# Dell B5460dn Laser Printer

# User's Guide

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# Safety information

Connect the power cord to a properly grounded electrical outlet that is near the product and easily accessible.

Do not place or use this product near water or wet locations.

**CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

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

**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.

**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.

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

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

- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If two or more optional finishers are installed, then remove the finishers individually from the printer.

  **Notes:**

  - Make sure to remove the topmost finisher first.
  - To remove the finisher, hold the finisher on both sides, and then lift the latches to unlock the finisher.
- If the printer does not have a caster base but is configured with optional trays, then remove the trays.

  **Note:** Slide the latch on the right side of the optional tray toward the front of the tray until it *clicks* into place.
- Use the handholds located on both sides of the printer to lift it.
- Make sure your fingers are not under the printer when you set it down.
- Make sure there is adequate clearance around the printer.
- Use only the power cord provided with this product or the manufacturer's authorized replacement.

**CAUTION—SHOCK HAZARD:** 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.

Use only the power cord provided with this product or the manufacturer's authorized replacement.

**CAUTION—SHOCK HAZARD:** Make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.

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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.

**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.

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

**CAUTION—SHOCK HAZARD:** Do not set up this product or make any electrical or cabling connections, such as a power cord, a fax feature or USB cable, during a lightning storm.

**CAUTION—TIPPING HAZARD:** Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using a high-capacity tray or more than one option. If you purchased a printer with a similar configuration, you may need additional furniture. For more information, contact the place where you purchased the printer.

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

**SAVE THESE INSTRUCTIONS.**

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# Learning about the printer

## Finding information about the printer

| What are you looking for? | Find it here |
|---|---|
| Initial setup instructions:<br>• Connecting the printer<br>• Installing the printer software | Setup documentation—The setup documentation came with the printer. |
| Additional setup and instructions for using the printer:<br>• Selecting and storing paper and specialty media<br>• Loading paper<br>• Configuring printer settings<br>• Viewing and printing documents and photos<br>• Setting up and using the printer software<br>• Configuring the printer on a network<br>• Caring for and maintaining the printer<br>• Troubleshooting and solving problems | *User's Guide* and *Quick Reference Guide*—The guides are available on the *Software and Documentation* CD.<br>For updates, visit our Web site at **http://support.dell.com**. |
| Instructions for:<br>• Connecting the printer to an Ethernet network<br>• Troubleshooting printer connection problems | *Networking Guide*—Open the *Software and Documentation* CD, and then look for *Printer and Software Documentation* under the Pubs folder. From the list of publications, click the **Networking Guide** link. |
| Help using the printer software | Windows or Mac Help—Open a printer software program or application, and then click **Help**.<br>Click to view context-sensitive information.<br>**Notes:**<br>• Help is automatically installed with the printer software.<br>• The printer software is located in the printer program folder or on the desktop, depending on your operating system. |
| The latest supplemental information, updates, and technical support:<br>• Documentation<br>• Driver downloads<br>• Product upgrades<br>• Service call and repair information<br>• Order status<br>• Live chat support<br>• E-mail support<br>• Voice support | Dell Support Web site—**http://support.dell.com**<br>Support telephone numbers and hours of operation for your country or region can be found on the Support Web site.<br>Have the following information ready when you contact support so that they may serve you faster:<br>• service tag<br>• express service Code<br>**Note:** The service tag and express service code appear on labels located on your printer. |

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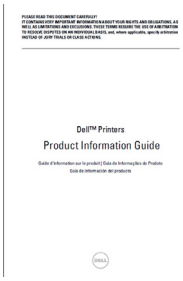
| What are you looking for? | Find it here |
|---|---|
| • Software and Drivers—Certified drivers for my printer and installers for Dell printer software<br>• Readme files—Last-minute technical changes, or advanced technical reference materials for experienced users or technicians | *Software and Documentation* CD |
| • Supplies and accessories for my printer<br>• Replacement cartridges | Dell Printer Supplies Web site–**http://dell.com/supplies**<br>You can purchase printer supplies online, by telephone, or in select retail stores. |
| • Safety information for preparing to operate my printer<br>• Regulatory information<br>• Warranty information | *Product Information Guide*<br>  <br>Dell™ Printers<br>Product Information Guide<br>**Note:** The *Product Information Guide* may not be available in your country or region. |

# Selecting a location for the printer

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

When selecting a location for the printer, leave enough room to open trays, covers, and doors. If you plan to install any options, then leave enough room for them also. It is important to:

- Set up the printer near a properly grounded and easily accessible electrical outlet.
- Make sure 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 | 15.6°C – 32.2°C |
| Storage temperature | 10°C – 43.3°C |

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

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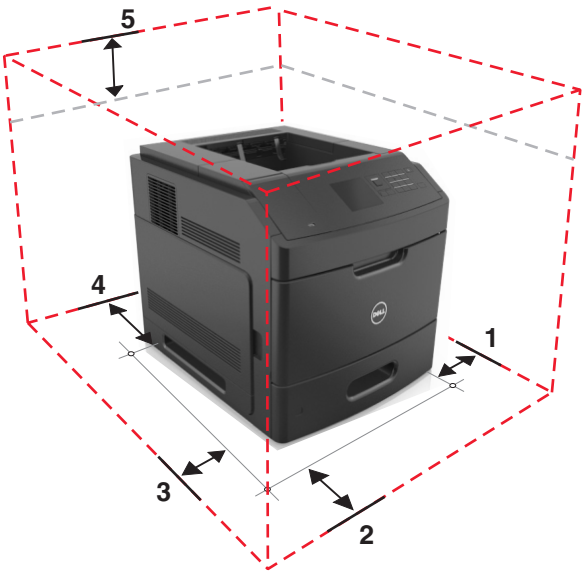
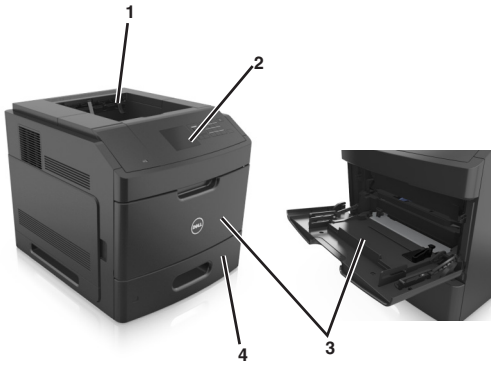



| | | |
|---|---|---|
| **1** | Right side | 305 mm (12 in.) |
| **2** | Front | 508 mm (20 in.) |
| **3** | Left side | 305 mm (12 in.) |
| **4** | Rear | 305 mm (12 in.) |
| **5** | Top | 115 mm (4.5 in.) |

# Printer configurations

## Basic model




| | |
|---|---|
| **1** | Standard bin |
| **2** | Printer control panel |
| **3** | Multipurpose feeder |
| **4** | Standard 550-sheet tray (Tray 1) |

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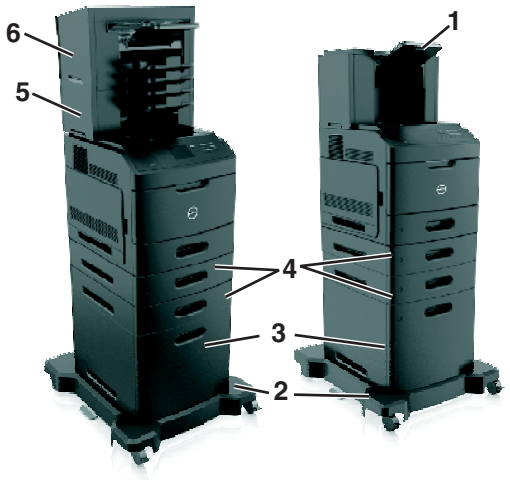
## Fully configured model

**CAUTION—TIPPING HAZARD:** Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using a high-capacity tray or more than one option. If you purchased a printer with a similar configuration, you may need additional furniture. For more information, contact the place where you purchased the printer.

The following illustration shows the maximum number of optional finishers and trays that are supported by the printer. For more information on other configurations, visit our Web site.




| | |
|---|---|
| **1** | High-capacity output expander |
| **2** | Caster base |
| **3** | 2100-sheet tray |
| **4** | 550-sheet tray |
| **5** | 4-bin mailbox |
| **6** | Stapler finisher |

**Notes:**

- When using a staple finisher and 4-bin mailbox, the staple finisher must always be on top.
- Do not install any finisher on top of the high-capacity output expander.
- 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.

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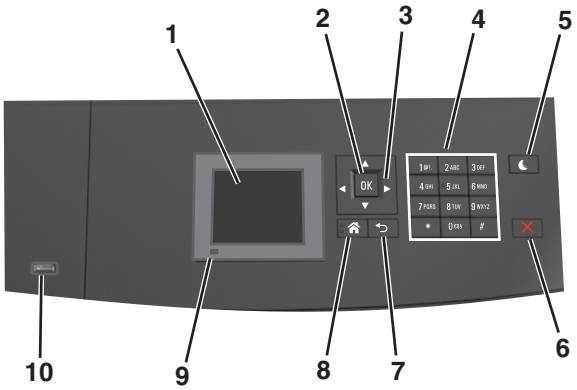
# Using the printer control panel




| | Use the | To |
|---|---|---|
| **1** | Display | • View the printer status.<br>• Set up and operate the printer. |
| **2** | Select button | Submit changes made in the printer settings. |
| **3** | Arrow buttons | Scroll up and down or left and right. |
| **4** | Keypad | Enter numbers, letters, or symbols. |
| **5** | Sleep button | Enable Sleep mode or Hibernate mode.<br>Do the following to wake the printer from Sleep mode:<br>• Press any hard button.<br>• Pull out Tray 1 or load paper in the multipurpose feeder.<br>• Open a door or cover.<br>• Send a print job from the computer.<br>• Perform a power-on reset with the main power switch.<br>• Attach a device to the USB port on the printer. |
| **6** | Stop or Cancel button | Stop all printer activity. |
| **7** | Back button | Return to the previous screen. |
| **8** | Home button | Go to the home screen. |
| **9** | Indicator light | Check the status of the printer. |
| **10** | USB port | Connect a flash drive to the printer.<br>**Note:** Only the front USB port supports flash drives. |

# Understanding the colors of the indicator and Sleep button lights

The colors of the indicator and Sleep button lights on the printer control panel signify a certain printer status or condition.

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### Indicator light color and its corresponding printer status

| Indicator light | Printer status |
|---|---|
| Off | The printer is off or in Hibernate mode. |
| Blinking green | The printer is warming up, processing data, or printing. |
| Solid green | The printer is on, but idle. |
| Blinking red | The printer requires user intervention. |

### Sleep button light color and its corresponding printer status

| Sleep button light | Printer status |
|---|---|
| Off | The printer is idle or in Ready state. |
| Solid amber | The printer is in Sleep mode. |
| Blinking amber | The printer is waking from or entering Hibernate mode. |
| Blinking amber for 0.1 second, then goes completely off for 1.9 seconds in pulsing pattern | The printer is in Hibernate mode. |

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# Additional printer setup

## Installing internal options

**CAUTION—SHOCK HAZARD:** 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 then 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.

### Available internal options

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

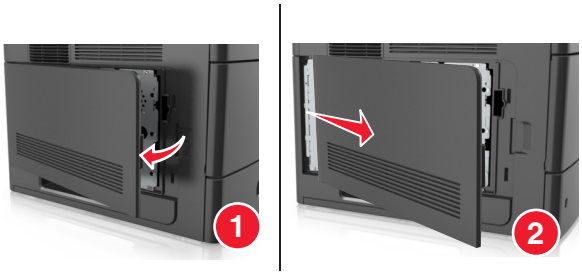
- Memory card
  - DDR3 DIMM
  - Flash memory
    - Fonts
    - Firmware cards
      - Forms barcode
      - PRESCRIBE
      - IPDS
      - Printcryption
- Printer hard disk
- Internal Solutions Ports (ISP)

### Accessing the controller board

**Note:** This task requires a flathead screwdriver.

**CAUTION—SHOCK HAZARD:** 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 Remove the controller board access cover.

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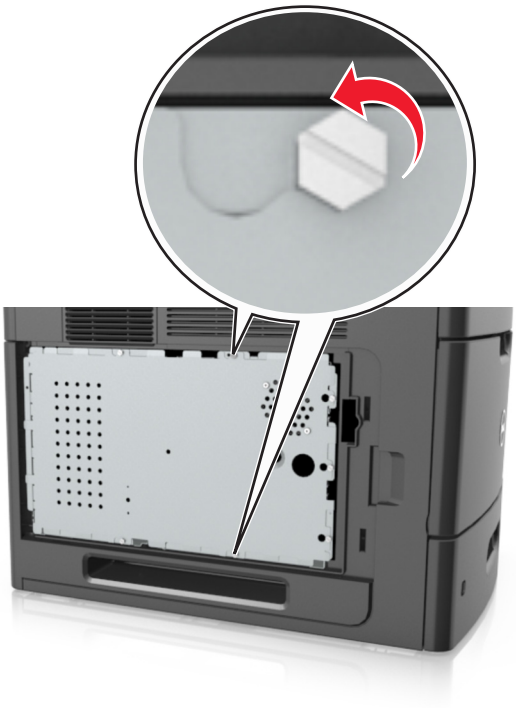
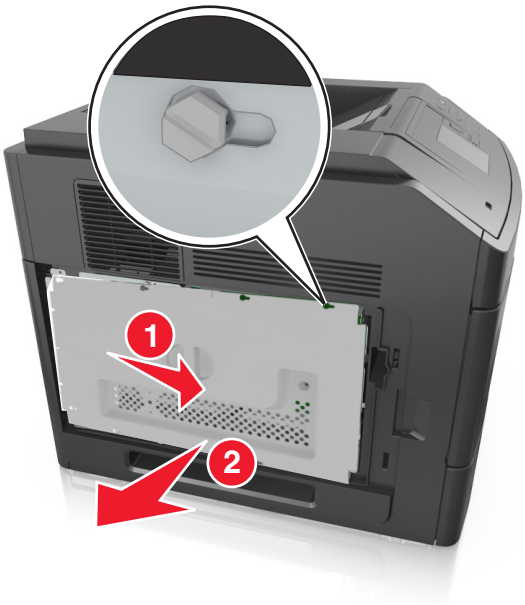
**2** Using a screwdriver, loosen the screws on the controller board shield.



**3** Remove the controller board shield.




**4** Use the following illustration to locate the appropriate connector:

**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch something metal on the printer first before touching any controller board electronic component or connector.

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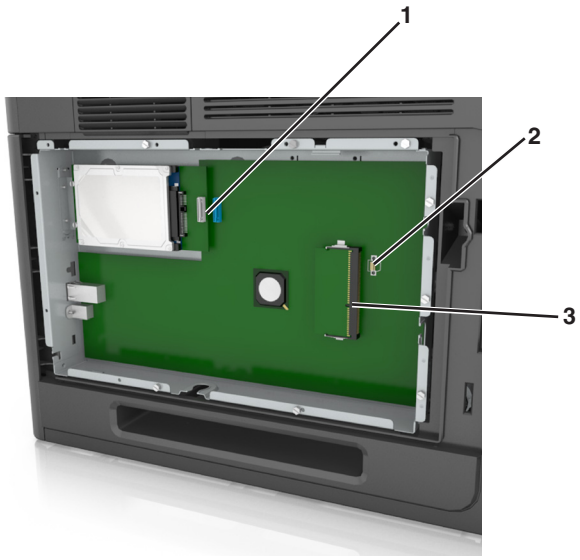


| | |
|---|---|
| **1** | Internal Solutions Port or printer hard disk connector |
| **2** | Option card connector |
| **3** | Memory card connector |

**5** Align the screws with the holes on the controller board shield, and then reattach the controller board shield.

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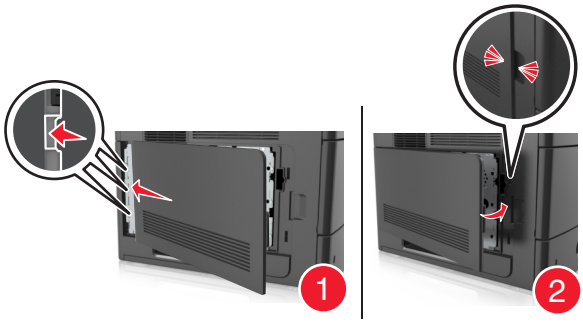
**6** Tighten the screws on the controller board shield.

**7** Reattach the controller board access cover.




## Installing a memory card

**CAUTION—SHOCK HAZARD:** 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.

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

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An optional memory card can be purchased separately and attached to the controller board.

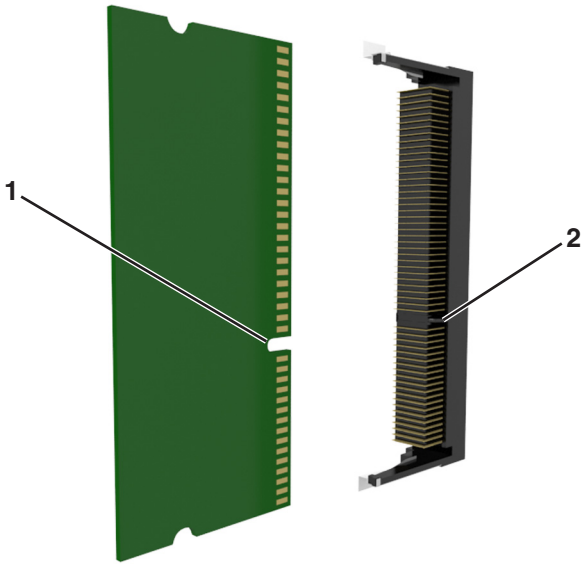
1. Access the controller board.

   For more information, see “Accessing the controller board” on page 14.

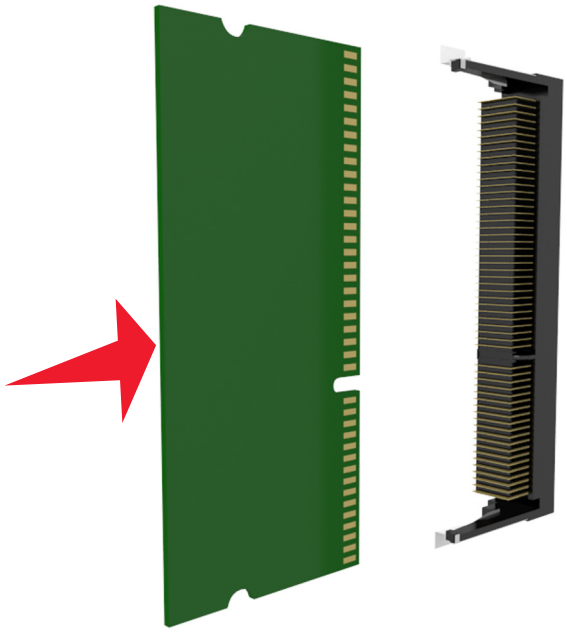
2. Unpack the memory card.

   **Warning—Potential Damage:** Do not touch the connection points along the edge of the card. Doing so may cause damage.

3. Align the notch (1) on the memory card with the ridge (2) on the connector.




4. Push the memory card straight into the connector, and then push the card toward the controller board wall until it *clicks* into place.



5. Reattach the controller board shield, and then the controller board access cover.

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## Installing an Internal Solutions Port

The controller board supports one optional Internal Solutions Port (ISP).

**Note:** This task requires a flathead screwdriver.

**CAUTION—SHOCK HAZARD:** 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.

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

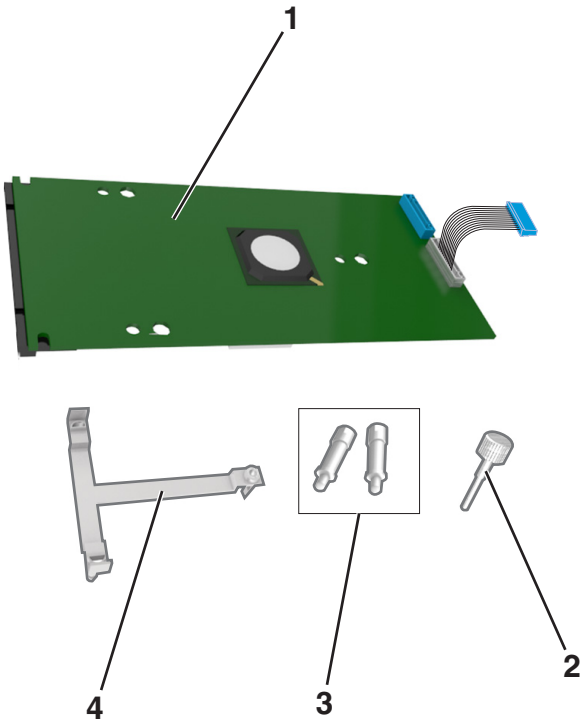
1. Access the controller board.

   For more information, see “Accessing the controller board” on page 14.

2. If an optional printer hard disk is installed, then remove the printer hard disk first.

   For more information, see “Removing a printer hard disk” on page 29.

3. Unpack the ISP kit.




| | |
|---|---|
| **1** | ISP solution |
| **2** | Screw for attaching the plastic bracket to the ISP |
| **3** | Screws for attaching the ISP mounting bracket to the controller board shield |
| **4** | Plastic bracket |

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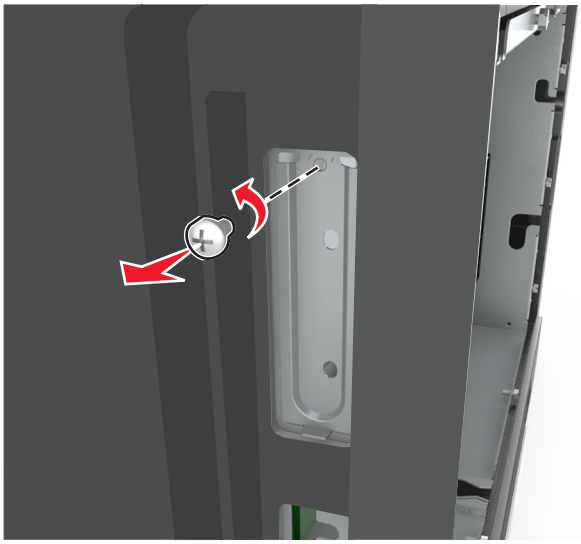
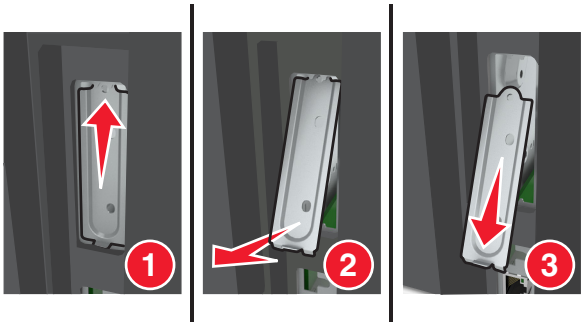
**4** Remove the metal cover from the ISP opening.

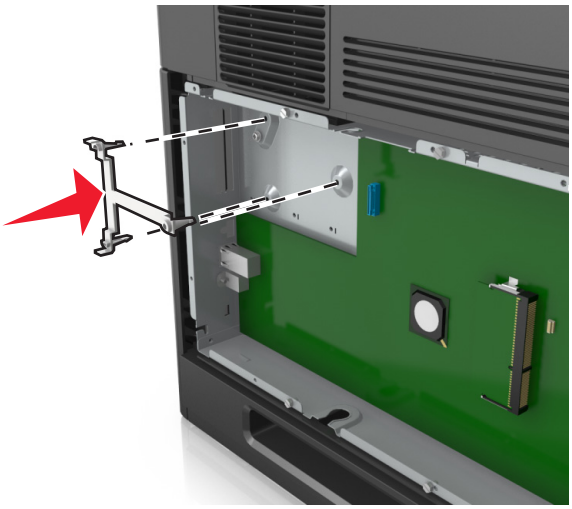
**a** Loosen the screw.



**b** Lift the metal cover, and then pull it out completely.




**5** Align the posts of the plastic bracket to the holes on the controller board cage, and then press the plastic bracket on the controller board cage until it *clicks* into place.



**Note:** Make sure that the plastic bracket has latched completely, and that the plastic bracket is seated firmly on the controller board cage.

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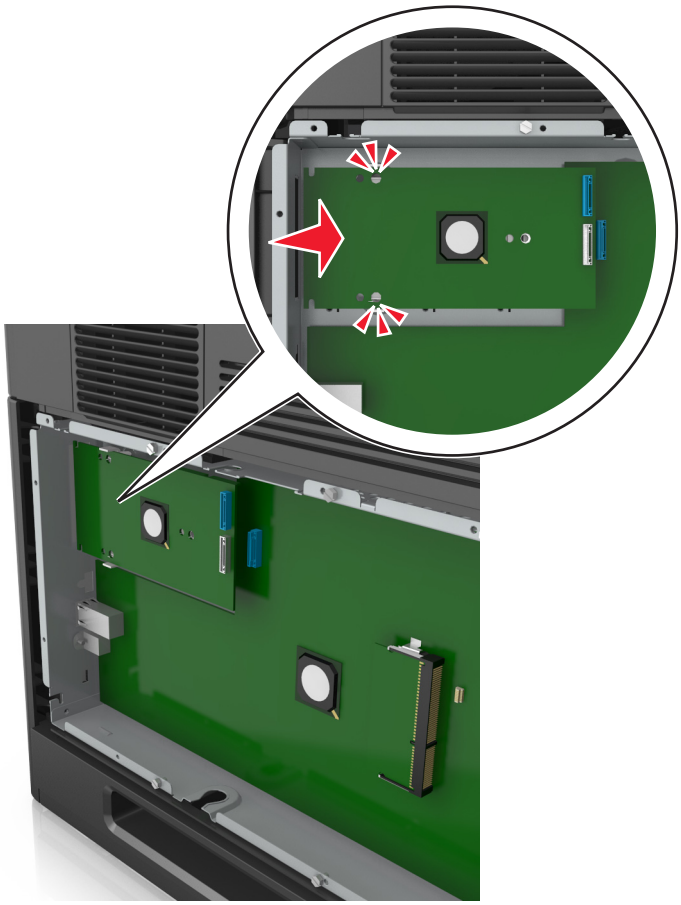
**6** Install the ISP on the plastic bracket.

**Note:** Hold the ISP at an angle over the plastic bracket so that any overhanging connectors will pass through the ISP opening in the controller board cage.

**7** Lower the ISP toward the plastic bracket until the ISP is seated between the guides of the plastic bracket.



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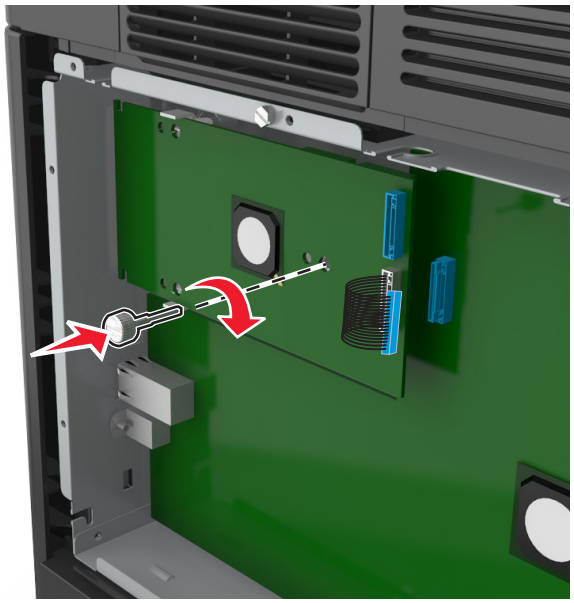
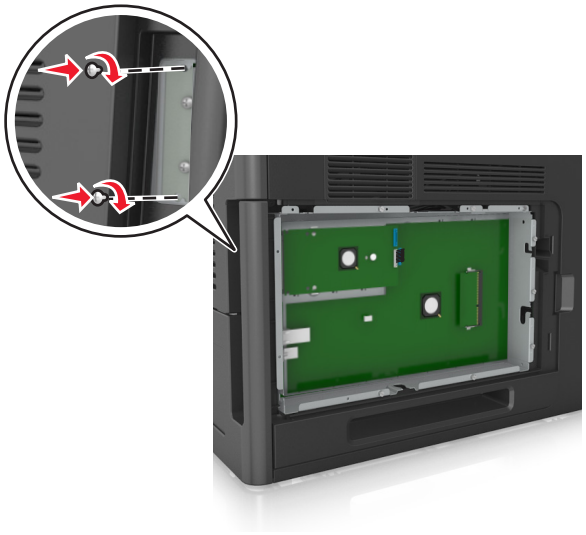
**8** Use the provided thumbscrew for the ISP to attach the plastic bracket to the ISP.



**Note:** Turn the screw clockwise, enough to hold the ISP in place, but do not tighten it yet.

**9** Attach the two provided screws to secure the ISP mounting bracket to the controller board shield.



**10** Tighten the thumbscrew that is attached to the ISP.

**Warning—Potential Damage:** Do not screw it on too tightly.

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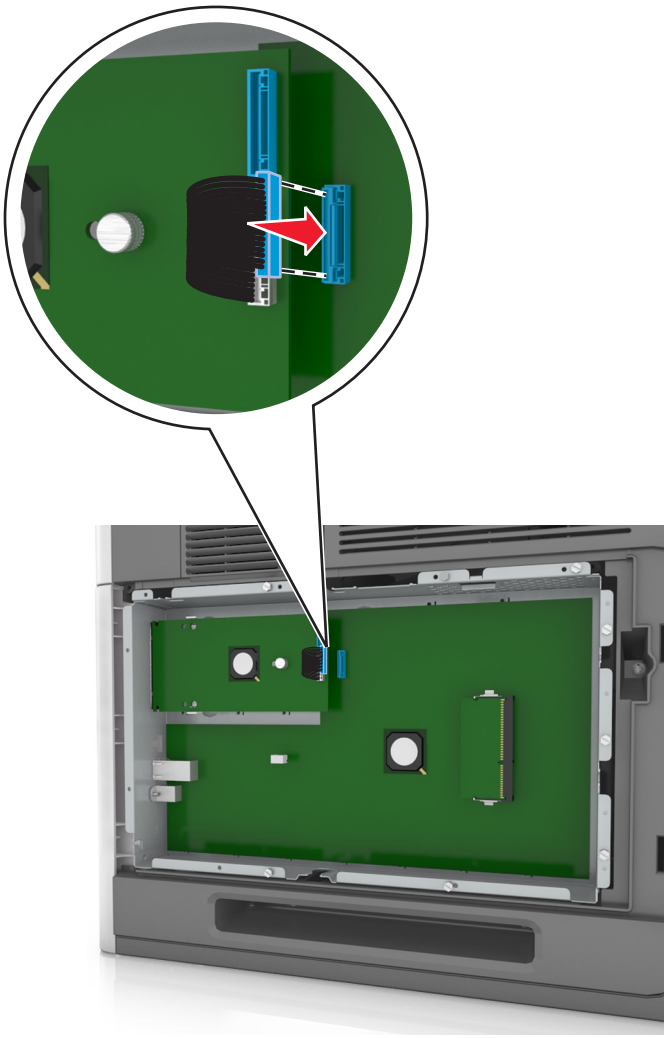
**11** Connect the ISP solution interface cable into the receptacle of the controller board.



**Note:** The plugs and receptacles are color-coded.

## Installing an optional card

**CAUTION—SHOCK HAZARD:** 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 other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

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

**1** Access the controller board.

For more information, see “Accessing the controller board” on page 14.

**2** Unpack the optional card.

**Warning—Potential Damage:** Avoid touching the connection points along the edge of the card.

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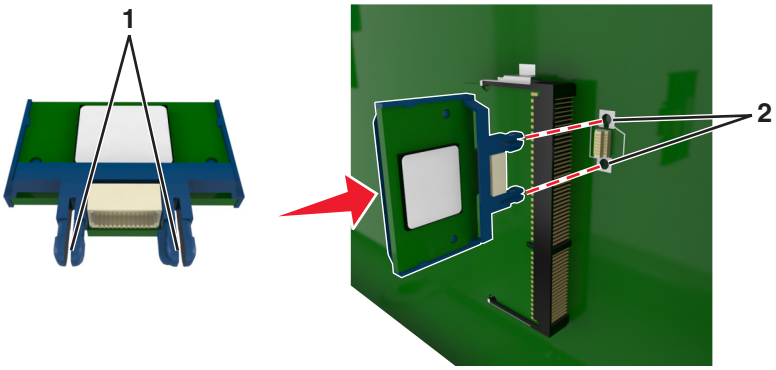
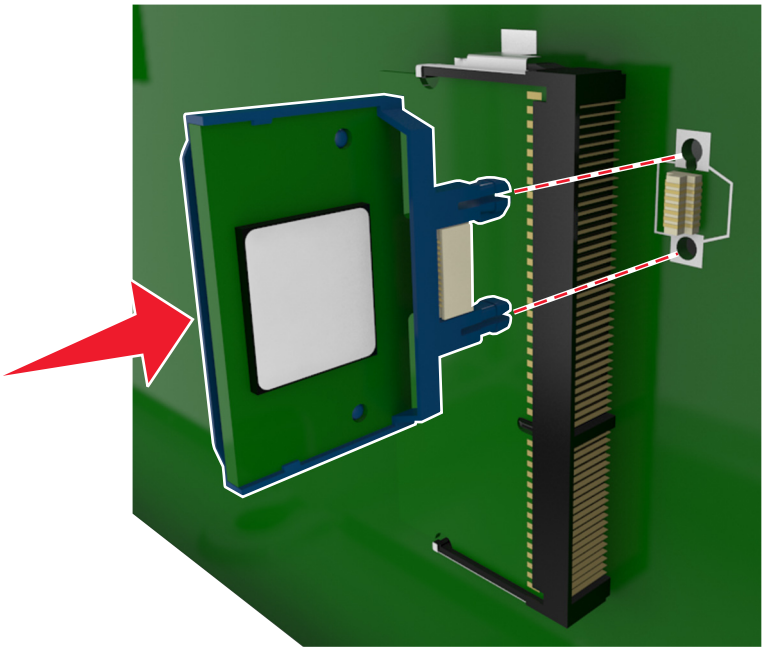
**3** Holding the card by its sides, align the plastic pins (1) on the card with the holes (2) on the controller board.




**4** Push the card firmly into place as shown in the illustration.



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

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

**5** Close the controller board access door.

**Note:** When the printer software and any hardware options are installed, it may be necessary to manually add the options in the printer driver to make them available for print jobs. For more information, see “Updating available options in the printer driver” on page 35.

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## Installing a printer hard disk

**Note:** This task requires a flathead screwdriver.

**CAUTION—SHOCK HAZARD:** 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.

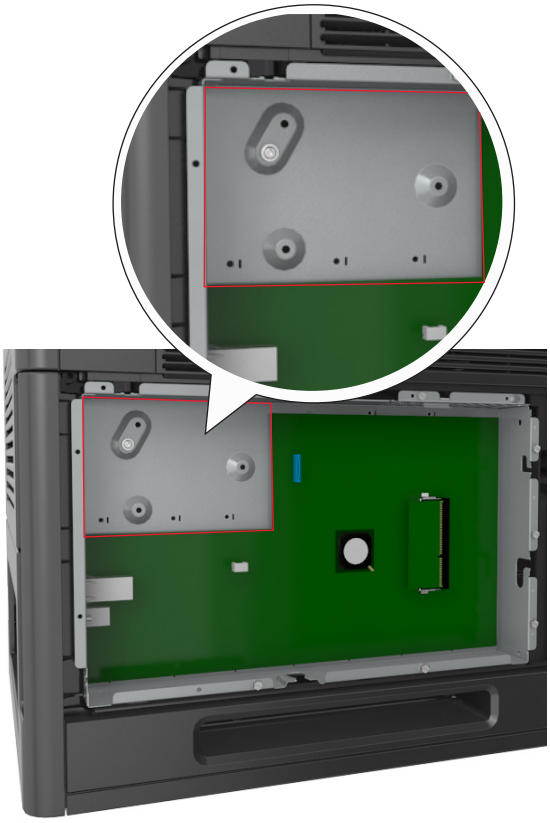
**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch something metal on the printer first before touching any controller board electronic components or connectors.

1. Access the controller board.

   For more information, see “Accessing the controller board” on page 14.

2. Unpack the printer hard disk.

3. Locate the appropriate connector on the controller board cage.



**Note:** If an optional ISP is currently installed, then the printer hard disk must be installed onto the ISP.

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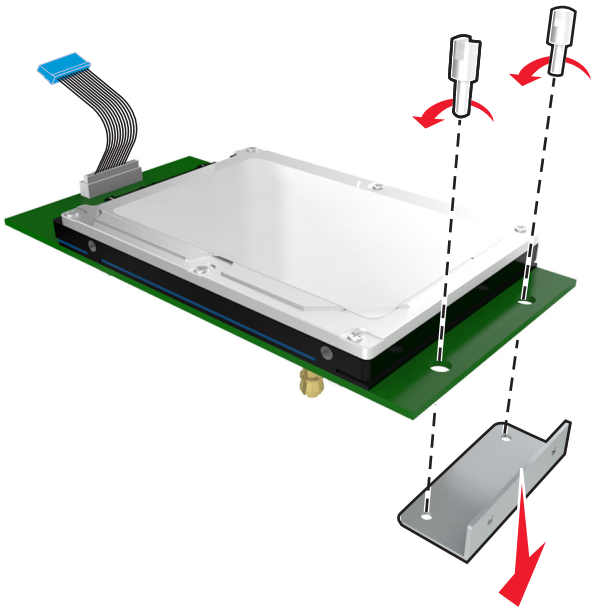
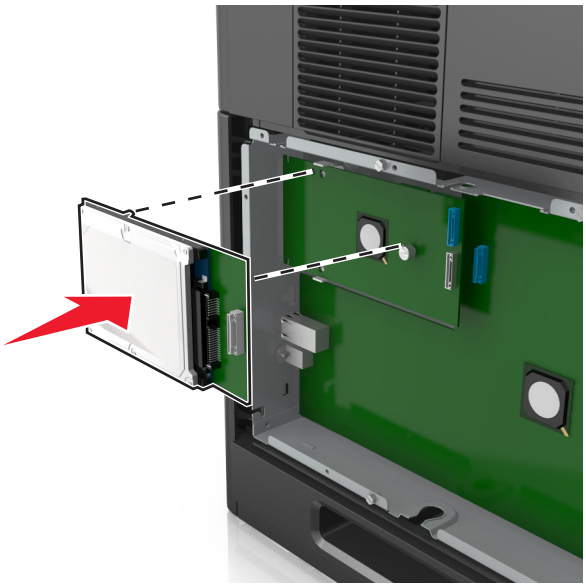
To install a printer hard disk onto the ISP:

**a** Remove the screws attached to the printer hard disk mounting bracket, and then remove the bracket.



**b** Align the standoffs of the printer hard disk to the holes in the ISP, and then press the printer hard disk down until the standoffs are in place.

**Installation warning:** Hold only the edges of the printed circuit board assembly. Do not touch or press on the center of the printer hard disk. Doing so may cause damage.



**c** Insert the plug of the printer hard disk interface cable into the receptacle of the ISP.

**Note:** The plugs and receptacles are color-coded.

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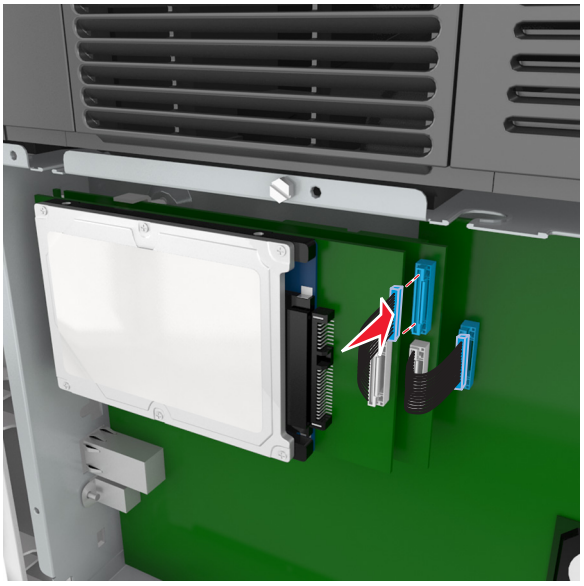
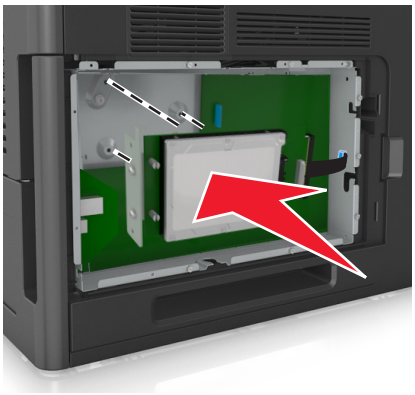


To install a printer hard disk directly on the controller board cage:

**a** Align the standoffs of the printer hard disk to the holes in the controller board cage, and then press the printer hard disk down until the standoffs are in place.

**Installation warning:** Hold only the edges of the printed circuit board assembly. Do not touch or press on the center of the printer hard disk. Doing so may cause damage.



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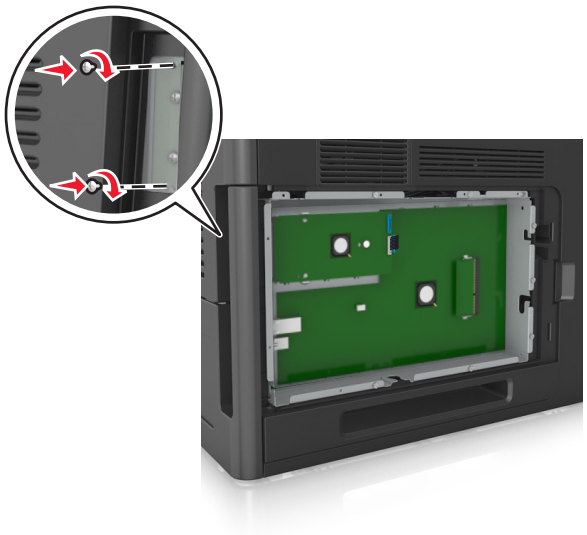
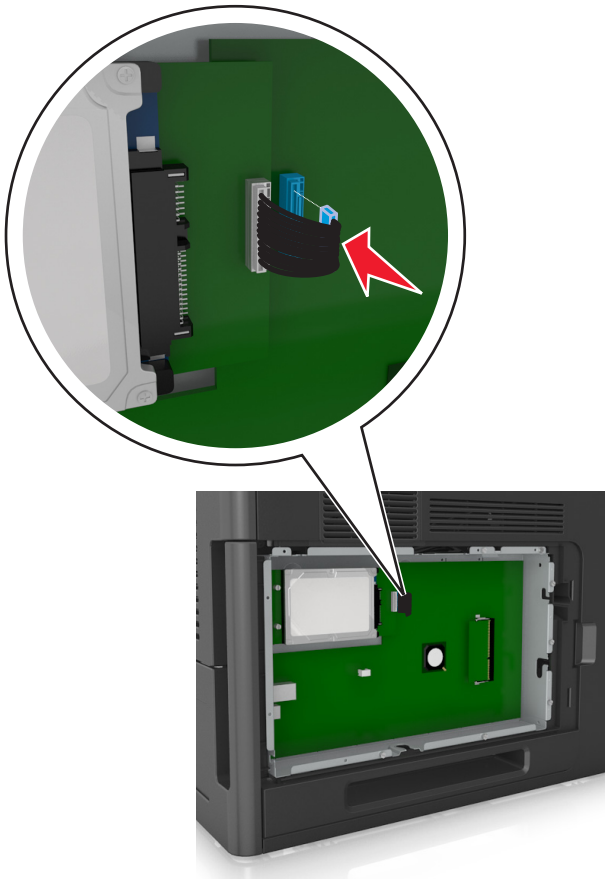
**b** Use the two provided screws to attach the printer hard disk mounting bracket.



**c** Insert the plug of the printer hard disk interface cable into the receptacle of the controller board.

**Note:** The plugs and receptacles are color-coded.



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## Removing a printer hard disk

**Note:** This task requires a flathead screwdriver.

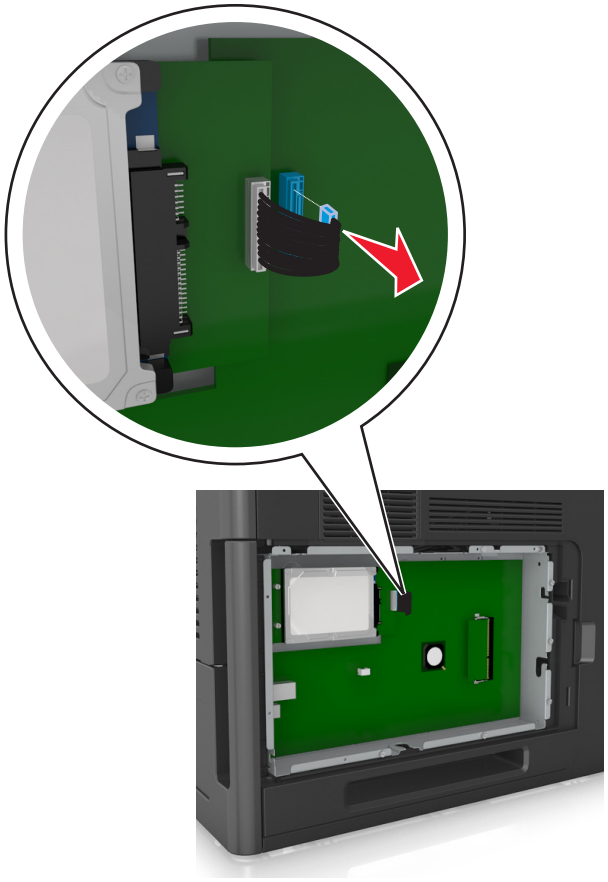
**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the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

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

1. Access the controller board.

   For more information, see “Accessing the controller board” on page 14.

2. Unplug the printer hard disk interface cable from the controller board, leaving the cable attached to the printer hard disk. To unplug the cable, squeeze the paddle at the plug of the interface cable to disengage the latch before pulling the cable out.



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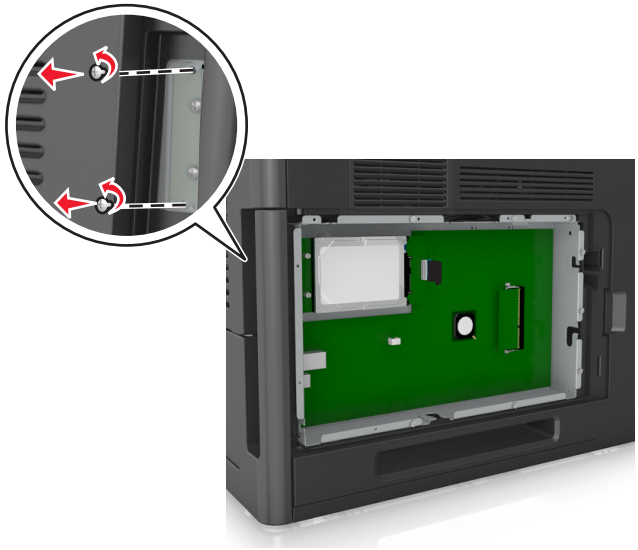
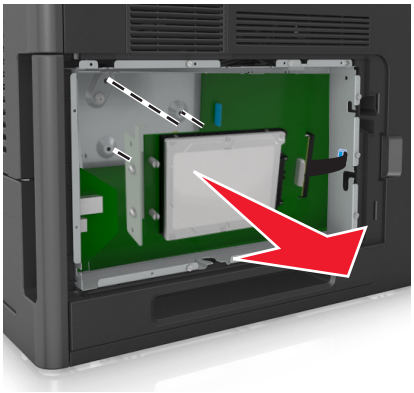
**3** Remove the screws holding the printer hard disk in place.



**4** Remove the printer hard disk.



**5** Set aside the printer hard disk.

# Installing hardware options

## Order of installation

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

**CAUTION—SHOCK HAZARD:** 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:** Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using a high-capacity tray or more than one option. If you purchased a printer with a similar configuration, you may need additional furniture. For more information, contact the place where you purchased the printer.

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Install the printer and any hardware options you have purchased in the following order:

- Caster base
- 2100-sheet tray or spacer
- Optional 550-sheet tray
- Printer

For more information on installing a caster base, optional 550-sheet tray, spacer, or 2100-sheet tray, see the setup sheet that came with the option.

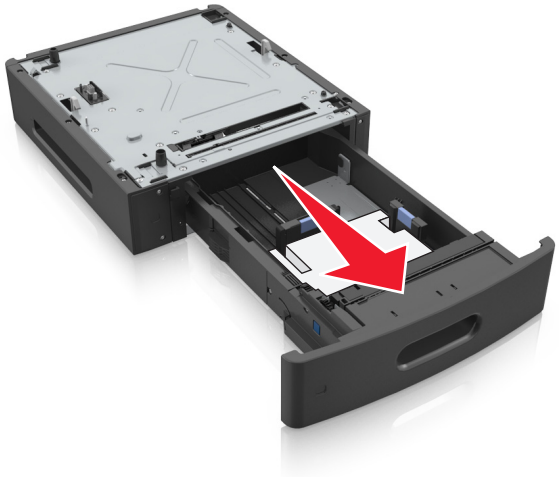
## Installing optional trays

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

**CAUTION—SHOCK HAZARD:** 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:** Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using a high-capacity tray or more than one option. If you purchased a printer with a similar configuration, you may need additional furniture. For more information, contact the place where you purchased the printer.

1. Turn off the printer.
2. Unpack the optional tray, and then remove all packing material.
3. Pull out the tray, and then remove any packing material from inside the tray.



4. Insert the tray.
5. Place the tray near the printer.

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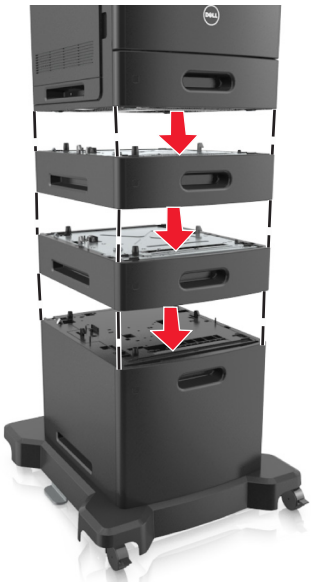
6 Align the printer with the tray, and then slowly lower the printer into place.



7 Turn the printer back on.

**Note:** When the printer software and any optional trays are installed, you may need to manually add the options in the printer driver to make them available for print jobs. For more information, see “Updating available options in the printer driver” on page 35.

# Attaching cables

**CAUTION—POTENTIAL INJURY:** Do not set up this product or make any electrical or cabling connections, such as a power cord, a fax feature, or USB cable, during a lightning storm.

Connect the printer to the computer using a USB cable or Ethernet cable.

Make sure to match the following:

- The USB symbol on the cable with the USB symbol on the printer
- The appropriate Ethernet cable to the Ethernet port
- The appropriate parallel cable with the parallel port

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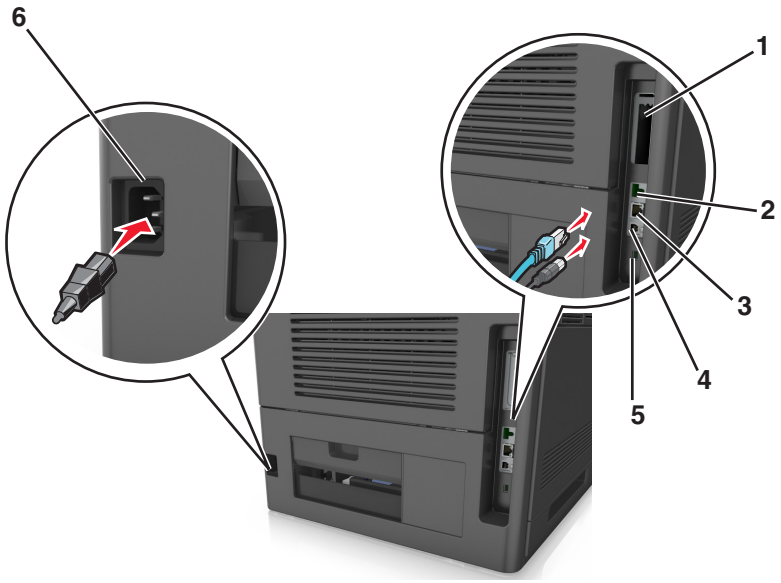


| | Use the | To |
|---|---|---|
| **1** | Parallel port | Connect the printer to a computer.<br>**Note:** This can also be used in installing an optional Internal Solutions Port (ISP). |
| **2** | USB port | Attach an optional wireless network adapter. |
| **3** | Ethernet port | Connect the printer to a network. |
| **4** | USB printer port | Connect the printer to a computer. |
| **5** | Security slot | Attach a lock that will secure the controller board. |
| **6** | Printer power cord socket | Connect the printer to a properly grounded electrical outlet. |

**Warning—Potential Damage:** Do not touch the USB cable, any wireless network adapter, or the printer in the area shown while actively printing. Loss of data or a malfunction can occur.

## Organizing the cables

**Note:** This feature is available only if you purchase optional trays and a caster base.

After attaching the Ethernet cable and power cord, neatly tuck the cables in the channels at the back of the printer.

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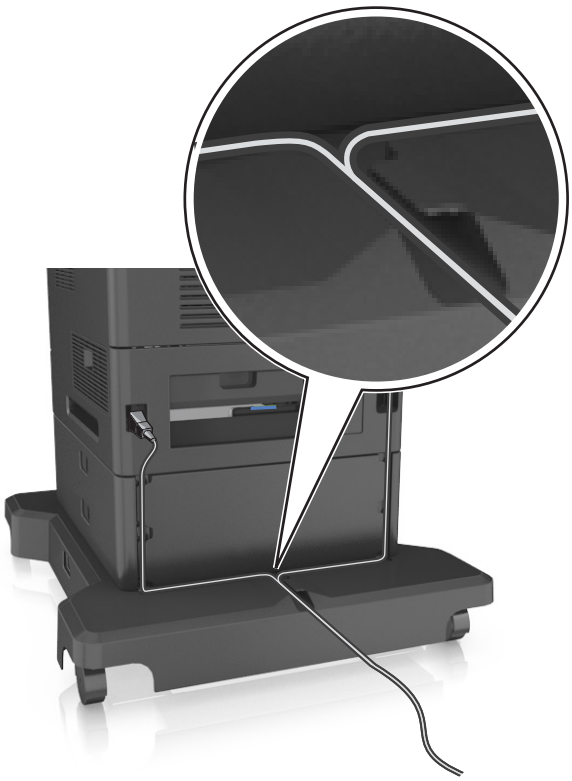

# Setting up the printer software

## Installing the printer software

**Note:** If you installed the printer software on the computer before but need to reinstall the software, then uninstall the current software first.

### For Windows users

1. Close all open software programs.
2. Insert the *Software and Documentation* CD.

   If the installation dialog does not appear after a minute, then launch the CD manually:

   a. Click , or click **Start** and then click **Run**.

   b. In the Start Search or Run dialog, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

   c. Press **Enter**, or click **OK**.
3. Click **Install**, and then follow the instructions on the computer screen.

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### For Macintosh users

1. Close all open applications.
2. Insert the *Software and Documentation* CD.

   If the installation dialog does not appear after a minute, then click the CD icon on the desktop.
3. Double-click the software installer package, and then follow the instructions on the computer screen.

**Note:** To take advantage of the full features of your printer, select the custom install option, and then select all packages listed.

### Using the Internet

An updated printer software may be available at **http://support.dell.com**.

## Updating available options in the printer driver

When the printer software and any hardware options are installed, you may need to manually add the options in the printer driver to make them available for print jobs.

### For Windows users

1. Open the printers folder.
   a. Click , or click **Start** and then click **Run**.
   b. In the Start Search or Run dialog, type `control printers`.
   c. Press **Enter**, or click **OK**.
2. Select the printer.
3. Right-click the printer, and then select **Properties**.
4. Click the **Configuration** tab.
5. Do either of the following:
   - Click **Update Now - Ask Printer**.
   - Under Configuration Options, manually add any installed hardware options.
6. Click **Apply**.

### For Macintosh users

1. From the Apple menu, navigate to either of the following:
   - **System Preferences** > **Print & Scan** > select your printer > **Options & Supplies** > **Driver**
   - **System Preferences** > **Print & Fax** > select your printer > **Options & Supplies** > **Driver**
2. Add any installed hardware options, and then click **OK**.

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# Networking

**Notes:**

- Purchase a wireless network adapter first before setting up the printer on a wireless network. For more information, contact the place where you purchased the printer.
- A Service Set Identifier (SSID) is a name assigned to a wireless network. Wired Equivalent Privacy (WEP), Wi-Fi Protected Access (WPA), WPA2, and 802.1X-RADIUS are types of security used on a network.

## Preparing to set up the printer on an Ethernet network

To configure your printer to connect to an Ethernet network, organize the following information before you begin:

**Note:** If your network automatically assigns IP addresses to computers and printers, continue on to installing the printer.

- A valid, unique IP address for the printer to use on the network
- The network gateway
- The network mask
- A nickname for the printer (optional)

  **Note:** A printer nickname can make it easier for you to identify your printer on the network. You can choose to use the default printer nickname, or assign a name that is easier for you to remember.

You will need an Ethernet cable to connect the printer to the network and an available port where the printer can physically connect to the network. Use a new network cable when possible to avoid potential problems caused by a damaged cable.

## Installing the printer on an Ethernet network

### For Windows users

1. Insert the *Software and Documentation* CD.

   If the installation dialog does not appear after a minute, then launch the CD manually:

   a. Click , or click **Start** and then click **Run**.

   b. In the Start Search or Run dialog, type `D:\setup.exe`, where `D` is the letter of the CD or DVD drive.

   c. Press **Enter**, or click **OK**.

2. Click **Install**, and then follow the instructions on the computer screen.
3. Select **Ethernet connection**, and then click **Continue**.
4. Attach the Ethernet cable when instructed to do so.
5. Select the printer from the list, and then click **Continue**.

   **Note:** If the configured printer does not appear in the list, then click **Modify Search**.

6. Follow the instructions on the computer screen.

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### For Macintosh users

1. Allow the network DHCP server to assign an IP address to the printer.
2. Obtain the printer IP address either:
   - From the printer control panel
   - From the TCP/IP section in the Network/Ports menu
   - By printing a network setup page or menu settings page, and then finding the TCP/IP section

**Note:** You will need the IP address if you are configuring access for computers on a different subnet than the printer.

3. Install the printer driver on the computer.
   a. Insert the *Software and Documentation* CD, and then double-click the installer package for the printer.
   b. Follow the instructions on the computer screen.
   c. Select a destination, and then click **Continue**.
   d. From the Easy Install screen, click **Install**.
   e. Type the user password, and then click **OK**.
   All the necessary applications are installed on the computer.
   f. Click **Close** when installation is complete.
4. Add the printer.
   - For IP printing:
     a. From the Apple menu, navigate to either of the following:
        – **System Preferences** > **Print & Scan**
        – **System Preferences** > **Print & Fax**
     b. Click **+**.
     c. Click the **IP** tab.
     d. Type the printer IP address in the address field, and then click **Add**.
   - For AppleTalk printing:

     **Notes:**

     – Make sure AppleTalk is activated on your printer.
     – This feature is supported only in Mac OS X version 10.5.

     a. From the Apple menu, navigate to:
     **System Preferences** > **Print & Fax**
     b. Click **+**, and then navigate to:
     **AppleTalk** > select your printer > **Add**

## Preparing to set up the printer on a wireless network

**Notes:**

- Make sure your wireless network adapter is installed in your printer and working properly.
- Make sure your access point (wireless router) is turned on and is working properly.

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Make sure you have the following information before setting up the printer on a wireless network:

- **SSID**—The SSID is also referred to as the network name.
- **Wireless Mode (or Network Mode)**—The mode is either infrastructure or ad hoc.
- **Channel (for ad hoc networks)**—The channel defaults to automatic for infrastructure networks.

  Some ad hoc networks will also require the automatic setting. Check with your system support person if you are not sure which channel to select.
- **Security Method**—There are three basic options for Security Method:
  - WEP key

    If your network uses more than one WEP key, then enter up to four in the provided spaces. Select the key currently in use on the network by selecting the default WEP transmit key.

    *or*
  - WPA or WPA2 preshared key or passphrase

    WPA includes encryption as an additional layer of security. The choices are AES or TKIP. Encryption must be set for the same type on the router and on the printer, or the printer will not be able to communicate on the network.
  - 802.1X–RADIUS

    If you are installing the printer on an 802.1X network, then you may need the following:
    - Authentication type
    - Inner authentication type
    - 802.1X user name and password
    - Certificates
  - No security

    If your wireless network does not use any type of security, then you will not have any security information.

    **Note:** Using an unsecured wireless network is not recommended.

**Notes:**

- If you do not know the SSID of the network that your computer is connected to, then launch the wireless utility of the computer network adapter, and then look for the network name. If you cannot find the SSID or the security information for your network, then see the documentation that came with the access point, or contact your system support person.
- To find the WPA/WPA2 preshared key/passphrase for the wireless network, see the documentation that came with the access point, see the Web page associated with the access point, or consult your system support person.

## 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.
- A wireless network adapter is installed in the printer and is working properly. For more information, see the instruction sheet that came with the wireless network adapter.

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### Using the Push Button Configuration (PBC) method

1 From the printer control panel, navigate to:

> **Settings** > OK >**Network/Ports** > OK > **Network [x]** > OK > **Network [x] Setup** > OK > **Wireless** > OK > **Wi-Fi Protected Setup** > OK > **Start Push Button Method** > OK

2 Follow the instructions on the printer display.

### Using the Personal Identification Number (PIN) method

1 From the printer control panel, navigate to:

> **Settings** > OK >**Network/Ports** > OK > **Network [x]** > **Wireless** > OK > **Wi-Fi Protected Setup** > OK > **Start PIN Method** > OK

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 bar.

**Notes:**

- 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.

4 Access the WPS settings.

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

## Connecting the printer to a wireless network using the Embedded Web Server

Before you begin, make sure that:

- Your printer is connected temporarily to an Ethernet network.
- A wireless network adapter is installed in your printer and working properly. For more information, see the instruction sheet that came with your wireless network adapter.

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

**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. 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** > **Network/Ports** > **Wireless**.

3 Modify the settings to match the settings of your access point (wireless router).

**Note:** Make sure to enter the correct SSID.

4 Click **Submit**.

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5 Turn off the printer, and then disconnect the Ethernet cable. Then wait for at least five seconds, and then turn the printer back on.

6 To verify if your printer is connected to the network, print a network setup page. Then in the Network Card [x] section, see if the status is "Connected".

For more information, see the "Verifying printer setup" section of the *User's Guide*.

## Changing port settings after installing a new network Internal Solutions Port

When a new Internal Solutions Port (ISP) is installed in the printer, the printer configurations on computers that access the printer must be updated since the printer will be assigned a new IP address. All computers that access the printer must be updated with this new IP address.

**Notes:**

- If the printer has a static IP address, then you do not need to make any changes to the computer configurations.
- If the computers are configured to use the network name, instead of an IP address, then you do not need to make any changes to your computer configurations.
- If you are adding a wireless ISP to a printer previously configured for an Ethernet connection, then make sure the printer is disconnected from the Ethernet network when you configure the printer to operate wirelessly. If the printer is not disconnected from the Ethernet network, then the wireless configuration will complete, but the wireless ISP will not be active. To activate the wireless ISP, disconnect the printer from the Ethernet network, turn off the printer, and then turn it back on.
- Only one network connection is active at a time. To switch between Ethernet and wireless connection types, turn off the printer, connect the cable (to switch to an Ethernet connection) or disconnect the cable (to switch to a wireless connection), and then turn the printer back on.

### For Windows users

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 control panel. 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 , or click **Start** and then click **Run**.

3 In the Start Search or Run dialog, type **`control printers`**.

4 Press **Enter**, or click **OK**.

5 Locate the printer that has changed.

**Note:** If there is more than one copy of the printer, then update all of them with the new IP address.

6 Right-click the printer.

7 Click **Properties** > **Ports** tab.

8 Select the port from the list, and then click **Configure Port**.

9 Type the new IP address in the "Printer Name or IP Address" field.

10 Click **OK** > **Close**.

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### For Macintosh users

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 control panel. 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 Add the printer.

- For IP printing:
  a From the Apple menu, navigate to either of the following:
    – **System Preferences** > **Print & Scan**
    – **System Preferences** > **Print & Fax**
  b Click **+**.
  c Click the **IP** tab.
  d Type the printer IP address in the address field, and then click **Add**.
- For AppleTalk printing:

  **Notes:**

  – Make sure AppleTalk is activated on your printer.
  – This feature is supported only in Mac OS X version 10.5.

  a From the Apple menu, navigate to:
  **System Preferences** > **Print & Fax**
  b Click **+**, and then navigate to:
  **AppleTalk** > select the printer > **Add**

## Setting up serial printing

Use serial printing to print even when the computer is far from the printer, or to print at a reduced speed.

After installing the serial or communication (COM) port, configure the printer and the computer. Make sure you have connected the serial cable to the COM port on your printer.

1 Set the parameters in the printer.
  a From the printer control panel, navigate to the menu for the port settings.
  b Locate the menu for the serial port settings, and then adjust the settings, if necessary.
  c Save the modified settings, and then print a menu settings page.

2 Install the printer driver.
  a Insert the *Software and Documentation* CD.
  If the installation dialog does not appear after a minute, then launch the CD manually:
    1 Click , or click **Start** and then click **Run**.
    2 In the Start Search or Run dialog, type `D:\setup.exe`, where `D` is the letter of the CD or DVD drive.
    3 Press **Enter**, or click **OK**.
  b Click **Install**.
  c Follow the instructions on the computer screen.

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**d** Select **Advanced**, and then click **Continue**.

**e** From the Configure Printer Connection dialog, select a port.

**f** If the port is not in the list, then click **Refresh**, or navigate to:
**Add port** > select a port type > enter the necessary information > **OK**

**g** Click **Continue** > **Finish**.

**3** Set the COM port parameters.

After installing the printer driver, set the serial parameters in the COM port assigned to the printer driver.

**Note:** Make sure the serial parameters in the COM port match the serial parameters you set in the printer.

**a** Open Device Manager.

**1** Click , or click **Start** and then click **Run**.

**2** In the Start Search or Run dialog, type **`devmgmt.msc`**.

**3** Press **Enter**, or click **OK**.

**b** Click **+** beside "Ports" to expand the list of available ports.

**c** Right-click the COM port where you attached the serial cable to your computer (example: COM1), and then click **Properties**.

**d** On the Port Settings tab, set the serial parameters to the same serial parameters set in the printer.
Check the serial heading of the menu settings page for the printer settings.

**e** Click **OK**, and then close all the dialogs.

**f** Print a test page to verify printer installation.

# Verifying printer setup

## Printing a menu settings page

Print a menu settings page to review the current menu settings and to verify if the printer options are installed correctly.

**Note:** If you have not changed any menu settings, then the menu settings page lists all the factory default settings. When you select and save other settings from the menus, they replace the factory default settings as *user default settings*. A user default setting remains in effect until you access the menu again, choose another value, and save it.

From the printer control panel, navigate to:

> **Settings** > OK >**Reports** > OK > **Menu Settings Page** > OK

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## Printing a network setup page

If the printer is attached to a network, then print a network setup page to verify the network connection. This page also provides important information that aids network printing configuration.

1 From the printer control panel, navigate to:

> **Settings** > OK > **Reports** > OK > **Network Setup Page** > OK

2 Check the first section of the network setup page, and then confirm that the status is Connected.

If the status is Not Connected, then the LAN drop may not be active, or the network cable may be malfunctioning. Consult your system support person for a solution, and then print another network setup page.

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# Loading paper and specialty media

The selection and handling of paper and specialty media can affect how reliably documents print. For more information, see “Avoiding jams” on page 152 and “Storing paper” on page 67.

## Setting the paper size and type

1 From the printer control panel, navigate to:

> **Settings** > OK > **Paper Menu** > OK > **Paper Size/Type** > OK

2 Press the up or down arrow button to select the tray or feeder, and then press OK.

3 Press the up or down arrow button to select the paper size, and then press OK.

4 Press the up or down arrow button to select the paper type, and then press OK to change the settings.

## Configuring Universal paper settings

The Universal paper size is a user-defined setting that lets you print on paper sizes that are not preset in the printer menus.

**Notes:**

- The smallest supported Universal size is 70 x 127 mm (2.76 x 5 inches) for one-sided printing and 105 x 148 mm (4.13 x 5.83 inches) for two-sided (duplex) printing.
- The largest supported Universal size is 216 x 356 mm (8.5 x 14 inches) for one-sided and two-sided printing.

From the printer control panel, navigate to:

> **Settings** > OK > **Paper Menu** > OK > **Universal Setup** > OK > **Units of Measure** > OK > select unit of measure > OK

## Loading the 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 Pull out the tray.

**Notes:**

- When loading folio-, legal-, or oficio-size paper, lift the tray slightly and pull it out completely.
- Avoid removing trays while a job prints or while **Busy** appears on the display. Doing so may cause a jam.

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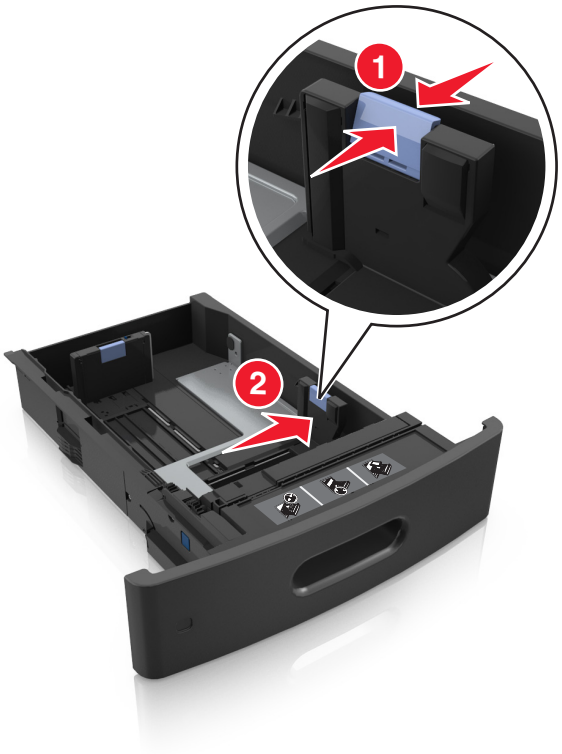
2 Squeeze and slide the width guide to the correct position for the size of the paper being loaded until it *clicks* into place.




**Note:** Use the paper size indicators on the bottom of the tray to help position the guides.

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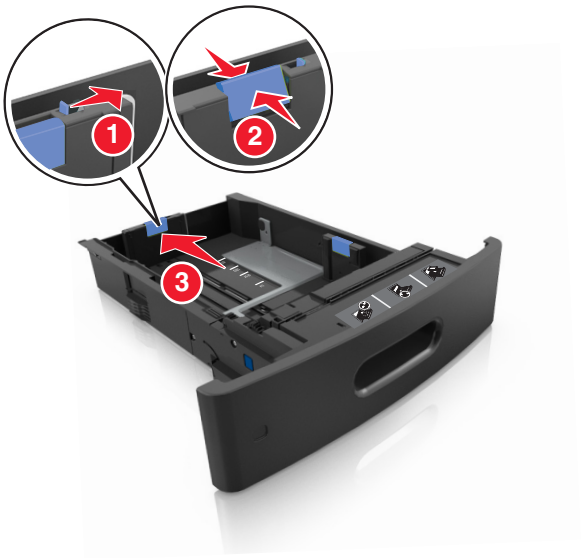
3 Unlock the length guide, and then squeeze and slide the guide to the correct position for the size of the paper being loaded.




**Notes:**

- Lock the length guide for all paper sizes.
- Use the paper size indicators on the bottom of the tray to help position the guides.

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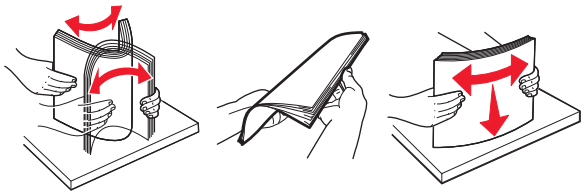
**4** Flex and fan the sheets to loosen them. Do not fold or crease the paper. Straighten the edges on a level surface.



**5** Load the paper stack with the printable side facedown.

**Note:** Make sure the paper or envelope is loaded properly.

- There are different ways for loading 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 |

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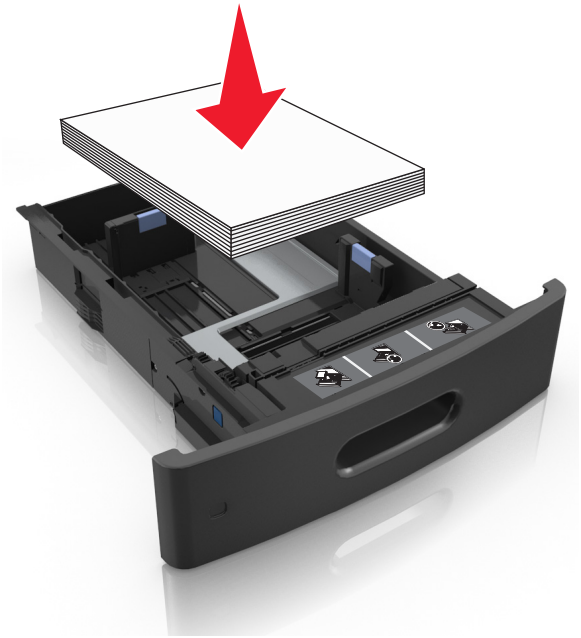
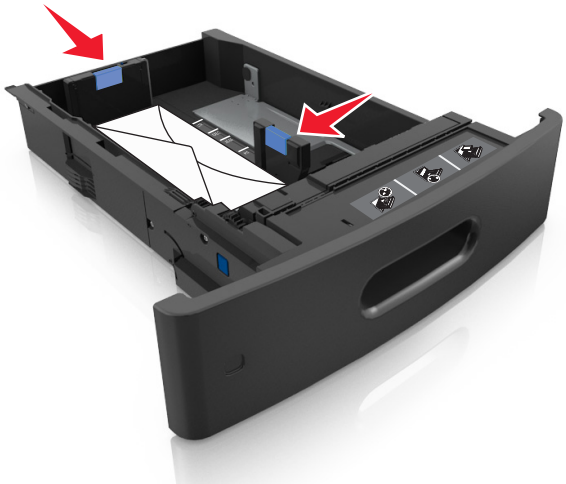
| Without an optional staple finisher | With an optional staple finisher |
| --- | --- |
| | |
| Two-sided printing | Two-sided printing |

- Do not slide the paper into the tray. Load paper as shown in the illustration.



- If you are loading envelopes, then make sure that the flap side is facing up and the envelopes are on the left side of the tray.



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- Make sure the paper is below the maximum paper fill indicator.

**Warning—Potential Damage:** Overfilling the tray can cause paper jams.

6 For custom- or Universal-size paper, adjust the paper guides to lightly touch the sides of the stack, and then lock the length guide.

7 Insert the tray.

8 From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray.

**Note:** Set the correct paper size and type to avoid paper jams and print quality problems.

# Loading the 2100-sheet tray

**CAUTION—POTENTIAL INJURY:** 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 width and length guides.

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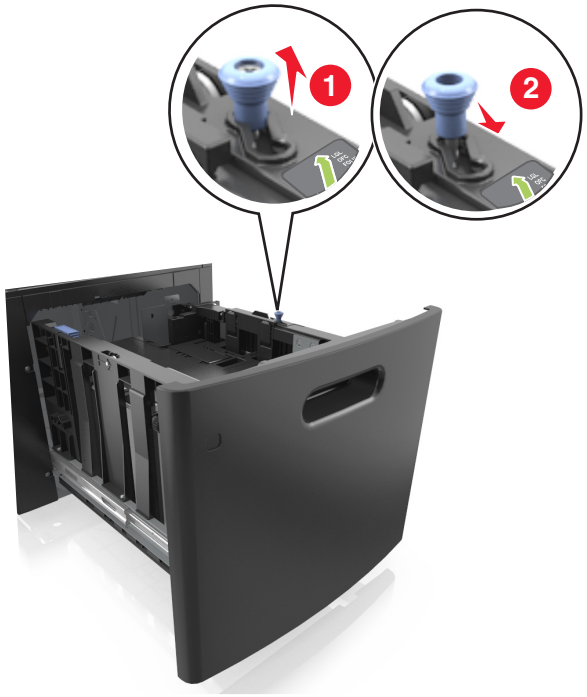
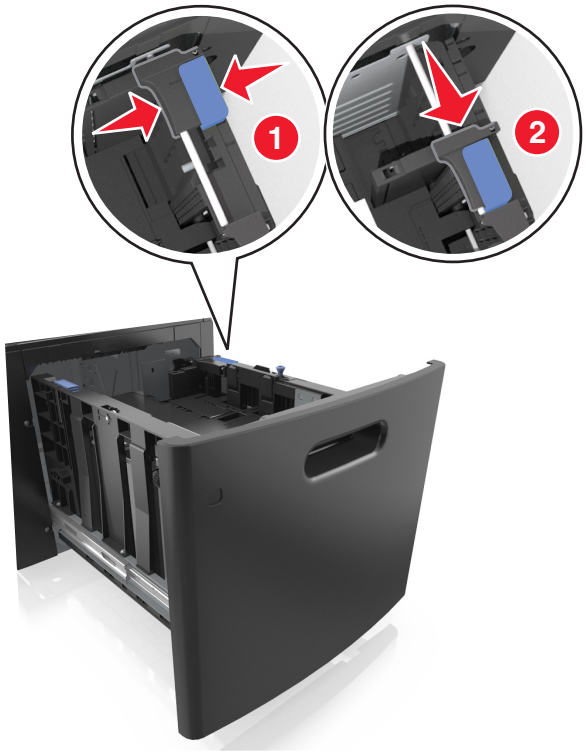
## Loading A5-size paper

**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.

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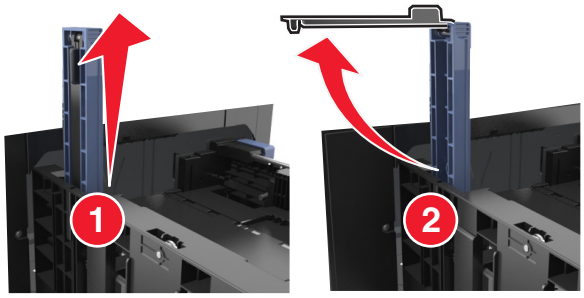
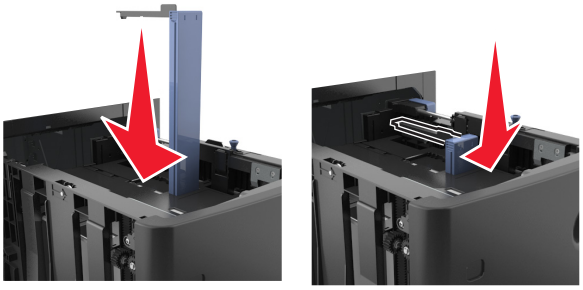
**c** Remove the A5 length guide from its holder.



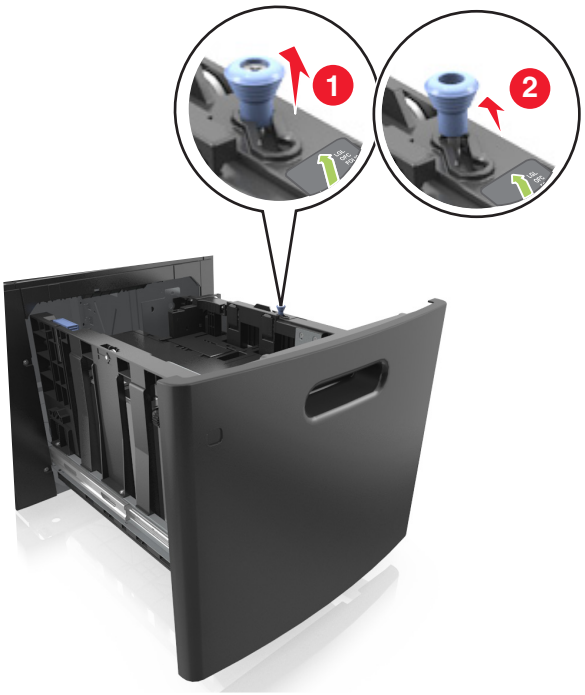

**d** Insert the A5 length guide into its designated slot.

**Note:** Press the A5 length guide 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.

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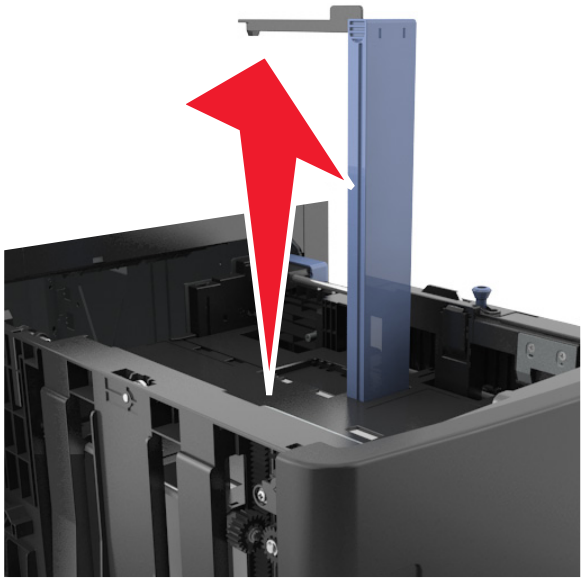
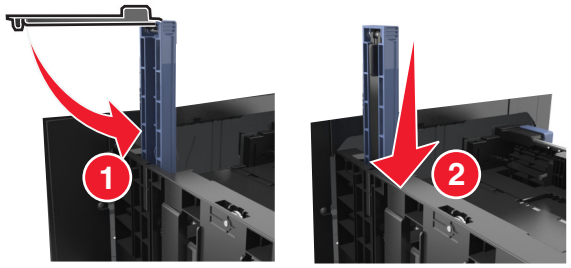
**b** If the A5 length guide is still attached to the length guide, then remove it from its place. If the A5 length guide is not attached, then proceed to step d.



**c** Put the A5 length guide in its holder.

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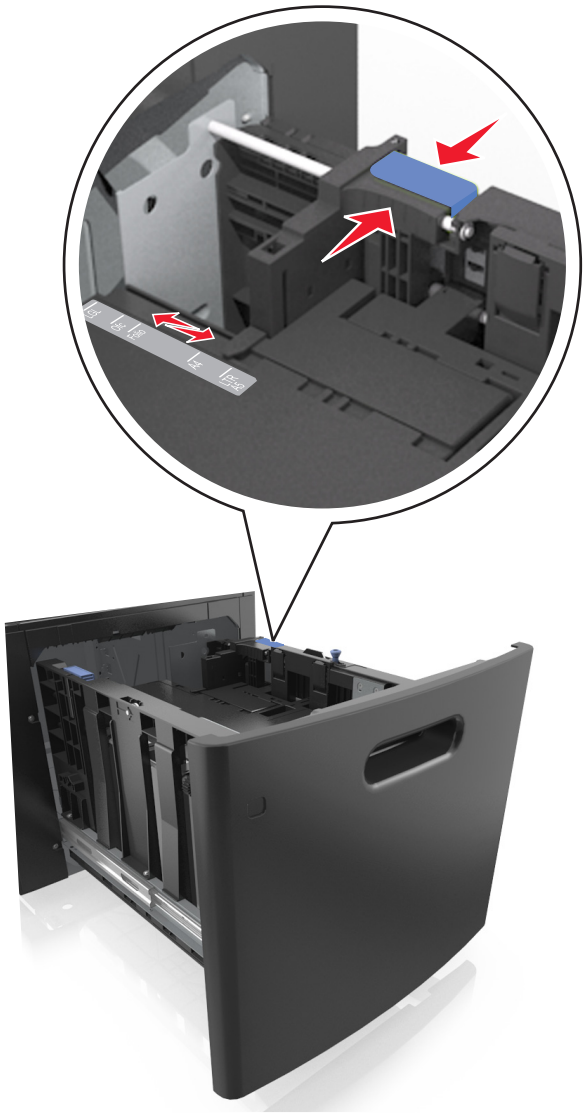
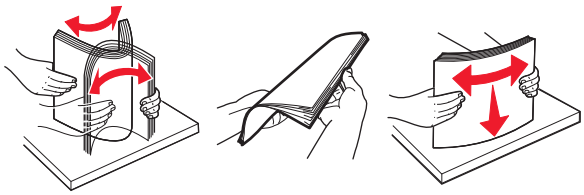
**d** Squeeze the length guide and slide it to the correct position for the size of the paper being loaded until it *clicks* into place.



**3** Flex and fan the sheets to loosen them. Do not fold or crease the paper. Straighten the edges on a level surface.



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

**Note:** Make sure the paper is loaded properly.

- There are different ways for loading letterhead depending on whether an optional staple finisher is installed or not.

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

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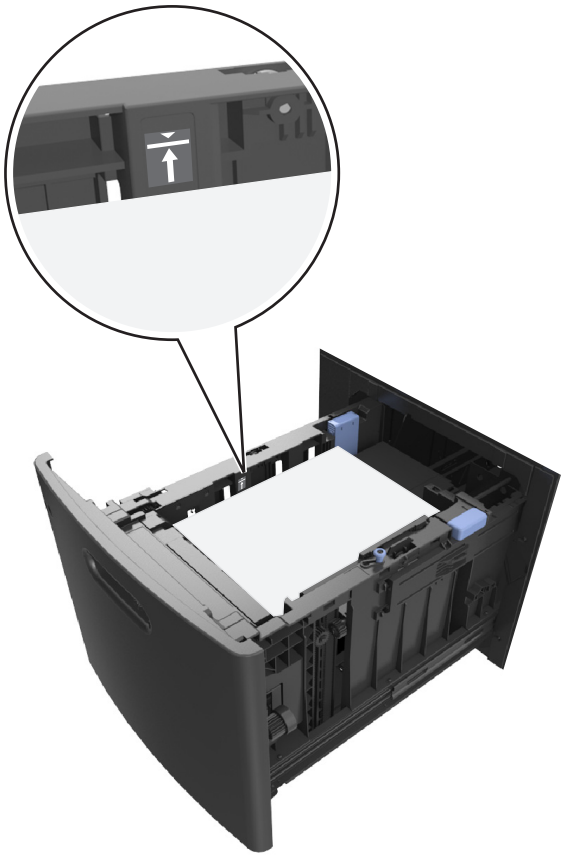
- Make sure the paper is below the maximum paper fill indicator.



**Warning—Potential Damage:** Overfilling the tray can cause paper jams.

5 Insert the tray.

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

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6 From the printer control panel, set the size and type in the Paper menu to match the paper loaded in the tray.

**Note:** Set the correct paper size and type to avoid paper jams and print quality problems.

# Loading the multipurpose feeder

1 Pull down the multipurpose feeder door.

**Note:** Do not load or close the multipurpose feeder while a job is printing.

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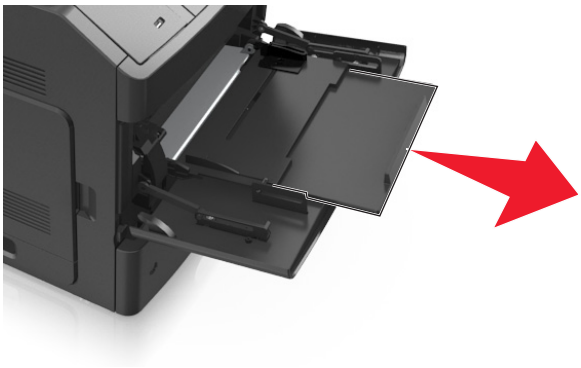
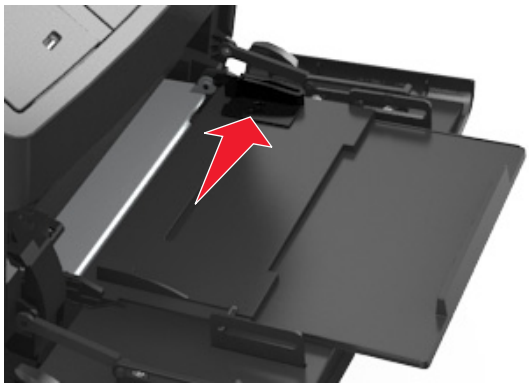
**2** Pull the multipurpose feeder extender.

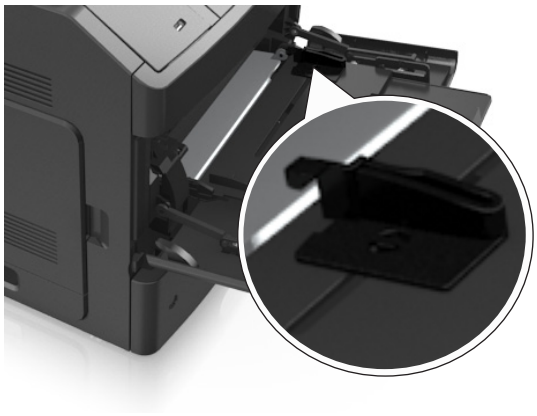


**Note:** Guide the extender gently so that the multipurpose feeder is fully extended and open.

**3** Slide the width guide to the correct position for the size of the paper being loaded.

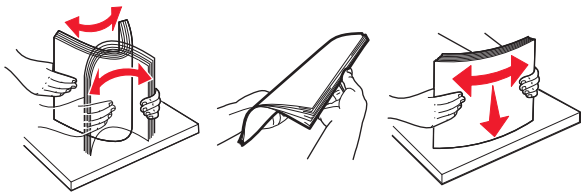


**Note:** Use the paper size indicators on the bottom of the tray to help position the guides.



**4** Prepare the paper or specialty media for loading.

- Flex and fan the sheets to loosen them. Do not fold or crease the paper. Straighten the edges on a level surface.



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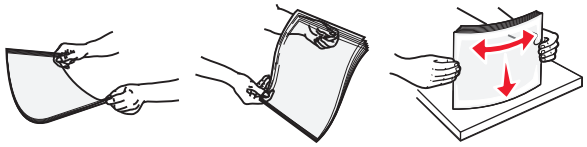
- Hold transparencies by the edges. Flex and fan the transparencies to loosen them. Straighten the edges on a level surface.



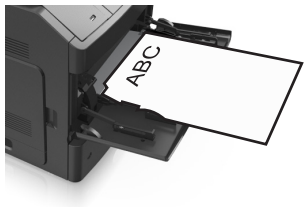
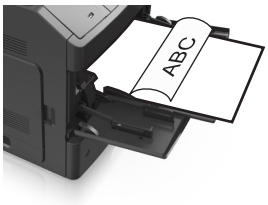
**Note:** Avoid touching the printable side of the transparencies. Be careful not to scratch them.

- Flex and fan the stack of envelopes to loosen them. Straighten the edges on a level surface.

**5** Load the paper or specialty media.

**Note:** Slide the stack gently into the multipurpose feeder until it comes to a stop.

- Load only one size and type of paper or specialty media at a time.
- Make sure the paper fits loosely in the multipurpose feeder, lies flat, and is not bent or wrinkled.
- There are different ways of loading 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 |
|  Two-sided printing | Two-sided printing |

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- Load envelopes with the flap side down and on the left of the multipurpose feeder.

**Warning—Potential Damage:** Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer.

- Make sure the paper or specialty media is below the maximum paper fill indicator.

**Warning—Potential Damage:** Overfilling the feeder can cause paper jams.

6 For custom- or Universal-size paper, adjust the width guides to lightly touch the sides of the stack.

7 From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray.

**Note:** Set the correct paper size and type to avoid paper jams and print quality problems.

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# Linking and unlinking trays

## Linking and unlinking trays

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

**Notes:**

- View the printer IP address on the printer control panel in the TCP/IP section under the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.

2 Click **Settings** > **Paper Menu**.

3 Change the paper size and type settings for the trays you are linking.

- To link trays, make sure the paper size and type for the tray match that of the other tray.
- To unlink trays, make sure the paper size or type for the tray does *not* match that of the other tray.

4 Click **Submit**.

**Note:** You can also change the paper size and type settings using the printer control panel. For more information, see “Setting the paper size and type” on page 44.

**Warning—Potential Damage:** Paper loaded in the tray should match the paper type name assigned in the printer. The temperature of the fuser varies according to the specified paper type. Printing issues may occur if settings are not properly configured.

## Creating a custom name for a paper type

### Using the Embedded Web Server

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

**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.

2 Click **Settings** > **Paper Menu** > **Custom Names**.

3 Select a custom name, and then type a new custom paper type name.

4 Click **Submit**.

5 Click **Custom Types**, and then verify if the new custom paper type name has replaced the custom name.

### Using the printer control panel

1 From the printer control panel, navigate to:

> **Settings** > OK > **Paper Menu** > OK > **Custom Names**

2 Select a custom name, and then type a new custom paper type name.

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3 Press OK.

4 Press **Custom Types**, and then verify if the new custom paper type name has replaced the custom name.

## Assigning a custom paper type name

### Using the Embedded Web Server

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

**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.

2 Click **Settings** > **Paper Menu** > **Custom Names**.

3 Type a name for the paper type, and then click **Submit**.

4 Select a custom type, and then verify that the correct paper type is associated with the custom name.

**Note:** Plain Paper is the factory default paper type for all user-defined custom names.

### Using the printer control panel

1 From the printer control panel, navigate to:

> **Settings** > OK > **Paper Menu** > OK > **Custom Names**

2 Type a name for the paper type, and then press OK.

## Assigning a custom paper type

### Using the Embedded Web Server

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

**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.

2 Click **Settings** > **Paper Menu** > **Custom Types**.

3 Select a custom paper type name, and then select a paper type.

**Note:** Paper is the factory default paper type for all user-defined custom names.

4 Click **Submit**.

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### Using the printer control panel

1. From the printer control panel, navigate to:

   > **Settings** > OK > **Paper Menu** > OK > **Custom Types**

2. Select a custom paper type name, and then select a paper type.

   **Note:** Paper is the factory default paper type for all user-defined custom names.

3. Press OK.

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# Paper and specialty media guide

**Notes:**

- Make sure the paper size, type, and weight are set correctly on the computer or printer control panel.
- Flex, fan and straighten specialty media before loading it.
- The printer may print at a reduced speed to prevent damage to the fuser.

## Using specialty media

### Tips on using card stock

Card stock is heavy, single-ply specialty media. Many of its variable characteristics, such as moisture content, thickness, and texture, can significantly affect print quality.

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the card stock loaded in the tray.
- Print samples on the card stock being considered for use before buying large quantities.
- Specify the paper texture and weight from the tray settings to match the paper loaded in the tray.
- Preprinting, perforation, and creasing may significantly affect the print quality and cause jams or other paper feed problems.
- Before loading the card stock on the tray, flex and fan the card stock to loosen them. Straighten the edges on a level surface.

### Tips on using envelopes

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the envelopes loaded in the tray.
- Print samples on the envelopes being considered for use before buying large quantities.
- Use envelopes designed specifically for laser printers.
- For best performance, use envelopes made from 90-g/$m^2$ (24-lb) paper or 25% cotton.
- Use only new envelopes from undamaged packages.
- To optimize performance and minimize jams, do not use envelopes that:
  - Have excessive curl or twist.
  - Are stuck together or damaged in any way.
  - Have windows, holes, perforations, cutouts, or embossing.
  - Have metal clasps, string ties, or folding bars.
  - Have an interlocking design.
  - Have postage stamps attached.
  - Have any exposed adhesive when the flap is in the sealed or closed position.
  - Have bent corners.
  - Have rough, cockle, or laid finishes.

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- Adjust the width guides to fit the width of the envelopes.
- Before loading the envelopes on the tray, flex and fan the envelopes to loosen them. Straighten the edges on a level surface.

**Note:** A combination of high humidity (over 60%) and high printing temperature may wrinkle or seal envelopes.

## Tips on using labels

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the labels loaded in the tray.
- Print samples on labels being considered for use before buying large quantities.
- Use labels designed specifically for laser printers.
- Do not use labels with slick backing material.
- Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate the printer and the cartridge with adhesive, and could void the printer and toner cartridge warranties.
- Do not use labels with exposed adhesive.
- Before loading labels on the tray, flex and fan labels to loosen them. Straighten the edges on a level surface.

## Tips on using transparencies

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the transparencies loaded in the tray.
- Print a test page on the transparencies being considered for use before buying large quantities.
- Use transparencies designed specifically for laser printers.
- Avoid getting fingerprints on the transparencies to prevent print quality problems.
- Before loading transparencies, flex and fan the sheets to prevent them from sticking together.

# Paper guidelines

## Paper characteristics

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

### Weight

The printer trays and multipurpose feeder can automatically feed paper weights between 60–176 g/m$^2$ (16–47-lb) grain long paper. The 2100-sheet tray can automatically feed paper weights up to 60–135 g/m$^2$ (16–36-lb) grain long paper. Paper lighter than 60 g/m$^2$ (16 lb) might not be stiff enough to feed properly, and may cause jams.

**Note:** Two-sided printing is supported for 60–176 g/m$^2$ (16–47-lb) paper.

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### Curl

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

### Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. Always use paper between 100 and 300 Sheffield points; smoothness between 150 and 250 Sheffield points produces the best print quality.

### Moisture content

The amount of moisture in paper affects both print quality and the ability of the printer to feed the paper correctly. Leave paper in its original wrapper until it is time to use it. This limits the exposure of paper to moisture changes that can degrade its performance.

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

### Grain direction

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

For 60–176 g/m$^2$ (16–47-lb) paper, grain long paper is recommended.

### Fiber content

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

## Selecting paper

Using the appropriate paper prevents jams and helps ensure trouble-free printing.

To help avoid paper jams and poor print quality:

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

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## Selecting preprinted forms and letterhead

Use these guidelines when selecting preprinted forms and letterhead:

- Use grain long for 60–90-g/$m^2$ (16–24-lb) paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.

Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not.

When in doubt, contact your paper supplier.

## Using recycled paper and other office papers

As an environmentally conscientious company, we support the use of recycled paper produced specifically for use in laser (electrophotographic) printers.

While no blanket statement can be made that all recycled paper will feed well, we consistently test papers that represent recycled cut size copier papers available on the global market. This scientific testing is conducted with rigor and discipline. Many factors are taken into consideration both separately and as a whole, including the following:

- Amount of post-consumer waste (We test up to 100% post-consumer waste content.)
- Temperature and humidity conditions (Testing chambers simulate climates from all over the world.)
- Moisture content (Business papers should have low moisture: 4–5%.)
- Bending resistance and proper stiffness means optimum feeding through the printer.
- Thickness (impacts how much can be loaded into a tray)
- Surface roughness (measured in Sheffield units, impacts print clarity and how well toner fuses to the paper)
- Surface friction (determines how easily sheets can be separated)
- Grain and formation (impacts curling, which also influences the mechanics of how the paper behaves as it moves through the printer)
- Brightness and texture (look and feel)

Recycled papers are better than ever; however, the amount of recycled content in a paper affects the degree of control over foreign matter. And while recycled papers are one good path to printing in an environmentally responsible manner, they are not perfect. The energy required to de-ink and deal with additives such as colorants and “glue” often generates more carbon emissions than does normal paper production. However, using recycled papers enables better resource management overall.

We concern ourselves with the responsible use of paper in general based on life cycle assessments of its products. To gain a better understanding of the impact of printers on the environment, the company commissioned a number of life cycle assessments and found that paper was identified as the primary contributor (up to 80%) of carbon emissions caused throughout the entire life of a device (from design to end-of-life). This is due to the energy-intensive manufacturing processes required to make paper.

Thus, we seek to educate customers and partners on minimizing the impact of paper. Using recycled paper is one way. Eliminating excessive and unnecessary paper consumption is another. We are well-equipped to help customers minimize printing and copying waste. In addition, the company encourages purchasing paper from suppliers who demonstrate their commitment to sustainable forestry practices.

We do not endorse specific suppliers, although a converter’s product list for special applications is maintained. However, the following paper choice guidelines will help alleviate the environmental impact of printing:

1. Minimize paper consumption.

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2. Be selective about the origin of wood fiber. Buy from suppliers who carry certifications such as the Forestry Stewardship Council (FSC) or The Program for the Endorsement of Forest Certification (PEFC). These certifications guarantee that the paper manufacturer uses wood pulp from forestry operators that employ environmentally and socially responsible forest management and restoration practices.
3. Choose the most appropriate paper for printing needs: normal 75 or 80 g/m$^2$ certified paper, lower weight paper, or recycled paper.

### Unacceptable paper examples

Test results indicate that the following paper types are at risk for use with laser printers:

- Chemically treated papers used to make copies without carbon paper, also known as *carbonless papers*
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a registration (the precise location on the page) greater than ± 2.3 mm (± 0.9 in.), such as optical character recognition (OCR) forms. In some cases, registration can be adjusted with a software application to successfully print on these forms.)
- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers or curled papers
- Recycled papers that fail EN12281:2002 (European testing)
- Paper weighing less than 60 g/m$^2$ (16 lb)
- Multiple part forms or documents

## Storing paper

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

- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent. Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

# Supported paper sizes, types, and weights

The following tables provide information on standard and optional paper sources and the types of paper they support.

**Note:** For an unlisted paper size, select the closest *larger* listed size.

## Paper types and weights supported by the printer

The printer engine supports 60–176-g/m$^2$ (16–47-lb) paper weights.

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| Paper type | 550-sheet tray | 2100-sheet tray | Multipurpose feeder | Duplex |
|---|---|---|---|---|
| **Paper** | ✓ | ✓ | ✓ | ✓ |
| **Card stock** | ✓ | X | ✓ | ✓ |
| **Plain Envelope** | ✓ | X | ✓ | X |
| **Rough Envelope** | ✓ | X | ✓ | X |
| **Paper and Vinyl Labels** | ✓ | X | ✓ | X |
| **Pharmacy labels** | ✓ | X | ✓ | ✓ |
| **Transparencies** | ✓ | X | ✓ | X |

## Paper sizes supported by the printer

| Paper size[1] | Dimensions | Standard or optional 550-sheet tray | Optional 2100-sheet tray | Multipurpose feeder | Duplex |
|---|---|---|---|---|---|
| **A4** | 210 x 297 mm (8.3 x 11.7 in.) | ✓ | ✓ | ✓ | ✓ |
| **A5** | 148 x 210 mm (5.8 x 8.3 in.) | ✓ | ✓ | ✓ | ✓ |
| **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 | ✓ | ✓ |
| **Letter** | 216 x 279 mm (8.5 x 11 in.) | ✓ | ✓ | ✓ | ✓ |
| **Legal** | 216 x 356 mm (8.5 x 14 in.) | ✓ | ✓ | ✓ | ✓ |
| **Executive** | 184 x 267 mm (7.3 x 10.5 in.) | ✓ | X | ✓ | ✓ |
| **Oficio** | 216 x 340 mm (8.5 x 13.4 in.) | ✓ | ✓ | ✓ | ✓ |
| **Folio** | 216 x 330 mm (8.5 x 13 in.) | ✓ | ✓ | ✓ | ✓ |
| **Statement** | 140 x 216 mm (5.5 x 8.5 in.) | ✓ | X | ✓ | ✓ |

[1] If your preferred default paper size cannot be set in the printer control panel, then you may select common paper sizes that correspond to the position of the length guide in the tray from the Paper Size/Type menu. If the paper size is not available, then select **Universal** or turn off tray size sensing. For more information, contact technical support.

[2] To support two-sided (duplex) printing, the Universal width must be between 105 mm (4.13 inches) and 216 mm (8.5 inches); the Universal length must be between 148 mm (5.83 inches) and 356 mm (14 inches).

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| Paper size[1] | Dimensions | Standard or optional 550-sheet tray | Optional 2100-sheet tray | Multipurpose feeder | Duplex |
|---|---|---|---|---|---|
| **Universal**[2] | 105 x 148 mm to 216 x 356 mm (4.13 x 5.83 in. to 8.5 x 14 in.) | ✓ | X | ✓ | ✓ |
| | 70 x 127 mm to 216 x 356 mm (2.76 x 5 to 8.5 x 14 in.) | X | X | ✓ | X |
| **7 3/4 Envelope (Monarch)** | 98 x 191 mm (3.9 x 7.5 in.) | ✓ | X | ✓ | X |
| **9 Envelope** | 98 x 225 mm (3.9 x 8.9 in.) | ✓ | X | ✓ | X |
| **10 Envelope** | 105 x 241 mm (4.1 x 9.5 in.) | ✓ | X | ✓ | X |
| **DL Envelope** | 110 x 220 mm (4.3 x 8.7 in.) | ✓ | X | ✓ | X |
| **C5 Envelope** | 162 x 229 mm (6.38 x 9.01 in.) | ✓ | X | ✓ | X |
| **B5 Envelope** | 176 x 250 mm (6.93 x 9.84 in.) | ✓ | X | ✓ | X |
| **Other Envelope** | 98 x 162 mm (3.9 x 6.4 in.) to 176 x 250 mm (6.9 x 9.8 in.) | ✓ | X | ✓ | X |

[1] If your preferred default paper size cannot be set in the printer control panel, then you may select common paper sizes that correspond to the position of the length guide in the tray from the Paper Size/Type menu. If the paper size is not available, then select **Universal** or turn off tray size sensing. For more information, contact technical support.

[2] To support two-sided (duplex) printing, the Universal width must be between 105 mm (4.13 inches) and 216 mm (8.5 inches); the Universal length must be between 148 mm (5.83 inches) and 356 mm (14 inches).

## Paper sizes, types, and weights supported by the finishers

### Supported paper sizes

| Paper size | 4-bin mailbox | High-capacity output expander | Staple finisher | Staple, hole punch finisher |
|---|---|---|---|---|
| **A6** | ✓ | ✓ | X | X |
| **A5** | ✓ | ✓ | ✓[2] | ✓[1] |

[1] The finisher stacks the paper but does not staple or punch holes in it.

[2] The finisher staples the paper if it is loaded short edge first.

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| Paper size | 4-bin mailbox | High-capacity output expander | Staple finisher | Staple, hole punch finisher |
|---|---|---|---|---|
| **JIS B5** | ✓ | ✓ | ✓[1] | ✓[1] |
| **Executive** | ✓ | ✓ | ✓[1] | ✓[1] |
| **Letter** | ✓ | ✓ | ✓ | ✓ |
| **A4** | ✓ | ✓ | ✓ | ✓ |
| **Legal** | ✓ | ✓ | ✓ | ✓[1] |
| **Folio** | ✓ | ✓ | ✓ | ✓[1] |
| **Statement** | ✓ | ✓ | ✓[1] | ✓[1] |
| **Universal** | ✓ | ✓ | X | X |
| **Envelopes** | X | ✓ | X | X |

[1] The finisher stacks the paper but does not staple or punch holes in it.

[2] The finisher staples the paper if it is loaded short edge first.

## Supported paper types and weights

| Paper type | Paper weight | 4-bin mailbox | High-capacity output expander | Staple finisher | Staple, hole punch finisher |
|---|---|---|---|---|---|
| **Plain Paper** | 90–176 g/m$^2$ (24–47 lb) | X | ✓ | X | X |
| | 60–90 g/m$^2$ (16–24 lb) | ✓ | ✓ | ✓ | ✓ |
| **Card Stock** | 163 g/m$^2$ (110 lb) | X | ✓ | ✓* | ✓* |
| **Transparency** | 146 g/m$^2$ (39 lb) | X | ✓ | ✓* | ✓* |
| **Recycled** | 90–176 g/m$^2$ (24–47 lb) | X | ✓ | X | X |
| | 60–90 g/m$^2$ (16–24 lb) | ✓ | ✓ | ✓ | ✓ |
| **Paper labels** | 180 g/m$^2$ (48 lb) | X | ✓ | X | X |
| **Vinyl Labels** | 300 g/m$^2$ (92 lb) | X | ✓ | X | X |
| **Dual web and Integrated** | 180 g/m$^2$ (48 lb) | X | ✓ | X | X |

* The finisher stacks the paper but does not staple or punch holes in it.

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| Paper type | Paper weight | 4-bin mailbox | High-capacity output expander | Staple finisher | Staple, hole punch finisher |
|---|---|---|---|---|---|
| **Polyester** | 220 g/m$^2$ (59 lb) | X | ✓ | X | X |
| **Bond** | 90–176 g/m$^2$ (24–47 lb) | X | ✓ | X | X |
| | 60–90 g/m$^2$ (16–24 lb) | ✓ | ✓ | ✓ | ✓ |
| **Envelope** | 105 g/m$^2$ (28 lb) | X | ✓ | X | X |
| **Letterhead** | 90–176 g/m$^2$ (24–47 lb) | X | ✓ | X | X |
| | 60–90 g/m$^2$ (16–24 lb) | ✓ | ✓ | ✓ | ✓ |
| **Preprinted** | 90–176 g/m$^2$ (24–47 lb) | X | ✓ | X | X |
| | 60–90 g/m$^2$ (16–24 lb) | ✓ | ✓ | ✓ | ✓ |
| **Colored Paper** | 90–176 g/m$^2$ (24–47 lb) | X | ✓ | X | X |
| | 60–90 g/m$^2$ (16–24 lb) | ✓ | ✓ | ✓ | ✓ |

* The finisher stacks the paper but does not staple or punch holes in it.

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# Printing

## Printing a document

### Printing a document

1. From the Paper menu on the printer control panel, set the paper type and size to match the paper loaded.
2. Send the print job:

   **For Windows users**

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

   b. Click **Properties**, **Preferences**, **Options**, or **Setup**.

   c. Adjust the settings, if necessary.

   d. Click **OK** > **Print**.

   **For Macintosh users**

   a. Customize the settings in the Page Setup dialog if necessary:
      1. With a document open, choose **File** > **Page Setup**.
      2. Choose a paper size or create a custom size to match the paper loaded.
      3. Click **OK**.

   b. Customize the settings in the Page Setup dialog if necessary:
      1. With a document open, choose **File** > **Print**.
         If necessary, click the disclosure triangle to see more options.
      2. From the Print dialog and pop-up menus adjust the settings if necessary.

         **Note:** To print on a specific paper type, adjust the paper type setting to match the paper loaded, or select the appropriate tray or feeder.
      3. Click **Print**.

### Adjusting toner darkness

#### Using the Embedded Web Server

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

   **Notes:**

   - View the printer IP address in the TCP/IP section in the Network/Ports menu. 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** > **Print Settings** > **Quality Menu** > **Toner Darkness**.
3. Adjust the toner darkness, and then click **Submit**.

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### Using the printer control panel

1 From the printer control panel, navigate to:

> **Settings** > OK > **Print Settings** > OK > **Quality Menu** > OK > **Toner Darkness**

2 Adjust the toner darkness, and then press OK.

# Printing from a flash drive

## Supported flash drives and file types

**Notes:**

- High-speed USB flash drives must support the full-speed standard. Low-speed USB devices are not supported.
- USB flash drives must support the File Allocation Table (FAT) system. Devices formatted with New Technology File System (NTFS) or any other file system are not supported.

| Recommended flash drives | File type |
|---|---|
| Many flash drives are tested and approved for use with the printer. For more information, visit **http://support.dell.com**. | Documents:<br>• .pdf<br>• .xps<br>Images:<br>• .dcx<br>• .gif<br>• .jpeg or .jpg<br>• .bmp<br>• .pcx<br>• .tiff or .tif<br>• .png<br>• .fls |

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## Printing from a flash drive

**Notes:**

- Before printing an encrypted PDF file, you will be prompted to enter the file password from the printer control panel.
- You cannot print files for which you do not have printing permissions.

**1** Insert a flash drive into the USB port.

**Notes:**

- A flash drive icon appears on the printer control panel and in the held jobs icon when a flash drive is installed.
- If you insert the flash drive when the printer requires attention, such as when a jam has occurred, then the printer ignores the flash drive.
- If you insert the flash drive while the printer is processing other print jobs, then **Busy** appears. After these print jobs are processed, you may need to view the held jobs list to print documents from the flash drive.

**Warning—Potential Damage:** Do not touch the printer or the flash drive in the area shown while actively printing, reading, or writing from the memory device. Loss of data can occur.

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2 From the printer control panel, select the document you want to print.

3 Press the left or right arrow button to specify the number of copies for printing, and then press OK.

**Notes:**

- Do not remove the flash drive from the USB port until the document has finished printing.
- If you leave the flash drive in the printer after leaving the initial USB menu screen, then access held jobs from the printer control panel to print files from the flash drive.

# Printing confidential and other held jobs

## Storing print jobs in the printer

1 From the printer control panel, navigate to:

> **Settings** > OK > **Security** > OK > **Confidential Print** > select the print job type

| Print job type | Description |
|---|---|
| Max Invalid PIN | Limits the number of times an invalid PIN can be entered.<br>**Note:** When the limit is reached, the print jobs for that user name and PIN are deleted. |
| Confidential Job Expiration | Lets you hold print jobs in the computer until you enter the PIN from the printer control panel.<br>**Note:** The PIN is set from the computer. It must be four digits, using the numbers 0–9. |
| Repeat Job Expiration | Lets you print *and* store print jobs in the printer memory for reprinting. |
| Verify Job Expiration | Lets you print one copy of a print job while the printer holds the remaining copies. It allows you to examine if the first copy is satisfactory. The print job is automatically deleted from the printer memory once all copies are printed. |
| Reserve Job Expiration | Lets you store print jobs for printing at a later time. The print jobs are held until deleted from the Held Jobs menu. |

**Notes:**

- Confidential, Verify, Reserve, and Repeat print jobs may be deleted if the printer requires extra memory to process additional held jobs.
- You can set the printer to store print jobs in the printer memory until you start the print job from the printer control panel.
- All print jobs that can be initiated by the user at the printer are called *held jobs*.

2 Press OK.

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## Printing confidential and other held jobs

**Note:** Confidential and Verify print jobs are automatically deleted from memory after printing. Repeat and Reserve jobs are held in the printer until you choose to delete them.

### For Windows users

1. With a document open, click **File** > **Print**.
2. Click **Properties**, **Preferences**, **Options**, or **Setup**.
3. Click **Print and Hold**.
4. Select the print job type (Confidential, Repeat, Reserve, or Verify), and then assign a user name. For a confidential print job, also enter a four-digit PIN.
5. Click **OK** or **Print**.
6. From the printer control panel, release the print job.
   - For confidential print jobs, navigate to:
     **Held jobs** > select your user name > **Confidential Jobs** > enter the PIN > select the print job > specify the number of copies > **Print**
   - For other print jobs, navigate to:
     **Held jobs** > select your user name > select the print job > specify the number of copies > **Print**

### For Macintosh users

1. With a document open, choose **File** > **Print**.
   If necessary, click the disclosure triangle to see more options.
2. From the print options or Copies & Pages pop-up menu, choose **Job Routing**.
3. Select the print job type (Confidential, Repeat, Reserve, or Verify), and then assign a user name. For a confidential print job, also enter a four-digit PIN.
4. Click **OK** or **Print**.
5. From the printer control panel, release the print job:
   - For confidential print jobs, navigate to:
     **Held jobs** > select your user name > **Confidential Jobs** > enter the PIN > select the print job > specify the number of copies > **Print**
   - For other print jobs, navigate to:
     **Held jobs** > select your user name > select the print job > specify the number of copies > **Print**

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# Printing information pages

For more information on printing information pages, see “Printing a menu settings page” on page 42 and “Printing a network setup page” on page 43.

## Printing a font sample list

1 From the printer control panel, navigate to:

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

2 Press the up or down arrow button to select the font setting.

3 Press OK.

**Note:** The PPDS fonts appear only when the PPDS data stream is activated.

## Printing a directory list

From the printer control panel, navigate to:

> **Settings** > **Reports** > OK > **Print Directory** > OK

**Note:** The Print Directory menu item appears only when an optional flash memory or printer hard disk is installed.

# Canceling a print job

## Canceling a print job from the printer control panel

From the printer control panel, press > OK.

## Canceling a print job from the computer

### For Windows users

1 Open the printers folder.

a Click , or click **Start** and then click **Run**.

b In the Start Search or Run dialog, type `control printers`.

c Press **Enter**, or click **OK**.

2 Double-click the printer icon.

3 Select the print job you want to cancel.

4 Click **Delete**.

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## For Macintosh users

1. From the Apple Menu, navigate to either of the following:
   - **System Preferences** > **Print & Scan** > select a printer > **Open Print Queue**
   - **System Preferences** > **Print & Fax** > select a printer > **Open Print Queue**
2. From the printer window, select the print job you want to cancel, and then click **Delete**.

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# Understanding printer menus

## Menus list

**Paper Menu**

Default Source
Paper Size/Type
Configure MP
Substitute Size
Paper Texture
Paper Weight
Paper Loading
Custom Types
Universal Setup
Bin Setup

**Reports**

Menu Settings Page
Device Statistics
Stapler Test
Network Setup Page [1]
Profiles List
Print Fonts
Print Directory
Asset Report

**Network/Ports**

Active NIC
Standard Network [2]
Standard USB
Parallel [x]
Serial [x]
SMTP Setup

**Security**

Miscellaneous Security Settings [3]
Confidential Print
Security Audit Log
Set Date and Time

**Settings**

General Settings
Flash Drive Menu
Print Settings

**Help**

Print All Guides
Print Quality
Printing Guide
Print Defects Guide
Information Guide

[1] Depending on the printer setup, this menu item appears as Network Setup Page or Network [x] Setup Page.

[2] Depending on the printer setup, this menu item appears as Standard Network or Network [x].

## Paper menu

### Default Source menu

| Use | To |
|---|---|
| **Default Source**<br>Tray [x]<br>MP Feeder<br>Manual Paper<br>Manual Envelope | Set a default paper source for all print jobs.<br>**Notes:**<br>• Tray 1 (standard tray) is the factory default setting.<br>• From the Paper menu, set Configure MP to "Cassette" for MP Feeder to appear as a menu setting.<br>• If two trays contain paper of the same size and type, and the trays have the same settings, then the trays are automatically linked. When one tray is empty, the print job continues using the linked tray. |

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## Paper Size/Type menu

| Use | To |
|---|---|
| **Tray [x] Size**<br>A4<br>A5<br>A6<br>JIS-B5<br>Letter<br>Legal<br>Executive<br>Oficio (Mexico)<br>Folio<br>Statement<br>Universal<br>7 3/4 Envelope<br>9 Envelope<br>10 Envelope<br>DL Envelope<br>C5 Envelope<br>B5 Envelope<br>Other Envelope | Specify the paper size loaded in each tray.<br>**Notes:**<br>• Letter is the US factory default setting. A4 is the international factory default setting.<br>• If two trays contain paper of the same size and type, and the trays have the same settings, then the trays are automatically linked. The multipurpose feeder may also be linked. When one tray is empty, the print job continues using the linked tray.<br>• The A6 paper size is supported only in Tray 1 and the multipurpose feeder. |
| **Tray [x] Type**<br>Plain Paper<br>Card Stock<br>Transparency<br>Recycled<br>Labels<br>Vinyl Labels<br>Bond<br>Envelope<br>Rough Envelope<br>Letterhead<br>Preprinted<br>Colored Paper<br>Light Paper<br>Heavy Paper<br>Rough/Cotton<br>Custom Type [x] | Specify the type of paper loaded in each tray.<br>**Notes:**<br>• Plain Paper is the factory default setting for Tray 1. Custom Type [x] is the factory default setting for all other trays.<br>• If available, a user-defined name will appear instead of Custom Type [x].<br>• Use this menu to configure automatic tray linking. |
| **Note:** Only installed trays and feeders are listed in this menu. | |

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| Use | To |
| --- | --- |
| **MP Feeder Size**<br>A4<br>A5<br>A6<br>JIS B5<br>Letter<br>Legal<br>Executive<br>Oficio (Mexico)<br>Folio<br>Statement<br>Universal<br>7 3/4 Envelope<br>9 Envelope<br>10 Envelope<br>DL Envelope<br>C5 Envelope<br>B5 Envelope<br>Other Envelope | Specify the paper size loaded in the multipurpose feeder.<br>**Notes:**<br>• Letter is the US factory default setting. A4 is the international factory default setting.<br>• From the Paper menu, set Configure MP to “Cassette” for MP Feeder Size to appear as a menu.<br>• The multipurpose feeder does not automatically detect paper size. Make sure to set the paper size value. |
| **MP Feeder Type**<br>Plain Paper<br>Card Stock<br>Transparency<br>Recycled<br>Labels<br>Vinyl Labels<br>Bond<br>Envelope<br>Rough Envelope<br>Letterhead<br>Preprinted<br>Colored Paper<br>Light Paper<br>Heavy Paper<br>Rough/Cotton<br>Custom Type [x] | Specify the paper type loaded in the multipurpose feeder.<br>**Notes:**<br>• Plain Paper is the factory default setting.<br>• From the Paper menu, set Configure to “Cassette” for MP Feeder Type to appear as a menu. |
| **Note:** Only installed trays and feeders are listed in this menu. | |

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| Use | To |
|---|---|
| **Manual Paper Size**<br>A4<br>A5<br>A6<br>JIS B5<br>Letter<br>Legal<br>Executive<br>Oficio (Mexico)<br>Folio<br>Statement<br>Universal | Specify the size of the paper being manually loaded.<br>**Note:** Letter is the US factory default setting. A4 is the international factory default setting. |
| **Manual Paper Type**<br>Plain Paper<br>Card Stock<br>Transparency<br>Recycled<br>Labels<br>Vinyl Labels<br>Bond<br>Letterhead<br>Preprinted<br>Colored Paper<br>Light Paper<br>Heavy Paper<br>Rough/Cotton<br>Custom Type [x] | Specify the paper type being manually loaded.<br>**Notes:**<br>• Plain Paper is the factory default setting.<br>• From the Paper menu, set Configure MP to “Manual” for Manual Paper Type to appear as a menu. |
| **Manual Envelope Size**<br>7 3/4 Envelope<br>9 Envelope<br>10 Envelope<br>DL Envelope<br>C5 Envelope<br>B5 Envelope<br>Other Envelope | Specify the envelope size being manually loaded.<br>**Note:** 10 Envelope is the US factory default setting. DL Envelope is the international factory default setting. |
| **Manual Envelope Type**<br>Envelope<br>Rough Envelope<br>Custom Type [x] | Specify the envelope type being manually loaded.<br>**Note:** Envelope is the factory default setting. |
| **Note:** Only installed trays and feeders are listed in this menu. | |

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## Configure MP menu

| Use | To |
|---|---|
| **Configure MP**<br>Cassette<br>Manual<br>First | Determine when the printer selects paper from the multipurpose feeder.<br>**Notes:**<br>• Cassette is the factory default setting. Cassette configures the multipurpose feeder as the automatic paper source.<br>• Manual sets the multipurpose feeder only for manual-feed print jobs.<br>• First configures the multipurpose feeder as the primary paper source. |

## Substitute Size menu

| Use | To |
|---|---|
| **Substitute Size**<br>Off<br>Statement/A5<br>Letter/A4<br>All Listed | Substitute a specified paper size if the requested paper size is not available.<br>**Notes:**<br>• All Listed is the factory default setting. All available substitutions are allowed.<br>• Off indicates that no size substitutions are allowed.<br>• Setting a size substitution lets the print job continue without **Change Paper** appearing. |

## Paper Texture menu

| Use | To |
|---|---|
| **Plain Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the plain paper loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Card Stock Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the card stock loaded in a specific tray.<br>**Notes:**<br>• Normal is the factory default setting.<br>• These options appear only if card stock is supported. |
| **Transparency Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the transparencies loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Recycled Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the recycled paper loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |

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| Use | To |
|---|---|
| **Labels Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the labels loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Vinyl Labels Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the vinyl labels loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Bond Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the bond paper loaded in a specific tray.<br>**Note:** Rough is the factory default setting. |
| **Envelope Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the envelopes loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Rough Envelope Texture**<br>Rough | Specify the relative texture of the rough envelopes loaded in a specific tray.<br>**Note:** Rough is the factory default setting. |
| **Letterhead Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the letterhead loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Preprinted Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the preprinted paper loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Colored Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the colored paper loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Light Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the light paper loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Heavy Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the heavy paper loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |
| **Rough/Cotton Texture**<br>Rough | Specify the relative texture of the rough or cotton paper loaded in a specific tray.<br>**Note:** Rough is the factory default setting. |

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| Use | To |
|---|---|
| **Custom [x] Texture**<br>Smooth<br>Normal<br>Rough | Specify the relative texture of the custom paper loaded in a specific tray.<br>**Note:** Normal is the factory default setting. |

## Paper Weight menu

| Use | To |
|---|---|
| **Plain Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the plain paper loaded.<br>**Note:** Normal is the factory default setting. |
| **Card Stock Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the card stock loaded.<br>**Note:** Normal is the factory default setting. |
| **Transparency Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the transparencies loaded.<br>**Note:** Normal is the factory default setting. |
| **Recycled Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the recycled paper loaded.<br>**Note:** Normal is the factory default setting. |
| **Labels Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the labels loaded.<br>**Note:** Normal is the factory default setting. |
| **Vinyl Labels Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the vinyl labels loaded.<br>**Note:** Normal is the factory default setting. |
| **Bond Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the bond paper loaded.<br>**Note:** Normal is the factory default setting. |
| **Envelope Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the envelope loaded.<br>**Note:** Normal is the factory default setting. |

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| Use | To |
|---|---|
| **Rough Envelope Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the rough envelope loaded.<br>**Note:** Normal is the factory default setting. |
| **Letterhead Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the letterhead loaded.<br>**Note:** Normal is the factory default setting. |
| **Preprinted Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the preprinted paper loaded.<br>**Note:** Normal is the factory default setting. |
| **Colored Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the colored paper loaded.<br>**Note:** Normal is the factory default setting. |
| **Light Weight**<br>Light | Specify that the weight of the paper loaded is light. |
| **Heavy Weight**<br>Heavy | Specify that the weight of the paper loaded is heavy. |
| **Rough/Cotton Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the cotton or rough paper loaded.<br>**Note:** Normal is the factory default setting. |
| **Custom [x] Weight**<br>Light<br>Normal<br>Heavy | Specify the relative weight of the custom paper loaded.<br>**Notes:**<br>• Normal is the factory default setting.<br>• The options appear only when the custom type is supported. |

## Paper Loading menu

| Use | To |
|---|---|
| **Card Stock Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Card Stock as the paper type. |
| **Notes:**<br>• Off is the factory default setting for all Paper Loading menu selections.<br>• Duplex sets the printer default to two-sided printing for every print job unless one-sided printing is selected from Print Properties or the print dialog, depending on your operating system. | |

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| Use | To |
|---|---|
| **Recycled Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Recycled as the paper type. |
| **Labels Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Labels as the paper type. |
| **Vinyl Labels Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Vinyl Labels as the paper type. |
| **Bond Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Bond as the paper type. |
| **Letterhead Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Letterhead as the paper type. |
| **Preprinted Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Preprinted as the paper type. |
| **Colored Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Colored as the paper type. |
| **Light Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Light as the paper type. |
| **Heavy Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Heavy as the paper type. |
| **Rough/Cotton Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Rough or Cotton as the paper type. |
| **Custom [x] Loading**<br>Duplex<br>Off | Determine and set two-sided printing for all print jobs with Custom [x] as the paper type.<br>**Note:** Custom [x] Loading is available only when the custom type is supported. |

**Notes:**

- Off is the factory default setting for all Paper Loading menu selections.
- Duplex sets the printer default to two-sided printing for every print job unless one-sided printing is selected from Print Properties or the print dialog, depending on your operating system.

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## Custom Types menu

| Use | To |
|---|---|
| **Custom Type [x]**<br>Paper<br>Card Stock<br>Transparency<br>Rough/Cotton<br>Labels<br>Envelope | Associate a paper or specialty media type with a factory default custom type name or a user-defined custom name created from the Embedded Web Server.<br>**Notes:**<br>• Paper is the factory default setting.<br>• The custom media type must be supported by the selected tray or multipurpose feeder to print from that source. |
| **Recycled**<br>Paper<br>Card Stock<br>Transparency<br>Rough/Cotton<br>Labels<br>Envelope | Specify a paper type when Recycled is selected in other menus.<br>**Notes:**<br>• Paper is the factory default setting.<br>• The custom media type must be supported by the selected tray or multipurpose feeder to print from that source. |

## Universal Setup menu

| Use | To |
|---|---|
| **Units of Measure**<br>Inches<br>Millimeters | Identify the units of measure.<br>**Notes:**<br>• Inches is the US factory default setting.<br>• Millimeters is the international factory default setting. |
| **Portrait Width**<br>3–8.5 inches<br>76–216 mm | Set the portrait width.<br>**Notes:**<br>• If the width exceeds the maximum, then the printer uses the maximum width allowed.<br>• 8.5 inches is the US factory default setting. You can increase the width in 0.01-inch increments.<br>• 216 mm is the international factory default setting. You can increase the width in 1-mm increments. |
| **Portrait Height**<br>3–14.17 inches<br>76–360 mm | Set the portrait height.<br>**Notes:**<br>• If the height exceeds the maximum, then the printer uses the maximum height allowed.<br>• 14 inches is the US factory default setting. You can increase the height in 0.01-inch increments.<br>• 356 mm is the international factory default setting. You can increase the height in 1-mm increments. |

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| Use | To |
| --- | --- |
| **Feed Direction**<br>Short Edge<br>Long Edge | Specify the feed direction if the paper can be loaded in either direction.<br>**Notes:**<br>• Short Edge is the factory default setting.<br>• Long Edge appears only when the longest edge is shorter than the maximum width supported in the tray. |

## Bin Setup menu

| Use | To |
| --- | --- |
| **Output Bin**<br>Standard Bin<br>Bin [x] | Specify the default bin.<br>**Notes:**<br>• If multiple bins are assigned the same name, then the name appears only once in the menu.<br>• Standard Bin is the factory default setting. |
| **Configure Bins**<br>Mailbox<br>Link<br>Mail Overflow<br>Link Optional<br>Type Assignment | Specify configuration options for bins.<br>**Notes:**<br>• Mailbox is the factory default setting. This setting treats each bin as a separate mailbox.<br>• Link configures all available bins as one large bin.<br>• Mail Overflow configures each bin as a separate mailbox.<br>• Link Optional links all available bins except the standard bin and only appears when at least two optional bins are installed.<br>• Type Assignment assigns each paper type to a bin or linked bin set.<br>• Bins assigned the same name are automatically linked unless Link Optional is selected. |
| **Overflow Bin**<br>Standard Bin<br>Bin [x] | Specify an alternative bin when a designated bin is full.<br>**Notes:**<br>• Standard Bin is the factory default setting.<br>• If multiple bins are assigned the same name, then the name only appears once in the bin list.<br>• [x] can be any number between 1 and 12 if the appropriate optional bins are installed. |

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| Use | To |
| --- | --- |
| **Assign Type/Bin**<br>Plain Paper Bin<br>Card Stock Bin<br>Transparency Bin<br>Recycled Bin<br>Labels Bin<br>Vinyl Labels Bin<br>Bond Bin<br>Envelope Bin<br>Rough Envelope Bin<br>Letterhead Bin<br>Preprinted Bin<br>Colored Bin<br>Light Paper Bin<br>Heavy Paper Bin<br>Rough/Cotton Bin<br>Custom [x] Bin | Select a bin for each supported paper type.<br>For each type, select the following options:<br>Disabled<br>Standard Bin<br>Bin [x]<br>**Notes:**<br>• Disabled is the factory default setting.<br>• [x] can be any number between 1 and 12 if the appropriate optional bins are installed.<br>• If multiple bins are assigned the same name, then the name only appears once in the bin list. |

# Reports menu

## Reports menu

| Use | To |
| --- | --- |
| **Menu Settings Page** | Print a report containing information about the paper loaded in trays, installed memory, total page count, alarms, timeouts, printer control panel language, TCP/IP address, status of supplies, status of the network connection, and other information. |
| **Device Statistics** | Print a report containing printer statistics such as supply information and details about printed pages. |
| **Stapler Test** | Print a report that confirms that the staple finisher is functioning properly.<br>**Note:** This menu appears only if an optional staple finisher is installed. |
| **Network Setup Page** | Print a report containing information about the network printer settings, such as the TCP/IP address information.<br>**Note:** This menu item appears only in network printers or in printers connected to print servers. |
| **Network [x] Setup Page** | Print a report containing information about the network printer settings, such as the TCP/IP address information.<br>**Notes:**<br>• This menu item is available only when more than one network option is installed.<br>• This menu item appears only in network printers or in printers connected to print servers. |

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| Use | To |
|---|---|
| **Profiles List** | Print a list of profiles stored in the printer.<br>**Note:** This menu item appears only when LDSS is enabled. |
| **Print Fonts**<br>PCL Fonts<br>PostScript Fonts | Print a report of all the fonts available for the printer language currently set in the printer.<br>**Note:** A separate list is available for PCL and PostScript emulations. |
| **Print Directory** | Print a list of all the resources stored in an optional flash memory card or printer hard disk.<br>**Notes:**<br>• Job Buffer Size must be set to 100%.<br>• Make sure the optional flash memory or printer hard disk is installed correctly and working properly.<br>• This menu item appears only when an optional flash drive or printer hard disk is installed. |
| **Asset Report** | Print a report containing printer asset information, such as serial number and model name. |

# Network/Ports menu

## Active NIC menu

| Use | To |
|---|---|
| **Active NIC**<br>Auto<br>[list of available network cards] | Allow the printer to connect to a network.<br>**Notes:**<br>• Auto is the factory default setting.<br>• This menu item appears only if an optional network adapter is installed. |

## Standard Network or Network [x] menu

**Note:** Only active ports appear in this menu. All inactive ports are omitted.

| Use | To |
|---|---|
| **PCL SmartSwitch**<br>On<br>Off | Set the printer to automatically switch to PCL emulation when a print job requires it, regardless of the default printer language.<br>**Notes:**<br>• On is the factory default setting.<br>• If PCL SmartSwitch is disabled, then the printer does not examine incoming data and it uses the default printer language specified in the Setup menu. |

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| Use | To |
|---|---|
| **PS SmartSwitch**<br>On<br>Off | Set the printer to automatically switch to PS emulation when a print job requires it, regardless of the default printer language.<br>**Notes:**<br>• On is the factory default setting.<br>• If PS SmartSwitch is disabled, then the printer does not examine incoming data and it uses the default printer language specified in the Setup menu. |
| **NPA Mode**<br>Off<br>Auto | Set the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol.<br>**Notes:**<br>• Auto is the factory default setting.<br>• Changing this setting from the printer control panel, and then exiting the menus causes the printer to restart. The menu selection is then updated. |
| **Network Buffer**<br>Auto<br>3KB to [maximum size allowed] | Set the size of the network input buffer.<br>**Notes:**<br>• Auto is the factory default setting.<br>• The value can be changed in 1KB increments.<br>• The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off.<br>• To increase the maximum size range for the Network Buffer, disable or reduce the size of the parallel, serial, and USB buffers.<br>• Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated. |
| **Job Buffering**<br>Off<br>On<br>Auto | Temporarily store print jobs in the printer hard disk before printing. This menu only appears when a formatted disk is installed.<br>**Notes:**<br>• Off is the factory default setting.<br>• On buffers print jobs on the printer hard disk.<br>• Auto buffers print jobs only when the printer is busy processing data from another input port.<br>• Changing this setting from the printer control panel, and then exiting the menus causes the printer to restart. The menu selection is then updated. |
| **Mac Binary PS**<br>On<br>Off<br>Auto | Set the printer to process Macintosh binary PostScript print jobs.<br>**Notes:**<br>• Auto is the factory default setting.<br>• Off filters print jobs using the standard protocol.<br>• On processes raw binary PostScript print jobs. |

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| Use | To |
|---|---|
| **Standard Network Setup OR Network [x] Setup**<br>Reports<br>Network Card<br>TCP/IP<br>IPv6<br>Wireless<br>AppleTalk | Show and set the printer network settings.<br>**Note:** The Wireless menu appears only when the printer is connected to a wireless network. |

## Reports menu

To access the menu, navigate to either of the following:

- **Network/Ports** > **Standard Network** > **Standard Network Setup** > **Reports**
- **Network/Ports** > **Network [x]** > **Network [x] Setup** > **Reports**

| Use | To |
|---|---|
| **Print Setup Page** | Print a report containing information about the network printer settings, such as the TCP/IP address. |

## Network Card menu

To access the menu, navigate to either of the following:

- **Network/Ports** > **Standard Network** > **Standard Network Setup** > **Network Card**
- **Network/Ports** > **Network [x]** > **Network [x] Setup** > **Network Card**

| Use | To |
|---|---|
| **View Card Status**<br>Connected<br>Disconnected | View the connection status of the wireless network adapter. |
| **View Card Speed** | View the speed of an active wireless network adapter. |
| **Network Address**<br>UAA<br>LAA | View the network addresses. |
| **Job Timeout**<br>0, 10–225 seconds | Set the amount of time it takes for a network print job to be canceled.<br>**Notes:**<br>• "90 seconds" is the factory default setting.<br>• A setting value of 0 disables the timeout.<br>• If a value between 1 and 9 is selected, then **Invalid** appears on the display, and the value is not saved. |
| **Banner Page**<br>Off<br>On | Allow the printer to print a banner page.<br>**Note:** Off is the factory default setting. |

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## TCP/IP menu

To access the menu, navigate to either of the following:

- **Network/Ports** > **Standard Network** > **Standard Network Setup** > **TCP/IP**
- **Network/Ports** > **Network [x]** > **Network [x] Setup** > **TCP/IP**

**Note:** This menu is available only in network printers or printers attached to print servers.

| Use | To |
|---|---|
| **Set Hostname** | Set the current TCP/IP host name.<br>**Note:** This can be changed only from the Embedded Web Server. |
| **IP Address** | View or change the current TCP/IP address.<br>**Note:** Manually setting the IP address sets the Enable DHCP and Enable Auto IP settings to Off. It also sets Enable BOOTP and Enable RARP to Off on systems that support BOOTP and RARP. |
| **Netmask** | View or change the current TCP/IP netmask. |
| **Gateway** | View or change the current TCP/IP gateway. |
| **Enable DHCP**<br>On<br>Off | Specify the DHCP address and parameter assignment.<br>**Note:** On is the factory default setting. |
| **Enable RARP**<br>On<br>Off | Specify the RARP address assignment setting.<br>**Note:** Off is the factory default setting. |
| **Enable BOOTP**<br>On<br>Off | Specify the BOOTP address assignment setting.<br>**Note:** On is the factory default setting. |
| **Enable AutoIP**<br>Yes<br>No | Specify the Zero Configuration Networking setting.<br>**Note:** Yes is the factory default setting. |
| **Enable FTP/TFTP**<br>Yes<br>No | Enable the built-in FTP server, which lets you send files to the printer using File Transfer Protocol.<br>**Note:** Yes is the factory default setting. |
| **Enable HTTP Server**<br>Yes<br>No | Enable the built-in Web server (Embedded Web Server). When enabled, the printer can be monitored and managed remotely using a Web browser.<br>**Note:** Yes is the factory default setting. |
| **WINS Server Address** | View or change the current WINS server address. |
| **Enable DDNS**<br>Yes<br>No | View or change the current DDNS setting.<br>**Note:** Yes is the factory default setting. |
| **Enable mDNS**<br>Yes<br>No | View or change the current mDNS setting.<br>**Note:** Yes is the factory default setting. |
| **DNS Server Address** | View or change the current DNS server address. |

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| Use | To |
|---|---|
| **Backup DNS Server Address** | View or change the backup DNS server addresses. |
| **Backup DNS Server Address 2** | |
| **Backup DNS Server Address 3** | |
| **Enable HTTPS**<br>Yes<br>No | View or change the current HTTPS setting.<br>**Note:** Yes is the factory default setting. |

## IPv6 menu

To access the menu, navigate to either of the following:

- **Network/Ports** > **Standard Network** > **Standard Network Setup** > **IPv6**
- **Network/Ports** > **Network [x]** > **Network [x] Setup** > **IPv6**

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

| Use | To |
|---|---|
| **Enable IPv6**<br>On<br>Off | Enable IPv6 in the printer.<br>**Note:** On is the factory default setting. |
| **Auto Configuration**<br>On<br>Off | Specify whether or not the wireless network adapter accepts the automatic IPv6 address configuration entries provided by a router.<br>**Note:** On is the factory default setting. |
| **View Hostname** | Set the host name.<br>**Note:** These settings can be changed only from the Embedded Web Server. |
| **View Address** | |
| **View Router Address** | |
| **Enable DHCPv6**<br>On<br>Off | Enable DHCPv6 in the printer.<br>**Note:** On is the factory default setting. |

## Wireless menu

**Note:** This menu is available only in printers connected to a wireless network or printer models that have a wireless network adapter.

To access the menu, navigate to:

**Network/Ports** > **Network [x]** > **Network [x] Setup** > **Wireless**

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| Use | To |
|---|---|
| **Wi-Fi Protected Setup**<br>Start Push Button Method<br>Start PIN Method | Establish a wireless network and enable network security.<br>**Notes:**<br>• Start Push Button Method connects the printer to a wireless network when buttons on both the printer and the access point (wireless router) are pressed within a given period of time.<br>• Start PIN Method connects the printer to a wireless network when a PIN on the printer is entered into the wireless settings of the access point. |
| **Enable/Disable WPS Auto-detection**<br>Enable<br>Disable | Automatically detect the connection method that an access point with WPS uses—Start Push Button Method or Start PIN Method.<br>**Note:** Disable is the factory default setting. |
| **Network Mode**<br>BSS Type<br>Infrastructure<br>Ad hoc | Specify the network mode.<br>**Notes:**<br>• Infrastructure is the factory default setting. This lets the printer access a network using an access point.<br>• Ad hoc configures wireless connection directly between the printer and a computer. |
| **Compatibility**<br>802.11b/g<br>802.11b/g/n | Specify the wireless standard for the wireless network.<br>**Note:** 802.11b/g/n is the factory default setting. |
| **Choose Network** | Select an available network for the printer to use. |
| **View Signal Quality** | View the quality of the wireless connection. |
| **View Security Mode** | View the encryption method for the wireless network. |

## AppleTalk menu

**Note:** This menu appears only in printer models that are connected to an Ethernet network or when an optional wireless network adapter is installed.

To access the menu, navigate to either of the following:

- **Network/Ports** > **Standard Network** > **Standard Network Setup** > **AppleTalk**
- **Network/Ports** > **Network [x]** > **Network [x] Setup** > **AppleTalk**

| Use | To |
|---|---|
| **Activate**<br>Yes<br>No | Enable or disable AppleTalk support.<br>**Note:** Yes is the factory default setting. |
| **View Name** | Show the assigned AppleTalk name.<br>**Note:** The AppleTalk name can be changed only from the Embedded Web Server. |

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| Use | To |
|---|---|
| **View Address** | Show the assigned AppleTalk address.<br>**Note:** The AppleTalk address can be changed only from the Embedded Web Server. |
| **Set Zone**<br>[list of zones available on the network] | Provide a list of AppleTalk zones available on the network.<br>**Note:** The default zone for the network is the factory default setting. |

## Standard USB menu

| Use | To |
|---|---|
| **PCL SmartSwitch**<br>On<br>Off | Set the printer to automatically switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language.<br>**Notes:**<br>• On is the factory default setting.<br>• When set to Off, the printer does not examine incoming data. The printer uses PostScript emulation if the PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if the PS SmartSwitch is set to Off. |
| **PS SmartSwitch**<br>On<br>Off | Set the printer to automatically switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language.<br>**Notes:**<br>• On is the factory default setting.<br>• When set to Off, the printer does not examine incoming data. The printer uses PCL emulation if the PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if the PCL SmartSwitch is set to Off. |
| **NPA Mode**<br>On<br>Off<br>Auto | Set the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol.<br>**Notes:**<br>• Auto is the factory default setting. Auto sets the printer to examine data, determine the format, and then process it appropriately.<br>• The printer automatically restarts when changing the setting from the printer control panel. The menu selection is then updated. |

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| Use | To |
|---|---|
| **USB Buffer**<br>Disabled<br>Auto<br>3K to [maximum size allowed] | Set the size of the USB input buffer.<br>**Notes:**<br>• Auto is the factory default setting.<br>• Disabled turns off job buffering. Any jobs already buffered on the printer hard disk are printed before normal processing resumes.<br>• The USB buffer size value can be changed in 1-K increments.<br>• The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off.<br>• To increase the maximum size range for the USB Buffer, disable or reduce the size of the parallel, serial, and network buffers.<br>• The printer automatically restarts when the setting is changed from the printer control panel. The menu selection is then updated. |
| **Job Buffering**<br>Off<br>On<br>Auto | Temporarily store print jobs in the printer hard disk before printing.<br>**Notes:**<br>• Off is the factory default setting.<br>• On buffers jobs on the printer hard disk.<br>• Auto buffers print jobs only if the printer is busy processing data from another input port.<br>• Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated. |
| **Mac Binary PS**<br>On<br>Off<br>Auto | Set the printer to process Macintosh binary PostScript print jobs.<br>**Notes:**<br>• Auto is the factory default setting.<br>• On processes raw binary PostScript print jobs.<br>• Off filters print jobs using the standard protocol. |
| **ENA Address**<br>yyy.yyy.yyy.yyy | Set the network address information for an external print server.<br>**Note:** This menu is available only when the printer is attached to an external print server through the USB port. |
| **ENA Netmask**<br>yyy.yyy.yyy.yyy | Set the netmask information for an external print server.<br>**Note:** This menu is available only when the printer is attached to an external print server through the USB port. |
| **ENA Gateway**<br>yyy.yyy.yyy.yyy | Set the gateway information for an external print server.<br>**Note:** This menu is available only when the printer is attached to an external print server through the USB port. |

## Parallel [x] menu

**Note:** This menu appears only when an optional parallel card is installed.

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| Use | To |
|---|---|
| **PCL SmartSwitch**<br>On<br>Off | Set the printer to automatically switch to PCL emulation when a print job received through a serial port requires it, regardless of the default printer language.<br>**Notes:**<br>• On is the factory default setting.<br>• When set to Off, the printer does not examine incoming data. The printer uses PostScript emulation if PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PS SmartSwitch is set to Off. |
| **PS SmartSwitch**<br>On<br>Off | Set the printer to automatically switch to PS emulation when a print job received through a serial port requires it, regardless of the default printer language.<br>**Notes:**<br>• On is the factory default setting.<br>• When set to Off, the printer does not examine incoming data. The printer uses PCL emulation if PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PCL SmartSwitch is set to Off. |
| **NPA Mode**<br>On<br>Off<br>Auto | Set the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol.<br>**Notes:**<br>• Auto is the factory default setting.<br>• Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated. |
| **Parallel Buffer**<br>Disabled<br>Auto<br>3K to [maximum size allowed] | Set the size of the parallel input buffer.<br>**Notes:**<br>• Auto is the factory default setting.<br>• Disabled turns off job buffering. Any print jobs already buffered on the printer hard disk are printed before normal processing resumes.<br>• The parallel buffer size setting can be changed in 1-KB increments.<br>• The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off.<br>• To increase the maximum size range for the Parallel Buffer, disable or reduce the size of the USB, serial, and network buffers.<br>• Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated. |
| **Job Buffering**<br>Off<br>On<br>Auto | Temporarily store print jobs on the printer hard disk before printing.<br>**Notes:**<br>• Off is the factory default setting.<br>• On buffers print jobs on the printer hard disk.<br>• Auto buffers print jobs only if the printer is busy processing data from another input port.<br>• Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated. |

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| Use | To |
|---|---|
| **Advanced Status**<br>On<br>Off | Enable bidirectional communication through the parallel port.<br>**Notes:**<br>• On is the factory default setting.<br>• Off disables parallel port negotiation. |
| **Protocol**<br>Standard<br>Fastbytes | Specify the parallel port protocol.<br>**Notes:**<br>• Fastbytes is the factory default setting. It provides compatibility with most existing parallel ports and is the recommended setting.<br>• Standard tries to resolve parallel port communication problems. |
| **Honor Init**<br>On<br>Off | Determine if the printer honors printer hardware initialization requests from the computer.<br>**Notes:**<br>• Off is the factory default setting.<br>• The computer requests initialization by activating the Init signal from the parallel port. Many personal computers activate the Init signal each time the computer is turned on. |
| **Parallel Mode 2**<br>On<br>Off | Determine if the parallel port data is sampled on the leading or trailing edge of a strobe.<br>**Note:** On is the factory default setting. |
| **Mac Binary PS**<br>On<br>Off<br>Auto | Set the printer to process Macintosh binary PostScript print jobs.<br>**Notes:**<br>• Auto is the factory default setting.<br>• Off filters print jobs using the standard protocol.<br>• On processes raw binary PostScript print jobs. |
| **ENA Address**<br>yyy.yyy.yyy.yyy | Set the network address information for an external print server.<br>**Note:** This menu item is available only if the printer is attached to an external print server through the USB port. |
| **ENA Netmask**<br>yyy.yyy.yyy.yyy | Set the netmask information for an external print server.<br>**Note:** This menu item is available only if the printer is attached to an external print server through the USB port. |
| **ENA Gateway**<br>yyy.yyy.yyy.yyy | Set the gateway information for an external print server.<br>**Note:** This menu item is available only if the printer is attached to an external print server through the USB port. |

## Serial [x] menu

**Note:** This menu appears only when an optional serial card is installed.

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| Use | To |
|---|---|
| **PCL SmartSwitch**<br>On<br>Off | Set the printer to automatically switch to PCL emulation when a print job received through a serial port requires it, regardless of the default printer language.<br>**Notes:**<br>• On is the factory default setting.<br>• When set to Off, the printer does not examine incoming data. The printer uses PostScript emulation if PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PS SmartSwitch is set to Off. |
| **PS SmartSwitch**<br>On<br>Off | Set the printer to automatically switch to PS emulation when a print job received through a serial port requires it, regardless of the default printer language.<br>**Notes:**<br>• On is the factory default setting.<br>• When set to Off, the printer does not examine incoming data. The printer uses PCL emulation if PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PCL SmartSwitch is set to Off. |
| **NPA Mode**<br>On<br>Off<br>Auto | Set the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol.<br>**Notes:**<br>• Auto is the factory default setting. Auto sets the printer to examine data, determine the format, and then processes it appropriately.<br>• When set to On, the printer performs NPA processing. If the data is not in NPA format, it is rejected as bad data.<br>• When set to Off, the printer does not perform NPA processing.<br>• Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated. |
| **Serial Buffer**<br>Disabled<br>Auto<br>3K to [maximum size allowed] | Set the size of the serial input buffer.<br>**Notes:**<br>• Auto is the factory default setting.<br>• Disabled turns off job buffering. Any jobs already buffered on the disk are printed before normal processing is resumed.<br>• The serial buffer size setting can be changed in 1-KB increments.<br>• The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off.<br>• To increase the maximum size range for the Serial Buffer, disable or reduce the size of the parallel, serial, and network buffers.<br>• Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated. |

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| Use | To |
|---|---|
| **Job Buffering**<br>Off<br>On<br>Auto | Temporarily store print jobs on the printer hard disk before printing.<br>**Notes:**<br>• Off is the factory default setting. The printer does not buffer print jobs on the printer hard disk.<br>• On buffers print jobs on the printer hard disk.<br>• Auto buffers print jobs only if the printer is busy processing data from another input port.<br>• Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated. |
| **Protocol**<br>DTR<br>DTR/DSR<br>XON/XOFF<br>XON/XOFF/DTR<br>XONXOFF/DTRDSR | Select the hardware and software handshaking settings for the serial port.<br>**Notes:**<br>• DTR is the factory default setting.<br>• DTR/DSR is a hardware handshaking setting.<br>• XON/XOFF is a software handshaking setting.<br>• XON/XOFF/DTR and XON/XOFF/DTR/DSR are combined hardware and software handshaking settings. |
| **Robust XON**<br>On<br>Off | Determine whether the printer communicates availability to the computer.<br>**Notes:**<br>• Off is the factory default setting.<br>• This menu item applies only to the serial port if Serial Protocol is set to XON/XOFF. |
| **Baud**<br>1200<br>2400<br>4800<br>9600<br>19200<br>38400<br>57600<br>115200<br>138200<br>172800<br>230400<br>345600 | Specify the rate at which data can be received through the serial port.<br>**Notes:**<br>• 9600 is the factory default setting.<br>• 138200, 172800, 230400, and 345600 baud rates are only displayed in the Standard Serial menu. These settings do not appear in the Serial Option 1, Serial Option 2, or Serial Option 3 menus. |
| **Data Bits**<br>7<br>8 | Specify the number of data bits sent in each transmission frame.<br>**Note:** 8 is the factory default setting. |

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| Use | To |
|---|---|
| **Parity**<br>Even<br>Odd<br>None<br>Ignore | Set the parity for serial input and output data frames.<br>**Note:** None is the factory default setting. |
| **Honor DSR**<br>On<br>Off | Determine whether the printer uses the DSR Signal.<br>**Notes:**<br>• Off is the factory default setting.<br>• DSR is a handshaking signal used by most serial cables. The serial port uses DSR to distinguish data sent by the computer from data created by electrical noise in the serial cable. The electrical noise can cause stray characters to print. Set this to On to prevent stray characters from printing. |

## SMTP Setup menu

| Use | To |
|---|---|
| **Primary SMTP Gateway** | Specify SMTP server gateway and port information.<br>**Note:** 25 is the default SMTP gateway port. |
| **Primary SMTP Gateway Port** | |
| **Secondary SMTP Gateway** | |
| **Secondary SMTP Gateway Port** | |
| **SMTP Timeout**<br>5–30 | Specify the amount of time in seconds before the server stops trying to send an e-mail.<br>**Note:** 30 is the factory default setting. |
| **Reply Address** | Specify a reply address of up to 128 characters in the e-mail sent by the printer. |
| **Use SSL**<br>Disabled<br>Negotiate<br>Required | Set the printer to use SSL for increased security when connecting to the SMTP server.<br>**Notes:**<br>• Disabled is the factory default setting.<br>• When the Negotiate setting is used, the SMTP server determines if SSL will be used. |
| **SMTP Server Authentication**<br>No authentication required<br>Login/Plain<br>CRAM-MD5<br>Digest-MD5<br>NTLM<br>Kerberos 5 | Specify the type of user authentication required for printing privileges.<br>**Note:** “No authentication required” is the factory default setting. |

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| Use | To |
|---|---|
| **Device-Initiated E-mail**<br>None<br>Use Device SMTP Credentials | Specify what credentials will be used when communicating to the SMTP server. Some SMTP servers require credentials to send an e-mail.<br>**Notes:**<br>• None is the factory default setting for Device-Initiated E-mail and User-Initiated E-mail.<br>• Device Userid and Device Password are used to log in to the SMTP server when Use Device SMTP Credentials is selected. |
| **Device Userid** | |
| **Device Password** | |
| **Kerberos 5 Realm** | |
| **NTLM Domain** | |

# Security menu

## Miscellaneous Security Settings menu

| Use | To |
|---|---|
| **Login Restrictions**<br>Panel Login Timeout<br>Remote Login Timeout | Limit the number and time frames of failed login attempts from the printer control panel before *all* users are locked out.<br>**Notes:**<br>• Panel Login Timeout specifies how long the printer remains idle on the printer control panel before automatically logging the user off. Select from 1 to 900 seconds. 30 seconds is the factory default setting.<br>• Remote Login Timeout specifies how long a remote interface remains idle before automatically logging the user off. Select from 1 to 120 seconds. 10 minutes is the factory default setting. |

## Confidential Print menu

| Use | To |
|---|---|
| **Max Invalid PIN**<br>Off<br>2–10 | Limit the number of times an invalid PIN can be entered.<br>**Notes:**<br>• This menu appears only when a formatted, non-defective printer hard disk is installed.<br>• Once the limit is reached, the print jobs for that user name and PIN are deleted. |
| **Confidential Job Expiration**<br>Off<br>1 hour<br>4 hours<br>24 hours<br>1 week | Limit the amount of time a confidential print job stays in the printer before it is deleted.<br>**Notes:**<br>• If the “Confidential Job Expiration” setting is changed while confidential print jobs reside in the printer RAM or printer hard disk, then the expiration time for those print jobs does not change to the new default value.<br>• If the printer is turned off, then all confidential jobs held in the printer RAM are deleted. |
| **Note:** Off is the factory default setting. | |

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| Use | To |
|---|---|
| **Repeat Job Expiration**<br>Off<br>1 hour<br>4 hours<br>24 hours<br>1 week | Set a time limit on how long the printer stores print jobs. |
| **Verify Job Expiration**<br>Off<br>1 hour<br>4 hours<br>24 hours<br>1 week | Set a time limit on how long the printer stores print jobs needing verification. |
| **Reserve Job Expiration**<br>Off<br>1 hour<br>4 hours<br>24 hours<br>1 week | Set a time limit on how long the printer stores print jobs for printing at a later time. |
| **Note:** Off is the factory default setting. | |

## Disk Wiping menu

Disk Wiping erases *only* print job data on the printer hard disk that *are not* currently in use by the file system. All permanent data on the printer hard disk are preserved, such as downloaded fonts, macros, and held jobs.

**Note:** This menu appears only when a formatted, non-defective printer hard disk is installed.

| Use | To |
|---|---|
| **Wiping Mode**<br>Auto | Specify the mode for disk wiping. |
| **Automatic Method**<br>Single pass<br>Multiple pass | Mark all disk space used by a previous print job. This method does not permit the file system to reuse this space until it has been cleared.<br>**Notes:**<br>• "Single pass" is the factory default setting.<br>• Only automatic wiping enables users to activate disk wiping without having to turn the printer off for an extended amount of time.<br>• Highly confidential information should be wiped using *only* the Multiple pass method. |

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## Security Audit Log menu

| Use | To |
|---|---|
| **Export Log** | Let an authorized user export the audit log.<br>**Notes:**<br>• To export the audit log from the printer control panel, a flash drive must be attached to the printer.<br>• The audit log can be downloaded from the Embedded Web Server and saved on a computer. |
| **Delete Log**<br>Yes<br>No | Specify whether or not audit logs are deleted.<br>**Note:** Yes is the factory default setting. |
| **Configure Log**<br>Enable Audit<br>Yes<br>No<br>Enable Remote Syslog<br>No<br>Yes<br>Remote Syslog Facility<br>0–23<br>Severity of events to log<br>0–7 | Specify how and whether or not audit logs are created.<br>**Notes:**<br>• Enable Audit determines if events are recorded in the secure audit log and remote syslog. No is the factory default setting.<br>• Enable Remote Syslog determines if logs are sent to a remote server. No is the factory default setting.<br>• Remote Syslog Facility determines the value used to send logs to the remote syslog server. 4 is the factory default setting.<br>• If the security audit log is activated, then the severity value of each event is recorded. 4 is the factory default setting. |

## Set Date and Time menu

| Use | To |
|---|---|
| **Current Date and Time** | Show the current date and time settings for the printer. |
| **Manually Set Date and Time**<br>[input date/time] | Enter the date and time.<br>**Notes:**<br>• Manually setting the date and time sets Enable NTP to No.<br>• The wizard lets you set the date and time in YYYY-MM-DD-HH:MM format. |
| **Time Zone**<br>[list of time zones] | Select the time zone.<br>**Note:** GMT is the factory default setting. |
| **Automatically observe DST**<br>On<br>Off | Set the printer to use the applicable daylight saving time (DST) start and end times associated with the printer Time Zone setting.<br>**Note:** On is the factory default setting. |
| **Enable NTP**<br>On<br>Off | Enable Network Time Protocol, which synchronizes the clocks of devices on a network.<br>**Notes:**<br>• On is the factory default setting.<br>• The setting is turned off if you manually set the date and time. |

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# Settings menu

## General Settings

### General Settings menu

| Use | To |
|---|---|
| **Display Language**<br>English<br>Francais<br>Deutsch<br>Italiano<br>Espanol<br>Dansk<br>Norsk<br>Nederlands<br>Svenska<br>Portuguese<br>Suomi<br>Russian<br>Polski<br>Greek<br>Magyar<br>Turkce<br>Cesky<br>Simplified Chinese<br>Traditional Chinese<br>Korean<br>Japanese | Set the language of the text that appears on the printer display.<br>**Note:** Not all languages are available for all printer models. |
| **Show Supply Estimates**<br>Show estimates<br>Do not show estimates | Get an estimate on the status of supplies.<br>**Notes:**<br>• "Show estimates" shows the estimated supply status in pages on the printer control panel, Embedded Web Server, menu settings, and the device statistics reports.<br>• "Do not show estimates" hides the estimated supply status in any location. |

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| Use | To |
|---|---|
| **Eco-Mode**<br>Off<br>Energy<br>Energy/Paper<br>Paper | Minimize the use of energy, paper, or specialty media.<br>**Notes:**<br>• Off is the factory default setting. Off resets the printer to its factory default settings.<br>• Energy minimizes the power used by the printer. Performance may be affected, but print quality is not.<br>• Energy/Paper minimizes the use of power and of paper and specialty media.<br>• Paper minimizes the amount of paper and specialty media needed for a print job. Performance may be affected, but print quality is not. |
| **Quiet Mode**<br>Off<br>On | Reduce the amount of noise produced by the printer.<br>**Notes:**<br>• Off is the factory default setting. This setting supports the performance specifications for your printer.<br>• On configures the printer to produce as little noise as possible. This setting is best suited for printing text and line art.<br>• Selecting Photo from the printer driver may disable Quiet mode and provide better print quality and full-speed printing. |
| **Run Initial setup**<br>Yes<br>No | Instruct the printer to run the setup wizard.<br>**Notes:**<br>• Yes is the factory default setting.<br>• After completing the setup wizard by selecting **Done** at the Country select screen, the default becomes No. |
| **Paper Sizes**<br>US<br>Metric | Specify the unit of measurement for paper sizes.<br>**Notes:**<br>• US is the factory default setting.<br>• The initial setting is determined by your country or region selection in the initial setup wizard. |
| **Home screen customization**<br>Change Language<br>Search Held Jobs<br>Held Jobs<br>USB Drive<br>Bookmarks<br>Jobs by user | Change the icons and buttons that appear on the printer control panel.<br>For each icon or button, select from the following options:<br>Display<br>Do not display<br>**Note:** “Do not display” is the factory default setting. |

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| Use | To |
|---|---|
| **Home screen customization**<br>Eco-Settings<br>Showroom<br>Change Background | Change the icons and buttons that appear on the printer control panel.<br>For each icon or button, select from the following options:<br>Display<br>Do not display<br>**Note:** "Do not display" is the factory default setting. |
| **Output Lighting**<br>Normal/Standby Mode<br>Off<br>Dim<br>Bright | Set the amount of light from the bin.<br>**Notes:**<br>• If Eco-Mode is set to Energy or Energy/Paper, then the factory default setting is Dim.<br>• If Eco-Mode is set to Off or set to Paper, then the factory default setting is Bright.<br>• This menu appears only when an indicator light is installed on the bin or when an optional bin with an indicator light is added. |
| **Alarms**<br>Alarm Control<br>Cartridge Alarm<br>Staple Alarm<br>Hole Punch Alarm | Set an alarm to sound when the printer requires user intervention.<br>For each alarm type, select from the following options:<br>Off<br>Single<br>Continuous<br>**Notes:**<br>• Off is the factory default setting for Alarm Control, Staple Alarm, and Hole Punch Alarm. Off means no alarm will sound.<br>• Single is the factory default setting for Cartridge Alarm, Staple Alarm, and Hole Punch Alarm. Single sounds three quick beeps.<br>• Continuous repeats three beeps every 10 seconds. |
| **Timeouts**<br>Sleep Mode<br>Disabled<br>1–180 | Set the amount of time the printer waits after a job is printed before it goes into a reduced power state.<br>**Notes:**<br>• 30 is the factory default setting.<br>• Disabled appears only when Energy Conserve is set to Off.<br>• Lower settings conserve more energy, but may require longer warm-up times.<br>• Select a high setting if the printer is in constant use. Under most circumstances, this keeps the printer ready to print with minimum warm-up time. |

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| Use | To |
|---|---|
| **Timeouts**<br>Hibernate Timeout<br>Disabled<br>1 hour<br>2 hours<br>3 hours<br>6 hours<br>1 day<br>2 days<br>3 days<br>1 week<br>2 weeks<br>1 month | Set the printer to operate at a low power state.<br>**Notes:**<br>• When the Hibernate Timeout timer expires, the printer uses Ethernet connection to check the value of "Hibernate Timeout on Connection."<br>• If "Hibernate Timeout on Connection" is set to "Do Not Hibernate," then the printer never automatically hibernates.<br>• If "Hibernate Timeout on Connection" is set to "Hibernate," then the printer follows the Hibernate Timeout value, except when it is set to Disabled.<br>• Disabled is the factory default setting except for European Union countries, Canada, and Switzerland.<br>• "3 days" is the factory default setting for European Union countries, Canada, and Switzerland. |
| **Timeouts**<br>Screen Timeout<br>15–300 sec | Set the amount of time in seconds the printer waits before returning the display to a ready state.<br>**Note:** "30 sec" is the factory default setting. |
| **Timeouts**<br>Print Timeout<br>Disabled<br>1–255 sec | Set the amount of time in seconds the printer waits to receive an end-of-job message before canceling the remainder of the print job.<br>**Notes:**<br>• "90 sec" is the factory default setting.<br>• When the timer expires, any partially printed page still in the printer is printed, and then the printer checks to see if any new print jobs are waiting.<br>• Print Timeout is available only when using PCL emulation. This setting has no effect on PostScript emulation print jobs. |
| **Timeouts**<br>Wait Timeout<br>Disabled<br>15–65535 sec | Set the amount of time in seconds the printer waits for additional data before canceling a print job.<br>**Notes:**<br>• "40 sec" is the factory default setting.<br>• Wait Timeout is available only when the printer is using PostScript emulation. This setting has no effect on PCL emulation print jobs. |
| **Timeouts**<br>Job Hold Timeout<br>5–255 sec | Set the amount of time the printer waits for user intervention before it holds jobs that require unavailable resources and continues to print other jobs in the print queue.<br>**Notes:**<br>• "30 sec" is the factory default setting.<br>• This menu appears only when a printer hard disk is installed. |

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| Use | To |
|---|---|
| **Error Recovery**<br>Auto Reboot<br>Reboot when idle<br>Reboot always<br>Reboot never<br>Max Auto Reboots<br>1–20 | Set the printer to restart when an error is encountered.<br>**Notes:**<br>• "Reboot always" is the factory default setting for Auto Reboot.<br>• 5 is the factory default setting for Max Auto Reboots.<br>• If the printer performs the same number of automatic reboots that is set in the printer within a certain amount of time, then the printer shows the applicable error instead of rebooting. |
| **Error Recovery**<br>Max Auto Reboots<br>1–20 | Set the number of automatic reboots that the printer can perform.<br>**Notes:**<br>• 5 is the factory default setting.<br>• If the printer performs a number of automatic reboots that is the same as the menu setting within a certain amount of time, then the printer displays the applicable error instead of rebooting. |
| **Print Recovery**<br>Auto Continue<br>Disabled<br>5–255 | Let the printer automatically continue printing from certain offline situations when these are not resolved within the specified time period.<br>**Note:** Disabled is the factory default setting. |
| **Print Recovery**<br>Jam Recovery<br>On<br>Off<br>Auto | Specify whether the printer reprints jammed pages.<br>**Notes:**<br>• Auto is the factory default setting. The printer reprints jammed pages unless the memory required to hold the pages is needed for other printer tasks.<br>• On sets the printer to always reprint jammed pages.<br>• Off sets the printer to never reprint jammed pages. |
| **Print Recovery**<br>Jam Assist<br>On<br>Off | Set the printer to check for jammed paper automatically.<br>**Note:** On is the factory default setting. |
| **Print Recovery**<br>Page Protect<br>Off<br>On | Let the printer successfully print a page that may not have printed otherwise.<br>**Notes:**<br>• Off is the factory default setting. Off prints a partial page when there is not enough memory to print the whole page.<br>• On sets the printer to process the whole page so that the entire page prints. |

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| Use | To |
|---|---|
| **Hibernate Timeout on Connection**<br>Do Not Hibernate<br>Hibernate | To set the printer to follow the setting of "Hibernate Timeout" even when an active Ethernet connection exists.<br>**Notes:**<br>• If "Hibernate Timeout on Connection" is set to "Do Not Hibernate," then the printer never automatically hibernates.<br>• If "Hibernate Timeout on Connection" is set to "Hibernate," then the printer follows the value of the "Hibernate Timeout" setting, except when it is set to Disabled.<br>• "Do Not Hibernate" is the factory default setting. |
| **Press Sleep Button**<br>Do nothing<br>Sleep | Determine how the printer, while in idle state, reacts to a short press of the Sleep button.<br>**Note:** Sleep is the factory default setting. |
| **Press and Hold Sleep Button**<br>Do nothing<br>Sleep | Determine how the printer, while in idle state, reacts when you press and hold the Sleep button.<br>**Note:** Sleep is the factory default setting. |
| **Factory Defaults**<br>Do Not Restore<br>Restore Now | Restore the printer settings to the factory default settings.<br>**Notes:**<br>• Do Not Restore is the factory default setting. Do Not Restore keeps the user-defined settings.<br>• Restore Now returns all printer settings to the factory default settings except Network/Ports menu settings. All downloads stored in the RAM are deleted. Downloads stored in the flash memory or in the printer hard disk are not affected. |
| **Export Configuration Package**<br>Export | Export the printer configuration package to a flash drive.<br>**Note:** The configuration package cannot be exported unless a flash drive is attached to the printer. |

# Flash Drive Menu

## Print Settings menu

| Use | To |
|---|---|
| **Copies**<br>1–999 | Specify a default number of copies for each print job.<br>**Note:** 1 is the factory default setting. |
| **Paper Source**<br>Tray [x]<br>MP Feeder<br>Manual Paper<br>Manual Envelope | Set a default paper source for all print jobs.<br>**Note:** Tray 1 is the factory default setting. |

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| Use | To |
|---|---|
| **Collate**<br>(1,1,1) (2,2,2)<br>(1,2,3) (1,2,3) | Stack the pages of a print job in sequence when printing multiple copies.<br>**Note:** "(1,1,1) (2,2,2)" is the factory default setting. |
| **Sides (Duplex)**<br>1 sided<br>2 sided | Specify whether prints are on one side or on both sides of the page.<br>**Note:** 1 sided is the factory default setting. |
| **Staple**<br>Off<br>On | Specify whether prints are stapled.<br>**Notes:**<br>• Off is the factory default setting.<br>• On allows the printer to staple print jobs.<br>• This menu appears only when a supported staple finisher is installed. |
| **Hole Punch**<br>Off<br>On | Specify whether prints have holes for binding.<br>**Notes:**<br>• Off is the factory default setting.<br>• This menu appears only when a supported staple, hole punch finisher is installed. |
| **Hole Punch Mode**<br>2 holes<br>3 holes<br>4 holes | Specify the number of holes to be made on the prints.<br>**Notes:**<br>• "3 holes" is the factory default setting.<br>• This menu appears only when a supported staple, hole punch finisher is installed. |
| **Duplex Binding**<br>Long Edge<br>Short Edge | Define the way duplexed pages are bound and printed.<br>**Notes:**<br>• Long Edge assumes binding along the long edge of the page (left edge for portrait and top edge for landscape). This is the factory default setting.<br>• Short Edge assumes binding along the short edge of the page (top edge for portrait and left edge for landscape). |
| **Paper Saver Orientation**<br>Auto<br>Landscape<br>Portrait | Specify the orientation of a multiple-page document.<br>**Notes:**<br>• Auto is the factory default setting.<br>• This setting affects jobs if the value of the Paper Saver setting in the same menu is not set to Off. |

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| Use | To |
|---|---|
| **Paper Saver**<br>Off<br>2-Up<br>3-Up<br>4-Up<br>6-Up<br>9-Up<br>12-Up<br>16-Up | Specify that multiple-page images be printed on one side of a paper.<br>**Notes:**<br>• Off is the factory default setting.<br>• The number selected is the number of page images that will print per side. |
| **Paper Saver Border**<br>None<br>Solid | Print a border on each page image when using N-Up (pages per side).<br>**Notes:**<br>• None is the factory default setting.<br>• This setting affects jobs if the value of the Paper Saver setting in the same menu is not set to Off. |
| **Paper Saver Ordering**<br>Horizontal<br>Reverse Horizontal<br>Reverse Vertical<br>Vertical | Specify the positioning of multiple-page images when using N-Up (pages per side).<br>**Notes:**<br>• Horizontal is the factory default setting.<br>• Positioning depends on the number of page images and whether they are in portrait or landscape orientation.<br>• This setting affects jobs if the value of the Paper Saver setting in the same menu is not set to Off. |
| **Separator Sheets**<br>Off<br>Between Copies<br>Between Jobs<br>Between Pages | Specify if blank separator sheets are inserted.<br>**Notes:**<br>• Off is the factory default setting.<br>• Between Copies inserts a blank sheet between each copy of a print job if Collate is set to On. If Collate is set to Off, then a blank page is inserted between each set of printed pages, such as after all page 1's and after all page 2's.<br>• Between Jobs inserts a blank sheet between print jobs.<br>• Between Pages inserts a blank sheet between each page of the print job. This setting is useful when printing on transparencies or when inserting blank pages in a document for notes. |
| **Separator Sheet Source**<br>Tray [x]<br>Manual Feeder | Specify the paper source for separator sheets.<br>**Note:** Tray 1 is the factory default setting. |
| **Blank Pages**<br>Do Not Print<br>Print | Specify if blank pages are inserted in a print job.<br>**Note:** Do Not Print is the factory default setting. |

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# Print Settings

## Setup menu

| Use | To |
|---|---|
| **Printer Language**<br>PCL Emulation<br>PS Emulation | Set the default printer language.<br>**Notes:**<br>• PCL Emulation is the factory default setting.<br>• PostScript emulation uses a PostScript interpreter for processing print jobs.<br>• PCL Emulation uses a PCL interpreter for processing print jobs.<br>• Setting a printer language default does not prevent a software program from sending print jobs that use another printer language. |
| **Job Waiting**<br>On<br>Off | Determine if print jobs are removed from the print queue when they require unavailable printer options or custom settings. These print jobs are stored in a separate print queue, so other jobs print normally. When the missing information or options, or both are obtained, the stored jobs print.<br>**Notes:**<br>• Off is the factory default setting.<br>• This menu appears only if a non-read-only printer hard disk is installed. This requirement ensures that stored jobs are not deleted if the printer loses power. |
| **Print Area**<br>Normal<br>Whole Page | Set the logical and physical printable area.<br>**Notes:**<br>• Normal is the factory default setting. When attempting to print data in the non-printable area defined by the Normal setting, the printer clips the image at the boundary.<br>• Whole Page allows the image to be moved into the non-printable area defined by the Normal setting, but the printer clips the image at the Normal setting boundary. This setting affects only pages printed using a PCL 5e interpreter and has no effect on pages printed using the PCL XL or PostScript interpreter. |

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| Use | To |
|---|---|
| **Download Target**<br>RAM<br>Flash<br>Disk | Set the storage location for downloads.<br>**Notes:**<br>• RAM is the factory default setting. Storing downloads in the RAM is temporary.<br>• Storing downloads in a flash memory or in a printer hard disk places them in permanent storage. Downloads remain in the flash memory or printer hard disk even when the printer is turned off.<br>• This menu item appears only if an optional flash memory or printer hard disk is installed. |
| **Resource Save**<br>On<br>Off | Specify how the printer handles temporary downloads, such as fonts and macros stored in the RAM, when the printer receives a print job that requires more than the available memory.<br>**Notes:**<br>• Off is the factory default setting. Off sets the printer to retain downloads only until memory is needed. Downloads are deleted in order to process print jobs.<br>• On sets the printer to retain downloads during language changes and printer resets. If the printer runs out of memory, then **`Memory Full [38]`** appears on the printer display, but downloads are not deleted. |
| **Print All Order**<br>Alphabetical<br>Oldest First<br>Newest First | Specify the order in which held and confidential jobs are printed when Print All is selected.<br>**Note:** Alphabetical is the factory default setting |

## Finishing menu

| Use | To |
|---|---|
| **Sides (Duplex)**<br>1 sided<br>2 sided | Specify whether two-sided (duplex) printing is set as the default for all print jobs.<br>**Notes:**<br>• "1 sided" is the factory default setting.<br>• You can set two-sided printing from the printer software.<br>For Windows users:<br>Click **File** > **Print**, and then click **Properties**, **Preferences**, **Options**, or **Setup**.<br>For Macintosh users:<br>Choose **File** > **Print**, and then adjust the settings from the Print dialog and pop-up menus. |

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| Use | To |
|---|---|
| **Duplex Binding**<br>Long Edge<br>Short Edge | Define the way duplexed pages are bound and printed.<br>**Notes:**<br>• Long Edge is the factory default setting. Long Edge assumes binding along the long edge of the page (left edge for portrait and top edge for landscape).<br>• Short Edge assumes binding along the short edge of the page (top edge for portrait and left edge for landscape). |
| **Copies**<br>1–999 | Specify the default number of copies for each print job.<br>**Note:** 1 is the factory default setting. |
| **Blank Pages**<br>Do Not Print<br>Print | Specify whether blank pages are inserted in a print job.<br>**Note:** Do Not Print is the factory default setting. |
| **Collate**<br>(1,1,1) (2,2,2)<br>(1,2,3) (1,2,3) | Stack the pages of a print job in sequence when printing multiple copies.<br>**Notes:**<br>• "(1,1,1) (2,2,2)" is the factory default setting.<br>• On stacks the print job in sequence. |
| **Separator Sheets**<br>Off<br>Between Copies<br>Between Jobs<br>Between Pages | Specify whether blank separator sheets are inserted.<br>**Notes:**<br>• None is the factory default setting.<br>• Between Copies inserts a blank sheet between each copy of a print job if Collate is set to "(1,2,3) (1,2,3)." If Collate is set to "(1,1,1) (2,2,2)," then a blank page is inserted between each set of printed pages, such as after all page 1's and after all page 2's.<br>• Between Jobs inserts a blank sheet between print jobs.<br>• Between Pages inserts a blank sheet between each page of a print job. This setting is useful when printing transparencies or when inserting blank pages in a document. |
| **Separator Source**<br>Tray [x]<br>Manual Feeder | Specify the paper source for separator sheets.<br>**Notes:**<br>• Tray 1 (standard tray) is the factory default setting.<br>• From the Paper menu, set Configure MP to "Cassette" for Manual Feeder to appear as a menu setting. |
| **Paper Saver**<br>Off<br>2-Up<br>3-Up<br>4-Up<br>6-Up<br>9-Up<br>12-Up<br>16-Up | Print multiple-page images on one side of a paper.<br>**Notes:**<br>• Off is the factory default setting.<br>• The number selected is the number of page images that will print per side. |

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| Use | To |
|---|---|
| **Paper Saver Ordering**<br>Horizontal<br>Reverse Horizontal<br>Reverse Vertical<br>Vertical | Specify the positioning of multiple-page images when using Paper Saver.<br>**Notes:**<br>• Horizontal is the factory default setting.<br>• Positioning depends on the number of page images and whether they are in portrait or landscape orientation. |
| **Paper Saver Orientation**<br>Auto<br>Landscape<br>Portrait | Specify the orientation of a multiple-page document.<br>**Note:** Auto is the factory default setting. The printer chooses between portrait and landscape. |
| **Paper Saver Border**<br>None<br>Solid | Print a border when using Paper Saver.<br>**Note:** None is the factory default setting. |
| **Staple Job**<br>Off<br>On | Specify whether printed output is stapled.<br>**Notes:**<br>• Off is the factory default setting.<br>• This menu appears only when a supported staple finisher is installed. |
| **Run Stapler Test** | Print a report that confirms that the staple finisher is functioning properly.<br>**Note:** This menu appears only when a supported staple finisher is installed. |
| **Hole Punch**<br>On<br>Off | Specify whether holes will be created on printed outputs for the purpose of collecting the sheets in a binder or folder.<br>**Notes:**<br>• Off is the factory default setting.<br>• This menu appears only when a supported staple, hole punch finisher is installed. |
| **Hole Punch Mode**<br>2 holes<br>3 holes<br>4 holes | Specify the number of holes to be created on printed outputs for the purpose of collecting the sheets in a binder or folder.<br>**Notes:**<br>• “3 holes” is the US factory default setting. “4 holes” is the international factory default setting.<br>• This menu appears only when a supported staple, hole punch finisher is installed. |
| **Offset Pages**<br>None<br>Between Copies<br>Between Jobs | Offset pages at certain instances.<br>**Notes:**<br>• None is the factory default setting.<br>• Between Copies offsets each copy of a print job if Collate is set to On. If Collate is set to Off, then each set of printed pages are offset, such as all page 1's and all page 2's.<br>• Between Jobs sets the same offset position for the entire print job regardless of the number of copies printed.<br>• This menu appears only when a supported staple finisher is installed. |

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## Quality menu

| Use | To |
|---|---|
| **Print Resolution**<br>300 dpi<br>600 dpi<br>1200 dpi<br>1200 Image Q<br>2400 Image Q | Specify the printed output resolution in dots per inch.<br>**Note:** 600 dpi is the factory default setting. |
| **Pixel Boost**<br>Off<br>Fonts<br>Horizontally<br>Vertically<br>Both directions<br>Isolated | Enable more pixels to print in clusters for clarity, in order to enhance images horizontally or vertically, or to enhance fonts.<br>**Note:** Off is the factory default setting. |
| **Toner Darkness**<br>1–10 | Lighten or darken the printed output.<br>**Notes:**<br>• 8 is the factory default setting.<br>• Selecting a smaller number can help conserve toner. |
| **Enhance Fine Lines**<br>On<br>Off | Enable a print mode preferable for files such as architectural drawings, maps, electrical circuit diagrams, and flow charts.<br>**Notes:**<br>• Off is the factory default setting.<br>• You can set this option from the printer software. For Windows users, click **File** > **Print**, and then click **Properties**, **Preferences**, **Options**, or **Setup**. For Macintosh users, choose **File** > **Print**, and then adjust the settings from the Print dialog and pop-up menus.<br>• To set this option using the Embedded Web Server, type the network printer IP address in the Web browser address field. |
| **Gray Correction**<br>Auto<br>Off | Automatically adjust the contrast enhancement applied to images.<br>**Note:** Auto is the factory default setting. |
| **Brightness**<br>-6 to 6 | Adjust the printed output either by lightening or darkening it. You can conserve toner by lightening the output.<br>**Note:** 0 is the factory default setting. |
| **Contrast**<br>0–5 | Adjust the contrast of printed objects.<br>**Note:** 0 is the factory default setting. |

## Job Accounting menu

**Note:** This menu item appears only when a formatted, non-defective printer hard disk is installed. Make sure the printer hard disk is not read/write- or write-protected.

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| Use | To |
|---|---|
| **Job Accounting Log**<br>Off<br>On | Determine and set if the printer creates a log of the print jobs it receives.<br>**Note:** Off is the factory default setting. |
| **Job Accounting Utilities** | Print and delete log files or export them to a flash drive. |
| **Accounting Log Frequency**<br>Weekly<br>Monthly | Determine and set how often a log file is created.<br>**Note:** Monthly is the factory default setting. |
| **Log Action at End of Frequency**<br>None<br>E-mail Current Log<br>E-mail & Delete Current Log<br>Post Current Log<br>Post & Delete Current Log | Determine and set how the printer responds when the frequency threshold expires.<br>**Note:** None is the factory default setting. |
| **Disk Near Full Level**<br>Off<br>1–99 | Specify the maximum size of the log file before the printer executes Disk Near Full Action.<br>**Note:** 5 is the factory default setting. |
| **Disk Near Full Action**<br>None<br>E-mail Current Log<br>E-mail & Delete Current Log<br>E-mail & Delete Oldest Log<br>Post Current Log<br>Post & Delete Current Log<br>Post & Delete Oldest Log<br>Delete Current Log<br>Delete Oldest Log<br>Delete All Logs<br>Delete All But Current | Determine and set how the printer responds when the printer hard disk is nearly full.<br>**Notes:**<br>• None is the factory default setting.<br>• The value defined in Disk Near Full Level determines when this action is triggered. |
| **Disk Full Action**<br>None<br>E-mail & Delete Current Log<br>E-mail & Delete Oldest Log<br>Post & Delete Current Log<br>Post & Delete Oldest Log<br>Delete Current Log<br>Delete Oldest Log<br>Delete All Logs<br>Delete All But Current | Determine and set how the printer responds when disk usage reaches the maximum limit (100MB).<br>**Note:** None is the factory default setting. |
| **URL to Post Logs** | Determine and set where the printer posts job accounting logs. |
| **E-mail to Send Logs** | Specify the e-mail address to which the printer sends job accounting logs. |

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| Use | To |
|---|---|
| **Log File Prefix** | Specify the prefix you want for the log file name.<br>**Note:** The current host name defined in the TCP/IP menu is used as the default log file prefix. |

## Utilities menu

| Use | To |
|---|---|
| **Remove Held Jobs**<br>Confidential<br>Held<br>Not Restored<br>All | Delete confidential and held jobs from the printer hard disk.<br>**Notes:**<br>• Selecting a setting affects only print jobs that are resident in the printer. Bookmarks, print jobs on flash drives, and other types of held jobs are not affected.<br>• Not Restored removes all Print and Hold jobs that are *not* restored from the printer hard disk or memory. |
| **Format Flash**<br>Yes<br>No | Format the flash memory.<br>**Warning—Potential Damage:** Do not turn off the printer while the flash memory is being formatted.<br>**Notes:**<br>• Yes deletes all data stored in flash memory.<br>• No cancels the format request.<br>• Flash memory refers to the memory added by installing a flash memory card in the printer.<br>• The flash memory option card must not be read/write- or write-protected.<br>• This menu item appears only when a non-defective flash memory card is installed. |
| **Delete Downloads on Disk**<br>Delete Now<br>Do Not Delete | Delete downloads from the printer hard disk, including all held jobs, buffered jobs, and parked jobs.<br>**Notes:**<br>• Delete Now sets the printer to delete the downloads and allows the display to return to the originating screen after the deletion.<br>• Do Not Delete sets the printer to return to the originating screen after the deletion. |
| **Activate Hex Trace** | Assist in isolating the source of a print job problem.<br>**Notes:**<br>• When activated, all data sent to the printer is printed in hexadecimal and character representation, and control codes are not executed.<br>• To exit or deactivate Hex Trace, turn off or reset the printer. |
| **Coverage Estimator**<br>Off<br>On | Provide an estimate of the percentage coverage of toner on a page. The estimate is printed on a separate page at the end of each print job.<br>**Note:** Off is the factory default setting. |

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## XPS menu

| Use | To |
|---|---|
| **Print Error Pages**<br>Off<br>On | Print a page containing information on errors, including XML markup errors.<br>**Note:** Off is the factory default setting. |

## PDF menu

| Use | To |
|---|---|
| **Scale to Fit**<br>Yes<br>No | Scale page content to fit the selected paper size.<br>**Note:** No is the factory default setting. |
| **Annotations**<br>Do Not Print<br>Print | Print annotations in a PDF.<br>**Note:** Do Not Print is the factory default setting. |

## PostScript menu

| Use | To |
|---|---|
| **Print PS Error**<br>On<br>Off | Print a page containing the PostScript error.<br>**Note:** Off is the factory default setting. |
| **Lock PS Startup Mode**<br>On<br>Off | Disable the SysStart file.<br>**Note:** Off is the factory default setting. |
| **Font Priority**<br>Resident<br>Flash/Disk | Establish the font search order.<br>**Notes:**<br>• Resident is the factory default setting.<br>• This menu item is available only when a formatted flash memory option card or printer hard disk is installed and operating properly.<br>• Make sure the flash memory option or printer hard disk is not read/write-, write-, or password-protected.<br>• Job Buffer Size must not be set to 100%. |

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## PCL Emul menu

| Use | To |
|---|---|
| **Font Source**<br>Resident<br>Disk<br>Download<br>Flash<br>All | Specify the set of fonts used by the Font Name menu.<br>**Notes:**<br>• "Resident" is the factory default setting. Resident shows the factory default set of fonts downloaded in the RAM.<br>• "Flash" and "Disk" settings show all fonts resident in that option.<br>• The flash option must be properly formatted and cannot be read/write-, write-, or password-protected.<br>• "Download" shows all the fonts downloaded in the RAM.<br>• "All" shows all fonts available to any option. |
| **Font Name**<br>Courier 10 | Identify a specific font and the option where it is stored.<br>**Note:** Courier 10 is the factory default setting. Courier 10 shows the font name, font ID, and the storage location in the printer. The font source abbreviation is R for Resident, F for Flash, K for Disk, and D for Download. |
| **Symbol Set**<br>10U PC-8<br>12U PC-850 | Specify the symbol set for each font name.<br>**Notes:**<br>• 10U PC-8 is the US factory default setting. 12U PC-850 is the international factory default setting.<br>• 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. Only the supported symbol sets are shown. |
| **PCL Emulation Settings**<br>Point Size<br>1.00–1008.00 | Change the point size for scalable typographic fonts.<br>**Notes:**<br>• 12 is the factory default setting.<br>• Point size refers to the height of the characters in the font. One point equals approximately 0.014 inch.<br>• Point sizes can be increased or decreased in 0.25-point increments. |
| **PCL Emulation Settings**<br>Pitch<br>0.08–100 | Specify the font pitch for scalable monospaced fonts.<br>**Notes:**<br>• 10 is the factory default setting.<br>• Pitch refers to the number of fixed-space characters per inch (cpi).<br>• Pitch can be increased or decreased in 0.01-cpi increments.<br>• For nonscalable monospaced fonts, the pitch appears on the display but it cannot be changed. |
| **PCL Emulation Settings**<br>Orientation<br>Portrait<br>Landscape | Specify the orientation of text and graphics on the page.<br>**Notes:**<br>• Portrait is the factory default setting. Portrait prints text and graphics parallel to the short edge of the page.<br>• Landscape prints text and graphics parallel to the long edge of the page. |

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| Use | To |
|---|---|
| **PCL Emulation Settings**<br>Lines per Page<br>1–255 | Specify the number of lines that print on each page.<br>**Notes:**<br>• 60 is the US factory default setting. 64 is the international default setting.<br>• The printer sets the amount of space between each line based on the Lines per Page, Paper Size, and Orientation settings. Select the Paper Size and Orientation you want before setting Lines per Page. |
| **PCL Emulation Settings**<br>A4 Width<br>198 mm<br>203 mm | Set the printer to print on A4-size paper.<br>**Notes:**<br>• "198 mm" is the factory default setting.<br>• The 203-mm setting sets the width of the page to allow printing of eighty 10-pitch characters. |
| **PCL Emulation Settings**<br>Auto CR after LF<br>On<br>Off | Specify whether the printer automatically performs a carriage return (CR) after a line feed (LF) control command.<br>**Note:** Off is the factory default setting. |
| **PCL Emulation Settings**<br>Auto LF after CR<br>On<br>Off | Specify whether the printer automatically performs a line feed (LF) after a carriage return (CR) control command.<br>**Note:** Off is the factory default setting. |
| **Tray Renumber**<br>Assign MP Feeder<br>Off<br>None<br>0–199<br>Assign Tray [x]<br>Off<br>None<br>0–199<br>Assign Manual Paper<br>Off<br>None<br>0–199<br>Assign Manual Env<br>Off<br>None<br>0–199 | Configure the printer to work with printer software or programs that use different source assignments for trays and feeders.<br>**Notes:**<br>• "Off" is the factory default setting.<br>• "None" ignores the Select Paper Feed command. This option appears only when it is selected by the PCL 5 interpreter.<br>• "0–199" allows a custom setting to be assigned. |

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| Use | To |
|---|---|
| **Tray Renumber**<br>View Factory Defaults<br>MPF Default = 8<br>T1 Default = 1<br>T1 Default = 4<br>T1 Default = 5<br>T1 Default = 20<br>T1 Default = 21<br>Env Default = 6<br>MPaper Default = 2<br>MEnv Default = 3 | Display the factory default setting assigned to each tray or feeder. |
| **Tray Renumber**<br>Restore Defaults<br>Yes<br>No | Restore all tray and feeder assignments to the factory default settings. |

## HTML menu

| Use | | To |
|---|---|---|
| **Font Name**<br>Albertus MT<br>Antique Olive<br>Apple Chancery<br>Arial MT<br>Avant Garde<br>Bodoni<br>Bookman<br>Chicago<br>Clarendon<br>Cooper Black<br>Copperplate<br>Coronet<br>Courier<br>Eurostile<br>Garamond<br>Geneva<br>Gill Sans<br>Goudy<br>Helvetica<br>Hoefler Text<br>Intl CG Times<br>Intl Courier<br>Intl Univers | Joanna MT<br>Letter Gothic<br>Lubalin Graph<br>Marigold<br>MonaLisa Recut<br>Monaco<br>New CenturySbk<br>New York<br>Optima<br>Oxford<br>Palatino<br>StempelGaramond<br>Taffy<br>Times<br>TimesNewRoman<br>Univers<br>Zapf Chancery<br>NewSansMTCS<br>NewSansMTCT<br>New SansMTJA<br>NewSansMTKO | Set the default font for HTML documents.<br>**Note:** The Times font is used in HTML documents that do not specify a font. |

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| Use | To |
|---|---|
| **Font Size**<br>1–255 pt | Set the default font size for HTML documents.<br>**Notes:**<br>• 12 pt is the factory default setting.<br>• Font size can be increased in 1-point increments. |
| **Scale**<br>1–400% | Scale the default font for HTML documents.<br>**Notes:**<br>• 100% is the factory default setting.<br>• Scaling can be increased in 1% increments. |
| **Orientation**<br>Portrait<br>Landscape | Set the page orientation for HTML documents.<br>**Note:** Portrait is the factory default setting. |
| **Margin Size**<br>8–255 mm | Set the page margin for HTML documents.<br>**Notes:**<br>• 19 mm is the factory default setting.<br>• Margin size can be increased in 1-mm increments. |
| **Backgrounds**<br>Do Not Print<br>Print | Specify whether to print backgrounds on HTML documents.<br>**Note:** Print is the factory default setting. |

## Image menu

| Use | To |
|---|---|
| **Auto Fit**<br>On<br>Off | Select the optimal paper size, scaling, and orientation.<br>**Note:** On is the factory default setting. It overrides scaling and orientation settings for some images. |
| **Invert**<br>On<br>Off | Invert bitonal monochrome images.<br>**Notes:**<br>• Off is the factory default setting.<br>• This setting does not apply to GIF or JPEG images. |
| **Scaling**<br>Anchor Top Left<br>Best Fit<br>Anchor Center<br>Fit Height/Width<br>Fit Height<br>Fit Width | Scale the image to fit the selected paper size.<br>**Notes:**<br>• Best Fit is the factory default setting.<br>• When Auto Fit is set to On, Scaling is automatically set to Best Fit. |

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| Use | To |
|---|---|
| **Orientation**<br>Portrait<br>Landscape<br>Reverse Portrait<br>Reverse Landscape | Set the image orientation.<br>**Note:** Portrait is the factory default setting. |

# Help menu

The Help menu consists of a series of Help pages that are stored in the printer as PDFs. They contain information about using the printer and performing printing tasks.

English, French, German, and Spanish translations are stored in the printer. Other translations are available at **http://support.dell.com**.

| Menu item | Description |
|---|---|
| Print All Guides | Prints all the guides |
| Print Quality | Provides information about solving print quality issues |
| Printing Guide | Provides information about loading paper and other specialty media |
| Media Guide | Provides a list of the paper sizes supported in trays and feeders |
| Print Defects Guide | Provides information about resolving print defects |
| Menu Map | Provides a list of the printer control panel menus and settings |
| Information Guide | Provides help in locating additional information |
| Connection Guide | Provides information about connecting the printer locally (USB) or to a network |
| Moving Guide | Provides instructions for safely moving the printer |
| Supplies Guide | Provides part numbers for ordering supplies |

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# Saving money and the environment

## Saving paper and toner

Studies show that as much as 80% of the carbon footprint of a printer is related to paper usage. You can significantly reduce your carbon footprint by using recycled paper and the following printing suggestions, such as printing on both sides of the paper and printing multiple pages on one side of a single sheet of paper.

For more information on how you can quickly save paper and energy using one printer setting, see “Using Eco-Mode” on page 128.

### Using recycled paper

As an environmentally conscious company, we support the use of recycled office paper produced specifically for use in laser printers. For more information on recycled papers that work well with your printer, see “Using recycled paper and other office papers” on page 66.

### Conserving supplies

#### Use both sides of the paper

If your printer model supports duplex printing, then you can control whether print appears on one or two sides of the paper by selecting **2-sided printing** from the Print dialog.

#### Place multiple pages on one sheet of paper

You can print up to 16 consecutive pages of a multiple-page document onto one side of a single sheet of paper by selecting a setting from the Multipage printing (N-Up) section of the Print dialog screen.

#### Check your first draft for accuracy

Before printing or making multiple copies of a document:

- Use the preview feature, which you can select from the Print dialog to see how the document will look like before you print it.
- Print one copy of the document to check its content and format for accuracy.

#### Avoid paper jams

Correctly set the paper type and size to avoid paper jams. For more information, see “Avoiding jams” on page 152.

## Saving energy

### Using Eco-Mode

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

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**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. 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** > **General Settings** > **Eco-Mode**.

3 Select a setting.

| Use | To |
|---|---|
| Off | Use the factory default settings for all settings associated with Eco-Mode.<br>**Notes:**<br>• Settings that were changed when other modes were selected are reset to the factory default settings.<br>• Off supports the performance specifications of the printer. |
| Energy | Reduce energy use, especially when the printer is idle.<br>**Notes:**<br>• Printer engine motors do not start until a document is ready to print. You may notice a short delay before the first page is printed.<br>• The printer enters Sleep mode after one minute of inactivity.<br>• The printer display is turned off when the printer is in Sleep mode.<br>• Lights on the staple finisher and other optional finishers are turned off when the printer is in Sleep mode. |
| Energy/Paper | Use all the settings associated with Energy and Paper modes. |
| Plain Paper | Enable the automatic two-sided (duplex) printing feature. |

4 Click **Submit**.

## Reducing printer noise

Enable Quiet mode to reduce the printer noise.

1 From the printer control panel, navigate to:

> **Settings** > OK > **Settings** > OK > **General Settings** > OK > **Quiet Mode** > OK

2 Select a setting.

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| Use | To |
|---|---|
| On | Reduce printer noise.<br>**Notes:**<br>• Print jobs process at a reduced speed.<br>• Printer engine motors do not start until a document is ready to print. There is a short delay before the first page is printed.<br>• The alarm control and cartridge alarm sounds are turned off.<br>• The printer ignores the Advance Start command. |
| Off | Use factory default settings.<br>**Note:** This setting supports the performance specifications of the printer. |

3 Press OK.

## Adjusting Sleep mode

To save energy, decrease the number of minutes before the printer enters Sleep mode. Select from 1 to 120. The factory default setting is 30 minutes.

**Note:** The printer still accepts print jobs when in Sleep mode.

### Using the Embedded Web Server

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

**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. 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 Navigate to:

**Settings** > **General Settings** > **Timeouts**

3 In the Sleep Mode field, enter the number of minutes you want the printer to wait before it enters Sleep mode.

4 Click **Submit**.

### Using the printer control panel

1 From the printer control panel, navigate to:

> **Settings** > OK > **Settings** > OK > **General Settings** > OK > **Timeouts** > OK > **Sleep Mode** > OK

2 In the Sleep Mode field, select the number of minutes you want the printer to wait before it enters Sleep mode.

3 Press OK.

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## Using Hibernate mode

Hibernate is an ultra-low-power operating mode. When operating in Hibernate mode, all other systems and devices are powered down safely.

**Notes:**

- Make sure to wake the printer from Hibernate mode before sending a print job. A hard reset or a long press of the Sleep button wakes the printer from Hibernate mode.
- If the printer is in Hibernate mode, then the Embedded Web Server is disabled.

### Using the Embedded Web Server

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

   **Notes:**

   - View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
   - If your are using a proxy server, then temporarily disable it to load the Web page correctly.
2. Click **Settings** > **General Settings** > **Sleep Button Settings**.
3. From the “Press Sleep Button” or “Press and Hold Sleep Button” drop-down menu, select **Hibernate**.
4. Click **Submit**.

### Using the printer control panel

1. From the printer control panel, navigate to:

   > **Settings** > OK > **Settings** > OK > **General Settings** > OK
2. Press the arrow buttons until **`Press Sleep Button`** or **`Press and Hold Sleep Button`** appears, and then press OK.
3. Press the arrow buttons until **`Hibernate`** appears, and then press OK.

**Notes:**

- When Press Sleep Button is set to Hibernate, a short press of the Sleep button sets the printer to Hibernate mode.
- When Press and Hold Sleep Button is set to Hibernate, a long press of the Sleep button sets the printer to Hibernate mode.

## Adjusting the brightness of the printer display

To save energy, or if you have trouble reading the display, adjust its brightness settings.

### Using the Embedded Web Server

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

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**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. 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** > **General Settings**.

3 In the Screen Brightness field, enter the brightness percentage you want for the display.

4 Click **Submit**.

# Recycling

## Recycling Dell products

To return Dell products for recycling:

1 Visit our Web site at **www.dell.com/recycle**.

2 Select your country or region.

3 Follow the instructions on the computer screen.

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# Securing the printer

## Using the security lock feature

The printer is equipped with a security lock feature. When a lock compatible with most laptop computers is attached, the printer is locked. When locked, the controller board shield and the controller board cannot be removed. Attach a security lock to the printer in the location shown.

## Statement of Volatility

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

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

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

- The printer is being decommissioned.
- The printer hard disk is being replaced.
- The printer is being moved to a different department or location.
- The printer is being serviced by someone from outside your organization.

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- The printer is being removed from your premises for service.
- The printer is being sold to another organization.

### Disposing of a printer hard disk

**Note:** Some printer models may not have a printer hard disk installed.

In high-security environments, it may be necessary to take additional steps to make sure that confidential data stored in the printer hard disk cannot be accessed when the printer—or its hard disk—is removed from your premises.

- **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:** Most data can be erased electronically, but the only way to guarantee that all data is completely erased is to physically destroy each hard disk where data is stored.

## Erasing volatile memory

The volatile memory (RAM) installed in your printer requires a power source to retain information. To erase the buffered data, turn off the printer.

## Erasing non-volatile memory

Erase individual settings, device and network settings, security settings, and embedded solutions by following these steps:

1. Turn off the printer.
2. Hold down **2** and **6** on the keypad while turning the printer on. Release the buttons only when the screen with the progress bar appears.

   The printer performs a power-on sequence, and then the Configuration menu appears. When the printer is fully turned on, a list of functions appears on the printer display.
3. Press the up or down arrow button until **`Wipe All Settings`** appears.

   The printer will restart several times during this process.

   **Note:** Wipe All Settings securely removes device settings, solutions, jobs, and passwords from the printer memory.
4. Navigate to:

   **Back** > **Exit Config Menu**

The printer will perform a power-on reset, and then return to normal operating mode.

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# Erasing printer hard disk memory

**Note:** Some printer models may not have a printer hard disk installed.

Configuring Disk Wiping in the printer menus lets you remove residual confidential material left by print jobs by securely overwriting files that have been marked for deletion.

## Using the printer control panel

1. Turn off the printer.
2. Hold down **2** and **6** while turning the printer on. Release the buttons only when the screen with the progress bar appears.

   The printer performs a power-on sequence, and then the Configuration menu appears. When the printer is fully turned on, a list of functions appears on the printer display.
3. Press the up or down arrow button until **`Wipe Disk`** appears, and then select one of the following:
   - **Wipe disk (fast)**—This lets you overwrite the disk with all zeroes in a single pass.
   - **Wipe disk (secure)**—This lets you overwrite the disk with random bit patterns several times, followed by a verification pass. A secure overwrite is compliant with the DoD 5220.22-M standard for securely erasing data from a hard disk. Highly confidential information should be wiped using this method.
4. Press the up or down arrow button until **`Yes`** appears, and then proceed with disk wiping.

   **Notes:**

   - A status bar will indicate the progress of the disk wiping task.
   - Disk wiping can take from several minutes to more than an hour, during which the printer will be unavailable for other user tasks.
5. Navigate to:

   **Back** > **Exit Config Menu**

The printer will perform a power-on reset, and then return to normal operating mode.

# Configuring printer hard disk encryption

Enable hard disk encryption to prevent loss of sensitive data in the event the printer or its hard disk is stolen.

**Note:** Some printer models may not have a printer hard disk installed.

## Using the Embedded Web Server

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

   **Notes:**

   - View the printer IP address in the TCP/IP section in the Network/Ports menu. 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** > **Security** > **Disk Encryption**.

   **Note:** Disk Encryption appears in the Security menu only when a formatted, non-defective printer hard disk is installed.

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3 From the Disk Encryption menu, select **Enable**.

**Notes:**

- Enabling disk encryption will erase the content of the printer hard disk.
- Disk encryption can take from several minutes to more than an hour, during which the printer will be unavailable for other user tasks.

### Using the printer control panel

1 Turn off the printer.

2 Hold down **2** and **6** while turning the printer on. Release the buttons only when the screen with the progress bar appears.

The printer performs a power-on sequence, and then the Configuration menu appears. When the printer is fully turned on, a list of functions appears on the printer display.

3 Navigate to:

**Disk Encryption** > **Enable**

**Note:** Enabling disk encryption will erase the contents of the printer hard disk.

4 Select **Yes** to proceed with disk wiping.

**Notes:**

- Do not turn off the printer during the encryption process. Doing so may result in loss of data.
- Disk encryption can take from several minutes to more than an hour, during which the printer will be unavailable for other user tasks.
- A status bar will indicate the progress of the disk wiping task. After the disk has been encrypted, the printer will return to the screen for enabling or disabling disk encryption.

5 Navigate to:

**Back** > **Exit Config Menu**

The printer will perform a power-on reset, and then return to normal operating mode.

# Finding printer security information

In high-security environments, you may need to take additional steps to make sure that confidential data stored in the printer cannot be accessed by unauthorized persons. For more information, see the *Embedded Web Server Administrator's Guide*.

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# Maintaining the printer

Periodically, certain tasks are required to maintain optimum performance of your printer.

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

## Estimated number of remaining pages

The estimated number of remaining pages is based on the recent printing history of the printer. Its accuracy may vary significantly and is dependent on many factors, such as actual document content, print quality settings, and other printer settings.

The accuracy of the estimated number of remaining pages may decrease when the actual printing consumption is different from the historical printing consumption. Consider the variable level of accuracy before purchasing or replacing supplies based on the estimate. Until an adequate print history is obtained on the printer, initial estimates assume future supplies consumption based on the International Organization for Standardization* test methods and page content.

* Average continuous black declared cartridge yield in accordance with ISO/IEC 19752.

## Cleaning the printer

### Cleaning the printer

**Note:** You may need to perform this task after every few months.

**Warning—Potential Damage:** Damage to the printer caused by improper handling is not covered by the printer warranty.

1. Make sure that the printer is turned off and unplugged from the electrical outlet.

   **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.

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. Dampen a clean, lint-free cloth with water, and use it to wipe the outside of the printer.

   **Warning—Potential Damage:** Do not use household cleaners or detergents to prevent damage to the exterior of the printer.

5. Make sure all areas of the printer are dry before sending a new print job.

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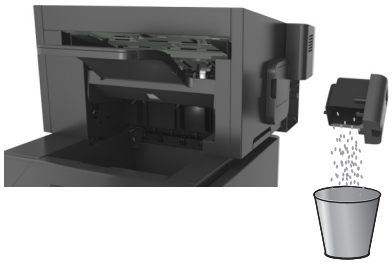
### Emptying the hole punch box

1 Pull out the hole punch box.

2 Empty the container.



3 Insert the emptied hole punch box back into the finisher until it *clicks* into place.

## Checking the status of parts and supplies

A message appears on the printer display when a replacement supply item is needed or when maintenance is required.

### Checking the status of parts and supplies on the printer control panel

From the printer control panel, navigate to:

> **Status/Supplies** > OK **View Supplies** > OK

### Checking the status of parts and supplies from the Embedded Web Server

**Note:** Make sure the computer and printer are connected to the same network.

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

**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. 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 **Device Status** > **More Details**.

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## Configuring supply notifications from the Embedded Web Server

You can determine how you would like to be notified when supplies run nearly low, low, very low, or reach their end-of-life by setting the selectable alerts.

**Notes:**

- Selectable alerts can be set on the toner cartridge, imaging unit, and maintenance kit.
- All selectable alerts can be set for nearly low, low, and very low supply conditions. Not all selectable alerts can be set for the end-of-life supply condition. E-mail selectable alert is available for all supply conditions.
- The percentage of estimated remaining supply that prompts the alert can be set on some supplies for some supply conditions.

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

   **Notes:**

   - View the printer IP address in the TCP/IP section in the Network/Ports menu. 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** > **Print Settings** > **Supply Notifications**.
3. From the drop-down menu for each supply, select one of the following notification options:

| Notification | Description |
|---|---|
| Off | The normal printer behavior for all supplies occurs. |
| E-mail Only | The printer generates an e-mail when the supply condition is reached. The status of the supply will appear on the menus page and status page. |
| Warning | The printer displays the warning message and generates an email about the status of the supply. The printer does not stop when the supply condition is reached. |
| Continuable Stop[1] | The printer stops processing jobs when the supply condition is reached, and the user needs to press a button to continue printing. |
| Non Continuable Stop[1,2] | The printer stops when the supply condition is reached. The supply must be replaced to continue printing. |
| [1] The printer generates an e-mail about the status of the supply when supply notification is enabled.<br>[2] The printer stops when some supplies become empty to prevent damage. | |

4. Click **Submit**.

# Ordering supplies

## Ordering supplies using the Supplies Ordering Utility

1. Click or **Start**.
2. Click **All Programs** or **Programs**, and then select the printer program folder from the list.

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3 Select your printer, and then navigate to:

**Status Monitor Center** > **Order Supplies**

4 From the Order Printer Supplies dialog, do any of the following:

- Click **Order Online** to order supplies on the Internet.
- Click **Order by Phone** to order supplies by phone.

## Ordering supplies using Printer Home

1 Click or **Start**.

2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

3 Select your printer, and then navigate to:

**Dell Printer Home** > **Maintenance** > **Order supplies**

4 From the Order Printer Supplies dialog, do any of the following:

- Click **Order Online** to order supplies on the Web.
- Click **Order by Phone** to order supplies by phone.

## Ordering a maintenance kit

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

## Ordering a roller kit

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

# Storing supplies

Choose a cool, clean storage area for the printer supplies. Store supplies right side up in their original packing until you are ready to use them.

Do not expose supplies to:

- Direct sunlight
- Temperatures above 35°C (95°F)
- High humidity above 80%
- Salty air
- Corrosive gases
- Heavy dust

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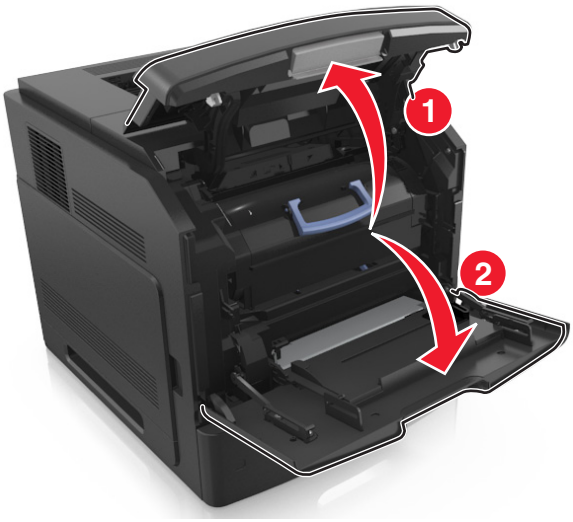
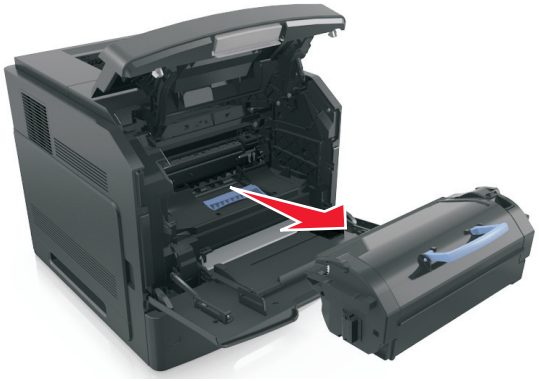
# Replacing supplies

## Replacing the toner cartridge

**1** Lift the front cover, and then pull down the multipurpose feeder door.




**2** Pull the cartridge out of the printer using the handle.



**3** Unpack the new toner cartridge, then remove the packing material, and then shake the cartridge to redistribute the toner.

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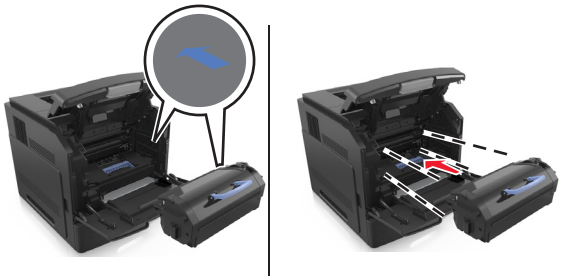
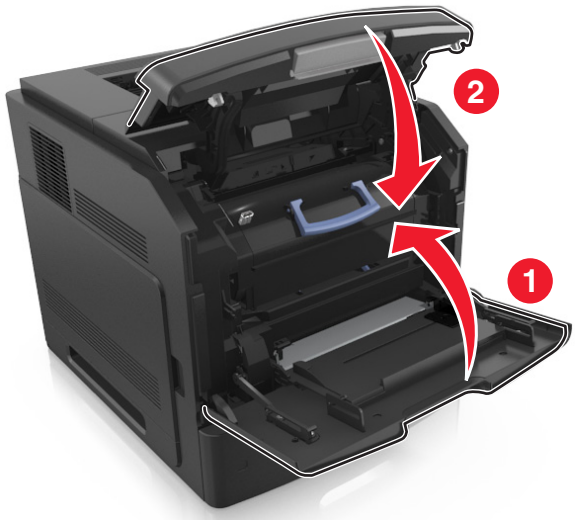
4 Insert the toner cartridge into the printer by aligning the side rails of the cartridge with the arrows on the side rails inside the printer.

**Note:** Make sure the cartridge is fully pushed in.



**Warning—Potential Damage:** When replacing a toner cartridge, do not leave the imaging unit exposed to direct light for an extended period of time. Extended exposure to light may cause print quality problems.

5 Close the multipurpose feeder door and the front cover.

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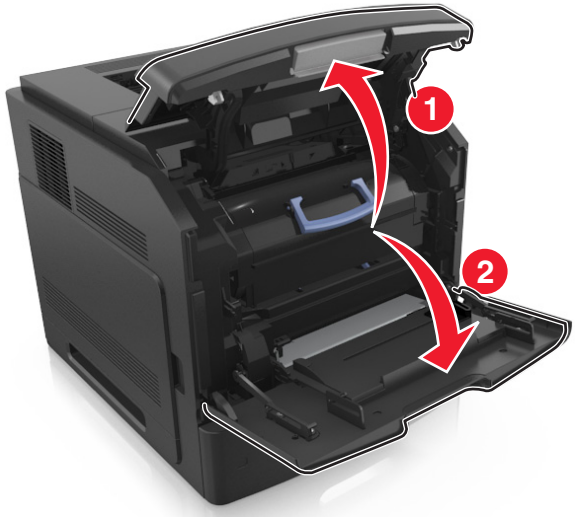
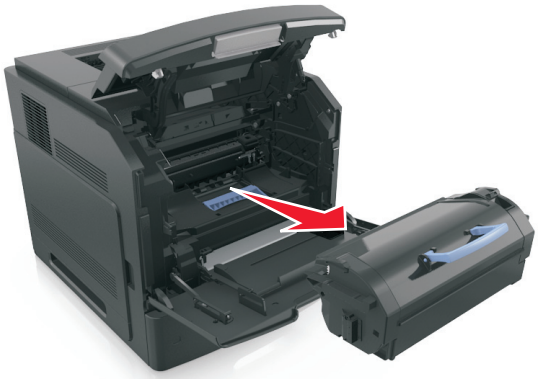
## Replacing the imaging unit

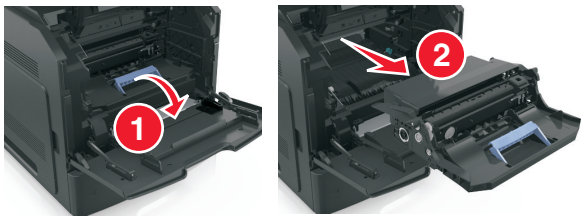
**1** Lift the front cover, and then pull down the multipurpose feeder door.




**2** Pull the cartridge out of the printer using the handle.



**3** Pull the imaging unit out of the printer using the handle.




**4** Unpack the new imaging unit, and then remove all packing materials.

**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 shiny blue photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.

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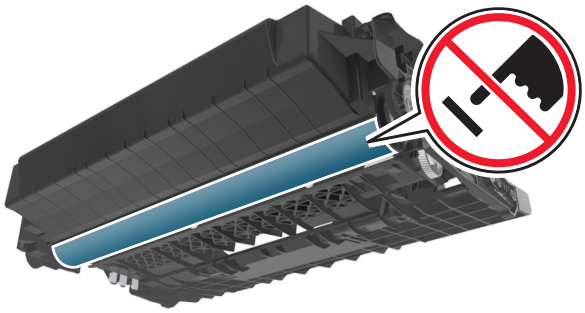
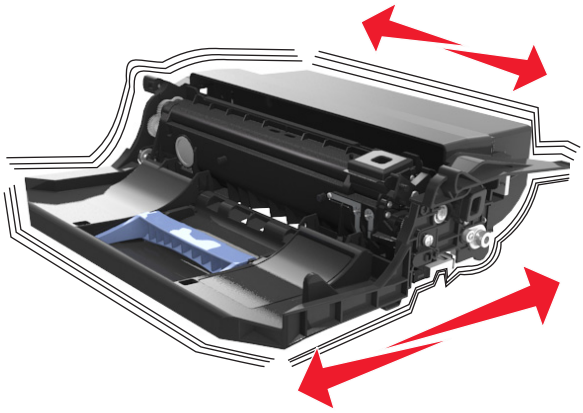
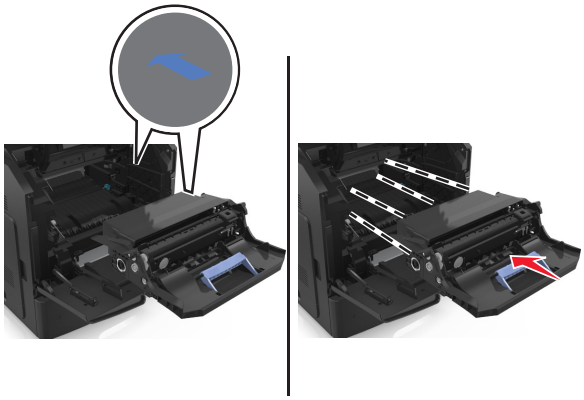


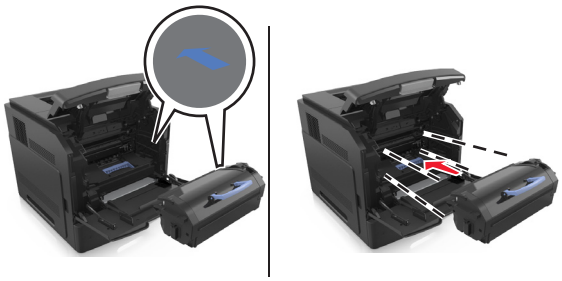
**5** Shake the new imaging unit.



**6** Insert the imaging unit into the printer by aligning the arrows on the side rails of the imaging unit with the arrows on the side rails inside the printer.



**7** Insert the toner cartridge into the printer by aligning the side rails of the cartridge with the arrows on the side rails inside the printer.



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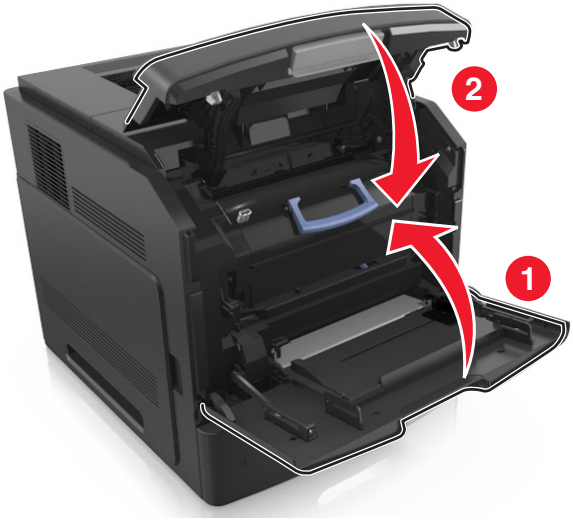
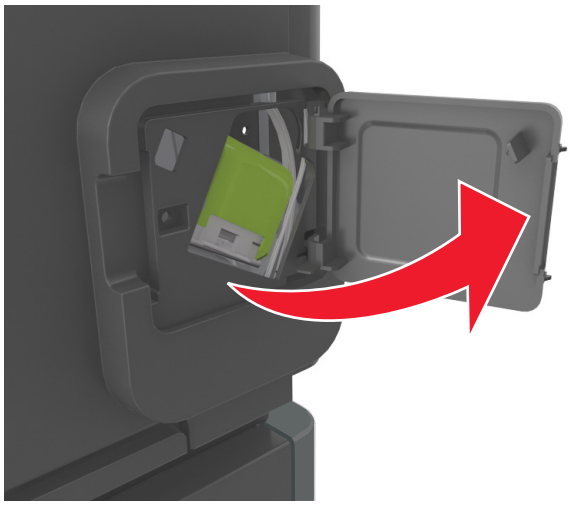
**8** Close the multipurpose feeder door and the front cover.

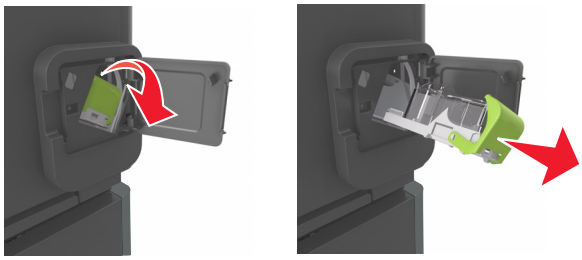



## Replacing a staple cartridge

**1** Open the stapler door.



**2** Pull down the latch of the staple cartridge holder, and then pull the holder out of the finisher.



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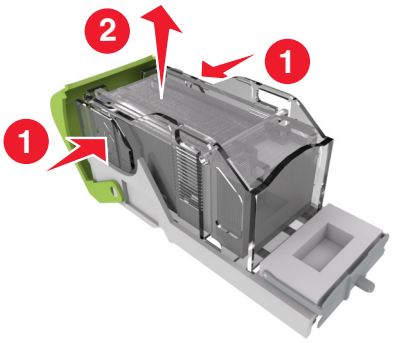
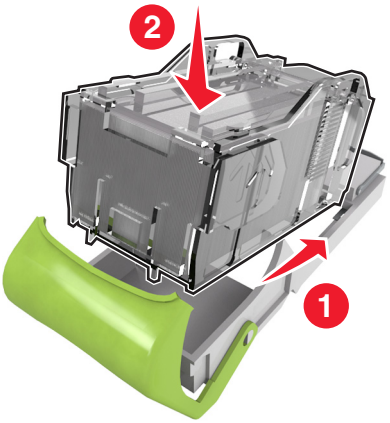
3 Squeeze both sides of the empty staple case with your fingers, and then remove the staple case from the cartridge.




4 Insert the front side of the new staple case into the staple cartridge, and then push the rear side into the cartridge.




5 Push the staple cartridge into the finisher until it *clicks* into place.

6 Close the stapler door.

# Moving the printer

## Before moving the printer

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

- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If two or more optional finishers are installed, then remove the finishers individually from the printer.

  **Notes:**

  - Make sure to remove the topmost finisher first.
  - To remove the finisher, hold the finisher on both sides, and then lift the latches to unlock the finisher.

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- If the printer does not have a caster base but is configured with optional trays, then remove the trays.

  **Note:** Slide the latch on the right side of the optional tray toward the front of the tray until it *clicks* into place.

- Use the handholds located on both sides of the printer to lift it.
- Make sure your fingers are not under the printer when you set it down.
- Make sure there is adequate clearance around the printer.
- Use only the power cord provided with this product or the manufacturer's authorized replacement.

**Warning—Potential Damage:** Damage to the printer caused by improper moving is not covered by the printer warranty.

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## Moving the printer to another location

The printer and its hardware options can be safely moved to another location by following these precautions:

- 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 hardware options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.

## Shipping the printer

When shipping the printer, use the original packaging or call the place of purchase for a relocation kit.

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# Managing the printer

## Managing printer messages

Use the Status Messenger application to view error messages requiring your intervention on your printer. When there is an error, a bubble appears telling you what the error is, and points you to the appropriate recovery information.

If you installed Status Messenger with your printer software, then the application launches automatically when the software installation is completed. The installation is successful if you see the Status Messenger icon in the system tray.

**Notes:**

- This feature is available only in Windows XP or later.
- Make sure bidirectional communication support is in place so the printer and computer can communicate.

### Disabling Status Messenger

1. From the system tray, right click the Status Messenger icon.
2. Select **Exit**.

### Enabling Status Messenger

1. Click or **Start**.
2. Click **All Programs** or **Programs**, and then select the printer program folder from the list.
3. Select your printer, and then click **Status Messenger**.

## Accessing Status Monitor Center

Use the Status Monitor Center application to view the status of any USB- or network-connected printer and order supplies online.

**Note:** Make sure bidirectional communication support is in place so the printer and computer can communicate.

1. Click or **Start**.
2. Click **All Programs** or **Programs**, and then select the printer program folder from the list.
3. Click **Status Monitor Center**.

**Note:** To order supplies online, click the **Supplies Ordering Utility** link.

## Checking the virtual display

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

   **Notes:**

   - View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

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- If you are using a proxy server, then temporarily disable it to load the Web page correctly.

2 Check the virtual display that appears at the top left corner of the screen.

The virtual display works as an actual display would work on a printer control panel.

# Modifying confidential print settings

**Note:** This feature is available only in network printers or printers connected to print servers.

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

**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. 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 **Configuration** > **Other Settings** tab > **Security** > **Confidential Print Setup**.

3 Modify the settings:

- Set a maximum number of PIN entry attempts. When a user exceeds a specific number of PIN entry attempts, all of the jobs for that user are deleted.
- Set an expiration time for confidential print jobs. When a user has not printed the jobs within the specified time, all of the jobs for that user are deleted.

4 Save the modified settings.

# Copying printer settings to other printers

**Note:** This feature is available only in network printers.

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

**Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. 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 the **Copy Printer Settings**.

3 To change the language, select a language from the drop-down menu, and then click **Click here to submit language**.

4 Click **Printer Settings**.

5 Type the IP addresses of the source and target printers in their appropriate fields.

**Note:** If you want to add or remove a target printer, then click **Add Target IP** or **Remove Target IP**.

6 Click **Copy Printer Settings**.

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# Restoring factory default settings

If you want to keep a list of the current menu settings for reference, then print a menu settings page before restoring the factory default settings. For more information, see “Printing a menu settings page” on page 42.

If you want a more comprehensive method of restoring the printer factory default settings, then perform the Wipe All Settings option. For more information, see “Erasing non-volatile memory” on page 134.

**Warning—Potential Damage:** Restoring factory defaults returns most printer settings to the original factory default settings. Exceptions include the display language, custom sizes and messages, and network/port menu settings. All downloads stored in the RAM are deleted. Downloads stored in the flash memory or in the printer hard disk are not affected.

From the printer control panel, navigate to:

> **Settings** > OK > **Settings** > OK > **General Settings** > OK > **Factory Defaults** > OK > **Restore Now** > OK

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# Clearing jams

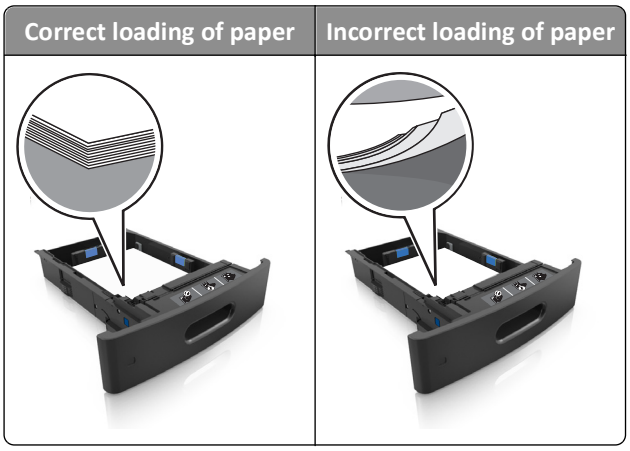
Carefully select paper and specialty media and load them properly to avoid most jams. For more information, see “Avoiding jams” on page 152. If jams occur, then follow the steps outlined in this chapter.

**Note:** Jam recovery is set to Auto by default. The printer reprints jammed pages unless the memory required to hold the pages is needed for other printer tasks.

## 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.

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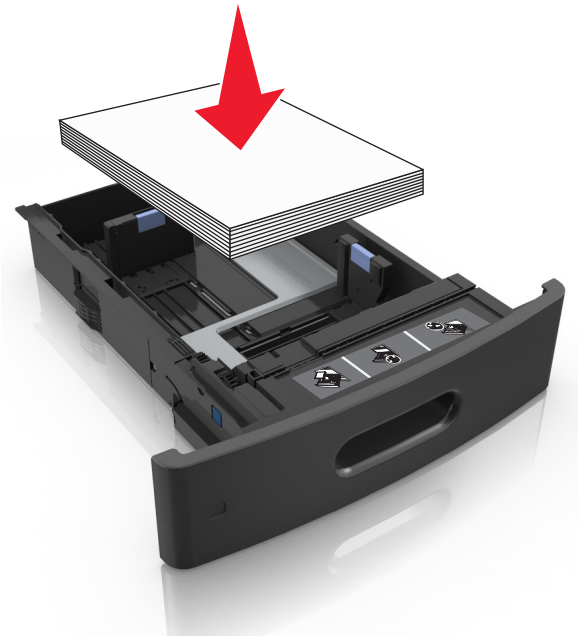
- Do not slide the paper into the tray. Load paper as shown in the illustration.



- 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.

| Source | Printing | Orientation |
|---|---|---|
| Tray | One-sided | The short edge with holes enters the printer first. |
| | Two-sided | The short edge without holes enters the printer first. |
| Multipurpose feeder | One-sided | The short edge with holes enters the printer first. |
| | Two-sided | The short edge without holes enters the printer first. |

**Note:** If the holes on the long edge of the paper are on the left side of the tray, then a jam may occur.

## 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.

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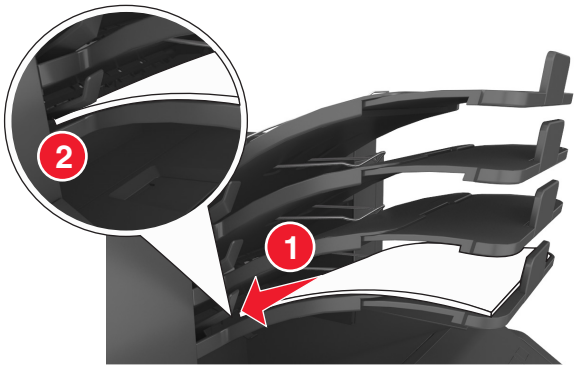
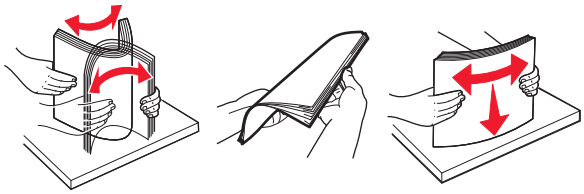
  - If the bin extender is longer than the size of the paper you are printing on, then the edges become uneven and the paper is not stacked properly. For example, if you are printing on a letter-size paper and the bin extender is set to legal-size, then the paper does not stack properly.
- If paper needs 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.

## Understanding jam messages and locations

When a jam occurs, a message indicating the jam location and information to clear the jam appears on the printer display. Open the doors, covers, and trays indicated on the display to remove the jam.

**Notes:**

- When Jam Assist is set to On, **`Discarding pages`** appears on the display and the printer flushes blank or pages with partial prints to the standard bin after a jammed page is cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages. However, the Auto setting reprints jammed pages if adequate printer memory is available.

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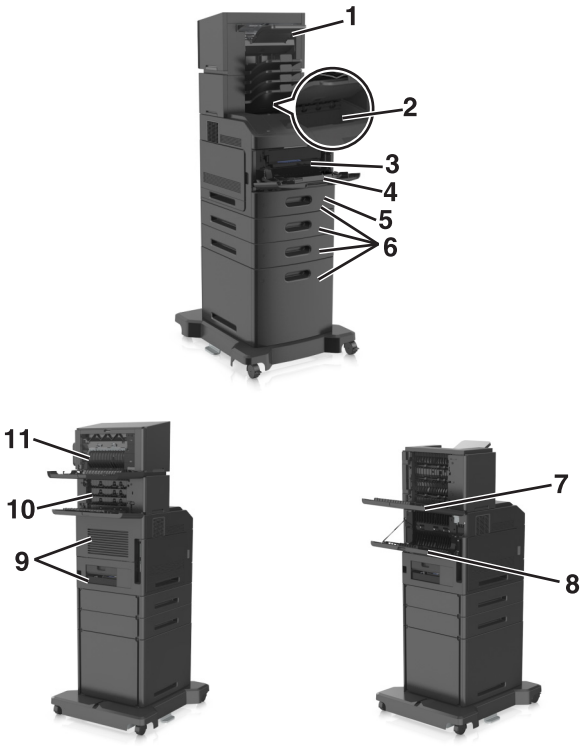


| | Jam location | Printer message | What to do |
|---|---|---|---|
| **1** | Staple finisher | [x]-page jam, remove paper, open stapler door. Leave paper in bin. [455–457] | Remove paper from the stapler bin, open the stapler door, then remove the staple cartridge, and then remove the jammed staples. |
| **2** | Standard bin | [x]-page jam, remove standard bin jam. [203] | Remove jammed paper from the standard bin. |
| **3** | Inside the printer | [x]-page jam, lift front cover to remove cartridge. [200–201] | Open the front cover and the multipurpose feeder, then remove the toner cartridge and the imaging unit, and then remove the jammed paper. |
| **4** | Multipurpose feeder | [x]-page jam, clear manual feeder. [250] | Remove all paper from the multipurpose feeder, and then remove the jammed paper. |
| **5** | Duplex area | [x]-page jam, remove tray 1 to clear duplex. [235–239] | Pull out tray 1 completely, then push the front duplex flap down, and then remove the jammed paper. |
| **6** | Trays | [x]-page jam, open tray [x]. [24x] | Pull out the indicated tray, and then remove the jammed paper. |
| **7** | High-capacity output expander | [x]-page jam, remove paper, open expander rear door. Leave paper in bin. [43y.xx] | Open the rear door of the high-capacity output expander, and then remove the jammed paper. |
| **8** | Upper rear door | [x]-page jam, open upper rear door. [202] | Open the rear door of the printer, and then remove the jammed paper. |
| **9** | Upper door and rear duplex area | [x]-page jam, open upper and lower rear door. [231–234] | Open the rear door of the printer and the rear duplex area, and then remove the jammed paper. |

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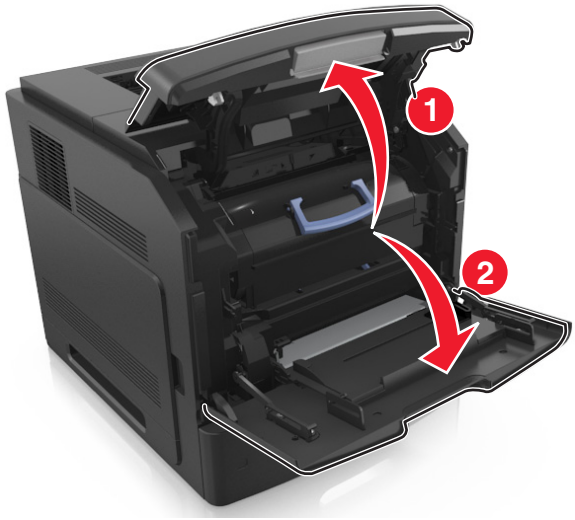
| | Jam location | Printer message | What to do |
|---|---|---|---|
| **10** | Mailbox | [x]-page jam, remove paper, open mailbox rear door. Leave paper in bin. [41y.xx] | Open the rear door of the mailbox, and then remove the jammed paper. |
| **11** | Staple finisher rear door | [x]-page jam, remove paper, open finisher rear door. Leave paper in bin. [451] | Open the rear door of the staple finisher, and then remove the jammed paper. |

# [x]-page jam, lift front cover to remove cartridge. [200–201]

**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.

**1** Lift the front cover, and then pull down the multipurpose feeder door.




**2** Lift the blue handle, and then pull the toner cartridge out of the printer.

**3** Place the cartridge aside.

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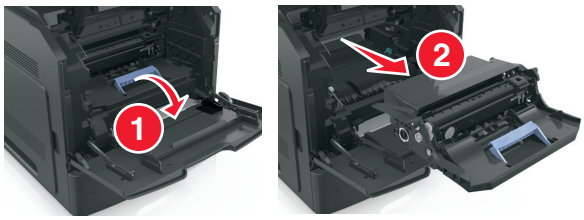
**4** Lift the blue handle, and then pull the imaging unit out of the printer.

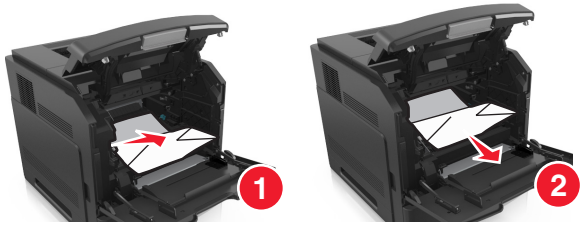



**5** Place the imaging unit aside on a flat, smooth surface.

**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.

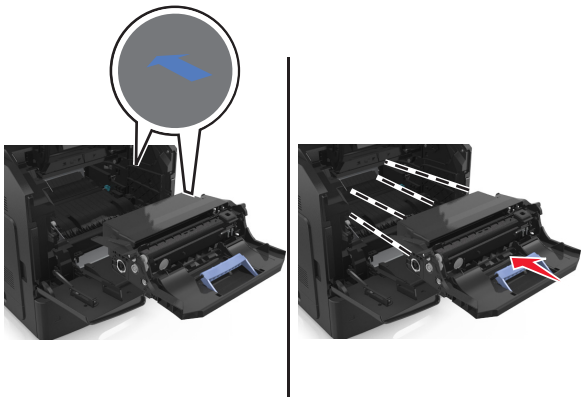
**6** Pull the jammed paper gently to the right, and then remove it from the printer.

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



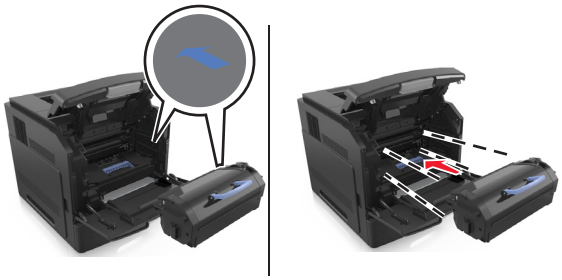

**Warning—Potential Damage:** The jammed paper may be covered with toner, which can stain garments and skin.

**7** Install the imaging unit.



**Note:** Use the arrows on the side of the printer as a guide.

**8** Insert the cartridge into the printer, and then push the blue handle back into place.



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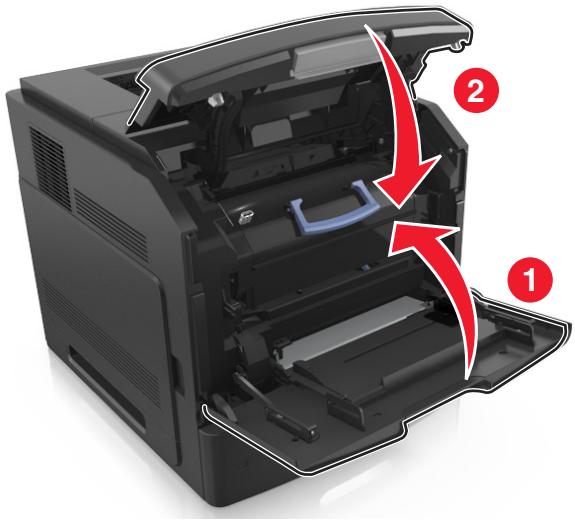
**Notes:**

- Align the arrows on the guides of the toner cartridge with the arrows in the printer.
- Make sure the cartridge is fully pushed in.

**9** Close the multipurpose feeder door and the front cover.

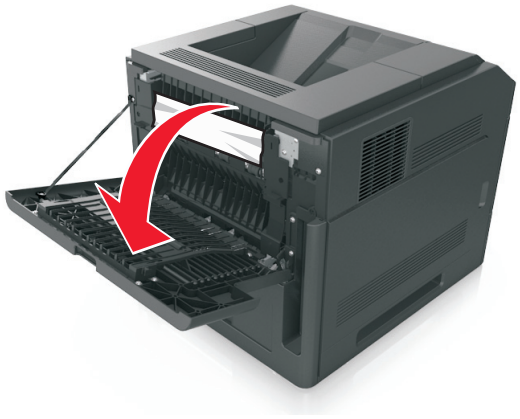



**10** From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

# [x]-page jam, open upper rear door. [202]

**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.

**1** Pull down the rear door.



**2** Firmly grasp the jammed paper on each side, and then gently pull it out.

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

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3 Close the rear door.

4 From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

# [x]-page jam, remove standard bin jam. [203]

1 Firmly grasp the jammed paper on each side, and then gently pull it out.

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

2 From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

# [x]-page jam, open upper and lower rear door. [231–234]

**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.

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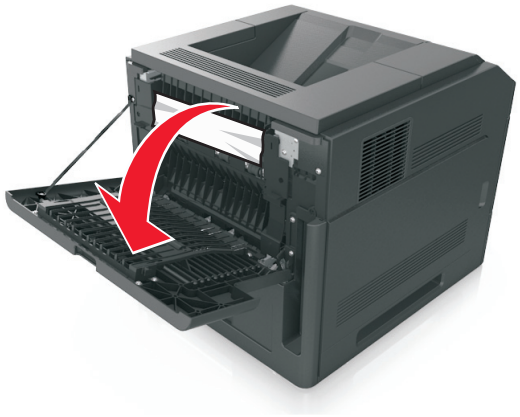
**1** Pull down the rear door.



**2** Firmly grasp the jammed paper on each side, and then gently pull it out.

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

**3** Close the rear door.

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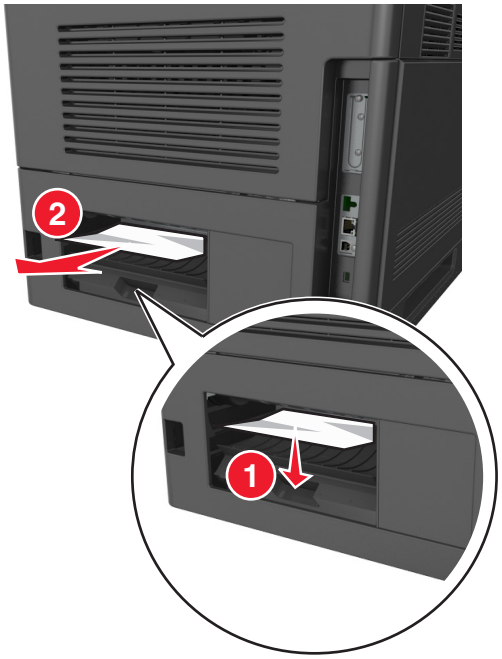
**4** Push the back of the standard tray.

**5** Press down the rear duplex flap, then firmly grasp the jammed paper, and then gently pull the paper out.

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




**6** Insert the standard tray.

**7** From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

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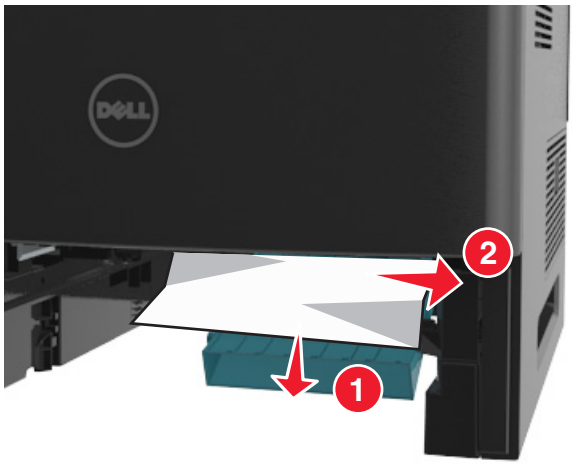
# [x]-page jam, remove tray 1 to clear duplex. [235–239]

1 Pull out the tray completely.

**Note:** Lift the tray slightly and pull it out.

2 Push down the front duplex flap, then firmly grasp the jammed paper, and then gently pull the paper to the right and out of the printer.

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




3 Insert the tray.

4 From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

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# [x]-page jam, open tray [x]. [24x]

1 Check which tray is indicated on the printer display, and then pull the tray.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.

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

3 Insert the tray.

4 From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

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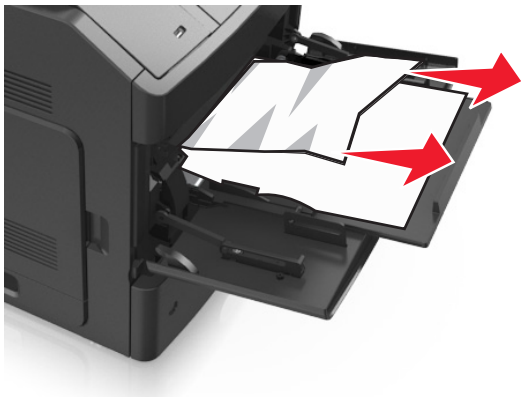
# [x]-page jam, clear manual feeder. [250]

1 From the multipurpose feeder, firmly grasp the jammed paper on each side, and then gently pull it out.

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



2 Flex and fan the sheets to loosen them. Do not fold or crease the paper. Straighten the edges on a level surface.

3 Reload paper into the multipurpose feeder.

4 Slide the paper guide until it lightly rests against the edge of the paper.

5 From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

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# [x]-page jam, remove paper, open mailbox rear door. Leave paper in bin. [41y.xx]

1 Open the rear mailbox door.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.

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

3 Close the rear mailbox door.

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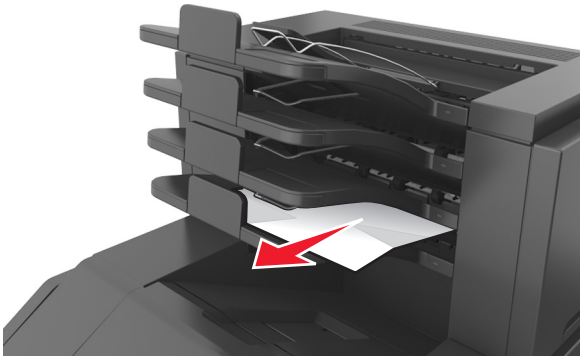
**4** If the jam is in the mailbox bin, then firmly grasp the jammed paper, and then gently pull it out.



**Notes:**

- Make sure all paper fragments are removed.
- When using A4-, folio-, or legal-size paper, make sure to adjust the bin extender so that the paper enters the bin properly.

**5** From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

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# [x]-page jam, remove paper, open expander rear door. Leave paper in bin. [43y.xx]

1 Open the rear door of the high-capacity output expander.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.

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

3 Close the rear door of the high-capacity output expander.

4 From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

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# [x]-page jam, remove paper, open finisher rear door. Leave paper in bin. [451]

1 Open the rear staple finisher door.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.

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

3 Close the staple finisher door.

4 From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

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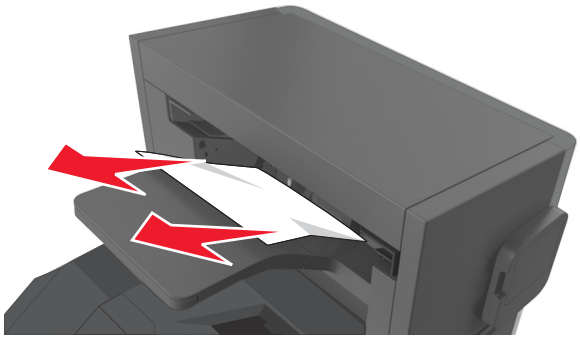
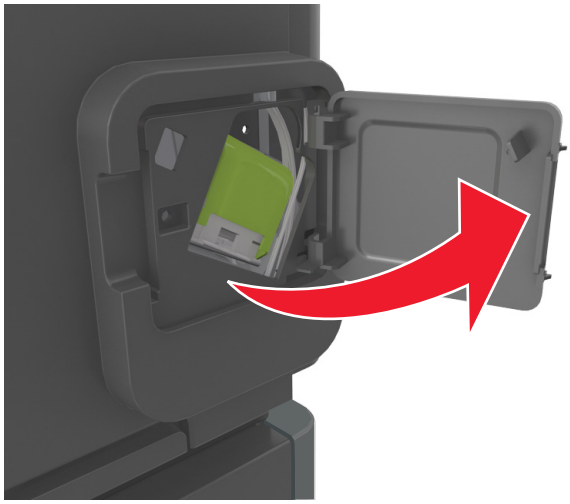
# [x]-page jam, remove paper, open stapler door. Leave paper in bin. [455–457]

1 From the stapler bin, firmly grasp the jammed paper on each side, and then gently pull it out.

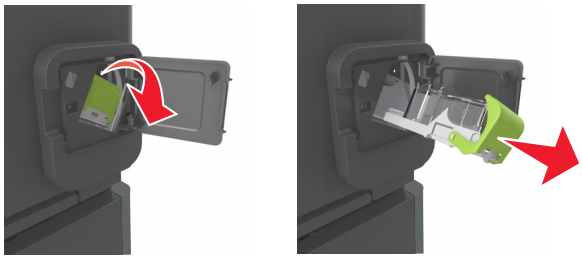
**Note:** Make sure all paper fragments are removed.



2 Open the stapler door.



3 Pull down the latch of the staple cartridge holder, and then pull the holder out of the printer.



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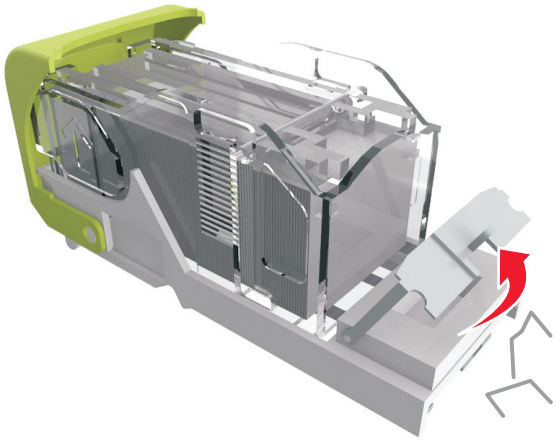
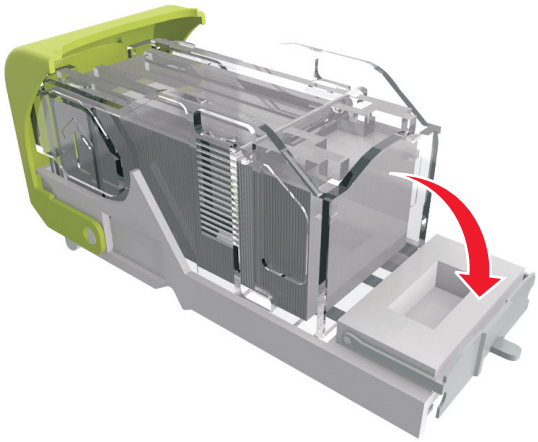
**4** Use the metal tab to lift the staple guard, and then remove any loose staples.



**5** Press down the staple guard until it *clicks* into place.



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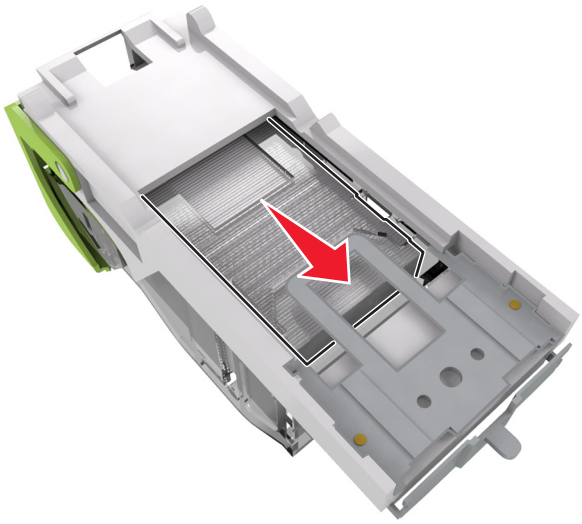
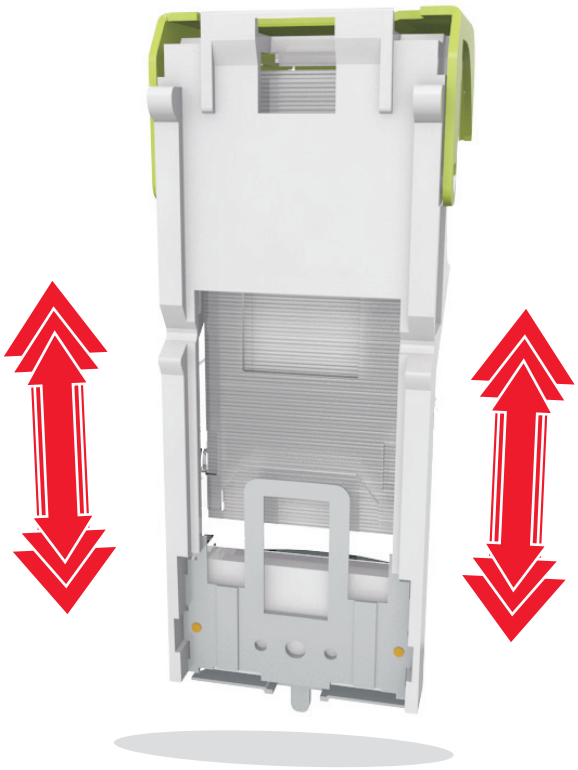
**6** Press the staples against the metal bracket.



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



**7** Push the cartridge holder firmly back into the stapler unit until the cartridge holder *clicks* into place.

**8** Close the stapler door.

**9** From the printer control panel, select **Next** > OK > **Clear the jam, press OK** > OK to clear the message and continue printing.

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# Troubleshooting

## Understanding the printer messages

### Cartridge, imaging unit mismatch [41.xy]

1 Check if the toner cartridge and imaging unit are both *MICR* (Magnetic Imaging Content Recording) or non-MICR supplies.

**Note:** For a list of supported supplies, contact the place where you purchased the printer.

2 Change the toner cartridge or imaging unit so that both are MICR or non-MICR supplies.

**Notes:**

- Use MICR toner cartridge and imaging unit for printing checks and other similar documents.
- Use non-MICR toner cartridge and imaging unit for regular print jobs.

### Cartridge low [88.xy]

You may need to order a toner cartridge. Press OK to clear the message and continue printing.

### Cartridge nearly low [88.xy]

If necessary, press OK on the printer control panel to clear the message and continue printing.

### Cartridge very low [88.xy]

You may need to replace the toner cartridge very soon. For more information, see the “Replacing supplies” section of the *User’s Guide*.

If necessary, press OK to clear the message and continue printing.

### Change [paper source] to [custom string] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray, and then press OK on the printer control panel.

  **Note:** Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Cancel the print job.

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## Change [paper source] to [custom type name] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray, and then press OK on the printer control panel.

  **Note:** Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Cancel the print job.

## Change [paper source] to [paper size] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray, and then press OK on the printer control panel.

  **Note:** Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Cancel the print job.

## Change [paper source] to [paper type] [paper size] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray, and then press OK on the printer control panel.

  **Note:** Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Cancel the print job.

## Check tray [x] connection

Try one or more of the following:

- Turn off the printer, and then turn it back on.

  If the error occurs a second time, then:

  1. Turn off the printer.
  2. Unplug the power cord from the electrical outlet.
  3. Remove the specified tray.
  4. Reattach the tray.
  5. Connect the power cord to a properly grounded electrical outlet.
  6. Turn the printer back on.

  If the error occurs again, then:

  1. Turn off the printer.
  2. Unplug the power cord from the electrical outlet.
  3. Remove the tray.
  4. Contact technical support.
- From the printer control panel, press OK to clear the message and continue printing.

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## Close door or insert cartridge

The toner cartridge is missing or not installed properly. Insert the cartridge, and then close all doors and covers.

## Close front door

Close the front door of the printer.

## Complex page, some data may not have printed [39]

Try one or more of the following:

- From the printer control panel, press OK to clear the message and continue printing.
- Reduce the number and size of fonts, the number and complexity of images, and the number of pages in the print job.
- Cancel the print job.
- Install additional printer memory.

## Configuration change, some held jobs were not restored [57]

Held jobs are unavailable because of any of the following possible changes in the printer:

- The printer firmware has been updated.
- The tray for the print job is removed.
- The print job is sent from a flash drive that is no longer attached to the USB port.
- The printer hard disk contains print jobs that were stored when the hard disk was installed in a different printer model.

From the printer control panel, press OK to clear the message and continue printing.

## Defective flash detected [51]

Try one or more of the following:

- Replace the defective flash memory card.
- From the printer control panel, press OK to ignore the message and continue printing.
- Cancel the current print job.

## Disk full [62]

Try one or more of the following:

- From the printer control panel, press OK to clear the message and continue printing.
- Delete fonts, macros, and other data stored in the printer hard disk.
- Install a printer hard disk with larger capacity.

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## Disk must be formatted for use in this device

From the printer control panel, select **Format disk** to format the printer hard disk and clear the message.

**Note:** Formatting deletes all the files stored in the printer hard disk.

## Disk near full. Securely clearing disk space.

Try one or more of the following:

- From the printer control panel, press OK to clear the message.
- Delete fonts, macros, and other data stored in the printer hard disk.
- Install a printer hard disk with higher capacity.

## Empty the hole punch box

1. Empty the hole punch box.

   For more information, see the “Cleaning the printer” section of the *User’s Guide*.

2. Reinsert the hole punch box into the finisher, and then press OK on the printer control panel to clear the message.

## Error reading USB drive. Remove USB.

An unsupported USB device is inserted. Remove the USB device, and then insert a supported one.

## Error reading USB hub. Remove hub.

An unsupported USB hub has been inserted. Remove the USB hub, and then install a supported one.

## Imaging unit low [84.xy]

You may need to order an imaging unit. If necessary, press OK to clear the message and continue printing.

## Imaging unit nearly low [84.xy]

If necessary, press OK on the printer control panel to clear the message and continue printing.

## Imaging unit very low [84.xy]

You may need to replace the imaging unit very soon. For more information, see the "Replacing supplies" section of the *User’s Guide*.

If necessary, press OK to clear the message and continue printing.

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## Incompatible output bin [x] [59]

Do either of the following:

- Remove the specified bin.
- From the printer control panel, press OK to clear the message and continue printing without using the specified bin.

## Incompatible tray [x] [59]

Do either of the following:

- Remove the specified tray.
- From the printer control panel, press OK to clear the message and continue printing without using the specified tray.

## Incorrect paper size, open [paper source] [34]

Try one or more of the following:

- Load the correct size of paper in the tray.
- From the printer control panel, press OK to clear the message and print using a different tray.
- Check the tray length and width guides and make sure the paper is loaded properly in the tray.
- Make sure the correct paper size and type are specified in Print Properties or in the Print dialog.
- Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Make sure the paper size is correctly set. For example, if the MP Feeder Size is set to Universal, then make sure the paper is large enough for the data being printed.
- Cancel the print job.

## Insert hole punch box

Insert the hole punch box into the finisher, and then press OK on the printer control panel to clear the message.

## Insert staple cartridge

Do either of the following:

- Insert a staple cartridge. For more information, see the instruction sheet that came with the supply.
- From the printer control panel, press OK to clear the message and print without using the staple finisher.

## Insert Tray [x]

Insert the indicated tray into the printer.

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## Install bin [x]

Try one or more of the following:

- Install the specified bin:
  1. Turn off the printer.
  2. Unplug the power cord from the electrical outlet.
  3. Install the specified bin.
  4. Connect the power cord to a properly grounded electrical outlet.
  5. Turn the printer back on.
- Cancel the print job.
- Reset active bin

## Install Tray [x]

Try one or more of the following:

- Install the specified tray:
  1. Turn off the printer.
  2. Unplug the power cord from the electrical outlet.
  3. Install the specified tray.
  4. Connect the power cord to a properly grounded electrical outlet.
  5. Turn the printer back on.
- Cancel the print job.
- Reset the active bin.

## Insufficient memory for Flash Memory Defragment operation [37]

Try one or more of the following:

- From the printer control panel, press OK to stop the defragmentation and continue printing.
- Delete fonts, macros, and other data in the printer memory. From the printer control panel, navigate to:

  > **Settings** > OK > **Settings** > OK >**Print Settings** > OK > **Utilities Menu** > OK > **Format Flash** > OK > **Yes** > OK
- Install additional printer memory.

## Insufficient memory, some Held Jobs were deleted [37]

From the printer control panel, press OK to clear the message.

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## Insufficient memory, some held jobs will not be restored [37]

Do either of the following:

- From the printer control panel, press OK to clear the message.
- Delete other held jobs to free up additional printer memory.

## Insufficient memory to collate job [37]

Try one or more of the following:

- From the printer control panel, press OK to print the portion of the job already stored and begin collating the rest of the print job.
- Cancel the current print job.

## Insufficient memory to support Resource Save feature [35]

Try one or more of the following:

- From the printer control panel, press OK to disable Resource Save, clear the message, and continue printing.
- Install additional printer memory.

## Load staples

Try one or more of the following:

- Replace or insert the specified staple cartridge in the finisher.

  For more information, see the “Replacing supplies” section of the *User’s Guide*.
- From the printer control panel, press OK to clear the message and continue printing.
- Cancel the print job.

## Load [paper source] with [custom string] [orientation]

Try one or more of the following:

- Load the indicated tray or feeder with the correct size and type of paper.
- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** If the printer finds a tray that has the correct paper type and size, then it feeds from that tray. If the printer cannot find a tray that has the correct size and type of paper, then it prints from the default paper source.
- Cancel the current job.

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## Load [paper source] with [custom type name] [orientation]

Try one or more of the following:

- Load the tray or feeder with the correct size and type of paper.
- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** If the printer finds a tray that has the correct size and type of paper, then it feeds from that tray. If the printer cannot find a tray that has the correct size and type of paper, then it prints from the default paper source.
- Cancel the current job.

## Load [paper source] with [paper size] [orientation]

Try one or more of the following:

- Load the tray or feeder with the correct size of paper.
- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** If the printer finds a tray that has the correct paper size, then it feeds from that tray. If the printer cannot find a tray that has the correct size of paper, then it prints from the default paper source.
- Cancel the current job.

## Load [paper source] with [paper type] [paper size] [orientation]

Try one or more of the following:

- Load the tray or feeder with the correct size and type of paper.
- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** If the printer finds a tray that has the correct size and type of paper, then it feeds from that tray. If the printer cannot find a tray that has the correct size and type of paper, then it prints from the default paper source.
- Cancel the current job.

## Load Manual Feeder with [custom string] [orientation]

Try one or more of the following:

- Load the feeder with the correct size and type of paper.
- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** If no paper is loaded in the feeder, then the printer manually overrides the request, and then prints from an automatically selected tray.
- Cancel the current job.

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## Load Manual Feeder with [custom type name] [orientation]

Try one or more of the following:

- Load the feeder with the correct size and type of paper.
- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** If no paper is loaded in the feeder, then the printer manually overrides the request, and then prints from an automatically selected tray.
- Cancel the current job.

## Load Manual Feeder with [paper size] [orientation]

Try one or more of the following:

- Load the feeder with the correct size of paper.
- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** If no paper is loaded in the feeder, then the printer manually overrides the request, and then prints from an automatically selected tray.
- Cancel the current job.

## Load Manual Feeder with [paper type] [paper size] [orientation]

Try one or more of the following:

- Load the feeder with the correct size and type of paper.
- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** If no paper is loaded in the feeder, then the printer manually overrides the request, and then prints from an automatically selected tray.
- Cancel the current job.

## Maintenance kit low [80.xy]

You may need to order a maintenance kit. Contact technical support or your Dell printer dealer, and then report the message. If necessary, press OK on the printer control panel to clear the message and continue printing.

## Maintenance kit nearly low [80.xy]

For more information, contact technical support or your Dell printer dealer, and then report the message. If necessary, press OK on the printer control panel to clear the message and continue printing.

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## Maintenance kit very low [80.xy]

You may need to order a maintenance kit very soon. For more information, contact technical support or your Dell printer dealer, and then report the message. If necessary, press OK on the printer control panel to clear the message and continue printing.

## Memory full [38]

Try one or more of the following:

- From the printer control panel, press OK to clear the message.
- Decrease the resolution setting.
- Install additional printer memory.

## Network [x] software error [54]

Try one or more of the following:

- From the printer control panel, press OK to clear the message and continue printing.
- Unplug the router, then wait for 30 seconds, and then plug it back again.
- Turn off the printer, wait for about 10 seconds, and then turn the printer back on.
- Update the network firmware in the printer or the print server. For more information, contact your system support person.

## Non-Dell [supply type], see *User's Guide* [33.xy]

**Note:** The supply type can be toner cartridge or imaging unit.

The printer has detected a non-Dell supply or part installed in the printer.

Your Dell printer is designed to function best with genuine Dell supplies and parts. 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 Dell supplies and parts and may deliver unpredictable results if third-party supplies or parts are used. Imaging component usage beyond the intended life may damage your Dell 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, press OK and ✕ simultaneously for 15 seconds to clear the message and continue printing.

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

**Note:** For the list of supported supplies, see the "Ordering supplies" section of the *User's Guide* or visit **http://support.dell.com**.

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## Not enough free space in flash memory for resources [52]

Try one or more of the following:

- From the printer control panel, press OK to clear the message and continue printing.
- Delete fonts, macros, and other data stored in the flash memory.

  From the printer control panel, navigate to:

  > **Settings** > OK > **Settings** > OK > **Print Settings** > OK > **Utilities Menu** > OK > **Format Flash** > OK > **Yes** > OK
- Use a larger-capacity flash memory card.

**Note:** Downloaded fonts and macros that are not stored in the flash memory are deleted when the printer is turned off or restarted.

## PPDS font error [50]

Try one or more of the following:

- From the printer control panel, press OK to clear the message and continue printing.
- If the printer cannot find the requested font, then navigate to:

  > **Settings** > OK > **Settings** > **Print Settings** > OK > **PPDS menu** > OK > **Best Fit** > OK > **On** > OK

  The printer finds a similar font and reformats the affected text.
- Cancel the current print job.

## Paper changes needed

Try one or more of the following:

- From the printer control panel, select **Prompt for each page** to continue printing.
- Select **Use current supplies** to continue printing using the paper loaded in the tray.
- Cancel the current print job.

## Parallel port [x] disabled [56]

Do either of the following:

- From the printer control panel, select **Continue** to clear the message and continue printing.

  The printer discards any data received through the parallel port.
- Select **Reset active bin** to reset the bin for a linked set of bins.

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## Reattach bin [x]

Try one or more of the following:

- Turn off the printer, and then turn it back on.
- Reattach the specified bin.
  1. Turn off the printer.
  2. Unplug the power cord from the electrical outlet.
  3. Remove the specified bin.
  4. Reattach the bin.
  5. Connect the power cord to a properly grounded electrical outlet.
  6. Turn the printer back on.
- Remove the specified bin:
  1. Turn off the printer.
  2. Unplug the power cord from the electrical outlet.
  3. Remove the specified bin.
  4. Contact technical support.
- From the printer control panel, press OK to clear the message and print without using the specified bin.

## Reattach bins [x] – [y]

Try one or more of the following:

- Turn off the printer, and then turn it back on.
- Reattach the specified bins:
  1. Turn off the printer.
  2. Unplug the power cord from the electrical outlet.
  3. Remove the specified bins.
  4. Reattach the bins.
  5. Connect the power cord to a properly grounded electrical outlet.
  6. Turn the printer back on.
- Remove the specified bins:
  1. Turn off the printer.
  2. Unplug the power cord from the electrical outlet.
  3. Remove the specified bins.
  4. Contact technical support.

  From the printer control panel, press OK to clear the message and print without using the specified bins.

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## Reinstall missing or unresponsive cartridge [31.xy]

Try one or more of the following:

- Check if the toner cartridge is missing. If missing, install the toner cartridge.

  For information on installing the cartridge, see the “Replacing supplies” section of the *User’s Guide*.
- If the toner cartridge is installed, then remove the unresponsive toner cartridge, and then reinstall it.

  **Note:** If the message appears after reinstalling the supply, then the cartridge is defective. Replace the toner cartridge.

## Reinstall missing or unresponsive fuser [31.xy]

Try one or more of the following:

- Remove the unresponsive fuser, and then reinstall it.

  **Note:** If the message appears after reinstalling the supply, then the fuser is defective. Replace the fuser.
- Install the missing fuser.

  For more information on installing the fuser, see the instruction sheet that came with the part.

## Reinstall missing or unresponsive imaging unit [31.xy]

Try one or more of the following:

- Check if the imaging unit is missing. If missing, install the imaging unit.

  For information on installing the imaging unit, see the “Replacing supplies” section of the *User’s Guide*.
- If the imaging unit is installed, then remove the unresponsive imaging unit, and then reinstall it.

  **Note:** If the message appears after reinstalling the supply, then the imaging unit is defective. Replace the imaging unit.

## Remove defective disk [61]

Remove and replace the defective printer hard disk.

## Remove packaging material, [area name]

1. Remove any remaining packaging material from the specified location.
2. From the printer control panel, press OK to clear the message and continue printing.

## Remove paper from all bins

Remove paper from all bins to clear the message and continue printing.

**Note:** If removing the paper does not clear the message, then select **Continue** on the printer control panel.

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## Remove paper from bin [x]

Remove paper from the specified bin to clear the message and continue printing.

**Note:** If removing the paper does not clear the message, then select **Continue** on the printer control panel.

## Remove paper from [linked set bin name]

Remove paper from the specified bin to clear the message and continue printing.

If removing the paper does not clear the message, then select **Continue** on the printer control panel.

## Remove paper from standard output bin

Remove the paper stack from the standard bin.

## Replace cartridge, 0 estimated pages remain [88.xy]

Replace the toner cartridge to clear the message and continue printing. For more information, see the instruction sheet that came with the supply or see the “Replacing supplies” section of the *User’s Guide*.

**Note:** If you do not have a replacement cartridge, then see the “Ordering supplies” section of the *User’s Guide* or visit our Web site.

## Replace defective imaging unit [31.xy]

Replace the defective imaging unit to clear the message. For more information, see the instruction sheet that came with the supply.

**Note:** If you do not have a replacement imaging unit, then see the “Ordering supplies” section of the *User’s Guide* or visit our Web site.

## Replace imaging unit, 0 estimated pages remain [84.xy]

Replace the imaging unit to clear the message and continue printing. For more information, see the instruction sheet that came with the supply or see the “Replacing supplies” section of the *User’s Guide*.

**Note:** If you do not have a replacement imaging unit, then see the “Ordering supplies” section of the *User’s Guide* or visit our Web site.

## Replace maintenance kit, 0 estimated pages remain [80.xy]

Contact technical support or your Dell printer dealer, and then report the message. The printer is scheduled for maintenance.

## Replace missing cartridge [31.xy]

Install the missing toner cartridge to clear the message. For more information, see the “Replacing supplies” section of the *User’s Guide*.

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## Replace missing fuser [31.xy]

Install the missing fuser. For more information, see the instruction sheet that came with the part.

## Replace missing imaging unit [31.xy]

Install the missing imaging unit to clear the message. For more information, see the “Replacing supplies” section of the *User’s Guide*.

## Replace unsupported cartridge [32.xy]

Remove the toner cartridge, and then install a supported one to clear the message and continue printing. For more information, see the instruction sheet that came with the supply or see the “Replacing supplies” section of the *User’s Guide*.

**Note:** If you do not have a replacement cartridge, then see the “Ordering supplies” section of the *User’s Guide* or visit our Web site.

## Replace unsupported fuser [32.xy]

Remove the fuser, and then install a supported one. For more information, see the instruction sheet that came with the part.

## Replace unsupported imaging unit [32.xy]

Remove the imaging unit, and then install a supported one to clear the message and continue printing. For more information, see the instruction sheet that came with the supply or see the “Replacing supplies” section of the *User’s Guide*.

**Note:** If you do not have a replacement imaging unit, then see the “Ordering supplies” section of the *User’s Guide* or visit our Web site.

## Restore held jobs?

Do either of the following:

- Select **Restore** on the printer control panel to restore all held jobs stored in the printer hard disk.
- Select **Do not restore** if you do not want any print jobs to be restored.

## Serial port [x] disabled [56]

Try one or more of the following:

- From the printer control panel, select **Continue** to clear the message.

  The printer discards any data received through the specified serial port.
- Select **Reset active bin** to reset the active bin for a linked set of bins.
- Make sure the Serial Buffer menu is set to Enabled.

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## Some held jobs were not restored

From the printer control panel, select **Continue** to clear the message and continue printing.

**Note:** Held jobs that are not restored remain in the printer hard disk and are inaccessible.

## Standard network software error [54]

Try one or more of the following:

- From the printer control panel, press OK to confirm.
- Unplug the router, then wait for 30 seconds, and then plug it back again.
- Turn off the printer, and then turn it back on.
- Update the network firmware in the printer or print server. For more information, contact your system support person.

## Standard USB port disabled [56]

Try one or more of the following:

- From the printer control panel, press OK to clear the message and continue printing.

  **Note:** The printer discards any data received through the USB port.
- From the printer control panel, set USB Buffer to Auto.

## Supply needed to complete job

A supply needed to complete the job is missing. Cancel the current job.

## Too many bins attached [58]

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet.
3. Remove the extra bins.
4. Connect the power cord to a properly grounded electrical outlet.
5. Turn the printer back on.

## Too many disks installed [58]

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet.
3. Remove the extra printer hard disks.
4. Connect the power cord to a properly grounded electrical outlet.
5. Turn the printer back on.

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## Too many flash options installed [58]

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet.
3. Remove the extra flash memory.
4. Connect the power cord to a properly grounded electrical outlet.
5. Turn the printer back on.

## Too many trays attached [58]

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet.
3. Remove the extra trays.
4. Connect the power cord to a properly grounded electrical outlet.
5. Turn the printer back on.

## Tray [x] paper size unsupported

The paper size in the specified tray is unsupported. Replace it with a supported paper size.

## Unformatted flash detected [53]

Try one or more of the following:

- From the printer control panel, press OK to stop the defragmentation and continue printing.
- Format the flash memory device.

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

## Unsupported disk

An unsupported disk has been inserted. Remove the unsupported disk, and then install a supported one.

## Unsupported option in slot [x] [55]

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet.
3. Remove the unsupported option card from the printer controller board, and then replace it with a supported card.
4. Connect the power cord to a properly grounded electrical outlet.
5. Turn the printer back on.

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## USB port [x] disabled [56]

Try one or more of the following:

- From the printer control panel, select **Continue** to clear the message and continue printing.
  The printer discards any data received through the specified serial port.
- Select **Reset active bin** to reset the active bin for a linked set of bins.
- Make sure the USB Buffer menu is enabled.

# Solving printer problems


- "Basic printer problems" on page 189
- "Hardware and internal option problems" on page 191
- "Paper feed problems" on page 195


## Basic printer problems

### The printer is not responding

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Make sure the printer is turned on.<br><br>Is the printer turned on? | Go to step 2. | Turn on the printer. |
| **Step 2**<br>Check if the printer is in Sleep mode or Hibernate mode.<br><br>Is the printer in Sleep mode or Hibernate mode? | Press the Sleep button to wake the printer from Sleep mode or Hibernate mode. | Go to step 3. |
| **Step 3**<br>Check if one end of the power cord is plugged into the printer and the other to a properly grounded electrical outlet.<br><br>Is the power cord plugged into the printer and a properly grounded electrical outlet? | Go to step 4. | Plug one end of the power cord into the printer and the other to a properly grounded electrical outlet. |
| **Step 4**<br>Check other electrical equipment plugged into the electrical outlet.<br><br>Does other electrical equipment work? | Unplug the other electrical equipment, and then turn on the printer. If the printer does not work, then reconnect the other electrical equipment. | Go to step 5. |

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| Action | Yes | No |
|---|---|---|
| **Step 5**<br>Check if the cables connecting the printer and the computer are inserted in the correct ports.<br><br>Are the cables inserted in the correct ports? | Go to step 6. | Make sure to match the following:<br>• The USB symbol on the cable with the USB symbol on the printer<br>• The appropriate Ethernet cable with the Ethernet port |
| **Step 6**<br>Make sure the electrical outlet is not turned off by a switch or breaker.<br><br>Is the electrical outlet turned off by a switch or breaker? | Turn on the switch or reset the breaker. | Go to step 7. |
| **Step 7**<br>Check if the printer is plugged into any surge protectors, uninterruptible power supplies, or extension cords.<br><br>Is the printer plugged into any surge protectors, uninterruptible power supplies, or extension cords? | Connect the printer power cord directly to a properly grounded electrical outlet. | Go to step 8. |
| **Step 8**<br>Check if one end of the printer cable is plugged into a port on the printer and the other to the computer, print server, option, or other network device.<br><br>Is the printer cable securely attached to the printer and the computer, print server, option, or other network device? | Go to step 9. | Connect the printer cable securely to the printer and the computer, print server, option, or other network device. |
| **Step 9**<br>Make sure to install all hardware options properly and remove any packing material.<br><br>Are all hardware options properly installed and all packing material removed? | Go to step 10. | Turn off the printer, remove all packing materials, then reinstall the hardware options, and then turn on the printer. |
| **Step 10**<br>Check if you have selected the correct port settings in the printer driver.<br><br>Are the port settings correct? | Go to step 11. | Use correct printer driver settings. |
| **Step 11**<br>Check the installed printer driver.<br><br>Is the correct printer driver installed? | Go to step 12. | Install the correct printer driver. |
| **Step 12**<br>Turn off the printer, then wait for about 10 seconds, and then turn the printer back on.<br><br>Is the printer working? | The problem is solved. | Contact **technical support**. |

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### Printer display is blank

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Press the Sleep button on the printer control panel.<br><br>Does **Ready** appear on the printer display? | The problem is solved. | Go to step 2. |
| **Step 2**<br>Turn off the printer, then wait for about 10 seconds, and then turn the printer back on.<br><br>Do **Please wait** and **Ready** appear on the printer display? | The problem is solved. | Turn off the printer, and then contact technical support. |

## Hardware and internal option problems

### 2100-sheet tray problems

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Pull out the tray, and then do one or more of the following:<br>• Make sure paper lies flat in the tray.<br>• Check for paper jams or misfeeds.<br>• Check if the paper size indicators on the paper guides are aligned with the paper size indicators on the tray.<br>• Check if the paper guides are aligned against the edges of the paper.<br>• Make sure the paper is below the maximum paper fill indicator.<br>• Check if you are printing on a recommended paper size and type.<br>• Check if the paper or specialty media meets specifications and is not damaged.<br>**b** Insert the tray properly.<br>**Note:** Press the paper stack down while inserting the tray.<br><br>Does the tray operate properly? | The problem is solved. | Go to step 2. |
| **Step 2**<br>Turn off the printer, then wait about 10 seconds, and then turn it back on.<br><br>Does the tray operate properly? | The problem is solved. | Go to step 3. |
| **Step 3**<br>Print a menu settings page, and then check if the tray is listed in the Installed Features list.<br>**Note:** If the tray is listed in the menu settings page, but paper jams when it enters or exits the tray, then it may not be properly installed.<br><br>Is the tray listed in the menu settings page? | Go to step 4. | For more information, see the setup sheet that came with the 2100-sheet tray. |

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| Action | Yes | No |
|---|---|---|
| **Step 4**<br>Check if the tray is available in the printer driver.<br>**Note:** You may need to manually add the tray in the printer driver to make it available for print jobs. For more information, see "Updating available options in the printer driver" on page 35.<br><br>Is the tray available in the printer driver? | Go to step 5. | Manually add the tray in the printer driver. |
| **Step 5**<br>Check if the tray is selected.<br>From the application you are using, select the tray. If you are using Mac OS X version 9, then make sure the printer is set up in Chooser.<br><br>Does the tray operate properly? | The problem is solved. | Contact **technical support**. |

## Cannot detect internal option

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Turn off the printer, then wait for about 10 seconds, and then turn on the printer.<br><br>Does the internal option operate correctly? | The problem is solved. | Go to step 2. |
| **Step 2**<br>Check if the internal option is properly installed in the controller board.<br>**a** Turn off the printer using the power switch, and then unplug the power cord from the electrical outlet.<br>**b** Make sure the internal option is installed in the appropriate connector in the controller board.<br>**c** Connect the power cord to the printer, then to a properly grounded electrical outlet, and then turn on the printer.<br><br>Is the internal option properly installed in the controller board? | Go to step 3. | Connect the internal option to the controller board. |
| **Step 3**<br>Print a menu settings page, and then check to see if the internal option is listed in the Installed Features list.<br><br>Is the internal option listed in the menu settings page? | Go to step 4. | Reinstall the internal option. |

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| Action | Yes | No |
|---|---|---|
| **Step 4**<br>**a** Check if the internal option is selected.<br>It may be necessary to manually add the internal option in the printer driver to make it available for print jobs. For more information, see “Updating available options in the printer driver” on page 35.<br>**b** Resend the print job.<br><br>Does the internal option operate correctly? | The problem is solved. | Contact **technical support**. |

## Internal print server does not operate correctly

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Reinstall the internal print server.<br>**a** Remove, and then install the internal print server. For more information, see “Installing an Internal Solutions Port” on page 19.<br>**b** Print a menu settings page, and then check if the internal print server is listed in the Installed Features list.<br><br>Is the internal print server listed in the Installed Features list? | Go to step 2. | Check if the internal print server is supported by the printer.<br>**Note:** An internal print server from another printer may not work with this printer. |
| **Step 2**<br>Check the cable and the internal print server connection.<br>Use the correct cable, and then check if it is securely connected to the internal print server.<br><br>Does the internal print server operate correctly? | The problem is solved. | Contact **technical support**. |

## Tray problems

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Open the tray and do one or more of the following:<br>• Check for paper jams or misfeeds.<br>• Check if the paper size indicators on the paper guides are aligned with the paper size indicators on the tray.<br>• If you are printing on custom-size paper, then make sure that the paper guides rest against the edges of the paper.<br>• Make sure the paper is below the maximum paper fill indicator.<br>• Make sure paper lies flat in the tray.<br>**b** Check if the tray closes properly.<br><br>Is the tray working? | The problem is solved. | Go to step 2. |

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| Action | Yes | No |
|---|---|---|
| **Step 2**<br>**a** Turn off the printer, then wait about 10 seconds, and then turn the printer back on.<br>**b** Resend the print job.<br><br>Is the tray working? | The problem is solved. | Go to step 3. |
| **Step 3**<br>Check if the tray is installed and recognized by the printer.<br>Print a menu settings page, and then check if the tray is listed in the Installed Features list.<br><br>Is the tray listed in the menu settings page? | Go to step 4. | Reinstall the tray. For more information, see the setup documentation that came with the tray. |
| **Step 4**<br>Check if the tray is available in the printer driver.<br>**Note:** If necessary, manually add the tray in the printer driver to make it available for print jobs. For more information, see “Updating available options in the printer driver” on page 35.<br><br>Is the tray available in the printer driver? | Go to step 5. | Manually add the tray in the printer driver. |
| **Step 5**<br>Check if the option is selected.<br>**a** From the application you are using, select the option. For Mac OS X version 9 users, make sure the printer is set up in Chooser.<br>**b** Resend the print job.<br><br>Is the tray working? | The problem is solved. | Contact **technical support**. |

## Internal Solutions Port does not operate correctly

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Make sure the Internal Solutions Port (ISP) is installed.<br>**a** Install the ISP. For more information, see “Installing an Internal Solutions Port” on page 19.<br>**b** Print a menu settings page, and then check if the ISP is listed in the Installed Features list.<br><br>Is the ISP listed in the Installed Features list? | Go to step 2. | Check if you have a supported ISP.<br>**Note:** An ISP from another printer may not work on this printer. |

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| Action | Yes | No |
|---|---|---|
| **Step 2**<br>Check the cable and the ISP connection.<br>**a** Use the correct cable, and then make sure it is securely connected to the ISP.<br>**b** Check if the ISP solution interface cable is securely connected into the receptacle of the controller board.<br>**Note:** The ISP solution interface cable and the receptacle on the controller board are color-coded.<br>Does the Internal Solutions Port operate correctly? | The problem is solved. | Contact **technical support**. |

### USB/parallel interface card does not operate correctly

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Make sure the USB or parallel interface card is installed.<br>**a** Install the USB or parallel interface card. For more information, see "Installing an Internal Solutions Port" on page 19.<br>**b** Print a menu settings page, and then check if the USB or parallel interface card is listed in the Installed Features list.<br>Is the USB or parallel interface card listed in the Installed Features list? | Go to step 2. | Check if you have a supported USB or parallel interface card.<br>**Note:** A USB or parallel interface card from another printer may not work on this printer. |
| **Step 2**<br>Check the cable and the USB or parallel interface card connection.<br>Use the correct cable, and then make sure it is securely connected to the USB or parallel interface card.<br>Does the USB or parallel interface card operate correctly? | The problem is solved. | Contact **technical support**. |

## Paper feed problems

### Jammed pages are not reprinted

| Action | Yes | No |
|---|---|---|
| **a** Turn on jam recovery.<br>**1** From the printer control panel, navigate to:<br>**Settings** > OK > **General Settings** > OK > **Print Recovery** > OK > **Jam Recovery**<br>**2** Press the left or right arrow button to scroll to **On** or **Auto**, and then press OK.<br>**b** Resend the pages that did not print.<br>Were the jammed pages reprinted? | The problem is solved. | Contact **technical support**. |

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## Paper frequently jams

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Pull out the tray, and then do one or more of the following:<br>• Make sure paper lies flat in the tray.<br>• Check if the paper size indicators on the paper guides are aligned with the paper size indicators on the tray.<br>• Check if the paper guides are aligned against the edges of the paper.<br>• Make sure the paper is below the maximum paper fill indicator.<br>• Check if you are printing on a recommended paper size and type.<br>**b** Insert the tray properly.<br>If jam recovery is enabled, then the print jobs will reprint automatically.<br><br>Do paper jams still occur frequently? | Go to step 2. | The problem is solved. |
| **Step 2**<br>**a** Load paper from a fresh package.<br>**Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.<br>**b** Resend the print job.<br><br>Do paper jams still occur frequently? | Go to step 3. | The problem is solved. |
| **Step 3**<br>**a** Review the tips on avoiding jams. For more information, see “Avoiding jams” on page 152.<br>**b** Follow the recommendations, and then resend the print job.<br><br>Do paper jams still occur frequently? | Contact **technical support**. | The problem is solved. |

## Paper jam message remains after jam is cleared

| Action | Yes | No |
|---|---|---|
| **a** From the printer control panel, navigate to:<br>**Next** > OK > **Clear the jam, press OK** > OK<br>**b** Follow the instructions on the printer display.<br><br>Does the paper jam message remain? | Contact **technical support**. | The problem is solved. |

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# Solving print problems

## Printing problems

### Confidential and other held jobs do not print

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** From the printer control panel, open the Held Jobs folder, and then verify that your print job is listed.<br>**b** Resend the print job.<br>For more information, see “Printing confidential and other held jobs” on page 76.<br><br>Did the jobs print? | The problem is solved. | Go to step 2. |
| **Step 2**<br>Do one or more of the following:<br>• Delete the print job, and then resend it.<br>• If you are printing PDF files, then generate a new file, and then print it again.<br><br>Did the jobs print? | The problem is solved. | Go to step 3. |
| **Step 3**<br>**a** Increase the printer memory. Do one or more of the following:<br>• Delete some print jobs.<br>• Install additional printer memory.<br>**b** Resend the print job.<br><br>Did the jobs print? | The problem is solved. | Contact **technical support**. |

### Envelope seals when printing

| Action | Yes | No |
|---|---|---|
| **a** Use envelopes that have been stored in a dry environment.<br>**Note:** Printing on envelopes with high moisture content can seal the flaps.<br>**b** Resend the print job.<br><br>Does the envelope seal when printing? | Contact **technical support**. | The problem is solved. |

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## Error message about reading the flash drive appears

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Check if the flash drive is inserted into the front USB port.<br>**Note:** The flash drive will not work if it is inserted into the rear USB port.<br><br>Is the flash drive inserted into the front USB port? | Go to step 2. | Insert the flash drive into the front USB port. |
| **Step 2**<br>Check if the indicator light on the printer control panel is blinking green.<br>**Note:** A green blinking light indicates that the printer is busy.<br><br>Is the indicator light blinking green? | Wait until the printer is ready, then view the held jobs list, and then print the documents. | Go to step 3. |
| **Step 3**<br>**a** Check for an error message on the display.<br>**b** Clear the message.<br><br>Does the error message still appear? | Go to step 4. | The problem is solved. |
| **Step 4**<br>Check if the flash drive is supported.<br>For more information on tested and approved USB flash drives, see “Supported flash drives and file types” on page 73.<br><br>Does the error message still appear? | Go to step 5. | The problem is solved. |
| **Step 5**<br>Check if the USB port is disabled by the system support person.<br><br>Does the error message still appear? | Contact **technical support**. | The problem is solved. |

## Incorrect characters print

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Make sure the printer is not in Hex Trace mode.<br>**Note:** If **`Ready Hex`** appears on the printer display, then turn off the printer, and then turn it back on to deactivate Hex Trace mode.<br><br>Is the printer in Hex Trace mode? | Deactivate Hex Trace mode. | Go to step 2. |
| **Step 2**<br>**a** From the printer control panel, select **Standard Network** or **Network [x]**, and then set SmartSwitch to On.<br>**b** Resend the print job.<br><br>Do incorrect characters print? | Contact **technical support**. | The problem is solved. |

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## Job prints from the wrong tray or on the wrong paper

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Check if you are printing on paper that is supported by the tray.<br>**b** Resend the print job.<br><br>Did the job print from the correct tray or on the correct paper? | The problem is solved. | Go to step 2. |
| **Step 2**<br>**a** From the Paper menu on the printer control panel, set the paper size and type to match the paper loaded in the tray.<br>**b** Resend the print job.<br><br>Did the job print from the correct tray or on the correct paper? | The problem is solved. | Go to step 3. |
| **Step 3**<br>**a** Depending on your operating system, open Printing Preferences or the Print dialog, and then specify the paper type.<br>**b** Resend the print job.<br><br>Did the job print from the correct tray or on the correct paper? | The problem is solved. | Go to step 4. |
| **Step 4**<br>**a** Check if the trays are not linked.<br>**b** Resend the print job.<br><br>Did the job print from the correct tray or on the correct paper? | The problem is solved. | Contact **technical support**. |

## Large jobs do not collate

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** From the Finishing menu on the printer control panel, set Collate to (1,2,3) (1,2,3).<br>**b** Resend the print job.<br><br>Did the job print and collate correctly? | The problem is solved. | Go to step 2. |
| **Step 2**<br>**a** From the printer software, set Collate to (1,2,3) (1,2,3).<br>**Note:** Setting Collate to (1,1,1) (2,2,2) in the software overrides the setting in the Finishing menu.<br>**b** Resend the print job.<br><br>Did the job print and collate correctly? | The problem is solved. | Go to step 3. |

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| Action | Yes | No |
|---|---|---|
| **Step 3**<br>Reduce the complexity of the print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.<br><br>Did the job print and collate correctly? | The problem is solved. | Contact **technical support**. |

## Multiple-language PDF files do not print

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Check if the print options for the PDF output are set to embed all fonts.<br>**b** Generate a new PDF file, and then resend the print job.<br><br>Do the files print? | The problem is solved. | Go to step 2. |
| **Step 2**<br>**a** Open the document you want to print in Adobe Acrobat.<br>**b** Click **File** > **Print** > **Advanced** > **Print As Image** > **OK** > **OK**.<br><br>Do the files print? | The problem is solved. | Contact **technical support**. |

## Print job takes longer than expected

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Change the environmental settings of the printer.<br>**a** From the printer control panel, navigate to:<br>**Settings** > **General Settings**<br>**b** Select **Eco-Mode** or **Quiet Mode**, and then select **Off**.<br>**Note:** Disabling Eco-Mode or Quiet Mode may increase the consumption of energy or supplies, or both.<br><br>Did the job print? | The problem is solved. | Go to step 2. |
| **Step 2**<br>Reduce the number and size of fonts, the number and complexity of images, and the number of pages in the print job, and then resend the job<br><br>Did the job print? | The problem is solved. | Go to step 3. |
| **Step 3**<br>**a** Remove held jobs stored in the printer memory.<br>**b** Resend the print job.<br><br>Did the job print? | The problem is solved. | Go to step 4. |

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| Action | Yes | No |
|---|---|---|
| **Step 4**<br>**a** Disable the Page Protect feature.<br>From the printer control panel, navigate to:<br>**Settings** > **General Settings** > **Print Recovery** > **Page Protect** > **Off**<br>**b** Resend the print job.<br><br>Did the job print? | The problem is solved. | Go to step 5. |
| **Step 5**<br>Install additional printer memory, and then resend the print job.<br><br>Did the job print? | The problem is solved. | Contact **technical support**. |

## Print jobs do not print

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** From the document you are trying to print, open the Print dialog and check if you have selected the correct printer.<br>**Note:** If the printer is not the default printer, then you must select the printer for each document that you want to print.<br>**b** Resend the print job.<br><br>Do the jobs print? | The problem is solved. | Go to step 2. |
| **Step 2**<br>**a** Check if the printer is plugged in and turned on, and if **Ready** appears on the printer display.<br>**b** Resend the print job.<br><br>Do the jobs print? | The problem is solved. | Go to step 3. |
| **Step 3**<br>If an error message appears on the printer display, then clear the message.<br>**Note:** The printer continues to print after clearing the message.<br><br>Do the jobs print? | The problem is solved. | Go to step 4. |
| **Step 4**<br>**a** Check if the ports (USB, serial, or Ethernet) are working and if the cables are securely connected to the computer and the printer.<br>**Note:** For more information, see the setup documentation that came with the printer.<br>**b** Resend the print job.<br><br>Do the jobs print? | The problem is solved. | Go to step 5. |

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| Action | Yes | No |
|---|---|---|
| **Step 5**<br>**a** Turn off the printer, then wait for about 10 seconds, and then turn the printer back on.<br>**b** Resend the print job.<br><br>Do the jobs print? | The problem is solved. | Go to step 6. |
| **Step 6**<br>**a** Remove, and then reinstall the printer software. For more information, see “Installing the printer software” on page 34.<br>**Note:** For more information, visit **http://support.dell.com**.<br>**b** Resend the print job.<br><br>Do the jobs print? | The problem is solved. | Contact **technical support**. |

## Printing slows down

**Notes:**

- When printing using narrow paper, the printer prints at a reduced speed to prevent damage to the fuser.
- The printer speed may be reduced when printing for long periods of time, or printing at elevated temperatures.

| Action | Yes | No |
|---|---|---|
| **a** Make sure the size of the paper loaded in the tray matches the fuser type.<br>**Note:** To identify the fuser type, view the label on the fuser.<br>**b** Resend the print job.<br><br>Does the print speed increase? | The problem is solved. | Contact **technical support** or your Dell printer dealer. |

## Tray linking does not work

**Notes:**

- The trays can detect paper length.
- The multipurpose feeder does not automatically detect the paper size. You must set the size from the Paper Size/Type menu.

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| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Open the trays, and then check if they contain paper of the same size and type.<br>• Check if the paper guides are in the correct positions for the size of the paper loaded in each tray.<br>• Check if the paper size indicators on the paper guides are aligned with the paper size indicators on the tray.<br>**b** Resend the print job.<br><br>Do the trays link correctly? | The problem is solved. | Go to step 2. |
| **Step 2**<br>**a** From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the trays to be linked.<br>**Note:** The paper size and type must match for trays to be linked.<br>**b** Resend the print job.<br><br>Do the trays link correctly? | The problem is solved. | Contact **technical support**. |

## Unexpected page breaks occur

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Adjust the print timeout settings.<br>**a** From the printer control panel, navigate to:<br>**Settings** > **General Settings** > **Timeouts** > **Print Timeout**<br>**b** Select a higher setting, and then press OK.<br>**c** Resend the print job.<br><br>Did the file print correctly? | The problem is solved. | Go to step 2. |
| **Step 2**<br>**a** Check the original file for manual page breaks.<br>**b** Resend the print job.<br><br>Did the file print correctly? | The problem is solved. | Contact **technical support**. |

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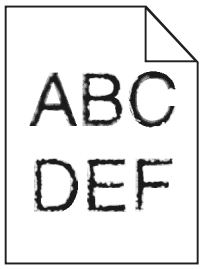
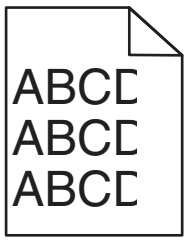
# Print quality problems

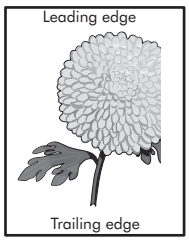
## Characters have jagged or uneven edges




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Print a font sample list to check if the fonts you are using are supported by the printer.<br>**1** From the printer control panel, navigate to:<br>**Menus** > **Reports** > **Print Fonts**<br>**2** Select **PCL Fonts** or **PostScript Fonts**.<br>**b** Resend the print job.<br><br>Are you using fonts that are supported by the printer? | Go to step 2. | Select a font that is supported by the printer. |
| **Step 2**<br>Check if the fonts installed on the computer are supported by the printer.<br><br>Are the fonts installed on the computer supported by the printer? | The problem is solved. | Contact **technical support**. |

## Clipped pages or images




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Move the width and length guides in the tray to the correct positions for the paper loaded.<br>**b** Resend the print job.<br><br>Is the page or image clipped? | Go to step 2. | The problem is solved. |

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| Action | Yes | No |
|---|---|---|
| **Step 2**<br>From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray.<br><br>Do the paper size and type match the paper loaded in the tray? | Go to step 3. | Do one or more of the following:<br>• Specify the paper size from the tray settings to match the paper loaded in the tray.<br>• Change the paper loaded in the tray to match the paper size specified in the tray settings. |
| **Step 3**<br>**a** Depending on your operating system, specify the paper size from Printing Preferences or from the Print dialog.<br>**b** Resend the print job.<br><br>Is the page or image clipped? | Go to step 4. | The problem is solved. |
| **Step 4**<br>**a** Reinstall the imaging unit.<br>**1** Remove the toner cartridge.<br>**2** Remove the imaging unit.<br>**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.<br>**3** Install the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Is the page or image clipped? | Contact **technical support**. | The problem is solved. |

## Compressed images appear on prints

| Action | Yes | No |
|---|---|---|
| **a** Make sure the size of the paper loaded in the tray matches the fuser type.<br>**Note:** To identify the fuser type, view the label on the fuser.<br>**b** Resend the print job.<br><br>Do compressed images still appear? | Contact **technical support** or your Dell printer dealer. | The problem is solved. |

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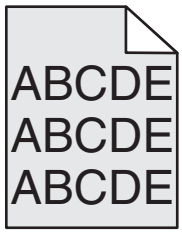
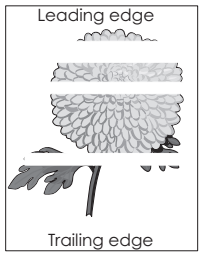
## Gray background on prints



| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** From the Quality Menu on the printer control panel, decrease the toner darkness.<br>**Note:** 8 is the factory default setting.<br>**b** Resend the print job.<br><br>Did the gray background disappear from the prints? | The problem is solved. | Go to step 2. |
| **Step 2**<br>Reinstall the imaging unit and the toner cartridge.<br>**a** Remove the toner cartridge.<br>**b** Remove the imaging unit.<br>**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.<br>**c** Install the imaging unit, and then the cartridge.<br>**d** Resend the print job.<br><br>Did the gray background disappear from the prints? | The problem is solved. | Go to step 3. |
| **Step 3**<br>Replace the imaging unit, and then resend the print job.<br><br>Did the gray background disappear from the prints? | The problem is solved. | Contact **technical support**. |

## Horizontal voids appear on prints

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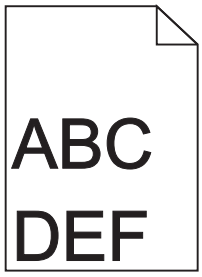
| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Make sure your software program is using a correct fill pattern.<br>**b** Resend the print job.<br><br>Do horizontal voids appear on prints? | Go to step 2. | The problem is solved. |
| **Step 2**<br>**a** Load the specified tray or feeder with a recommended type of paper.<br>**b** Resend the print job.<br><br>Do horizontal voids appear on prints? | Go to step 3. | The problem is solved. |
| **Step 3**<br>**a** Redistribute the toner in the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**2** Firmly shake the imaging unit.<br>**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.<br>**3** Reinstall the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Do horizontal voids appear on prints? | Go to step 4. | The problem is solved. |
| **Step 4**<br>Replace the imaging unit, and then resend the print job.<br><br>Do horizontal voids appear on prints? | Contact **technical support**. | The problem is solved. |

## Incorrect margins on prints




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Move the width and length guides in the tray to the correct positions for the paper size loaded.<br>**b** Resend the print job.<br><br>Are the margins correct? | The problem is solved. | Go to step 2. |

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| Action | Yes | No |
|---|---|---|
| **Step 2**<br>From the printer control panel, set the paper size in the Paper menu to match the paper loaded in the tray.<br><br>Does the paper size match the paper loaded in the tray? | Go to step 3. | Do one or more of the following:<br>• Specify the paper size from the tray settings to match the paper loaded in the tray.<br>• Change the paper loaded in the tray to match the paper size specified in the tray settings. |
| **Step 3**<br>**a** Depending on your operating system, specify the paper size from Printing Preferences or from the Print dialog.<br>**b** Resend the print job.<br><br>Are the margins correct? | The problem is solved. | Contact **technical support**. |

## Paper curl

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Move the width and length guides in the tray to the correct positions for the size of the paper loaded.<br><br>Are the width and length guides positioned correctly? | Go to step 2. | Adjust the width and length guides. |
| **Step 2**<br>From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray.<br><br>Do the paper type and weight match the type and weight of the paper in the tray? | Go to step 3. | Specify the paper type and weight from the tray settings to match the paper loaded in the tray. |
| **Step 3**<br>**a** Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog.<br>**b** Resend the print job.<br><br>Is the paper still curled? | Go to step 4. | The problem is solved. |
| **Step 4**<br>**a** Remove the paper from the tray, and then turn it over.<br>**b** Resend the print job.<br><br>Is the paper still curled? | Go to step 5. | The problem is solved. |

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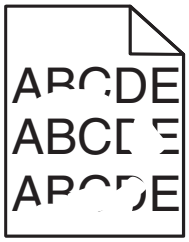
| Action | Yes | No |
|---|---|---|
| **Step 5**<br>**a** Load paper from a fresh package.<br>**Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.<br>**b** Resend the print job.<br><br>Is the paper still curled? | Contact **technical support**. | The problem is solved. |

## Print irregularities



| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Move the width and length guides in the tray to the correct positions for the size of the paper loaded in the tray.<br>**b** Resend the print job.<br><br>Do print irregularities still appear? | Go to step 2. | The problem is solved. |
| **Step 2**<br>From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray.<br><br>Do the printer settings match the type and weight of the paper loaded in the tray? | Go to step 3. | Specify the paper size and type from the tray settings to match the paper loaded in the tray. |
| **Step 3**<br>**a** Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog.<br>**b** Resend the print job.<br><br>Do print irregularities still appear? | Go to step 4. | The problem is solved. |
| **Step 4**<br>Check if the paper loaded in the tray has texture or rough finishes.<br><br>Are you printing on textured or rough paper? | From the printer control panel, set the paper texture in the Paper menu to match the paper loaded in the tray. | Go to step 5. |

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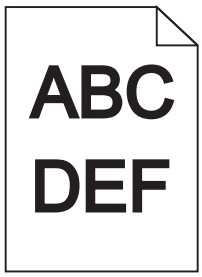
| Action | Yes | No |
|---|---|---|
| **Step 5**<br>**a** Load paper from a fresh package.<br>**Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.<br>**b** Resend the print job.<br><br>Do print irregularities still appear? | Go to step 6. | The problem is solved. |
| **Step 6**<br>Replace the imaging unit, and then resend the print job.<br><br>Do print irregularities still appear? | Contact **technical support** or your Dell printer dealer. | The problem is solved. |

## Print is too dark




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** From the Quality menu on the printer control panel, reduce the toner darkness.<br>**Note:** 8 is the factory default setting.<br>**b** Resend the print job.<br><br>Is the print still too dark? | Go to step 2. | The problem is solved. |
| **Step 2**<br>**a** From the printer control panel, set the paper type, texture and weight in the Paper menu to match the paper loaded in the tray.<br>**b** Resend the print job.<br><br>Is the tray set to the type, texture, and weight of the paper loaded? | Go to step 3. | Do one or more of the following:<br>• Specify the paper type, texture, and weight from the tray settings to match the paper loaded in the tray.<br>• Change the paper loaded in the tray to match the paper type, texture and weight specified in the tray settings. |

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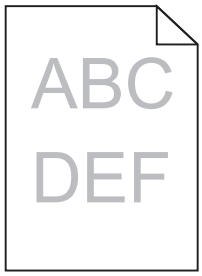
| Action | Yes | No |
|---|---|---|
| **Step 3**<br>**a** Depending on your operating system, specify the paper type, texture and weight from Printing Preferences or from the Print dialog.<br>**b** Resend the print job.<br><br>Is the print still too dark? | Go to step 4. | The problem is solved. |
| **Step 4**<br>Check if the paper loaded in the tray has texture or rough finishes.<br><br>Are you printing on textured or rough paper? | From the printer control panel, change the texture settings in the Paper Texture menu to match the paper you are printing on. | Go to step 5. |
| **Step 5**<br>**a** Load paper from a fresh package.<br>**Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.<br>**b** Resend the print job.<br><br>Is the print still too dark? | Go to step 6. | The problem is solved. |
| **Step 6**<br>Replace the imaging unit, and then resend the print job.<br><br>Is the print still too dark? | Contact **technical support**. | The problem is solved. |

## Print is too light




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** From the Quality menu on the printer control panel, increase the toner darkness.<br>**Note:** 8 is the factory default setting.<br>**b** Resend the print job.<br><br>Is the print still too light? | Go to step 2. | The problem is solved. |

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| Action | Yes | No |
|---|---|---|
| **Step 2**<br>From the printer control panel, set the paper type, texture, and weight in the Paper menu to match the paper loaded in the tray.<br><br>Is the tray set to the type, texture, and weight of the paper loaded? | Go to step 3. | Change the paper type, texture, and weight to match the paper loaded in the tray. |
| **Step 3**<br>**a** Depending on your operating system, specify the paper type, texture, and weight from Printing Preferences or from the Print dialog.<br>**b** Resend the print job.<br><br>Is the print still too light? | Go to step 4. | The problem is solved. |
| **Step 4**<br>Make sure that the paper has no texture or rough finishes.<br><br>Are you printing on textured or rough paper? | From the printer control panel, change the texture settings in the Paper Texture menu to match the paper you are printing on. | Go to step 5. |
| **Step 5**<br>**a** Load paper from a fresh package.<br>**Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.<br>**b** Resend the print job.<br><br>Is the print still too light? | Go to step 6. | The problem is solved. |
| **Step 6**<br>**a** Redistribute the toner in the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**2** Firmly shake the imaging unit.<br>**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.<br>**3** Install the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Is the print still too light? | Go to step 7. | The problem is solved. |
| **Step 7**<br>Replace the imaging unit, and then resend the print job.<br><br>Is the print still too light? | Contact **technical support**. | The problem is solved. |

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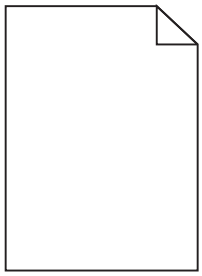
## Printer is printing blank pages



| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Check if there is packing material left on the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**2** Check if the packing material is properly removed from the imaging unit.<br>**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.<br>**3** Reinstall the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Is the printer still printing blank pages? | Go to step 2. | The problem is solved. |
| **Step 2**<br>**a** Redistribute the toner in the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**2** Firmly shake the imaging unit.<br>**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.<br>**3** Reinstall the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Is the printer still printing blank pages? | Go to step 3. | The problem is solved. |
| **Step 3**<br>Replace the imaging unit, and then resend the print job.<br><br>Is the printer still printing blank pages? | Contact **technical support**. | The problem is solved. |

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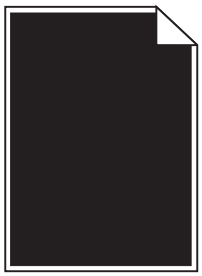
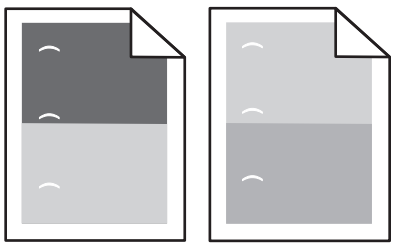
## Printer is printing solid black pages



| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Reinstall the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**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.<br>**2** Install the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Is the printer printing solid black pages? | Go to step 2. | The problem is solved. |
| **Step 2**<br>Replace the imaging unit, and then resend the print job.<br><br>Is the printer printing solid black pages? | Contact **technical support**. | The problem is solved. |

## Repeating defects appear on prints



| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Replace the imaging unit if the distance between the defects is equal to any of the following:<br>• 47.8 mm (1.88 in.)<br>• 96.8 mm (3.81 in.)<br>• 28.5 mm (1.12 in.)<br>**b** Resend the print job.<br><br>Do repeating defects still appear on prints? | Go to step 2. | The problem is solved. |

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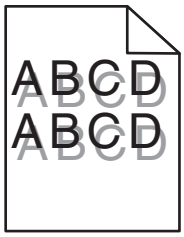
| Action | Yes | No |
|---|---|---|
| **Step 2**<br>**a** Replace the fuser if the distance between the defects is equal to either of the following:<br>• 94.25 mm (3.71 in.)<br>• 95.2 mm (3.75 in.)<br>**b** Resend the print job.<br><br>Do repeating defects still appear on prints? | Contact **technical support**. | The problem is solved. |

## Shadow images appear on prints



| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Load paper with the correct paper type and weight in the tray.<br><br>Is paper with the correct paper type and weight loaded in the tray? | Go to step 2. | Load paper with the correct paper type and weight in the tray. |
| **Step 2**<br>From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray.<br><br>Is the tray set to the type and weight of the paper loaded? | Go to step 3. | Change the paper loaded in the tray to match the paper type and weight specified in the tray settings. |
| **Step 3**<br>**a** Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog.<br>**b** Resend the print job.<br><br>Do shadow images still appear on prints? | Go to step 4. | The problem is solved. |
| **Step 4**<br>Replace the imaging unit, and then resend the print job.<br><br>Do shadow images still appear on prints? | Contact **technical support**. | The problem is solved. |

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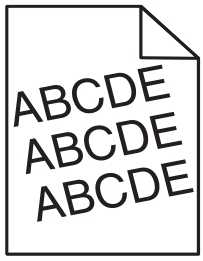
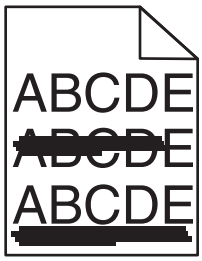
## Skewed print




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Move the width and length guides in the tray to the correct positions for the size of the paper loaded.<br>**b** Resend the print job.<br><br>Is the print still skewed? | Go to step 2. | The problem is solved. |
| **Step 2**<br>**a** Check if you are printing on a paper that is supported by the tray.<br>**b** Resend the print job.<br><br>Is the print still skewed? | Contact **technical support**. | The problem is solved. |

## Streaked horizontal lines appear on prints




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Depending on your operating system, specify the tray or feeder from Printing Preferences or the Print dialog.<br>**b** Resend the print job.<br><br>Do streaked horizontal lines appear on prints? | Go to step 2. | The problem is solved. |
| **Step 2**<br>From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray.<br><br>Do the paper type and weight match the type and weight of the paper in the tray? | Go to step 3. | Change the paper type and weight to match the paper loaded in the tray. |

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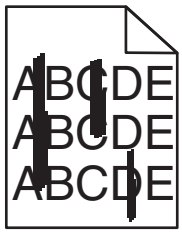
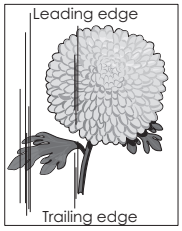
| Action | Yes | No |
|---|---|---|
| **Step 3**<br>**a** Load paper from a fresh package.<br>**Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.<br>**b** Resend the print job.<br>Do streaked horizontal lines appear on prints? | Go to step 4. | The problem is solved. |
| **Step 4**<br>**a** Reinstall the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**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.<br>**2** Install the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br>Do streaked horizontal lines appear on prints? | Go to step 5. | The problem is solved. |
| **Step 5**<br>Replace the imaging unit, and then resend the print job.<br>Do streaked horizontal lines appear on prints? | Contact **technical support**. | The problem is solved. |

## Streaked vertical lines appear on prints




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Depending on your operating system, specify the paper type, texture, and weight from Printing Preferences or from the Print dialog.<br>**b** Resend the print job.<br>Do streaked vertical lines appear on prints? | Go to step 2. | The problem is solved. |

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| Action | Yes | No |
|---|---|---|
| **Step 2**<br>From the printer control panel, set the paper texture, type, and weight in the Paper menu to match the paper loaded in the tray.<br><br>Do the paper texture, type, and weight match the paper in the tray? | Go to step 3. | Do one or more of the following:<br>• Specify the paper texture, type, and weight from the tray settings to match the paper loaded in the tray.<br>• Change the paper loaded in the tray to match the paper texture, type, and weight specified in the tray settings. |
| **Step 3**<br>**a** Load paper from a fresh package.<br>**Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.<br>**b** Resend the print job.<br><br>Do streaked vertical lines appear on prints? | Go to step 4. | The problem is solved. |
| **Step 4**<br>**a** Reinstall the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**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.<br>**2** Install the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Do streaked vertical lines appear on prints? | Go to step 5. | The problem is solved. |
| **Step 5**<br>Replace the imaging unit, and then resend the print job.<br><br>Do streaked vertical lines appear on prints? | Contact **technical support** or your Dell printer dealer. | The problem is solved. |

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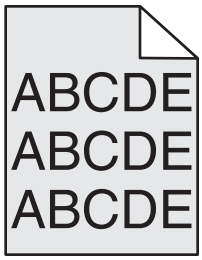
## Transparency print quality is poor

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>From the printer control panel, set the paper type in the Paper menu to match the paper loaded in the tray.<br><br>Is the paper type for the tray set to Transparency? | Go to step 2. | Set the paper type to Transparency. |
| **Step 2**<br>**a** Check if you are using a recommended type of transparency.<br>**b** Resend the print job.<br><br>Is the print quality still poor? | Contact **technical support**. | The problem is solved. |

## Toner specks appear on prints

| Action | Yes | No |
|---|---|---|
| Replace the imaging unit, and then resend the print job.<br><br>Do toner specks appear on prints? | Contact **technical support**. | The problem is solved. |

## Toner fog or background shading appears on prints




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Reinstall the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**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.<br>**2** Install the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Did the toner fog or background shading disappear from the prints? | The problem is solved. | Go to step 2. |

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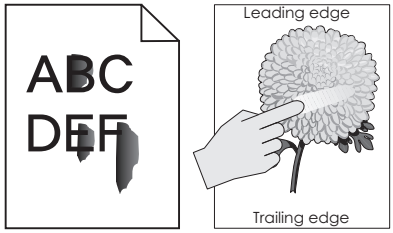
| Action | Yes | No |
|---|---|---|
| **Step 2**<br>Replace the imaging unit, and then resend the print job.<br><br>Did the toner fog or background shading disappear from the prints? | The problem is solved. | Contact **technical support**. |

## Toner rubs off




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>From the Paper menu on the printer control panel, check the paper type and weight.<br><br>Do the paper type and weight match the paper loaded in the tray? | Go to step 2. | Specify the paper type and weight from the tray settings to match the paper loaded in the tray. |
| **Step 2**<br>Check if you are printing on paper with texture or rough finishes.<br><br>Are you printing on textured or rough paper? | From the Paper menu on the printer control panel, set the paper texture. | Go to step 3. |
| **Step 3**<br>**a** From the Paper Weight menu on the printer control panel, set Heavy Weight to Heavy.<br>**b** Resend the print job.<br><br>Does the toner rub off? | Go to step 4. | The problem is solved. |
| **Step 4**<br>**a** Enable Quiet mode.<br>From the printer control panel, navigate to:<br>**Settings** > **General Settings** > **Quiet Mode** > **On**<br>**b** Resend the print job.<br><br>Does the toner rub off? | Contact **technical support** or your Dell printer dealer. | The problem is solved. |

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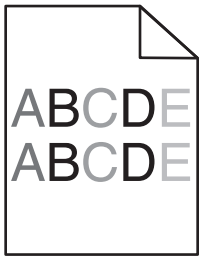
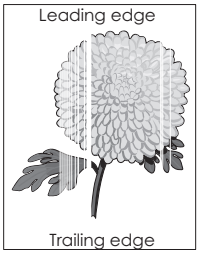
## Uneven print density




| Action | Yes | No |
|---|---|---|
| Replace the imaging unit, and then resend the print job.<br><br>Is the print density uneven? | Contact **technical support**. | The problem is solved. |

## Vertical voids appear on prints




| Action | Yes | No |
|---|---|---|
| **Step 1**<br>**a** Make sure your software program is using a correct fill pattern.<br>**b** Resend the print job.<br><br>Do vertical voids appear on prints? | Go to step 2. | The problem is solved. |
| **Step 2**<br>**a** From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray.<br>**b** Resend the print job.<br><br>Do vertical voids appear on prints? | Go to step 3. | The problem is solved. |
| **Step 3**<br>Check if you are using a recommended type of paper.<br>**a** Load the specified tray or feeder with a recommended type of paper.<br>**b** Resend the print job.<br><br>Do vertical voids appear on prints? | Go to step 4. | The problem is solved. |

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| Action | Yes | No |
|---|---|---|
| **Step 4**<br>**a** Redistribute the toner in the imaging unit.<br>**1** Remove the toner cartridge, and then the imaging unit.<br>**2** Firmly shake the imaging unit.<br>**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.<br>**3** Reinstall the imaging unit, and then the cartridge.<br>**b** Resend the print job.<br><br>Do vertical voids appear on prints? | Go to step 5. | The problem is solved. |
| **Step 5**<br>Replace the imaging unit, and then resend the print job.<br><br>Do vertical voids appear on prints? | Contact **technical support**. | The problem is solved. |

# Embedded Web Server does not open

| Action | Yes | No |
|---|---|---|
| **Step 1**<br>Make sure the printer IP address is correct.<br>View the printer IP address:<br>• From the printer home screen<br>• From the TCP/IP section in the Network/Ports menu<br>• By printing a network setup page or menu settings page, and then finding the TCP/IP section<br>**Note:** An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.<br><br>Is the printer IP address correct? | Go to step 2. | Type the correct printer IP address in the address field of your Web browser.<br>**Note:** Depending on the network settings, you may need to type "**https**://" instead of "**http**://" before the printer IP address to access the Embedded Web Server. |
| **Step 2**<br>Check if the printer is turned on.<br><br>Is the printer turned on? | Go to step 3. | Turn on the printer. |
| **Step 3**<br>Check if the network connection is working.<br><br>Is the network connection working? | Go to step 4. | Contact your system support person. |

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| Action | Yes | No |
|---|---|---|
| **Step 4**<br>Make sure the cable connections to the printer and print server are secure.<br>For more information, see the setup documentation that came with the printer.<br><br>Are the cable connections to the printer and print server secure? | Go to step 5. | Tighten the cable connection. |
| **Step 5**<br>Temporarily disable the Web proxy servers.<br>**Note:** Proxy servers may block or restrict you from accessing certain Web sites including the Embedded Web Server.<br><br>Are the Web proxy servers disabled? | Go to step 6. | Contact your system support person. |
| **Step 6**<br>Access the Embedded Web Server again by typing the correct IP address in the address field.<br><br>Did the Embedded Web Server open? | The problem is solved. | Contact **technical support**. |

# Contacting technical support

When you call technical support, describe the problem you are experiencing, the message on the display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and the service tag number or express service code. For more information, see the label at the back of the printer. The service tag number is listed on the menu settings page.

For more information, check the Dell Support Web site at **http://support.dell.com**.

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# Appendix

## Dell Technical Support Policy

Technician-assisted technical support requires the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the Operating System, application software and hardware drivers to the original default configuration as shipped from Dell, as well as the verification of appropriate functionality of the printer and all Dell-installed hardware. In addition to this technician assisted technical support, online technical support is available at Dell Support. Additional technical support options may be available for purchase.

Dell provides limited technical support for the printer and any Dell-installed software and peripherals. Support for third-party software and peripherals is provided by the original manufacturer, including those purchased and/or installed through Software & Peripherals (DellWare), ReadyWare, and Custom Factory Integration (CFI/DellPlus).

## Contacting Dell

You can access Dell Support at **support.dell.com**. Select your region on the WELCOME TO DELL SUPPORT page, and fill in the requested details to access help tools and information.

You can contact Dell electronically using the following addresses:

- World Wide Web

  **www.dell.com/**

  **www.dell.com/ap/** (Asian/Pacific countries only)

  **www.dell.com/jp/** (Japan only)

  **www.euro.dell.com** (Europe only)

  **www.dell.com/la/** (Latin American and Caribbean countries)

  **www.dell.ca** (Canada only)
- Anonymous file transfer protocol (FTP)

  **ftp.dell.com**

  Log in as user: anonymous, and use your email address as your password.
- Electronic Support Service

  **mobile_support@us.dell.com**

  **support@us.dell.com**

  **la-techsupport@dell.com** (Latin America and Caribbean countries only)

  **apsupport@dell.com** (Asian/Pacific countries only)

  **support.jp.dell.com** (Japan only)

  **support.euro.dell.com** (Europe only)
- Electronic Quote Service

  **apmarketing@dell.com** (Asian/Pacific countries only)

  **sales_canada@dell.com** (Canada only)

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## Warranty and Return Policy

Dell Inc. (“Dell”) manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. For information about the Dell warranty for your printer, refer to the *Product Information Guide*.

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