 1-65535 (25*)	Enter the server port number of your secondary or backup SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup SMTP Timeout 5-30 seconds (30*)	Specify how long before the printer times out if the SMTP server does not respond. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Reply Address	Specify a reply address in the e-mail. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Always use SMTP default Reply Address Off* On	Use the SMTP default Reply Address. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Use SSL/TLS Disabled* Negotiate Required	Send an e-mail using an encrypted link. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Require Trusted Certificate On* Off	Require a trusted certificate when accessing the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup SMTP Server Authentication No authentication required* Login / Plain NTLM CRAM-MD5 Digest-MD5 Kerberos 5	Set the authentication type for the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device-Initiated E-mail None* Use Device SMTP Credentials	Set whether credentials are required for device-initiated e-mails. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
E-mail Alerts Setup E-mail Setup User-Initiated E-mail None Use Device SMTP Credentials Use Session User ID and Password Use Session E-mail address and Password* Prompt user	Set whether credentials are required for user-initiated e-mails. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Use Active Directory Device Credentials Off* On	Enable user credentials and group designations to connect to the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device Userid	Specify the user ID to connect to the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device Password	Specify the password to connect to the SMTP server. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Kerberos 5 REALM	Specify the realm for the Kerberos 5 authentication protocol. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup NTLM Domain	Specify the domain name for the NTLM security protocol. Note: This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Disable "SMTP server not set up" error Off* No	Disable an SMTP setup error message to appear on the display. Note: This menu item appears only in some printer models.
Error Prevention Jam Assist Off On*	Set the printer to flush blank pages or pages with partial prints automatically after a jammed page has been cleared.
Error Prevention Auto Continue Off On* (5 seconds)	Let the printer continue processing or printing a job automatically after clearing certain printer conditions that require user intervention.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
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 Auto Reboot Counter.
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.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Power Management

Menu item	Description
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.
Timeouts Hibernate Timeout Disabled 1 hour 2 hours 3 hours 6 hours 1 day 2 days 3 days* 1 week 2 weeks 1 month	Set the time before the printer turns off.
Timeouts Hibernate Timeout on Connection Hibernate Do Not Hibernate*	Set Hibernate Timeout to turn off the printer while an active Ethernet connection exists.
Schedule Power Modes Schedules Add New Schedule	Schedule the printer when to enter Sleep or Hibernate mode. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Anonymous Data Collection

Menu item	Description
Anonymous Data Collection Device Usage and Performance Information None*	Send printer usage and performance information to the manufacturer. Note: Anonymous Data Send Time appears only when you set Anonymous Data Collection to Device Usage and Performance.
Anonymous Data Send Time Start Time Stop Time	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Accessibility

Note: This menu appears only in some printer models.

Menu item	Description
Duplicate Key Strike Interval 0–5 (0*)	Set the interval in seconds during which the printer ignores duplicate key presses on an attached keyboard.
Key Repeat Initial Delay 0.25–5 (1*)	Set the initial length of delay in seconds before a repeating key starts repeating. Note: This menu item appears only when a keyboard is attached to the printer.
Key Repeat Rate 0.5–30 (30*)	Set the number of presses per second for a repeating key. Note: This menu item appears only when a keyboard is attached to the printer.
Prolong Screen Timeout Off* On	Let the user remain in the same location and reset the Screen Timeout timer when it expires instead of returning to the home screen.
Headphone Volume 1–10 (5*)	Adjust the headphone volume. Note: This menu item appears only when a headphone is attached to the printer.
Enable Voice Guidance When Headphone Is Attached Off* On	Enable Voice Guidance when a headphone is attached to the printer.
Speak Passwords/PINs Off* On	Set the printer to read out loud passwords or personal identification numbers. Note: This menu item appears only when a headphone or a speaker is attached to the printer.
Speech Rate Very Slow Slow Normal* Fast Faster Very Fast Rapid Very Rapid Fastest	Set the Voice Guidance speech rate. Note: This menu item appears only when a headphone or a speaker is attached to the printer.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Restore Factory Defaults

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

Maintenance

Configuration Menu

Menu item	Description
USB Configuration USB PnP 1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer.
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*	Determine the default loading orientation for the A5 size paper in all paper sources.
Tray Configuration Paper Prompts Auto* Multipurpose Feeder Manual Paper	Set the paper source that the user fills when a prompt to load paper appears.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Tray Configuration Envelope Prompts Auto* Multipurpose Feeder Manual Envelope	Set the paper source that the user fills when a prompt to load envelope appears.
Tray Configuration Action for Prompts Prompt user* Continue Use current	Set the printer to resolve paper- or envelope-related change prompts.
Reports Menu Settings Page Event Log Event Log Summary HealthCheck Statistics	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters Clear Supply Usage History Reset Black Cartridge Counter Reset Black Imaging Unit Counter Reset Maintenance Counter	Reset the supply page counter or view the total printed pages.
Printer Emulations PPDS Emulation Off* On	Set the printer to recognize and use the PPDS data stream.
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.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Printer Emulations Emulator Security Disable Printer Message Access Off On*	Disable access to printer message during emulation.
Print Configuration Font Sharpening 0–150 (24*)	Set a text point-size value below which the high-frequency screens are used when printing font data. For example, if the value is 24, then all fonts sized 24 points or less use the high-frequency screens.
Print Configuration Print Density 1–5 (3*)	Adjust the toner density when printing documents.
Device Operations Quiet Mode Off* On	Set the printer to operate in Quiet Mode. Note: Enabling this setting slows down the overall performance of the printer.
Device Operations Panel Menus Off On*	Enable access to 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.
Device Operations Clear Custom Status	Erase user-defined strings for the Default or Alternate custom messages.
Device Operations Clear all remotely-installed messages	Erase messages that were remotely installed.
Device Operations Automatically Display Error Screens Off On*	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Out of Service Erase

Menu item	Description
Out of Service Erase Memory Last Sanitized Hard Disk Last Sanitized	Show information on when the printer memory or hard disk was last sanitized. Note: Hard Disk Last Sanitized appears only when an optional hard disk is installed.

Menu item	Description
<p>Out of Service Erase</p> <p>Sanitize all information on nonvolatile memory</p> <ul style="list-style-type: none"> Erase all printer and network settings Erase all apps and app settings Sanitize all information on hard disk 	<p>Clear all settings and applications that are stored in the printer memory or hard disk.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Sanitize all information on hard disk appears only when an optional hard disk is installed. • Erase all apps and app settings appears only in some printer models.

Visible Home Screen Icons

Menu	Description
<ul style="list-style-type: none"> Status/Supplies Job Queue Change Language Address Book Bookmarks Held Jobs USB App Profiles Display Customization Eco-Settings 	<p>Specify which icons to show on the home screen.</p>

About this Printer

Menu item	Description
Asset Tag	Describe the printer. The maximum length is 32 characters.
Printer Location	Identify the printer location. The maximum length is 63 characters.
Contact	Personalize the printer name. The maximum length is 63 characters.
Export Configuration File to USB	Export configuration files to a flash drive.
Export Compressed Logs to USB	Export compressed log files to a flash drive.

Print

Layout

Menu item	Description
<p>Sides</p> <ul style="list-style-type: none"> 1-sided* 2-sided 	<p>Specify whether to print on one side or two sides of the paper.</p>
<p>Note: An asterisk (*) next to a value indicates the factory default setting.</p>	

Menu item	Description
Flip Style Long Edge* Short Edge	Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing. Note: Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
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*) Multipurpose Feeder	Specify the paper source for the separator sheet. Note: Multipurpose Feeder appears only when the optional 650-sheet duo tray is installed.
Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Pages per Side Ordering Horizontal* Reverse Horizontal Vertical Reverse Vertical	Specify the positioning of multiple page images when using Pages per Side. Note: The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side.
Copies 1–9999 (1*)	Specify the number of copies for each print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Print Area Normal* Fit to page Whole Page	Set the printable area on a sheet of paper.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Setup

Menu item	Description
Printer Language PCL Emulation* PS Emulation	Set the printer language. Note: Setting a printer language default does not prevent a software program from sending print jobs that use another printer language.
Job Waiting Off* On	Preserve print jobs requiring supplies so that jobs not requiring the missing supplies can print. Note: This menu item appears only when a hard disk is installed.
Job Hold Timeout 0–255 (30*)	Set the time in seconds that the printer waits for user intervention before it holds jobs that require unavailable resources and continues to print other jobs in the print queue. Note: This menu item appears only when a hard disk is installed.
Download Target RAM* Disk	Specify where to save all permanent resources, such as fonts and macros, that have been downloaded to the printer. Note: This menu item appears only when a hard disk is installed.
Resource Save Off* On	Determine what the printer does with downloaded resources, such as fonts and macros, when it receives a job that requires more than the available memory. Notes: <ul style="list-style-type: none"> • When set to Off, the printer retains downloaded resources only until memory is needed. Resources associated with the inactive printer language are deleted. • When set to On, the printer preserves all the permanent downloaded resources across all language switches. When necessary, the printer shows memory full messages instead of deleting permanent resources.
Print All Order Alphabetical* Newest First Oldest First	Specify the order in which held and confidential jobs are printed when Print All is selected. Note: This menu item appears only when a hard disk is installed.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Quality

Menu item	Description
Print Resolution 300 dpi 600 dpi* 1200 Image Q 2400 Image Q 1200 dpi	Set the resolution for the text and images on the printed output. Note: Resolution is determined in dots per inch or image quality.
Pixel Boost Off* Fonts Horizontally Vertically Both directions	Enable more pixels to print in clusters for clarity, in order to enhance text and images.
Toner Darkness 1–10 (8*)	Determine the lightness or darkness of text images.
Halftone Normal* Detail	Enhance the printed output to have smoother lines with sharper edges.
Brightness -6 to 6 (0*)	Adjust the brightness of the printed output.
Contrast 0–5 (0*)	Adjust the contrast of the printed output.
Gray Correction Auto* Off	Adjust the contrast enhancement applied to images.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Job Accounting

Menu item	Description
Job Accounting Off* On	Set the printer to create a log of the print jobs that it receives. Note: This menu item appears only when a flash memory or hard disk is installed.
Accounting Log Frequency Daily Weekly Monthly*	Specify how often the printer creates a log file.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
<p>Log Action at End of Frequency None* E-mail Current Log E-mail & Delete Current Log Post Current Log Post & Delete Current Log</p>	<p>Specify how the printer responds when the frequency threshold expires. Note: The value defined in Accounting Log Frequency determines when this action is triggered.</p>
<p>Log Near Full Level Off On (5)*</p>	<p>Specify the maximum size of the log file before the printer executes the Log Action at Near Full. Note: This menu item appears only when a flash memory or hard disk is installed.</p>
<p>Log Action at Near Full None* E-mail Current Log E-mail & Delete Current Log E-mail & Delete Oldest Log Post Current Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs</p>	<p>Specify how the printer responds when the hard disk is nearly full. Note: The value defined in Log Near Full Level determines when this action is triggered.</p>
<p>Log Action at Full None* E-mail & Delete Current Log E-mail & Delete Oldest Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs</p>	<p>Specify how the printer responds when hard disk usage reaches the maximum limit (100MB).</p>
<p>URL to Post Log</p>	<p>Specify where the printer posts job accounting logs.</p>
<p>E-mail Address to Send Logs</p>	<p>Specify the e-mail address to which the printer sends job accounting logs.</p>
<p>Log File Prefix</p>	<p>Specify the prefix for the log files. Note: The current host name defined in the TCP/IP menu is used as the default log file prefix.</p>
<p>Note: An asterisk (*) next to a value indicates the factory default setting.</p>	

XPS

Menu item	Description
Print Error Pages Off* On	Print the error pages that the printer encountered while processing an XPS file.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width. Notes: <ul style="list-style-type: none"> Jobs printed in 1200 dpi use the value directly. Jobs printed in 4800 CQ use half the value.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PDF

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

PostScript

Menu item	Description
Print PS Error Off* On	Print a page that describes the PostScript® error. Note: When an error occurs, processing of the job stops, the printer prints an error message, and the rest of the print job is flushed.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width. Note: Jobs printed in 1200 dpi use the value directly.
Lock PS Startup Mode Off On*	Disable the SysStart file.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Font Priority Resident* Flash/Disk	Establish the font search order. Notes: <ul style="list-style-type: none"> Resident sets the printer to search its memory for the requested font before searching the flash memory or printer hard disk. Flash/Disk sets the printer to search the flash memory or printer hard disk for the requested font before searching the printer memory. This menu item appears only when a flash memory or hard disk is installed.
Wait Timeout Off On* (40 seconds)	Enable the printer to wait for more data before canceling a print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PCL

Menu item	Description
Font Source Resident* Disk Download Flash All	Select the source which contains the default font selection. Notes: <ul style="list-style-type: none"> Disk and Flash appear only when a non-defective, non-protected hard disk or flash memory is installed. Download appears only if downloaded fonts exist in the printer memory.
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.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Lines per Page 1–255 (60*)	Specify the number of lines of text for each page printed through the PCL® data stream. Notes: <ul style="list-style-type: none"> This menu item activates vertical escapement that causes the selected number of requested lines to print between the default margins of the page. 60 is the U.S. factory default setting. 64 is the international factory default setting.
PCL5 Minimum Line Width 1–30 (2*)	Set the initial minimum stroke width.
PCLXL Minimum Line Width 1–30 (2*)	
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 On Off*	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 On Off*	Set the printer to perform a line feed after a carriage return control command.
Tray Renumber Assign Tray [x]	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.
Tray Renumber View Factory Defaults	Show the factory default value assigned for each paper source.
Tray Renumber Restore Defaults	Return all tray assignments to factory default values.
Print Timeout Off On* (90 seconds)	Set the printer to end a print job after it has been idle for the specified amount of time.
Note: An asterisk (*) next to a value indicates the factory default setting.	

HTML

Menu item	Description
Font Name Times*	Set the font to use when printing HTML documents.
Note: An asterisk (*) next to a value indicates the factory default setting.	

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

Image

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

Paper

Tray Configuration

Menu item	Description
Default Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for all print jobs.
Paper Size/Type Tray [x] Multipurpose Feeder Manual Paper Manual Envelope	Specify the paper size or paper type loaded in each paper source.
Substitute Size Off Statement/A5 Letter/A4 All Listed*	Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source. Notes: <ul style="list-style-type: none"> • Off prompts the user to load the required paper size. • Statement/A5 prints A5-size document on statement when loading statement and statement-size jobs on A5 paper size when loading A5. Statement/A5 appears only in the Embedded Web Server. • Letter/A4 prints A4-size document on letter when loading letter and letter-size jobs on A4 paper size when loading letter. • All Listed substitutes Letter/A4.
Configure MP Cassette* Manual First	Determine the behavior of the multipurpose feeder. Notes: <ul style="list-style-type: none"> • Cassette configures the multipurpose feeder as the automatic paper source. • Manual sets the multipurpose feeder only for manual-feed print jobs. • First configures the multipurpose feeder as the primary paper source.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Media Configuration

Universal Setup

Menu item	Description
Units of Measure Inches Millimeters	Specify the unit of measurement for the universal paper. Note: Inches is the U.S. factory default setting. Millimeters is the international factory default setting.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Portrait Width 3.00–14.17 inches (8.50*) 76–360 mm (216*)	Set the portrait width of the universal paper.
Portrait Height 3.00–14.17 inches (14*) 76–360 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.	

Media Types

Menu item	Description
Plain Card Stock Transparency Recycled Labels Vinyl 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.

USB Drive

Flash Drive Print

Menu item	Description
Number of Copies 1–9999 (1*)	Set the number of copies.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Paper Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for the print job.
Collate (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.
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.

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

Menu item	Description
Separator Sheet Source Tray [x] (1*) Multipurpose 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

Menu item	Description
Active Adapter Auto* Standard Network Wireless	Specify how a network is connected.
Network Status	Show the printer network status and connectivity settings.
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 Disabled Enabled*	Set the time before the printer cancels a network print job. Note: Network Job Timeout Time appears only in some printer models.
Network Job Timeout Time 10–255 seconds (90*)	
Banner Page Off* On	Print a banner page.
Enable Network Connections Enable* Disable	Enable or disable all network connections.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Enable LLDP On Off*	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.

Menu item	Description
Setup On Printer Panel Choose Network Add Wi-Fi Network Network Name Network Mode Infrastructure Wireless Security Mode Disabled* WEP WPA2/WPA - Personal WPA2 - Personal 802.1x - RADIUS	Configure the Wi-Fi connection using the control panel. Note: 802.1x - RADIUS can be configured only from the Embedded Web Server.
Wi-Fi Protected Setup WPS Auto Detect Off On* Start Push Button Method Start PIN Method	Establish a Wi-Fi network and enable network security. Notes: <ul style="list-style-type: none"> • WPS Auto Detect appears only when the Wireless Security Mode is set to WEP. • Start Push-Button Method connects the printer to a Wi-Fi network when buttons on both the printer and the access point (wireless router) are pressed within a given time. • Start PIN Method connects the printer to a Wi-Fi network when a PIN on the printer is entered into the wireless settings of the access point.
Network Mode BSS Type Infrastructure*	Specify the network mode.
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.

Menu item	Description
Wireless Security Mode Disabled* WEP WPA2/WPA-Personal WPA2-Personal 802.1x - RADIUS	Set the security mode for connecting the printer to Wi-Fi devices. Note: 802.1x - RADIUS can be configured only from the Embedded Web Server.
WEP Authentication Mode Auto* Open Shared	Set the type of Wireless Encryption Protocol (WEP) for the printer. Note: This menu item appears only when the Wireless Security Mode is set to WEP.
Set WEP Key	Specify a WEP password for secure Wi-Fi connection.
WPA2/WPA Personal AES	Enable Wi-Fi security through Wi-Fi Protected Access (WPA). Note: This menu item appears only when the Wireless Security Mode is set to WPA2/WPA-Personal.
Set Pre-Shared Key	Set the password for secure Wi-Fi connection.
WPA2-Personal AES	Enable Wi-Fi security through WPA2. Note: This menu item appears only when the Wireless Security Mode is set to WPA2-Personal.
802.1x Encryption Mode WPA+ WPA2*	Enable Wi-Fi security through 802.1x standard. Notes: <ul style="list-style-type: none"> • This menu item appears only when the Wireless Security Mode is set to 802.1x - RADIUS. • 802.1x - RADIUS can be configured only from the Embedded Web Server.
IPv4 Enable DHCP On* Off Set Static IP Address IP Address Netmask Gateway	Enable and configure IPv4 settings in the printer.

Menu item	Description
<p>IPv6</p> <ul style="list-style-type: none"> Enable IPv6 <ul style="list-style-type: none"> On* Off Enable DHCPv6 <ul style="list-style-type: none"> On Off* Stateless Address Autoconfiguration <ul style="list-style-type: none"> On* Off DNS Server Address Manually Assigned IPv6 Address Manually Assigned IPv6 Router Address Prefix All IPv6 Addresses All IPv6 Router Addresses 	<p>Enable and configure IPv6 settings in the printer.</p>
<p>Network Address</p> <ul style="list-style-type: none"> UAA LAA 	<p>View the network addresses.</p>
<p>PCL SmartSwitch</p> <ul style="list-style-type: none"> Off On* 	<p>Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language.</p> <p>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.</p>
<p>PS SmartSwitch</p> <ul style="list-style-type: none"> Off On* 	<p>Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language.</p> <p>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.</p>
<p>Job Buffering</p> <ul style="list-style-type: none"> On Off* 	<p>Temporarily store print jobs in the printer hard disk before printing.</p> <p>Note: This menu item appears only when a hard disk is installed.</p>
<p>Mac Binary PS</p> <ul style="list-style-type: none"> Auto* On Off 	<p>Set the printer to process Macintosh binary PostScript print jobs.</p> <p>Notes:</p> <ul style="list-style-type: none"> • On processes raw binary PostScript print jobs. • Off filters print jobs using the standard protocol.

Wi-Fi Direct

Menu item	Description
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.
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.	

Ethernet

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

Menu item	Description
PCL SmartSwitch Off On*	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. Note: 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.
Job Buffering Off* On	Temporarily store jobs on the hard disk before printing. Note: This menu item appears only when a hard disk is installed.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes: <ul style="list-style-type: none"> • 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.

Menu item	Description
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 On* Off	Assign an IP address automatically.
DNS Server Address	Specify the current Domain Name System (DNS) server address.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
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.
DDNS TTL 300–31536000 seconds (3600*)	Specify the current DDNS settings.
Default TTL 5–254 seconds (254*)	
DDNS Refresh Time 300–31536000 seconds (604800*)	
Enable mDNS On* Off	Update 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 an IP address for the TCP connections. Notes: <ul style="list-style-type: none"> • Use a comma to separate each IP address. • You can add up to 50 IP addresses.
Restricted Server List Options Block All Ports* Block Printing Only Block Printing and HTTP Only	Specify how the IP addresses in the list can access the printer functionality.
MTU 256–1500 (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.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Outbound Traffic Maximum Speed Disabled* Enabled 100–1000000 (100000*)	Enable the printer maximum transfer rate.
Enable TLSv1.0 On* Off	Enable the TLSv1.0 protocol.
Enable TLSv1.1 On* Off	Enable the TLSv1.1 protocol.
SSL Cipher List	Specify the cipher algorithms to use for the SSL or the TLS connections.
Note: An asterisk (*) next to a value indicates the factory default setting.	

SNMP

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

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

Menu item	Description
SNMP Version 3 Enabled Off On* 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*	Configure SNMP version 3 to install and update the printer security.
Note: An asterisk (*) next to a value indicates the factory default setting.	

IPSec

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

Menu item	Description
Enable IPSec Off* On	Enable Internet Protocol Security (IPSec).
Base Configuration Default* Compatibility Secure	Set the IPSec base configuration. Note: This menu item appears only when Enable IPSec is set to On.
DH (Diffie-Hellman) Group Proposal modp2048 (14)* modp3072 (15) modp4096 (16) modp6144 (17)	Set the IPSec base configuration. Note: This menu item appears only when Base Configuration is set to Compatibility.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Proposed Encryption Method 3DES AES*	Set the encryption method. Note: This menu item appears only when Base Configuration is set to Compatibility.
Proposed Authentication Method SHA1 SHA256* SHA512	Set the authentication method. Note: This menu item appears only when Base Configuration is set to Compatibility.
IKE SA Lifetime (Hours) 1 2 4 8 24*	Specify the IKE SA expiry period. Note: This menu item appears only when Base Configuration is set to Secure.
IPSec SA Lifetime (Hours) 1 2 4 8* 24	Specify the IPSec SA expiry period. Note: This menu item appears only when Base Configuration is set to Secure.
IPSec Device Certificate	Specify an IPSec certificate. Note: This menu item appears only when Enable IPSec is set to On.
Pre-Shared Key Authenticated Connections Host [x]	Configure the authenticated connections of the printer. Note: These menu items appear only when Enable IPSec is set to On.
Certificate Authenticated Connections Host [x] Address[/subnet]	
Note: An asterisk (*) next to a value indicates the factory default setting.	

802.1x

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

Menu item	Description
Active Off* On	Let the printer join networks that require authentication before allowing access.
Note: An asterisk (*) next to a value indicates the factory default setting.	

LPD Configuration

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

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

HTTP/FTP Settings

Menu item	Description
Enable HTTP Server Off On*	Access the Embedded Web Server to monitor and manage the printer.
Enable HTTPS Off On*	Enable Hypertext Transfer Protocol Secure (HTTPS) to encrypt data transferring to and from the print server.
Force HTTPS Connections On Off*	Force the printer to use HTTPS connections.
Enable FTP/TFTP Off On*	Send files using FTP/TFTP.
Local Domains	Specify domain names for HTTP and FTP servers.
HTTP Proxy IP Address	Configure the HTTP and FTP server settings.
FTP Proxy IP Address	
HTTP Default IP Port	
HTTPS Device Certificate	
FTP Default IP Port	
Timeout for HTTP/FTP Requests 1–299 (30*)	Specify the amount of time before the server connection stops.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Retries for HTTP/FTP Requests 1–299 (3*)	Set the number of retries to connect to the HTTP/FTP server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

ThinPrint

Menu item	Description
Enable ThinPrint Off* On	Print using ThinPrint.
Port Number 4000–4999 (4000*)	Set the port number for the ThinPrint server.
Bandwidth (bits/sec) 100–1000000 (0*)	Set the speed to transmit data in a ThinPrint environment.
Packet Size (kbytes) 0–64000 (0*)	Set the packet size for data transmission.
Note: An asterisk (*) next to a value indicates the factory default setting.	

USB

Menu item	Description
PCL SmartSwitch Off On*	Set the printer to switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language. Note: 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 jobs on the hard disk before printing. Note: This menu item appears only when a hard disk is installed.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes: <ul style="list-style-type: none"> • Auto processes print jobs from computers using either Windows or Macintosh operating systems. • Off filters PostScript print jobs using the standard protocol.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
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

Menu item	Description
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.
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

These menu items appear only in some printer models.

Manage Permissions

Menu item	Description
<p>Function Access</p> <ul style="list-style-type: none"> Modify Address Book Manage Shortcuts Create Profiles Manage Bookmarks Flash Drive Print Held Jobs Access Use Profiles Cancel Jobs at the Device Change Language Internet Printing Protocol (IPP) B/W Print Network Folder – Scan 	<p>Control access to the printer functions.</p>
<p>Administrative Menus</p> <ul style="list-style-type: none"> Security Menu Network/Ports Menu Paper Menu Reports Menu Function Configuration Menus Supplies Menu Option Card Menu SE Menu Device Menu 	<p>Control access to the printer menu settings.</p>
<p>Device Management</p> <ul style="list-style-type: none"> Remote Management Firmware Updates Apps Configuration Embedded Web Server Access Import / Export All Settings Out of Service Erase 	<p>Control access to the printer management options.</p>
<p>Apps</p> <ul style="list-style-type: none"> New Apps Slideshow Change Wallpaper Screen Saver Eco–Settings 	<p>Control access to printer applications.</p>

Local Accounts

Menu item	Description
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	Control group or user access to the printer functions, applications, and security settings.
Add User User Name/Password User Name Password PIN	Create local accounts to manage access to the printer functions.
User Name/Password Accounts Add User	
User Name Accounts Add User	
Password Accounts Add User	
PIN Accounts Add User	

Default Login Methods

Note: This menu appears only when you configure the settings in the Local Accounts menu.

Menu item	Description
Control Panel User Name/Password User Name Password PIN	Specify the default login method to access the control panel.
Browser User Name/Password User Name Password PIN	Specify the default login method to access the browser.

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.
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.

Security Audit Log

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

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

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

Login Restrictions

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

Confidential Print Setup

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

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

Disk Encryption

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

Menu item	Description
Status Enabled Disabled	Enable disk encryption.
Start encryption	

Erase Temporary Data Files

Menu item	Description
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.	

Solutions LDAP Settings

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

Miscellaneous

Menu item	Description
Print Permission Off* On	Allow the user to print.
Default Print Permission Login	Shows the default permission used for the user to print. Note: This setting shows only when one or more Login Methods are created.
Security Reset Jumper Enable "Guest" access* No Effect	Specify user access to the printer. Notes: <ul style="list-style-type: none"> • The jumper is located beside a lock icon on the controller board. • Enable "Guest" access gives anyone access to all aspects of the printer. • No Effect may make access to the printer impossible when the required security information is unavailable.
Minimum Password Length 0–32	Specify the password length.
Enable Password/PIN Reveal	Show the password or personal identification number.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Reports

Menu Settings Page

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

Device

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

Print

Menu item	Description
Print Fonts PCL Fonts PS Fonts	Print samples and information about the fonts that are available in each printer language.

Menu item	Description
Print Demo Demo Page	Print a page that shows the printer capabilities and supported solutions.
Print Directory	Print the resources that are stored in the flash drive or printer hard disk. Note: This menu item appears only when a flash drive or printer hard disk is installed.

Network

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

Help

Menu item	Description
Print All Guides	Prints all the guides
Connection Guide	Provides information about connecting the printer locally (USB) or to a network
Information Guide	Provides information about the printer
Media Guide	Provides information about loading paper and specialty media
Mono Quality Guide	Provides information about solving mono print quality settings
Moving Guide	Provides information about moving, locating, or shipping the printer
Print Quality Guide	Provides information about solving print quality issues
Supplies Guide	Provides information about ordering supplies


Troubleshooting

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

Printing the Menu Settings Page

From the control panel, navigate to:

Settings > Reports > Menu Settings Page

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

Securing the printer

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

Locating the security slot

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



Erasing printer memory

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

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

- 1 From the control panel, navigate to:
Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on nonvolatile memory

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

- 2 Select either **Start initial setup** or **Leave printer offline**.

Erasing printer hard disk memory

- 1 From the control panel, navigate to:
Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on hard disk

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

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

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

Encrypting the printer hard disk

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

- 1 From the control panel, navigate to:
Settings > Security > Disk Encryption > Start encryption

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

- 2 Follow the instructions on the display.

Notes:

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

Restoring factory default settings

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

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

- 2 Select **Restore all settings**.

Statement of Volatility

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

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

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

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

Disposing of a printer hard disk

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

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

Maintaining the printer

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

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

Viewing reports

- 1 From the control panel, navigate to:

Settings > Reports

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

- 2 Select the report that you want to view.

Adjusting the speaker volume

Adjusting the default internal speaker volume

- 1 From the control panel, navigate to:
Settings > Device > Preferences > Audio Feedback

- 2 Adjust the volume.

Notes:

- If Quiet Mode is enabled, then audible alerts are turned off. This setting also slows the printer performance.
- The volume resets to the default value after the session is logged out or when the printer wakes from Sleep or Hibernate mode.

Adjusting the default headphone volume

- 1 From the control panel, navigate to:
Settings > Device > Accessibility

- 2 Adjust the headphone volume.

Note: The volume resets to the default value after the session is logged out or when the printer wakes from Sleep or Hibernate mode.

Networking

Connecting the printer to a Wi-Fi network

Make sure that Active Adapter is set to Auto. From the control panel, navigate to:

Settings > Network/Ports > Network Overview > Active Adapter

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

- 1 From the control panel, navigate to:
Settings > Network/Ports > Wireless > Setup On Printer Panel

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

- 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 control panel, navigate to:
Settings > Network/Ports > Network Overview > Active Adapter

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

Using the Push Button method

1 From the control panel, navigate to:

Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start Push Button Method

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

2 Follow the instructions on the display.

Using the personal identification number (PIN) method

1 From the control panel, navigate to:

Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start PIN Method

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

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 control panel, navigate to:

Settings > Network/Ports > Wi-Fi Direct

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

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.

Note: To know the password of the Wi-Fi Direct network, from the control panel navigate to **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 97](#).

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 to do the following:

- Enable Wi-Fi Direct in the printer. From the control panel, navigate to:
Settings > Network/Ports > Wi-Fi Direct > Enable Wi-Fi Direct > On
- Take note of the Wi-Fi Direct name. From the control panel, navigate to:
Settings > Network/Ports > Wi-Fi Direct > Wi-Fi Direct Name
- Take note of the Wi-Fi Direct password. From the control panel, navigate to:
Settings > Network/Ports > Wi-Fi Direct > Wi-Fi Direct Password

Note: You can also configure the Wi-Fi Direct name and password.

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

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 connection.

Deactivating the Wi-Fi network

- 1 From the printer control panel, navigate to:
Settings > Network/Ports > Network Overview > Active Adapter > Standard Network

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

- 2 Follow the instructions on the display.

Changing the printer port settings after installing an internal solutions port

Notes:

- If the printer has a static IP address, then do not change the configuration.
- If the computers are configured to use the network name instead of an IP address, then do not change the configuration.
- If you are adding a wireless internal solutions port (ISP) to a printer previously configured for an Ethernet connection, then disconnect the printer from the Ethernet network.

For Windows users

- 1 Open the printers folder.
- 2 From the shortcut menu of the printer with the new ISP, open the printer properties.
- 3 Configure the port from the list.
- 4 Update the IP address.
- 5 Apply the changes.

For Macintosh users

- 1 From System Preferences in the Apple menu, navigate to the list of printers, and then select + > **IP**.
- 2 Type the IP address in the address field.
- 3 Apply the changes.

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.

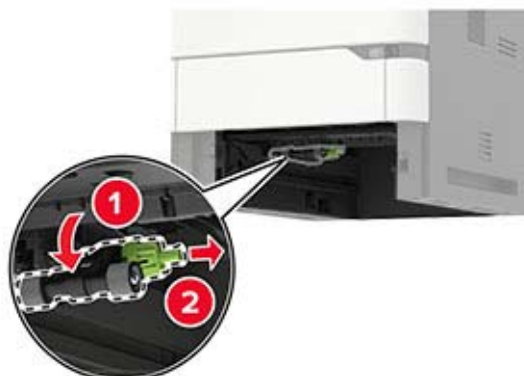
Cleaning the pick tires

- 1** Turn off the printer.
- 2** Remove the tray.

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 pick roller.

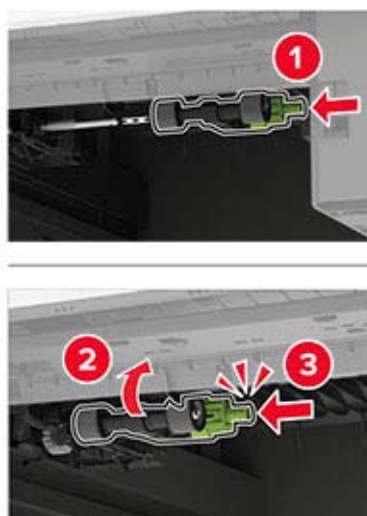


4 Using a damp, soft, lint-free cloth, wipe the pick tires.

Note: Apply isopropyl alcohol to the cloth.



5 Insert the pick roller.



6 Insert the tray.

Cleaning the pick roller in the multipurpose feeder

- 1 Turn off the printer.
- 2 Open the multipurpose feeder.

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.

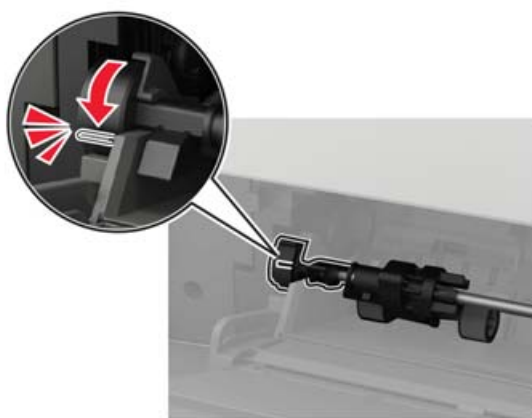


- 3 Remove the pick roller.



- 4 Apply isopropyl alcohol to a soft, lint-free cloth, and then wipe the pick roller.

5 Insert the pick roller.



6 Close the multipurpose feeder.

7 Turn on the printer.

Ordering parts and supplies

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

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

Checking the status of parts and supplies

1 From the control panel, navigate to:

Settings > Reports > Device > Device Statistics

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

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

Ordering a toner cartridge

Notes:

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

Ordering a maintenance kit

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

Replacing parts and supplies

Replacing the toner cartridge

1 Open door A.

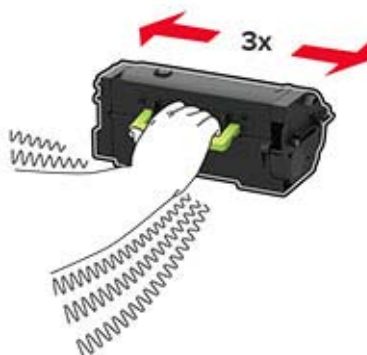
Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2 Remove the used toner cartridge.



3 Unpack the new toner cartridge, and then shake it to redistribute the toner.



- 4 Insert the new toner cartridge.



- 5 Close the door.

Replacing the imaging unit

- 1 Open door A.

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.



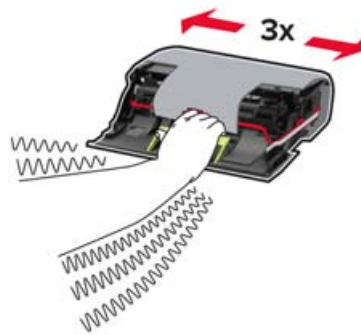
- 2 Remove the toner cartridge.



- 3 Remove the used imaging unit.



- 4 Unpack the new imaging unit, and then shake it to redistribute the toner.



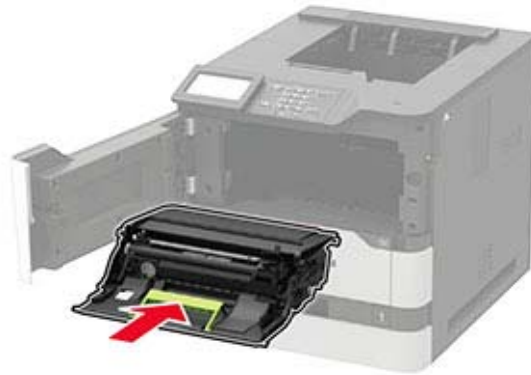
Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

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



- 5 Remove the packing material.

6 Insert the new imaging unit.



7 Insert the toner cartridge.




8 Close the door.

Replacing the fuser

Note: For printers with hot roll fuser, see [“Replacing the hot roll fuser” on page 111](#).

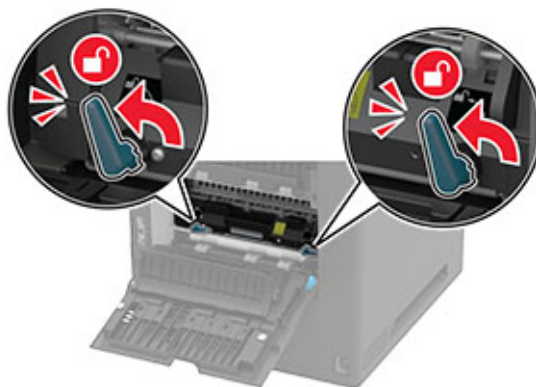
1 Open door C.

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

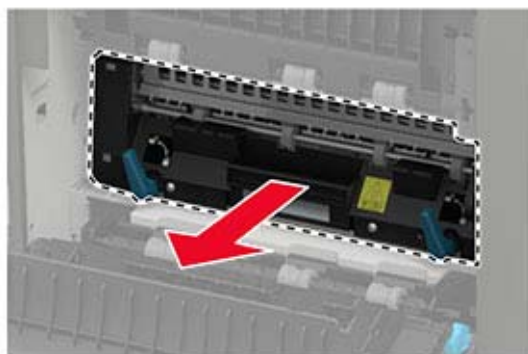
Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2 Unlock the fuser.

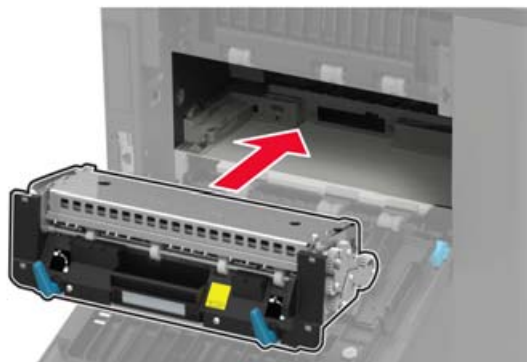


3 Remove the used fuser.

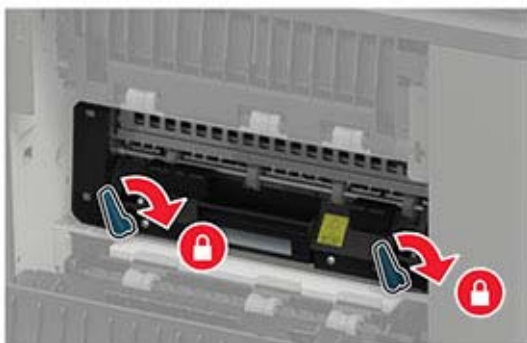


4 Unpack the new fuser.

5 Insert the new fuser until it *clicks* into place.



6 Lock the fuser.



7 Close the door.


Replacing the hot roll fuser

Note: The hot roll fuser is available only in some printer models.

- 1 Turn off the printer.
- 2 Remove the standard bin cover.



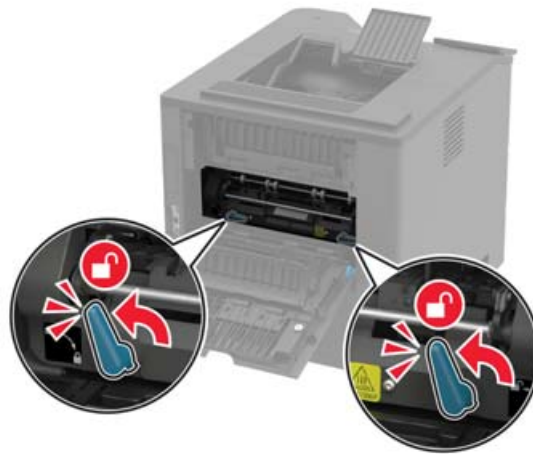
- 3 Open door C.

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

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



4 Unlock the hot roll fuser.



5 Remove the used hot roll fuser.



6 Unpack the new hot roll fuser.

7 Insert the new hot roll fuser until it *clicks* into place.

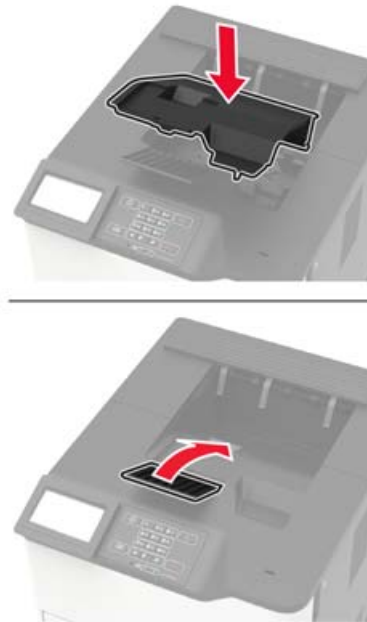


8 Lock the hot roll fuser.



9 Close the door.

- 10 Install the standard bin cover.



- 11 Turn on the printer.

Replacing the hot roll fuser wiper

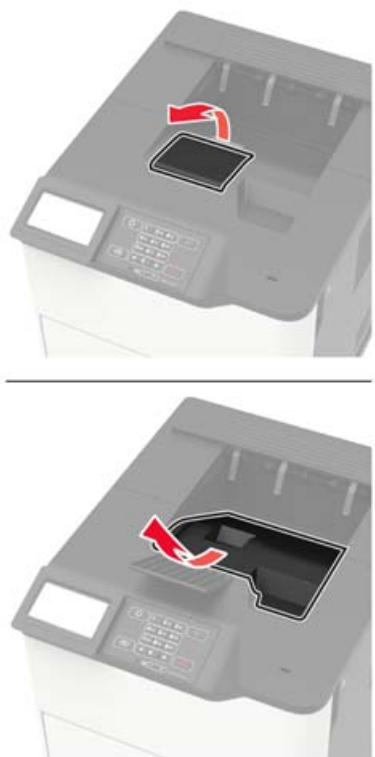
Note: The hot roll fuser wiper is available only in some printer models.

- 1 Turn off the printer.
- 2 Remove the standard bin cover.

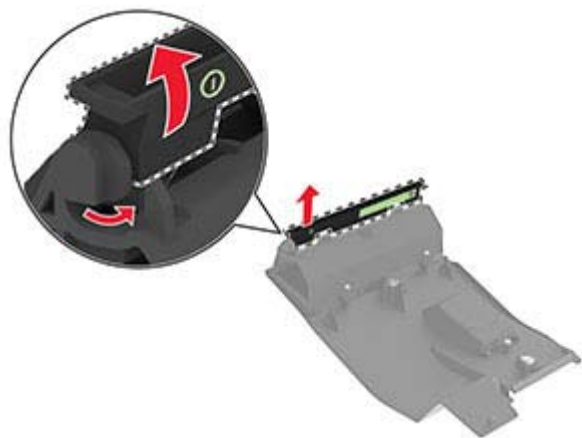


CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

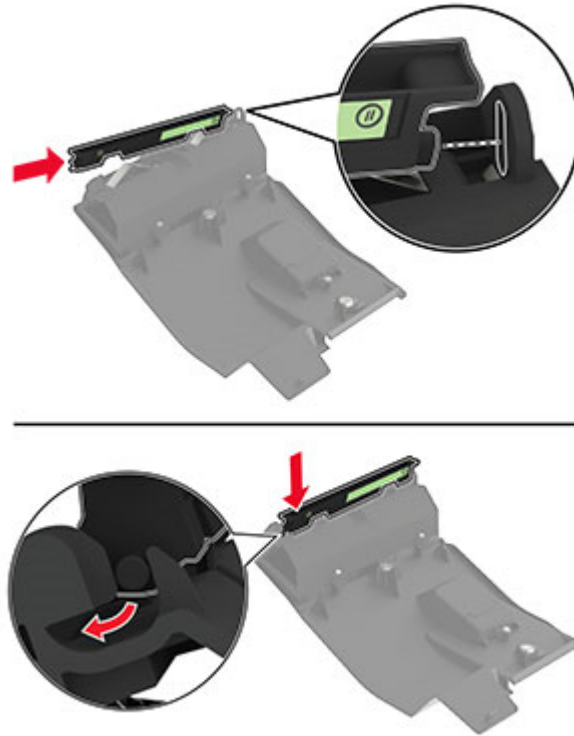
Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



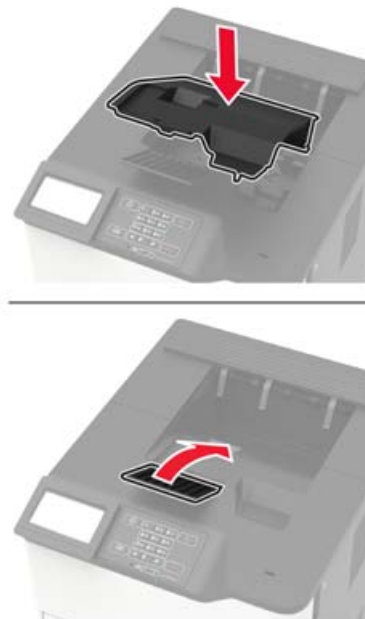
3 Remove the used hot roll fuser wiper.



4 Insert the new hot roll fuser wiper.



5 Install the standard bin cover.



6 Turn on the printer.

Replacing the transfer roller

1 Open door A.

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 toner cartridge.



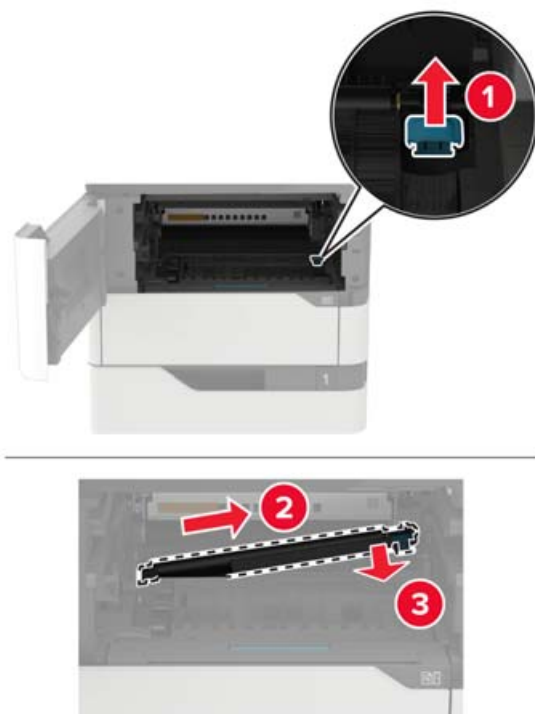
3 Remove the imaging unit.



4 Remove the used transfer roller.

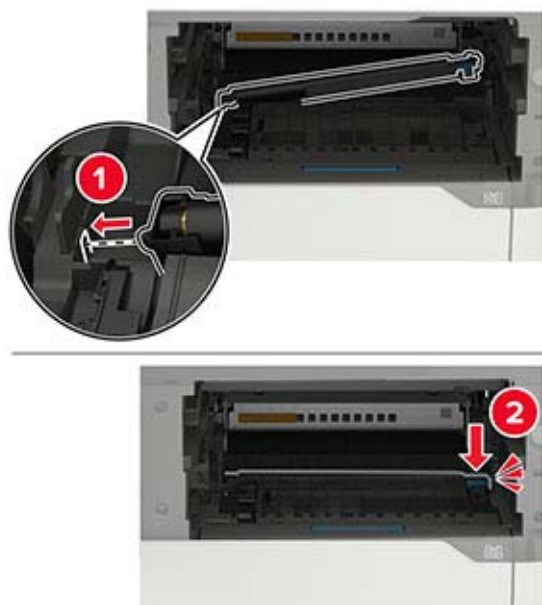


CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

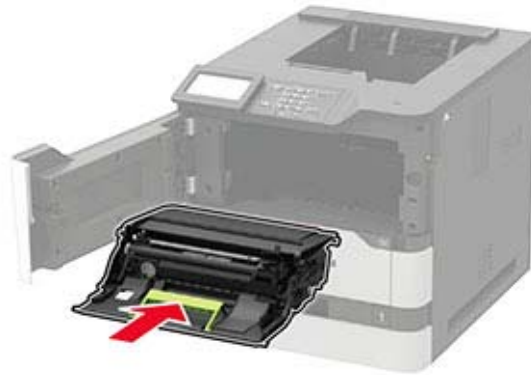


5 Unpack the new transfer roller.

6 Insert the new transfer roller until it *clicks* into place.



7 Insert the imaging unit.



8 Insert the toner cartridge.



9 Close the door.

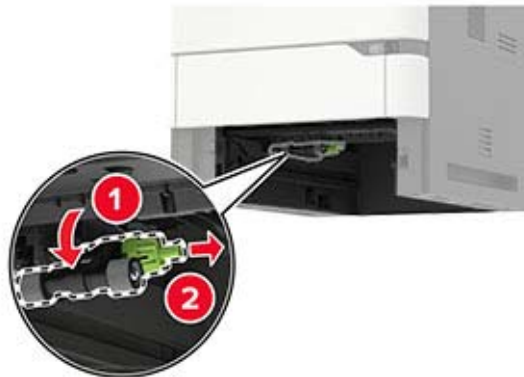
Replacing the pick roller

1 Remove the tray.

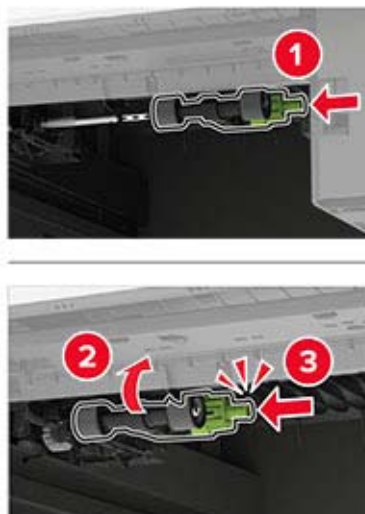
Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



- 2 Remove the used pick roller.



- 3 Unpack the new pick roller.
- 4 Install the new pick roller.



- 5 Insert the tray.

Replacing the pick roller in the multipurpose feeder

- 1 Open the multipurpose feeder.

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.

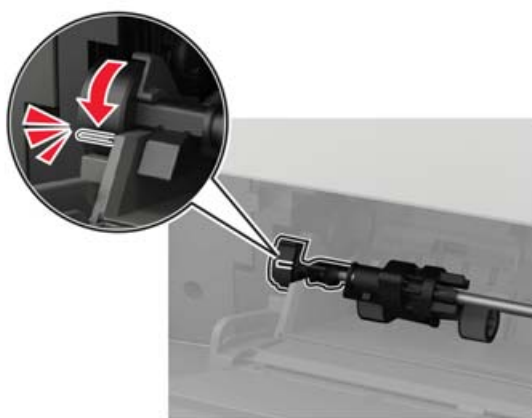


2 Remove the used pick roller.



3 Unpack the new pick roller.

4 Install the new pick roller.



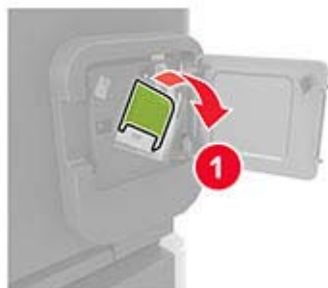
5 Close the multipurpose feeder.

Replacing the staple cartridge in the staple finisher

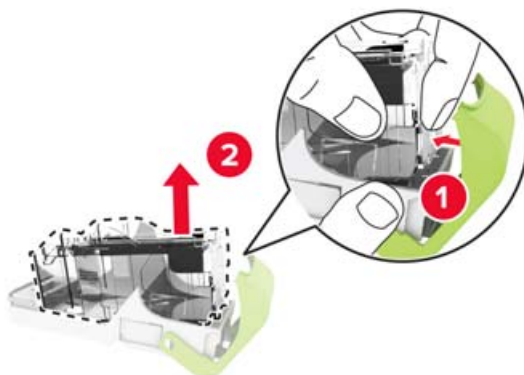
1 Open door F.



2 Remove the staple cartridge holder.



3 Remove the empty staple cartridge.



4 Insert the new staple cartridge.

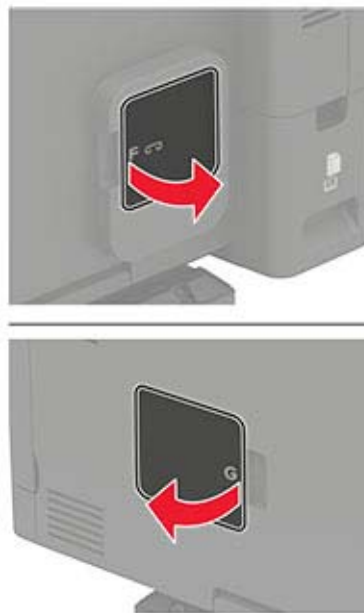


5 Insert the staple cartridge holder.

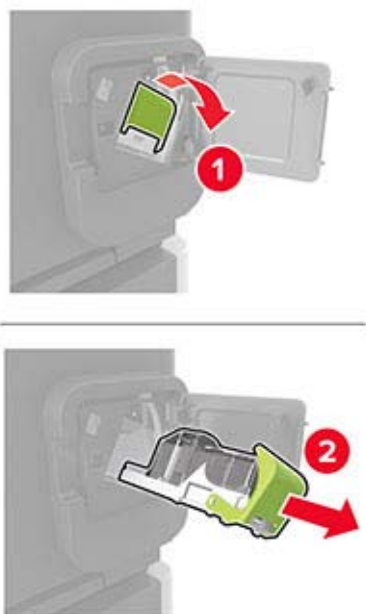
6 Close the door.

Replacing the staple cartridge in the staple, hole punch finisher

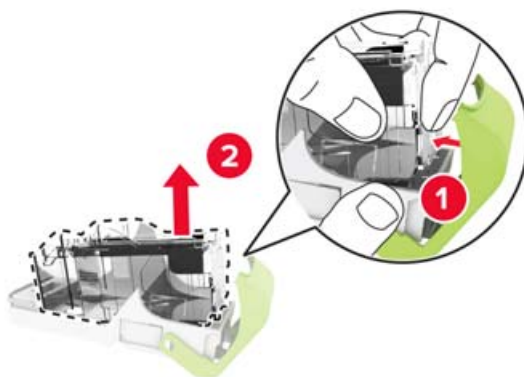
1 Depending on the staple cartridge to replace, open either door F or door G.



2 Remove the staple cartridge holder.



3 Remove the empty staple cartridge.



4 Insert the new staple cartridge.





5 Insert the staple cartridge holder.


6 Close the door.

Moving the printer

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.

Saving energy and paper

Configuring power save mode settings

Sleep mode

1 From the control panel, navigate to:

Settings > Device > Power Management > Timeouts > Sleep Mode

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

2 Enter the amount of time that the printer stays idle before it enters Sleep mode.

Hibernate mode

1 From the control panel, navigate to:

Settings > Device > Power Management > Timeouts > Hibernate Timeout

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

2 Select the amount of time before the printer enters Hibernate mode.

Notes:

- Make sure to wake the printer from Hibernate mode before sending a print job.
- To wake the printer from Hibernate mode, press the power button.
- The Embedded Web Server is disabled when the printer is in Hibernate mode.

Adjusting the brightness of the display

Note: This setting is available only in some printer models.

1 From the control panel, navigate to:

Settings > Device > Preferences

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

2 In the Screen Brightness menu, adjust the setting.

Conserving supplies

- Print on both sides of the paper.

Note: Two-sided printing is the default setting in the print driver.

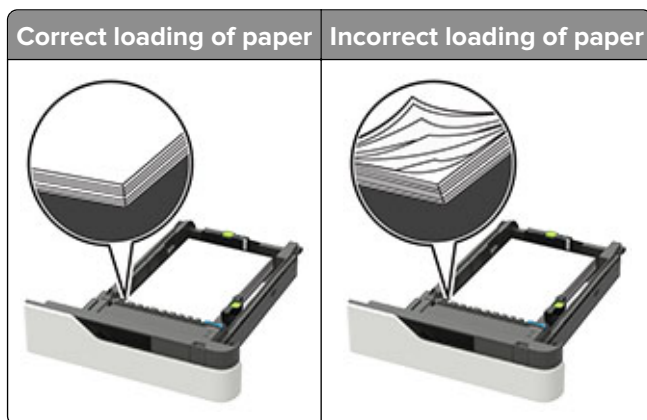
- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

Clearing jams

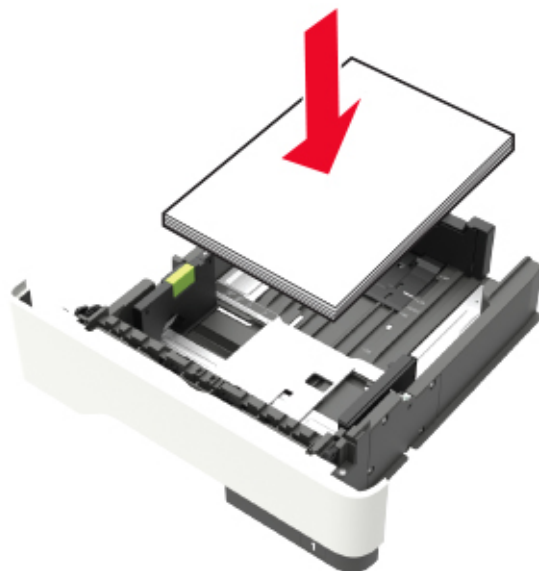
Avoiding jams

Load paper properly

- Make sure paper lies flat in the tray.



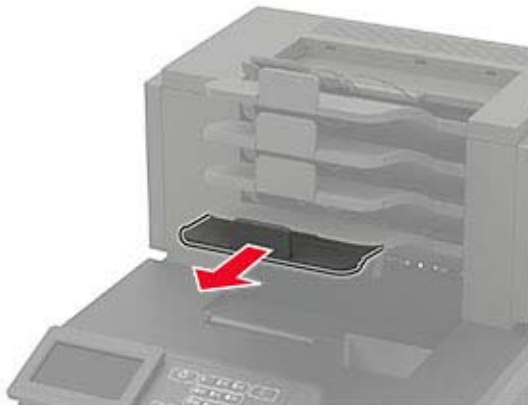
- Do not remove a tray while the printer is printing.
- Do not load a tray while the printer is printing. Load it before printing, or wait for a prompt to load it.
- Do not load too much paper. Make sure the stack height is below the maximum paper fill indicator.
- Do not slide the paper into the tray.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



- Make sure the guides in the tray or the multipurpose feeder are properly positioned and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.
- If you are loading prepunched paper for use with the staple finisher, then make sure the holes on the long edge of the paper are on the right side of the tray. For more information, see the “Loading paper and specialty media” section of the *User's Guide*.

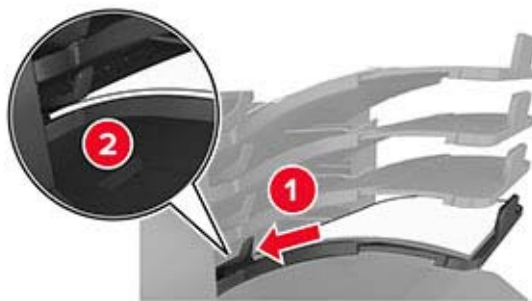
Allow the paper to enter the optional mailbox bins properly

- Make sure to adjust the bin extender so that the paper size indicators match the size of the paper used.



Notes:

- If the bin extender is shorter than the size of the paper you are printing on, then the paper causes a jam in the mailbox bin. For example, if you are printing on a legal-size paper and the bin extender is set to letter-size, then a jam occurs.
- If the bin extender is longer than the size of the paper you are printing on, then the edges become uneven and the paper is not stacked properly. For example, if you are printing on a letter-size paper and the bin extender is set to legal-size, then the paper does not stack properly.
- If paper needs to be returned to the mailbox bin, then insert the paper under the bin arm, and then push the paper all the way back.



Note: If the paper is not under the bin arm, then a jam occurs due to an overfilled bin.

Use recommended paper

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

- Flex, fan, and straighten paper or specialty media before loading it.

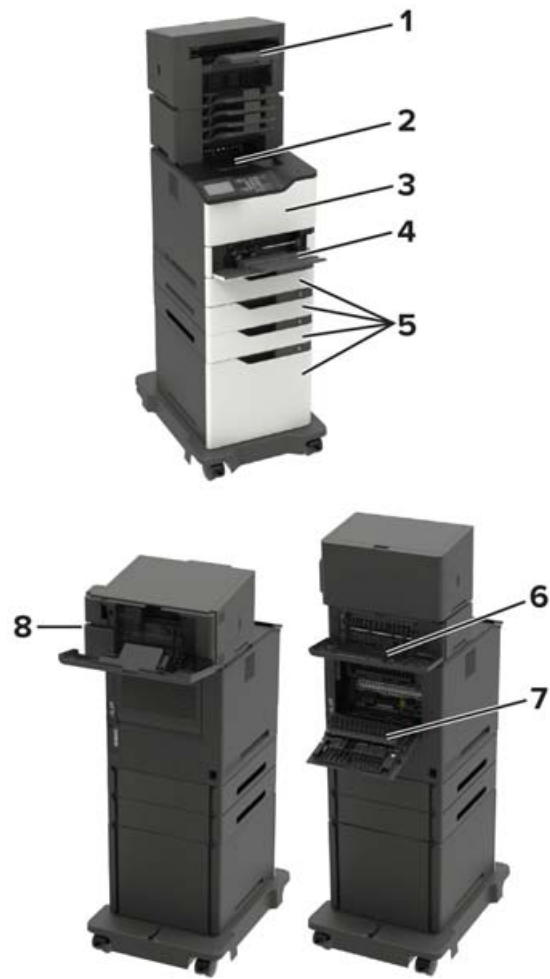


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure the paper size and type are set correctly on the computer or printer control panel.
- Store paper per manufacturer recommendations.

Identifying jam locations

Notes:

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



Jam locations	
1	Finisher or output option bin
2	Standard bin
3	Door A
4	Multipurpose feeder
5	Trays
6	Finisher or output option rear door <ul style="list-style-type: none"> • Door H • Door K • Door L • Door N • Door P
7	Door C
8	Stapler door <ul style="list-style-type: none"> • Door F • Door G

Paper jam in trays

- 1 Remove the tray.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 3 Insert the tray.

Paper jam in door A

- 1 Open door A.

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 toner cartridge.



- 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 Pull out the duplex unit.



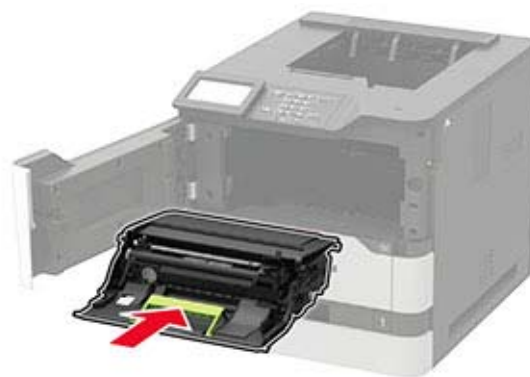
- 5 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 6 Insert the duplex unit.

- 7 Insert the imaging unit.




- 8 Insert the toner cartridge.



- 9 Close the door.

Paper jam in door C

- 1 Open door C.

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

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



- 2 Remove the jammed paper from any of the following areas:

Note: Make sure that all paper fragments are removed.

- Fuser area



- Below the fuser area



- Duplex area



3 Close the door.

Paper jam in the standard bin

Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



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

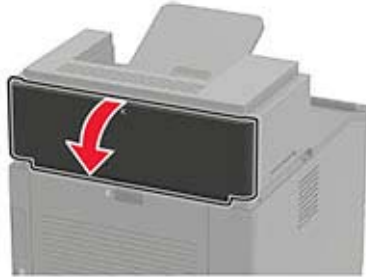


- 4 Reload paper.



Paper jam in the output expander

- 1 Open door K.



- 2 Remove the jammed paper.

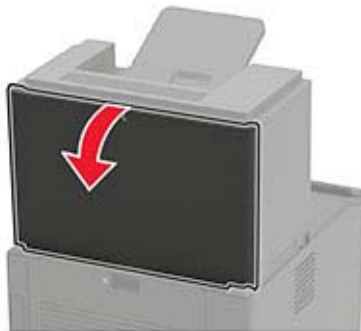
Note: Make sure that all paper fragments are removed.



- 3 Close the door.

Paper jam in the high-capacity output expander

- 1 Open door L.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

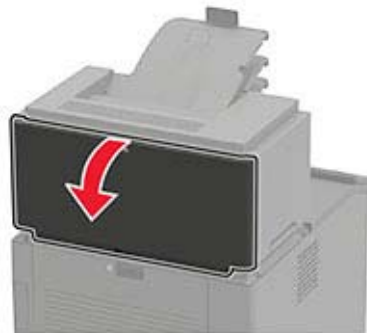


3 Close the door.

Paper jam in the 4-bin mailbox

Paper jam in door N

1 Open door N.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

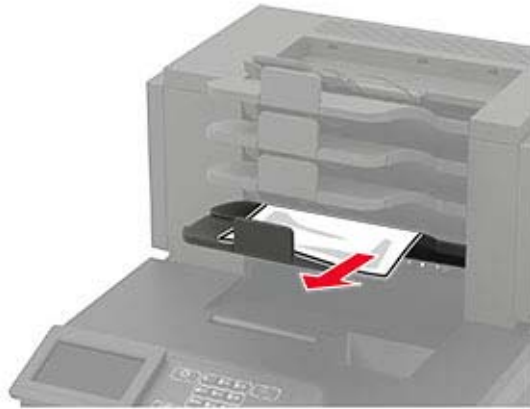


- 3 Close the door.

Paper jam in the mailbox bin

Remove the jammed paper.

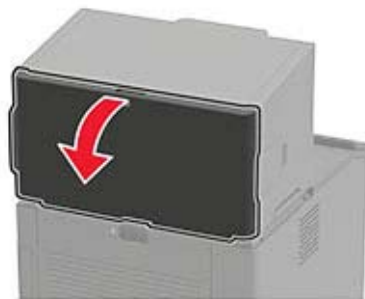
Note: Make sure that all paper fragments are removed.



Paper jam in the staple finisher

Paper jam in door H

- 1 Open door H.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Close the door.

Paper jam in the staple finisher bin

Remove the jammed paper.

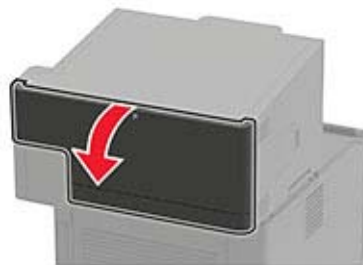
Note: Make sure that all paper fragments are removed.



Paper jam in the staple, hole punch finisher

Paper jam in door P

1 Open door P.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Close the door.

Paper jam in the staple, hole punch finisher bin

Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

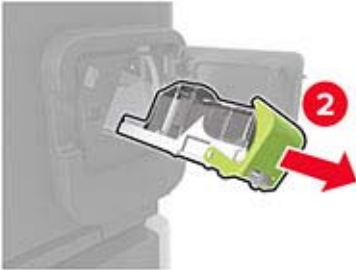
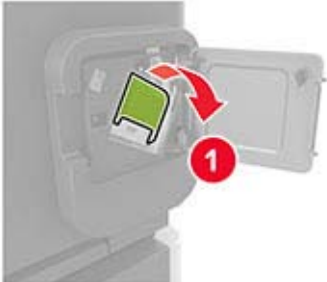


Staple jam in the staple finisher

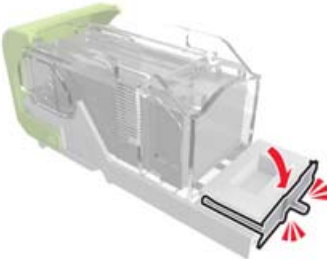
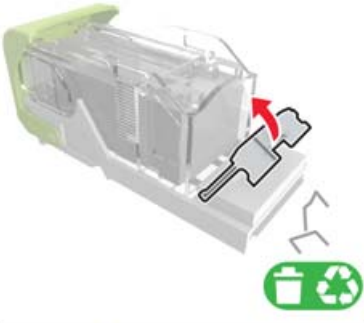
1 Open door F.



2 Remove the staple cartridge holder.



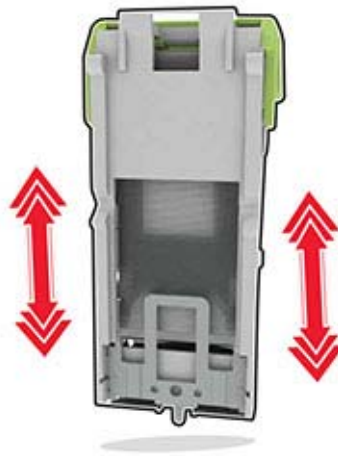
3 Remove the loose staples.



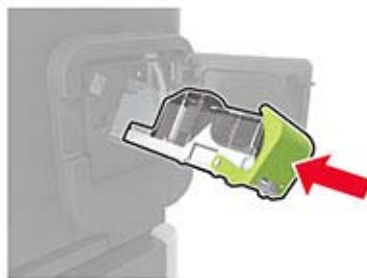
- 4 Press the staples against the metal bracket.



Note: If the staples are at the rear of the cartridge, then shake the cartridge downward to bring the staples near the metal bracket.



- 5 Insert the staple cartridge holder until it *clicks* into place.



- 6 Close the door.

Staple jam in the staple, hole punch finisher

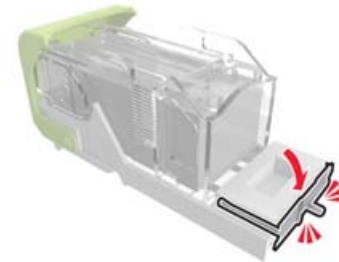
- 1 Depending on the staple jam location, open either door F or door G.



- 2 Remove the staple cartridge holder.



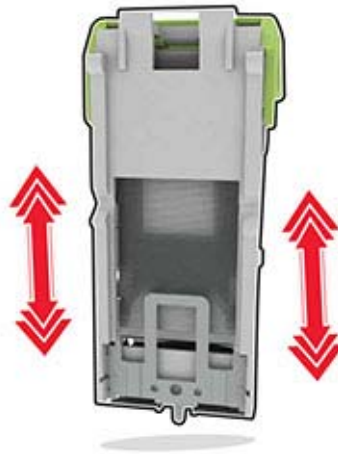
3 Remove the loose staples.



4 Press the staples against the metal bracket.



Note: If the staples are at the rear of the cartridge, then shake the cartridge downward to bring the staples near the metal bracket.



5 Insert the staple cartridge holder until it *clicks* into place.



6 Close the door.

Troubleshooting

Printing problems

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.



[“Blank or white pages” on page 148](#)



[“Dark print” on page 148](#)



[“Fine lines are not printed correctly” on page 150](#)



[“Folded or wrinkled paper” on page 151](#)



[“Gray background ” on page 152](#)



[“Horizontal light bands” on page 158](#)



[“Incorrect margins” on page 153](#)



[“Light print” on page 153](#)



[“Mottled print and dots” on page 155](#)



[“Paper curl” on page 172](#)



[“Print crooked or skewed” on page 155](#)



[“Repeating defects” on page 162](#)



[“Solid black pages” on page 156](#)



[“Text or images cut off” on page 157](#)



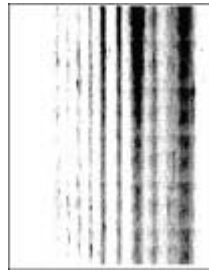
[“Toner easily rubs off” on page 157](#)



[“Vertical dark bands” on page 160](#)



[“Vertical dark lines or streaks” on page 160](#)



[“Vertical dark streaks with print missing” on page 161](#)



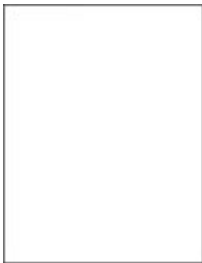
[“Vertical light bands” on page 159](#)



[“Vertical white lines” on page 159](#)

Print quality is poor


Blank or white pages



Contact your [dealer](#).

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
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Is the print dark?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>b Reduce toner darkness. From the control panel, navigate to: Settings > Print > Quality > Toner Darkness</p> <p>c Print the document.</p> <p>Is the print dark?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Is the print dark?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>Check if the paper has texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p>	Go to step 5.	Go to step 6.
<p>Step 5</p> <p>a Replace textured paper with plain paper.</p> <p>b Print the document.</p> <p>Is the print dark?</p>	Go to step 6.	The problem is solved.

Action	Yes	No
<p>Step 6</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the print dark?</p>	Contact your dealer .	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 **OK** to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Are fine lines not printed correctly?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Adjust the print quality settings.</p> <p>1 From the control panel, navigate to: Settings > Print > Quality > Pixel Boost > Fonts</p> <p>2 Adjust Toner Darkness to 7. From the control panel, navigate to: Settings > Print > Quality > Toner Darkness</p> <p>b Print the document.</p> <p>Are fine lines not printed correctly?</p>	Contact your dealer .	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 **OK** to navigate through the settings.

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

Action	Yes	No
<p>Step 1</p> <p>a Turn off the printer, wait for 10 seconds, and then turn on the printer.</p> <p>b Decrease toner darkness. From the control panel, navigate to: Settings > Print > Quality > Toner Darkness</p> <p>c Print the document.</p> <p>Does gray background appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>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.</p> <p>b Print the document.</p> <p>Does gray background appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Does gray background appear on prints?</p>	Contact your dealer .	The problem is solved.

Incorrect margins



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

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

Light print



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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>b Increase toner darkness. From the control panel, navigate to: Settings > Print > Quality > Toner Darkness</p> <p>c Print the document.</p> <p>Is the print light?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p>Step 3</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>Check if the print resolution is set to 600 dpi.</p> <p>a From the control panel, navigate to: Settings > Print > Quality > Print Resolution</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 5.</p>	<p>The problem is solved.</p>
<p>Step 5</p> <p>Check the status of the toner cartridge, and replace if necessary.</p> <p>a From the control panel, navigate to: Status/Supplies > Supplies</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Contact your dealer.</p>	<p>The problem is solved.</p>

Mottled print and dots



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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Is the print mottled?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>Check the printer for leaked toner contamination.</p> <p>Is the printer free of leaked toner?</p>	Go to step 3.	Contact your dealer .
<p>Step 3</p> <p>Check the status of the imaging unit. From the control panel, navigate to:</p> <p>Status/Supplies > Supplies</p> <p>Is the imaging unit near end of life?</p>	Contact your dealer .	Contact your dealer .

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 **OK** to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Pull out the tray.</p> <p>b Remove the paper, and then 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.</p> <p>c Squeeze and slide the paper guides to the correct position for the size of the paper you are loading.</p> <p>d Insert the tray.</p> <p>e Print the document.</p> <p>Is the print crooked or skewed?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Check if you are printing on a supported paper.</p> <p>b Print the document.</p> <p>Is the print crooked or skewed?</p>	Contact your dealer .	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
<p>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.</p> <p>b Print the document.</p> <p>Is the printer printing solid black pages?</p>	Contact your dealer .	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 **OK** to navigate through the settings.

Action	Yes	No
<p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Are text or images cut off?</p>	Contact your dealer .	The problem is solved.

Toner easily rubs off




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

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

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

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
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do horizontal light bands appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>b Print the document.</p> <p>Do horizontal light bands appear on prints?</p>	<p>Contact your dealer.</p>	<p>The problem is solved.</p>

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
<p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do vertical light bands appear on prints?</p>	Contact your dealer .	The problem is solved.

Vertical white lines



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

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

Action	Yes	No
<p>Step 2 Fix slow printing problems. For more information, see “Slow printing” on page 163.</p> <p>Do vertical white lines appear on prints?</p>	Contact your dealer .	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
<p>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.</p> <p>b Print the document.</p> <p>Do vertical dark bands appear on prints?</p>	Contact your dealer .	The problem is solved.

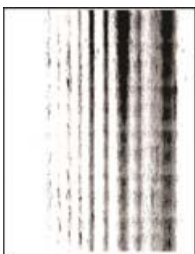
Vertical dark lines or streaks



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 **OK** to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Remove, and then insert the imaging unit.</p> <p>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.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p>	Contact your dealer .	The problem is solved.

Vertical dark streaks with print missing



Contact your [dealer](#).

Repeating defects







Contact your [dealer](#).

Print jobs do not print

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

Slow printing

Action	Yes	No
<p>Step 1</p> <p>Make sure that the printer cable is securely connected to the printer and to the computer, print server, option, or other network device.</p> <p>Is the printer printing slow?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Make sure that the printer is not in Quiet Mode. From the control panel, navigate to: Settings > Device > Maintenance > Configuration Menu > Device Operations > Quiet Mode</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog.</p> <p>b Set the resolution to 600 dpi.</p> <p>c Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a From the control panel, navigate to: Settings > Print > Quality > Print Resolution</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Set the resolution to 600 dpi.</p> <p>c Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 5.	The problem is solved.

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


Adjusting toner darkness

- 1 From the control panel, navigate to:
Settings > Print > Quality > Toner Darkness

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

- 2 Adjust the setting.
- 3 Apply the changes.


Job prints from the wrong tray or on the wrong paper

Action	Yes	No
<p>Step 1</p> <p>a Check if you are printing on the correct paper.</p> <p>b Print the document.</p> <p>Is the document printed on the correct paper?</p>	Go to step 2.	Load the correct paper size and paper type.
<p>Step 2</p> <p>a Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the settings on the printer control panel. Navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Make sure that the settings match the paper loaded.</p> <p>c Print the document.</p> <p>Is the document printed on the correct paper?</p>	The problem is solved.	Go to step 3.
<p>Step 3</p> <p>a Check if the trays are linked. For more information, see “Linking trays” on page 29.</p> <p>b Print the document.</p> <p>Is the document printed from the correct tray?</p>	The problem is solved.	Contact your dealer .

Confidential and other held documents do not print

Action	Yes	No
<p>Step 1</p> <p>a From the control panel, check if the documents appear in the Held Jobs list.</p> <p>Note: If the documents are not listed, then print the documents using the Print and Hold options.</p> <p>b Print the documents.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>
<p>Step 2</p> <p>The print job may contain a formatting error or invalid data.</p> <ul style="list-style-type: none"> • Delete the print job, and then send it again. • For PDF files, generate a new file, and then print the documents. <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates.</p> <p>a Open the Printing Preferences dialog.</p> <p>b From the Print and Hold tab, click Use Print and Hold, and then click Keep duplicate documents.</p> <p>c From the Confidential Print section, enter a PIN.</p> <p>d Print the documents.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 4.</p>
<p>Step 4</p> <p>a Delete some held jobs to free up printer memory.</p> <p>b Print the documents.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Contact your dealer.</p>

The printer is not responding

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

Unable to read flash drive

Action	Yes	No
<p>Step 1 Check if the printer is not busy processing another job.</p> <p>Is the printer ready?</p>	Go to step 2.	Wait for the printer to finish processing the other job.
<p>Step 2 Check if the flash drive is inserted into the front USB port.</p> <p>Note: The flash drive does not work when it is inserted into the rear USB port.</p> <p>Is the flash drive inserted into the correct port?</p>	Go to step 3.	Insert the flash drive into the correct port.
<p>Step 3 Check if the flash drive is supported. For more information, see “Supported flash drives and file types” on page 40.</p> <p>Is the flash drive supported?</p>	Go to step 4.	Insert a supported flash drive.
<p>Step 4</p> <p>a Check if the USB port is enabled. For more information, see “Enabling the USB port” on page 168.</p> <p>b Remove, and then insert the flash drive.</p> <p>Does the printer recognize the flash drive?</p>	The problem is solved.	Contact your dealer .

Enabling the USB port

From the control panel, navigate to:

Settings > Network/Ports > USB > Enable USB Port

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

Network connection problems

Cannot open Embedded Web Server

Action	Yes	No
<p>Step 1 Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 2.	Turn on the printer.
<p>Step 2 Make sure that the printer IP address is correct.</p> <p>Notes:</p> <ul style="list-style-type: none"> • 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. <p>Is the printer IP address correct?</p>	Go to step 3.	Type the correct printer IP address in the address field.
<p>Step 3 Check if you are using a supported browser:</p> <ul style="list-style-type: none"> • Internet Explorer version 11 or later • Microsoft Edge • Safari version 6 or later • Google Chrome™ version 32 or later • Mozilla Firefox version 24 or later <p>Is your browser supported?</p>	Go to step 4.	Install a supported browser.
<p>Step 4 Check if the network connection is working.</p> <p>Is the network connection working?</p>	Go to step 5.	Contact your administrator.
<p>Step 5 Make sure that the cable connections to the printer and print server are secure. For more information, see the documentation that came with the printer.</p> <p>Are the cable connections secure?</p>	Go to step 6.	Secure the cable connections.
<p>Step 6 Check if the web proxy servers are disabled.</p> <p>Are the web proxy servers disabled?</p>	Go to step 7.	Contact your administrator.

Action	Yes	No
<p>Step 7 Access the Embedded Web Server.</p> <p>Did the Embedded Web Server open?</p>	<p>The problem is solved.</p>	<p>Contact your dealer.</p>

Checking the printer connectivity

- 1 Print the Network Setup Page.

From the control panel, navigate to:

Settings > Reports > Network > Network Setup Page

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

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

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

Hardware options problems

Defective flash detected

Contact your [dealer](#).

Not enough free space in flash memory for resources

Contact your [dealer](#).

Unformatted flash detected

Try one or more of the following:

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

Note: If the error message remains, then the flash memory may be defective and needs to be replaced. To replace the flash memory, contact your [dealer](#).

Issues with supplies

Replace cartridge, printer region mismatch

Install the correct toner cartridge.


Non-Printer Manufacturer supply

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

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

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


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

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


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

Paper feed problems

Envelope seals when printing

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


Collated printing does not work

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

Paper curl




Action	Yes	No
<p>Step 1</p> <p>a Adjust the guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	Go to step 2.	The problem is solved.


Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to Settings > Paper > Tray Configuration > Paper Size/Type. For non-touch-screen printer models, press  to navigate through the settings. <p>b Print the document.</p> <p>Is the paper curled?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>Print on the other side of the paper.</p> <p>a Remove paper, flip it over, and then reload paper.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	Contact your dealer .	The problem is solved.

Tray linking does not work

Action	Yes	No
<p>Step 1</p> <p>a Check if the trays contain the same paper size and paper type.</p> <p>b Check if the paper guides are positioned correctly.</p> <p>c Print the document.</p> <p>Do the trays link correctly?</p>	The problem is solved.	Go to step 2.


Action	Yes	No
<p>Step 2</p> <p>a From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Set the paper size and paper type to match the paper loaded in the linked trays.</p> <p>c Print the document.</p> <p>Do the trays link correctly?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>a Make sure that Tray Linking is set to Automatic. For more information, see “Linking trays” on page 29.</p> <p>b Print the document.</p> <p>Do the trays link correctly?</p>	<p>The problem is solved.</p>	<p>Contact your dealer.</p>

Paper frequently jams

Action	Yes	No
<p>Step 1</p> <p>a Remove the tray.</p> <p>b Check if paper is loaded correctly.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the paper guides are positioned correctly. • Make sure that the stack height is below the maximum paper fill indicator. • Make sure to print on recommended paper size and type. <p>c Insert the tray.</p> <p>d Print the document.</p> <p>Do paper jams occur frequently?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type</p> <p>For non-touch-screen printer models, press  to navigate through the settings.</p> <p>b Set the correct paper size and type.</p> <p>c Print the document.</p> <p>Do paper jams occur frequently?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Do paper jams occur frequently?</p>	Contact your dealer .	The problem is solved.

Jammed pages are not reprinted

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

Contacting your dealer

Before contacting your dealer, make sure to have the following information:

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

Visit the place where you purchased your printer.

Upgrading and migrating

Hardware

Available internal options

- Memory cards
 - DDR3 DIMM
 - Flash memory
- Optional cards
 - Font cards
 - Firmware cards
 - Forms and Bar Code
 - PRESCRIBE
 - IPDS
- Printer hard disk
- Internal solutions port
 - Parallel 1284-B Interface Card
 - RS-232C Serial Interface Card
 - Fiber Interface Card
 - N8370 802.11a/b/g/n/ac Wireless Print Server Interface Card

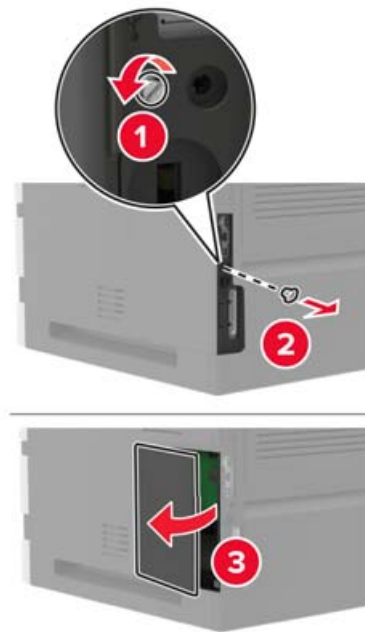
Accessing the controller board



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

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

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



- 4 Install any supported internal options. For more information, see the documentation that came with the option.
- 5 Close the access cover.
- 6 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.

- 7 Turn on the printer.

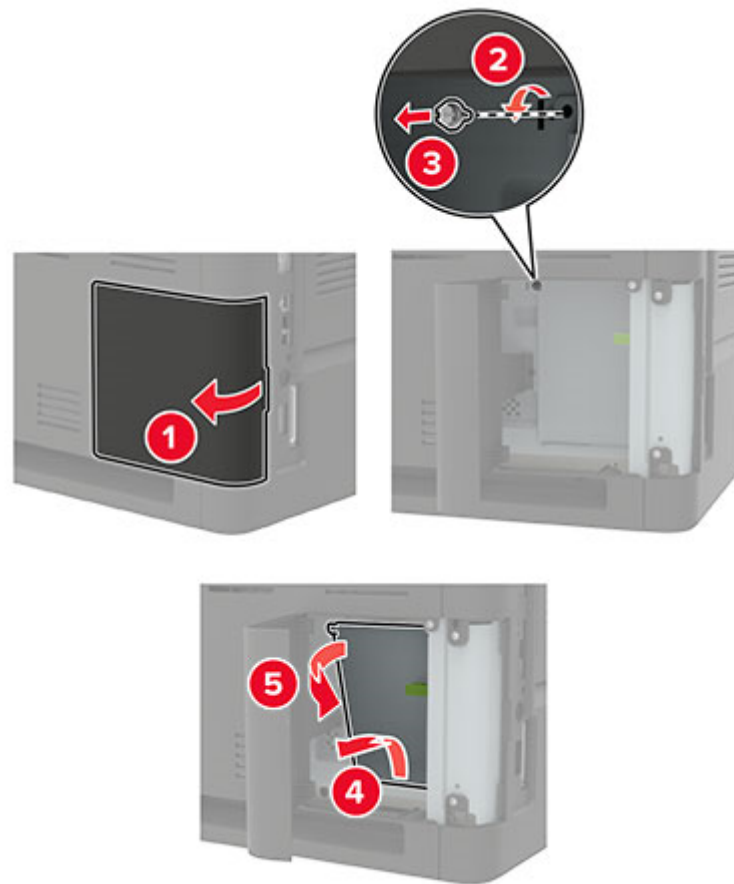
Installing a memory card

Note: These instructions apply only to the DDR3 DIMM memory card.

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

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

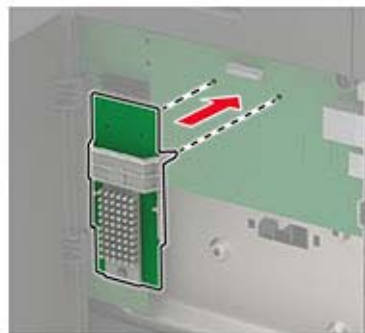
Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board components or connectors.



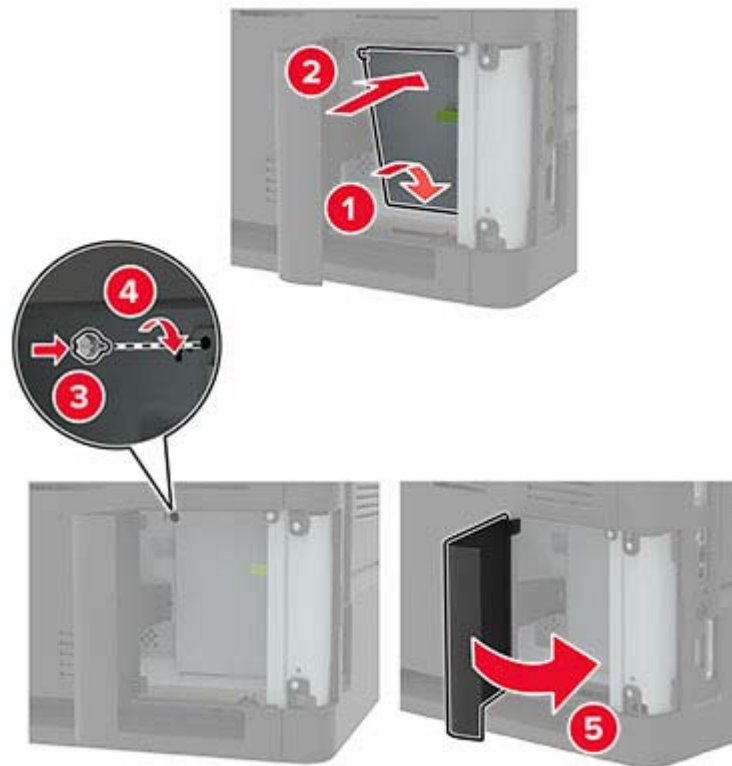
4 Unpack the memory card.

Warning—Potential Damage: Do not touch the connection points along the edge of the card.

5 Insert the memory card until it *clicks* into place.



- 6 Close the access cover.



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

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

- 8 Turn on the printer.

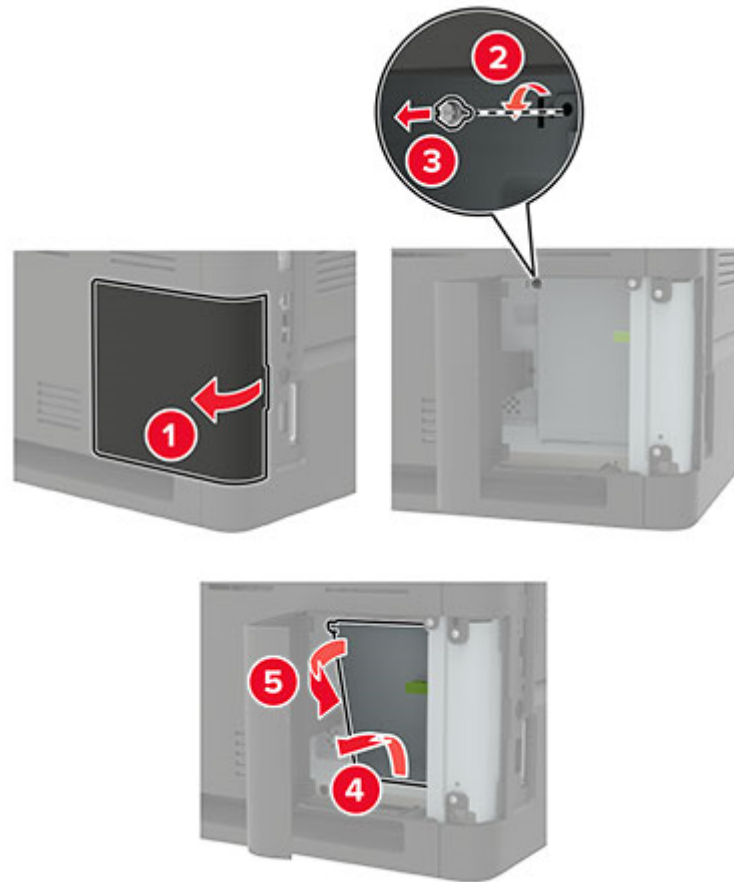
Installing an optional card

Note: An optional card is either a font card, firmware card, or flash memory.

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

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

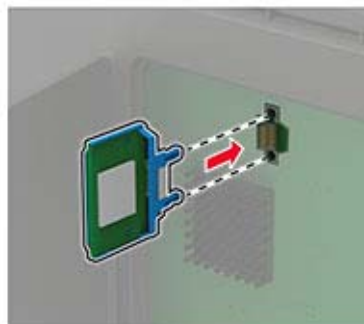
Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any components or connectors.



- 4 Unpack the optional card.

Warning—Potential Damage: Do not touch the connection points along the edge of the card.

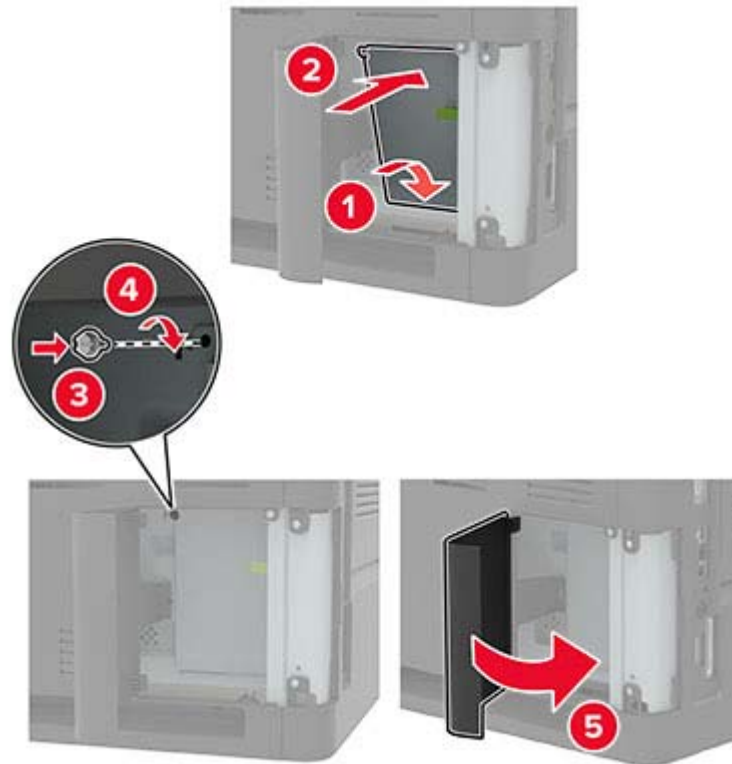
- 5 Push the card firmly into place.



Note: The entire length of the connector on the card must touch and be flush against the controller board.

Warning—Potential Damage: Improper installation of the card may cause damage to the card and the controller board.

- 6 Close the access cover.



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

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

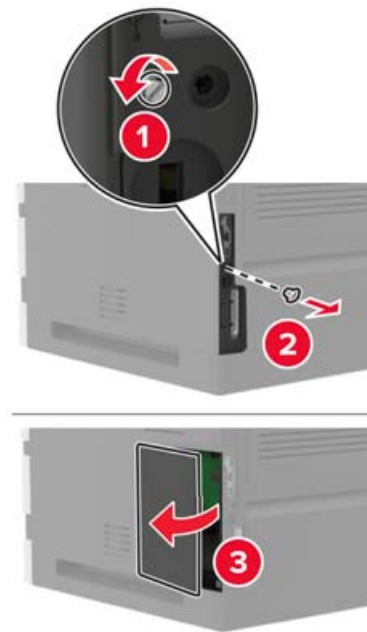
- 8 Turn on the printer.

Installing a printer hard disk

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

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

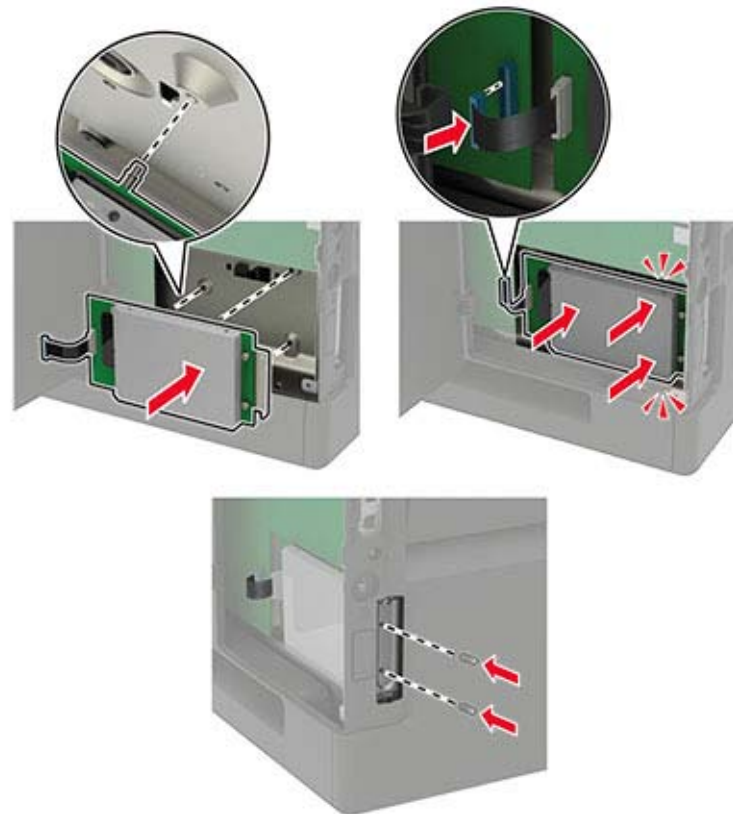
Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board components or connectors.



4 Unpack the printer hard disk.

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

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



6 Close the access cover.

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

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

8 Turn on the printer.

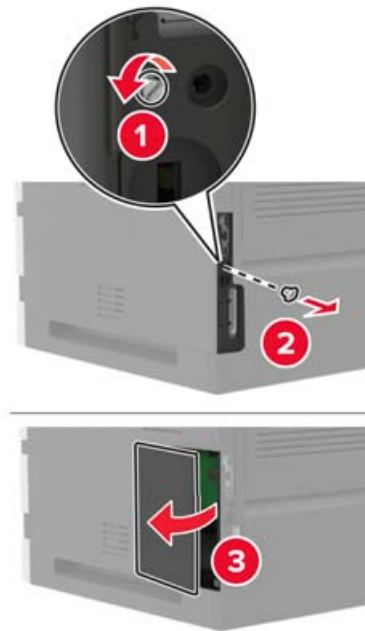
Installing an internal solutions port

⚠ 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.

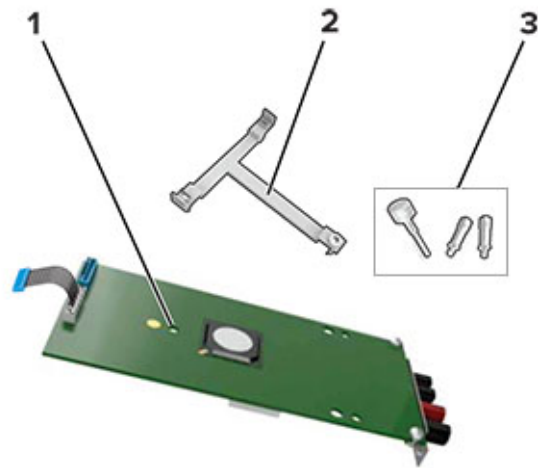
1 Turn off the printer, and then unplug the power cord from the electrical outlet.

2 Using a flat-head screwdriver, open the controller board access cover.

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



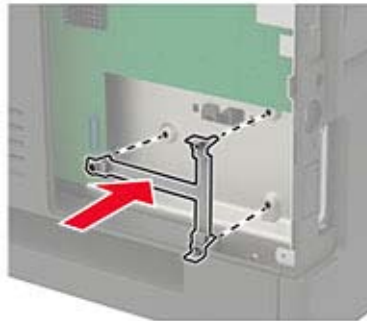
3 Unpack the internal solutions port (ISP) kit.

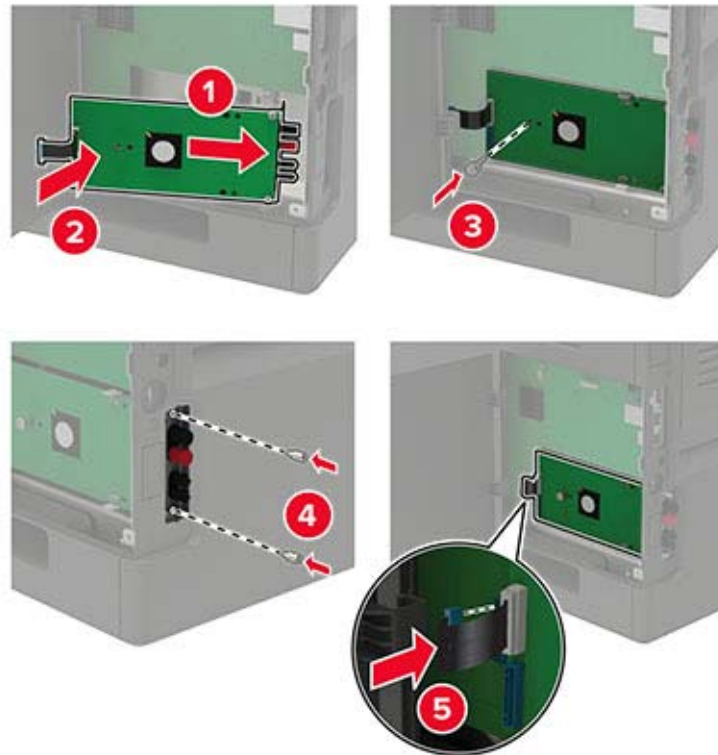
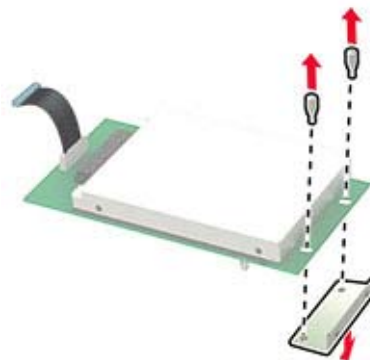


1	ISP
2	Mounting bracket
3	Thumbscrews

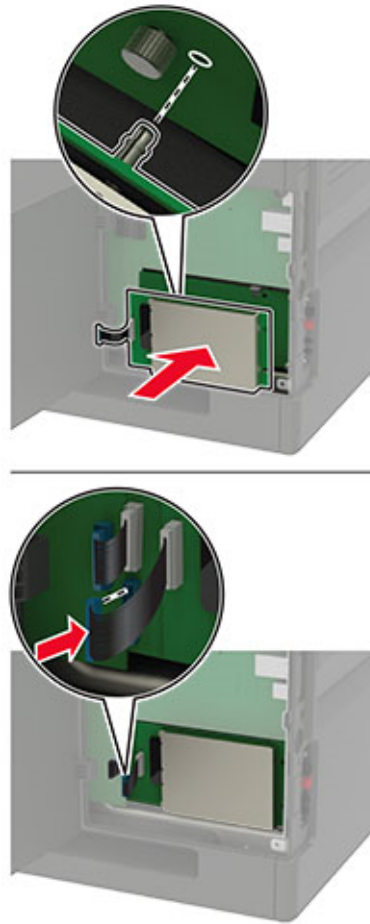
4 If necessary, remove the printer hard disk.

5 Insert the bracket into the board until it *clicks* into place.



6 Attach the ISP to the bracket.**7** If necessary, attach the hard disk to the ISP.**a** Remove the hard disk bracket.**b** Connect the hard disk to the ISP.

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



- 8 Close the access cover.
- 9 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.

Installing the 250- or 550-sheet tray

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


⚠ 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.

- 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.


Note: If optional trays are already installed, then unlock them from the printer before lifting the printer. Do not try to lift the printer and trays at the same time.

- 4 Align the printer with the optional tray, and then lower the printer until it *clicks* 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 [“Adding available options in the print driver” on page 202](#).

Installing the 2100-sheet tray

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

 **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.

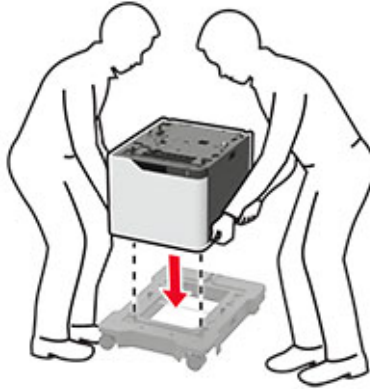
- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the tray, and then remove all packing material.

Note: If optional trays are already installed, then unlock them from the printer before lifting the printer. Do not try to lift the printer and trays at the same time.

- 4 Install the tray on the caster base.

Note: Make sure that the caster base wheels are locked.

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



5 Align the printer with the tray, and then lower the printer until it *clicks* 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.



6 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.

7 Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 202](#).

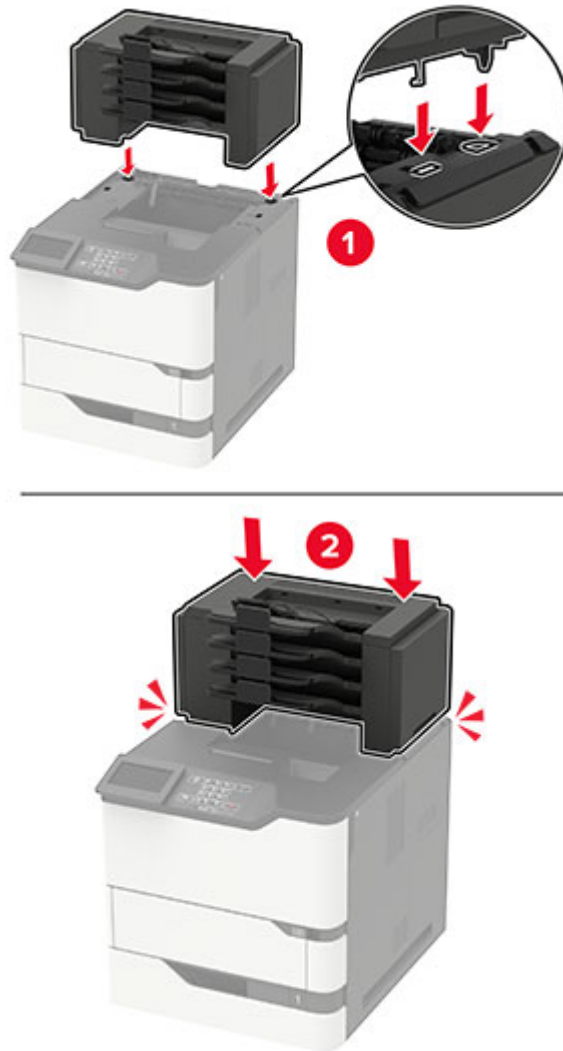
Installing the 4-bin mailbox

⚠ 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.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the mailbox.
- 4 Remove the printer top cover.



- 5 Install the mailbox to the printer, and then push it down to make sure that it is securely attached to the printer.



- 6 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.

- 7 Turn on the printer.

Add the mailbox in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 202](#).

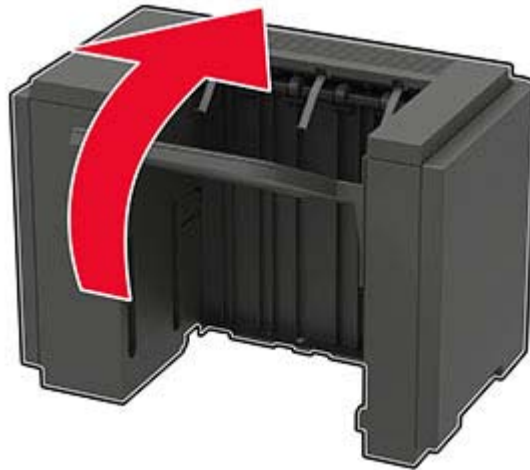
Installing the output expander or high-capacity output expander

⚠ 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.

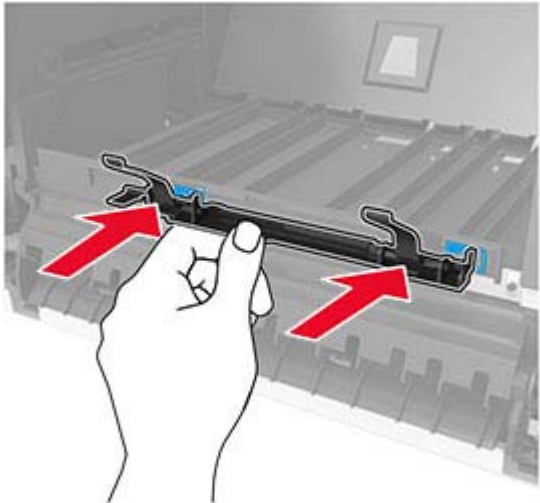
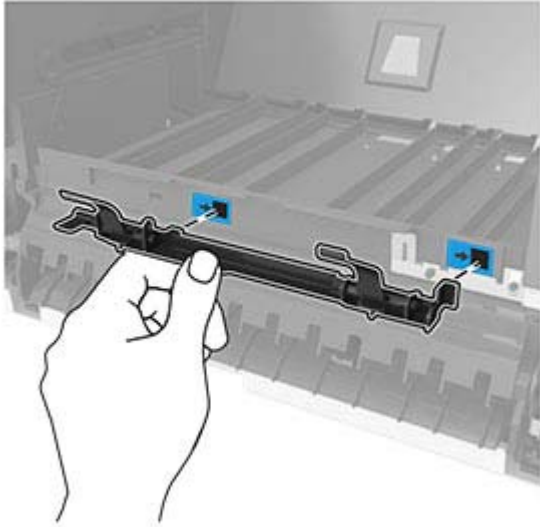
- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the output expander or high-capacity output expander.
- 4 Attach the guide bar to the output expander or high-capacity output expander.

Note: When installing multiple options, attach the guide bar only to the option that is connected directly to the printer.

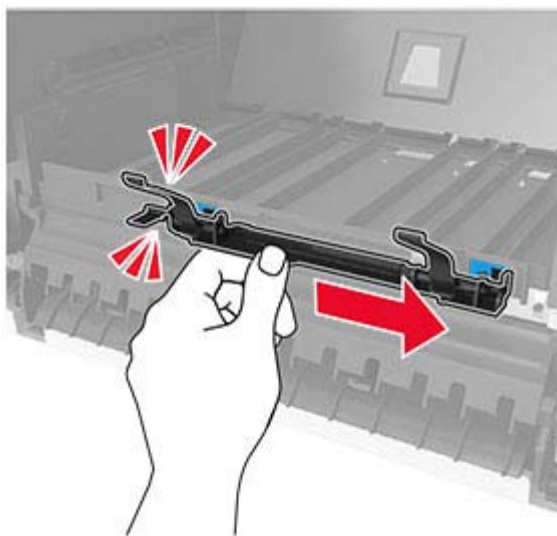
- a Position the output expander on its side.



b Insert the tabs of the guide bar into the output expander.



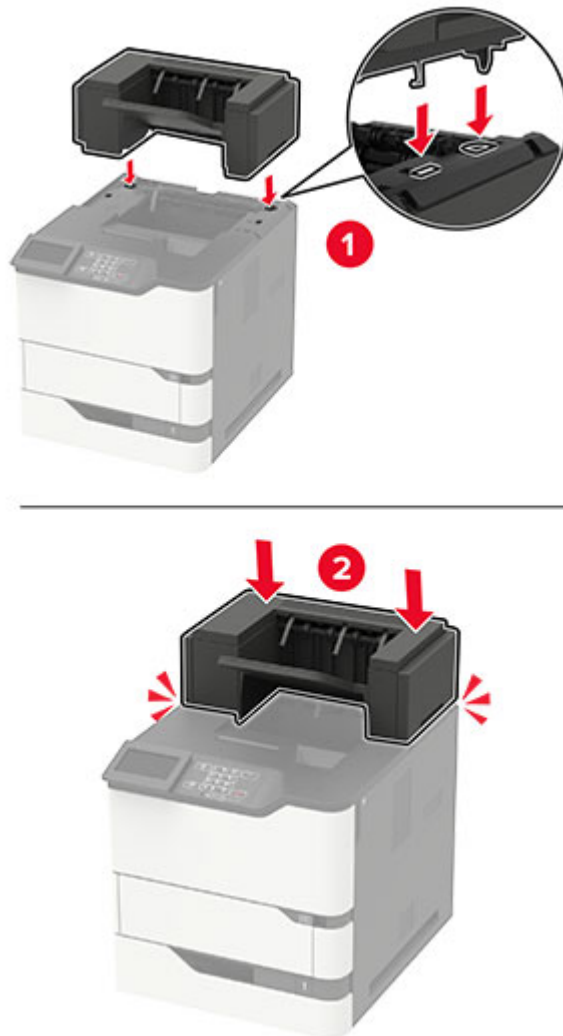
- c Slide the guide bar to the right until it *clicks* into place.



- 5 Remove the printer top cover.



- 6** Install the output expander on the printer, and then push it down to make sure that it is securely attached to the printer.



In configuration with two or more hardware options:

- The output expander is the only option that can be placed on top of the high-capacity output expander.
- The high-capacity output expander must always be at the bottom of the configuration.

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

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

- 8** Turn on the printer.

Add the output expander in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 202](#).

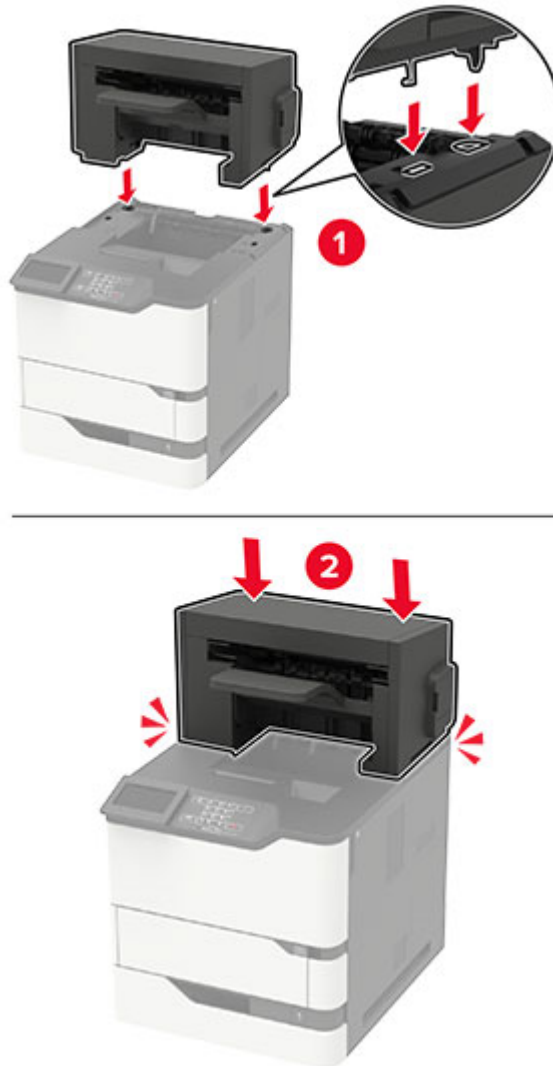
Installing the staple finisher

⚠ 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.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the staple finisher.
- 4 Remove the printer top cover.



- 5 Install the staple finisher to the printer, and then push it down to make sure that it is securely attached to the printer.



- 6 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.

- 7 Turn on the printer.

Add the staple finisher in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 202](#).

Installing the staple, hole punch finisher

⚠ 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.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the staple, hole punch finisher.
- 4 Remove the printer top cover.



- 5 Install the finisher to the printer, and then push it down to make sure that it is securely attached to the printer.



- 6 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.

- 7 Turn on the printer.

Add the finisher in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 202](#).

Software

Supported operating systems

Using the software CD, you can install the printer software on the following operating systems:

- Windows 10
- Windows 8.1
- Windows Server 2012 R2
- Windows Server 2012
- Windows 7 SP1
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2
- Windows Vista SP2
- Mac OS X version 10.7 or later
- Red Hat Enterprise Linux WS
- openSUSE Linux
- SUSE Linux Enterprise Server
- Debian GNU/Linux
- Ubuntu
- Fedora
- IBM AIX
- Oracle Solaris SPARC
- Oracle Solaris x86

Notes:

- For Windows operating systems, the print drivers and utilities are supported in both 32- and 64-bit versions.
- For drivers and utilities that are compatible with Mac OS X version 10.6 or earlier and for specific supported Linux or UNIX operating system versions, go to our website.
- For more information on software compatibility with all other operating systems, contact customer support.

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.

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 95](#).
- Connect the computer to the printer. For more information, see [“Connecting a computer to the printer” on page 98](#).
- Connect the printer to the computer using a USB cable. For more information, see [“Attaching cables” on page 12](#).

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 200](#).

- 2 Open **Printers & scanners**, 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 200](#).

4 Add the printer.

Adding available options in the print driver

For Windows users

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

For Macintosh users

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

Firmware

Exporting or importing a configuration file

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

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

Notes:

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

- 2 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**.

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**.

Notices

Product information

Product name:

LASER PRINTER
MX-B557P/MX-B707P

Machine type:

4064

Models:

29H, 69H

Edition notice

October 2021

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

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GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

Supplies

Standard supplies for this product that can be replaced by the user include toner cartridges.

Be sure to use only SHARP-specified products for the toner cartridges.

 <p>SHARP GENUINE SUPPLIES</p>	<p>For best copying results, be sure to use only Sharp Genuine Supplies which are designed, engineered, and tested to maximize the life and performance of Sharp products. Look for the Genuine Supplies label on the toner package.</p>
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Noise emission levels

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

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	One-sided: 57 (4064-29H); 58 (4064-69H) Two-sided: 56 (4064-29H); 58 (4064-69H)
Ready	14

Waste from Electrical and Electronic Equipment (WEEE) directive



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

India E-Waste notice



This product including components, consumables, parts and spares complies with the “India E-Waste Rules” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1% by weight and 0.01% by weight for cadmium, except for the exemption set in the Rule.

Lithium-ion rechargeable battery



This product may contain a coin-cell, lithium-ion rechargeable battery, which should only be removed by a trained technician. Crossed-out wheelie bin means the product should not be discarded as unsorted waste but must be sent to separate collection facilities for recovery and recycling. In the event the battery is removed, do not dispose of the battery in your household waste. There may be separate collection systems for batteries in your local community, such as a battery-recycling drop-off location. The separate collection of waste batteries assures appropriate treatment of waste including reuse and recycling and prevents any potential negative effects on human health and environment. Please responsibly dispose of the batteries.

Information on disposal

Information on the disposal of this equipment and its batteries

IF YOU WISH TO DISPOSE OF THIS EQUIPMENT, DO NOT USE THE ORDINARY WASTE BIN, AND DO NOT PUT THEM INTO A FIREPLACE!

Used electrical and electronic equipment and batteries should always be collected and treated SEPARATELY in accordance with local law.

Separate collection promotes an environment-friendly treatment, recycling of materials, and minimizing final disposal of waste. IMPROPER DISPOSAL can be harmful to human health and the environment due to certain substances! Take USED EQUIPMENT to a local, usually municipal, collection facility, where available. This

equipment contains a BATTERY which cannot be removed by the user. For battery exchange, please contact your dealer.

If in doubt about disposal, contact your local authorities or dealer and ask for the correct method of disposal.

ONLY FOR USERS IN THE EUROPEAN UNION, AND SOME OTHER COUNTRIES; FOR INSTANCE NORWAY AND SWITZERLAND: Your participation in separate collection is requested by law.



Users from PRIVATE HOUSEHOLDS are requested to use existing return facilities for used equipment. Return is free of charge.

The symbol shown above appears on electrical and electronic equipment (or the packaging) to remind the users of this. If the equipment has been used for BUSINESS PURPOSES, please contact your SHARP dealer who will inform you about take-back. You might be charged for the costs arising from take-back. Small equipment (and small quantities) might be taken back by your local collection facility. For Spain: Please contact the established collection system or your local authority for take-back of your used products.

Cartridge disposal and treatment

Regarding your used Sharp toner cartridges and other consumables from Sharp copiers/multifunctional machines, please observe that these waste products shall be treated properly according to the legal requirements in your area. We recommend to contact competent service providers (e.g. waste recycling companies) for this, and to ask local authorities for support, when necessary. For information on existing Sharp collection and recycling programs, which exist in some countries, please see our website www.sharp.eu.

Blue Angel

For Sharp Multifunctional Copiers/Printer which are certified with the German environmental label Blue Angel, please find detailed information on the websites of our respective national sales company:

<http://www.sharp.eu>

Static sensitivity notice



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

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

ENERGY STAR

Any product bearing the ENERGY STAR® emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as of the date of manufacture.



Temperature information

Operating temperature and relative humidity	10 to 32.2°C (50 to 90°F) and 15 to 80% RH 15.6 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet-bulb temperature ² : 22.8°C (73°F) Non-condensing environment
Printer / cartridge / imaging unit long-term storage ¹	15.6 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet-bulb temperature ² : 22.8°C (73°F)
Printer / cartridge / imaging unit short-term shipping	-40 to 40°C (-40 to 104°F)
¹ Supplies shelf life is approximately 2 years. This is based on storage in a standard office environment at 22°C (72°F) and 45% humidity. ² Wet-bulb temperature is determined by the air temperature and the relative humidity.	

Laser notice

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

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

Class: IIIb (3b) AlGaAs

Nominal output power (milliwatts): 25

Wavelength (nanometers): 755–800

Power consumption

Product power consumption

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

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 670 (4064-29H); 830 (4064-69H) Two-sided: 485 (4064-29H); 640 (4064-69H)
Copy	The product is generating hard-copy output from hard-copy original documents.	N/A
Scan	The product is scanning hard-copy documents.	N/A
Ready	The product is waiting for a print job.	Higher power usage: 39 (4064-29H); 38.5 (4064-69H) Lower power usage: 21.5 (4064-29H); 21 (4064-69H)
Sleep Mode	The product is in a high-level energy-saving mode.	1.4
Hibernate	The product is in a low-level energy-saving mode.	0.2
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.2

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

Sleep Mode

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

Factory default Sleep Mode Timeout for this product (in minutes):	15
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By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. If the print speed is less than or equal to 30 pages per minute, then you can set the timeout only up to 60 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

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

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

- Using the Hibernate Timeout
- Using the Schedule Power modes

Factory default Hibernate Timeout for this product in all countries or regions	3 days
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The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Notes on EPEAT-registered imaging equipment products:

- Standby power level occurs in Hibernate or Off mode.
- The product shall automatically power down to a standby power level of ≤ 1 W. The auto standby function (Hibernate or Off) shall be enabled at product shipment.

Off mode

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

Total energy usage

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

Environmental information

Please read this part carefully. It will help you to reduce your impact on the environment and help you to reduce your costs at the same time.

Saving paper

- 1 The automated duplex printing function is for printing both sides of paper automatically without turning over the paper manually. If the machine is equipped with the automated duplex printing function, set up your print settings on your computer to automatically print double-sided. Please use the automatic duplex printing function of this machine wherever possible.
- 2 By printing on recycled paper and thin 64 g/m² paper that meet the standard EN12281:2002 and similar quality standards, you can reduce the impact on the environment.

Saving energy

The ENERGY STAR® program is a voluntary scheme to promote the development and purchase of energy efficient models, which help to minimize environmental impact. Products which meet the stringent requirements of the ENERGY STAR program for both environmental benefits and the amount of energy consumption may carry the ENERGY STAR logo in case they have been registered with an ENERGY STAR program.

Federal Communications Commission (FCC) compliance information statement

This product has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class A limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class A computing device, use a properly shielded and grounded cable such as Lexmark part number 1021231 for parallel attach or 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
Telephone: (859) 232-2000
E-mail: regulatory@lexmark.com

Innovation, Science and Economic Development Canada compliance statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'Innovation, Sciences et Développement économique Canada

Cet appareil numérique de classe A est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

Notice to users of Class A products in Brazil

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

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 2014/30/EU, 2014/35/EU, and 2011/65/EU as amended by (EU) 2015/863 on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed for use within certain voltage limits, and on the restrictions of use of certain hazardous substances in electrical and electronic equipment.

This product satisfies the Class A limits of EN 55032 and safety requirements of EN 62368-1.

United Kingdom (UK) conformity

This product is in conformity with the protection requirements of the Electromagnetic Compatibility Regulations 2016, the Electrical Equipment (Safety) Regulations 2016, and the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

This product satisfies the Class A limits of BS EN 55032 and safety requirements of BS EN 62368-1.

Radio interference notice

Warning

This is a product that complies with the emission requirements of EN 55032 Class A limits and immunity requirements of EN 55035. This product is not intended to be used in residential/domestic environments.

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

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