



KONICA MINOLTA

bizhub 4702P/4402P **USER'S GUIDE**



Contents

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

- Learning about the printer..... 8**
 - Selecting a location for the printer..... 8
 - Printer configurations..... 9
 - Attaching cables..... 10
 - Using the control panel..... 11
 - Understanding the status of the sleep button and indicator light..... 11
 - Using the Embedded Web Server..... 12
 - Printing a menu settings page..... 12
 - Printing the Network Setup Page..... 12

- Loading paper and specialty media..... 13**
 - Setting the size and type of the specialty media..... 13
 - Configuring Universal paper settings..... 13
 - Loading trays..... 13
 - Loading the multipurpose feeder..... 15
 - Linking trays..... 16

- Supported paper..... 17**
 - Supported paper sizes..... 17
 - Supported paper types..... 18
 - Supported paper weights..... 19

- Printing..... 20**
 - Printing from a computer..... 20
 - Printing from a mobile device..... 20
 - Printing from a flash drive..... 21
 - Supported flash drives and file types..... 22
 - Printing a font sample list..... 23
 - Printing a directory list..... 23

Understanding the printer menus..... 24

- Menu map.....24
- Device..... 25
- Print..... 31
- Paper.....39
- USB Drive..... 41
- Network/Ports.....43
- Security..... 55
- Reports.....59
- Help..... 60
- Troubleshooting.....60

Securing the printer..... 61

- Locating the security slot..... 61
- Erasing printer memory..... 61
- Restoring factory default settings..... 61
- Statement of Volatility..... 62

Maintaining the printer..... 63

- Networking.....63
- Cleaning the printer.....65
- Ordering parts and supplies.....66
- Replacing parts and supplies.....67
- Moving the printer.....77
- Saving energy and paper.....78

Clearing jams..... 80

- Avoiding jams.....80
- Identifying jam locations.....81
- Paper jam in the front door.....82
- Paper jam in the rear door.....85
- Paper jam in the standard bin.....86
- Paper jam in the duplex unit.....87
- Paper jam in trays.....88
- Paper jam in the multipurpose feeder.....88

Troubleshooting..... 90

- Network connection problems..... 90
- Paper feed problems..... 91
- Printing problems..... 93
- Contacting customer support..... 120

Upgrading and migrating..... 121

- Hardware..... 121
- Software..... 124
- Firmware..... 127

Notices..... 128

Index..... 135

Safety information

Conventions

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

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

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

Different types of caution statements include:



CAUTION—POTENTIAL INJURY: Indicates a risk of injury.



CAUTION—SHOCK HAZARD: Indicates a risk of electrical shock.



CAUTION—HOT SURFACE: Indicates a risk of burn if touched.



CAUTION—TIPPING HAZARD: Indicates a crush hazard.



CAUTION—PINCH HAZARD: Indicates a risk of being caught between moving parts.

Product statements



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



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



CAUTION—POTENTIAL INJURY: Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.












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



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



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

-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.
-  **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel to lift it safely.
-  **CAUTION—POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:
- Make sure that all doors and trays are closed.
 - Turn off the printer, and then unplug the power cord from the electrical outlet.
 - Disconnect all cords and cables from the printer.
 - If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
 - If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
 - If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
 - Always use the handholds on the printer to lift it.
 - Any cart used to move the printer must have a surface able to support the full footprint of the printer.
 - Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
 - Keep the printer in an upright position.
 - Avoid severe jarring movements.
 - Make sure that your fingers are not under the printer when you set it down.
 - Make sure that there is adequate clearance around the printer.
-  **CAUTION—TIPPING HAZARD:** Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, contact the place where you purchased the printer.
-  **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.
-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
-  **CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure.
-  **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

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

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

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

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

SAVE THESE INSTRUCTIONS.

Learning about the printer

Selecting a location for the printer

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

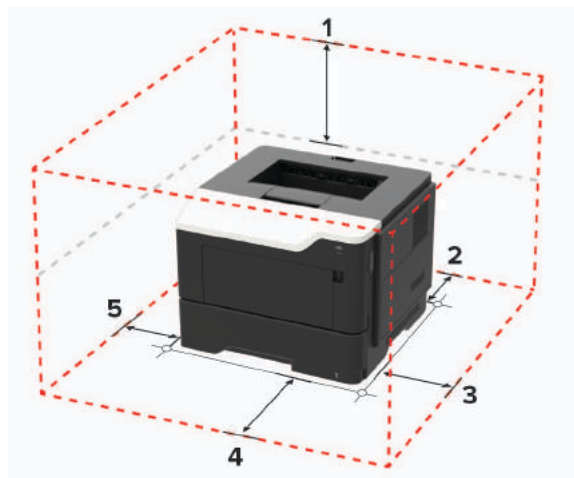
⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

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

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

Ambient temperature	10 to 32°C (50 to 90°F)
Storage temperature	0 to 40°C (32 to 104°F)

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



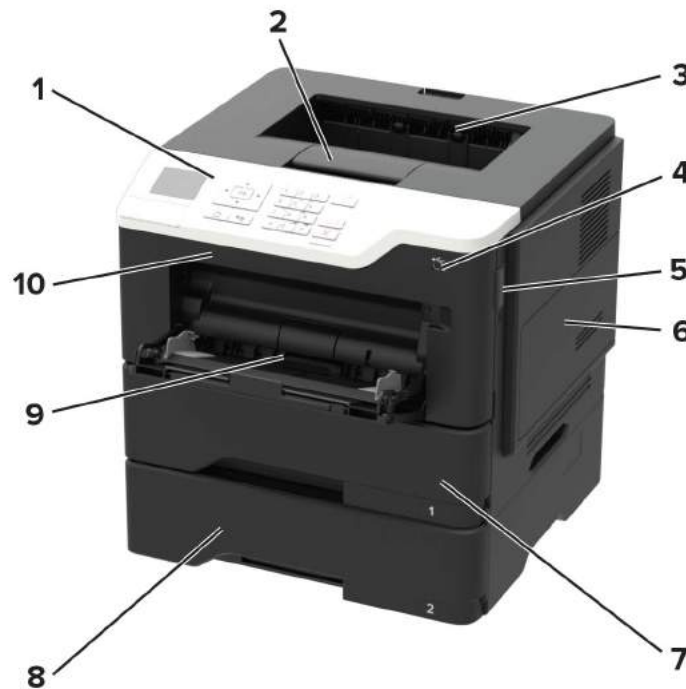
1	Top	305 mm (12 in.)
2	Rear	100 mm (3.94 in.)
3	Right side	110 mm (4.33 in.)
4	Front	305 mm (12 in.)
5	Left side	65 mm (2.56 in.)

Printer configurations

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

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

You can configure your printer by adding optional 250- or 550-sheet trays. For more information, see [“Installing optional trays” on page 123](#).



1	Control panel
2	Paper stopper
3	Standard bin
4	USB port (4702P only)
5	Front door release button
6	Controller board access cover
7	Standard 250-sheet tray (4402P) Standard 550-sheet tray (4702P)
8	Optional 250- or 550-sheet tray
9	100-sheet multipurpose feeder
10	Front door

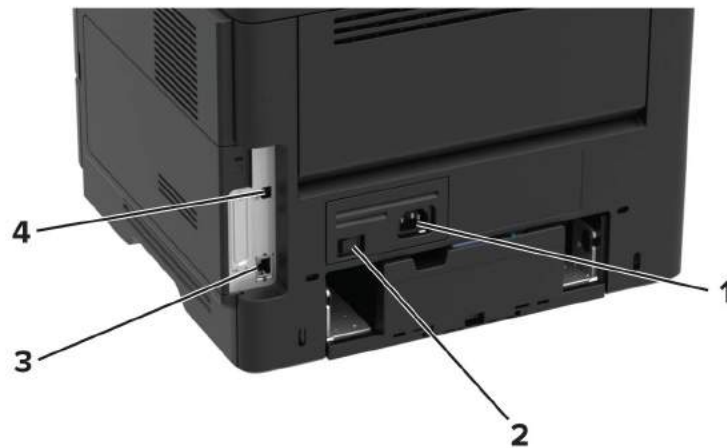
Attaching cables

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

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

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

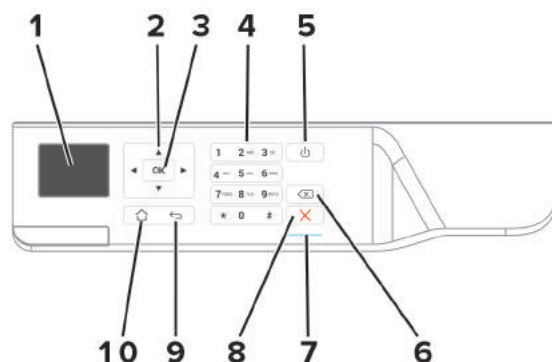
Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.



	Use the	To
1	Power cord socket	Connect the printer to an electrical outlet.
2	Power switch	Turn on or turn off the printer.
3	Ethernet port*	Connect the printer to a network.
4	USB printer port*	Connect the printer to a computer.

* This network port is activated when a cable is inserted into the port.

Using the control panel



	Use the	To
1	Display	View printing options, printer status, and error messages.
2	Arrow buttons	Scroll through menus or move between screens and menu options.
3	Select button	<ul style="list-style-type: none"> Select menu options. Save the setting.
4	Numeric keypad	Enter numbers or symbols in an input field.
5	Sleep button	Enable Sleep mode. Note: To enable Sleep mode, press the button twice.
6	Backspace button	Move the cursor backward and delete a character in an input field.
7	Indicator light	Check the printer status.
8	Stop or Cancel button	Stop the current printer task.
9	Back button	Return to the previous screen.
10	Home button	Go to the home screen.

Understanding the status of the sleep button and indicator light

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

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

Using the Embedded Web Server

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

Use the Embedded Web Server to:

- Check printer supplies status.
- Configure supply notifications.
- Configure printer settings.
- Configure network settings.
- View reports.

To access the Embedded Web Server for your printer:

- 1 Obtain the printer IP address by printing the network setup page or menu settings page, and then finding the TCP/IP section.

For more information, see [“Printing the Network Setup Page” on page 12](#).

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.

- 2 Open a web browser, and then type the printer IP address in the address field.
- 3 Press **Enter**.

Printing a menu settings page

- 1 From the control panel, navigate to:

 > **Settings** >  > **Reports** > 

- 2 Select **Menu Settings Page**, and then press .

Printing the Network Setup Page

- 1 From the control panel, navigate to:

 > **Settings** >  > **Reports** >  > **Network** > 

- 2 Select **Network Setup Page**, and then press .

Loading paper and specialty media

Setting the size and type of the specialty media

- 1 From the control panel, navigate to:

🏠 > **Settings** > **OK** > **Paper** > **OK** > **Tray Configuration** > **OK** > **Paper Size/Type** > **OK**

- 2 Select a paper source, and then configure the size and type of the specialty media.


Configuring Universal paper settings

- 1 From the control panel, navigate to:

🏠 > **Settings** > **OK** > **Paper** > **OK** > **Media Configuration** > **OK** > **Universal Setup** > **OK**

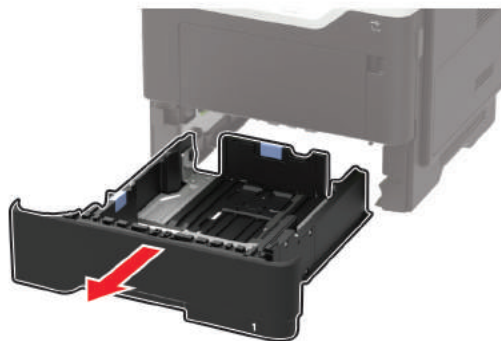
- 2 Select **Portrait Width** or **Portrait Height**, and then press **OK**.
- 3 Adjust the settings, and then press **OK**.

Loading trays

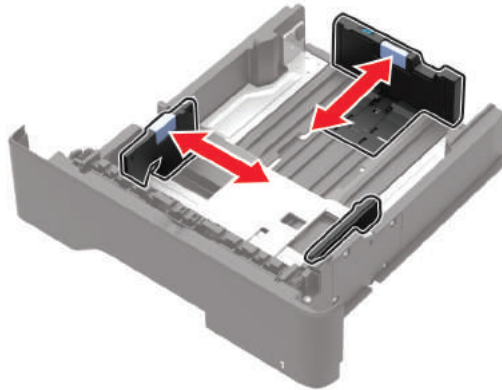
 **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

- 1 Remove the tray.

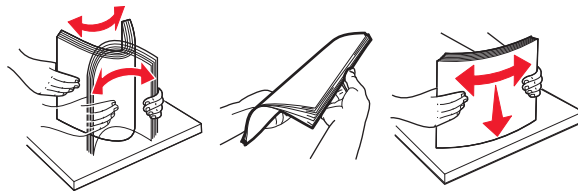
Note: To avoid paper jams, do not remove trays while the printer is busy.



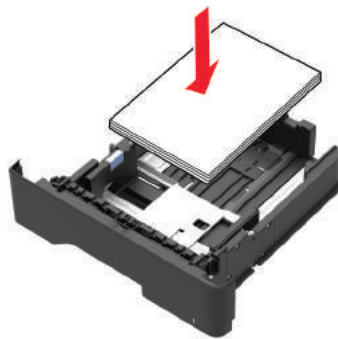
- 2** Adjust the paper guides to match the size of the paper that you are loading.



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



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



Notes:

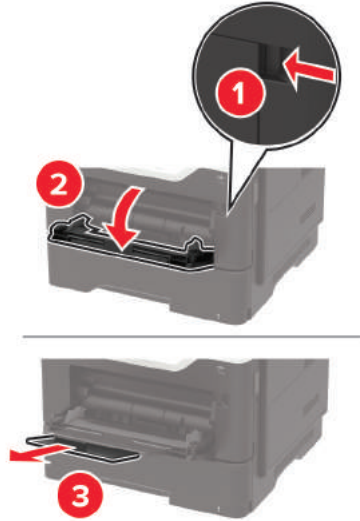
- Load letterhead facedown with the top edge of the sheet toward the front of the tray for one-sided printing.
- Load letterhead faceup with the bottom edge of the sheet toward the front of the tray for two-sided printing.
- Do not slide paper into the tray.
- To avoid paper jams, make sure that the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

- 5** Insert the tray.

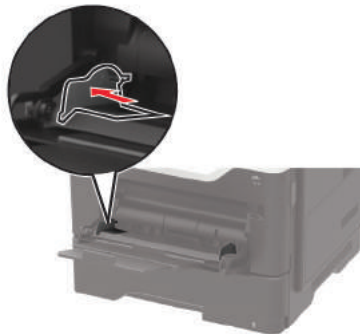
If necessary, set the paper size and paper type from the control panel to match the paper loaded.

Loading the multipurpose feeder

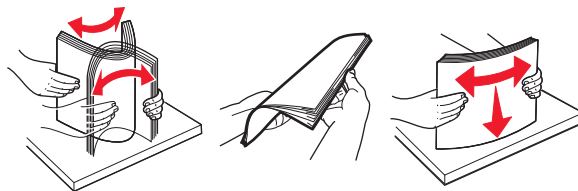
1 Open the multipurpose feeder.



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



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



4 Load paper with the printable side faceup.

Notes:

- Load letterhead faceup with the top edge of the sheet toward the front of the tray for one-sided printing.
- Load letterhead facedown with the bottom edge of the sheet toward the front of the tray for two-sided printing.
- Load envelopes with the flap facedown on the left side.

- Load European envelopes with the flap facedown and entering the printer first.

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

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

Linking trays

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

Notes:

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

- 2 Click **Settings > Paper**.

- 3 Match the paper size and type for the trays you are linking.

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

- 4 Save the settings.

Note: You can also change the paper size and type settings from the printer control panel.

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

Supported paper

Supported paper sizes

Paper size	Tray	Multipurpose feeder	Two-sided printing
A4 210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓
A5 210 x 148 mm (5.8 x 8.3 in.)	✓	✓	X
A5 LEF* 148 x 210 mm (5.8 x 8.3 in.)	✓	✓	X
A6* 105 x 148 mm (4.1 x 5.8 in.)	✓	✓	X
JIS B5 182 x 257 mm (7.2 x 10.1 in.)	✓	✓	X
Oficio (Mexico) 216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓
Hagaki 100 x 148 mm (3.9 x 5.8 in.)	X	✓	X
Statement 140 x 216 mm (5.5 x 8.5 in.)	✓	✓	X
Executive 184 x 267 mm (7.3 x 10.5 in.)	✓	✓	X
Letter 216 x 279 mm (8.5 x 11 in.)	✓	✓	✓
Legal 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓
Folio 216 x 330 mm (8.5 x 13 in.)	✓	✓	✓
Universal 76.2 x 127 mm (3 x 5 in.) to 216 x 356 mm (8.5 x 14 in.)	✓	✓	X
7 3/4 Envelope (Monarch) 98 x 191 mm (3.9 x 7.5 in.)	X	✓	X
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

* This paper size is not supported in the optional tray.

Paper size	Tray	Multipurpose feeder	Two-sided printing
DL Envelope 110 x 220 mm (4.3 x 8.7 in.)	X	✓	X
C5 Envelope 162 x 229 mm (6.4 x 9 in.)	X	✓	X
B5 Envelope 176 x 250 mm (6.9 x 9.8 in.)	X	✓	X
Other Envelope 76.2 x 127 mm (3 x 5 in.) to 216 x 356 mm (8.5 x 14 in.)	X	✓	X
* This paper size is not supported in the optional tray.			

Supported paper types

Paper type	Tray	Multipurpose feeder	Two-sided printing
Plain paper	✓	✓	✓
Card stock	X	✓	X
Transparency	✓	✓	X
Recycled	✓	✓	✓
Paper labels¹	✓	✓	X
Bond²	✓	✓	✓
Letterhead	✓	✓	✓
Preprinted	✓	✓	✓
Colored Paper	✓	✓	✓
Light Paper	✓	✓	✓
Heavy Paper²	✓	✓	✓
Rough/Cotton	✓	✓	✓
Envelope	X	✓	X
¹ One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported. ² Bond and Heavy Paper are supported in two-sided printing up to 90-g/m ² (24-lb) paper weight.			

Paper type	Tray	Multipurpose feeder	Two-sided printing
Rough envelope	X	✓	X

¹ One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported.

² Bond and Heavy Paper are supported in two-sided printing up to 90-g/m² (24-lb) paper weight.

Supported paper weights

	Tray	Multipurpose feeder	Two-sided printing
Paper weight	60–120 g/m ² (16–32 lb)	60–216 g/m ² (16–58 lb)	60–90 g/m ² (16–24 lb)

Printing

Printing from a computer

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

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

Note: For details of the function of the printer driver, refer to the Help of the printer driver.

Printing from a mobile device

Printing from a mobile device using Google Cloud Print

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

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

Printing from a mobile device using Mopria Print Service

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

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

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

Printing from a mobile device using AirPrint

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

Note: This application is supported only in some Apple devices.

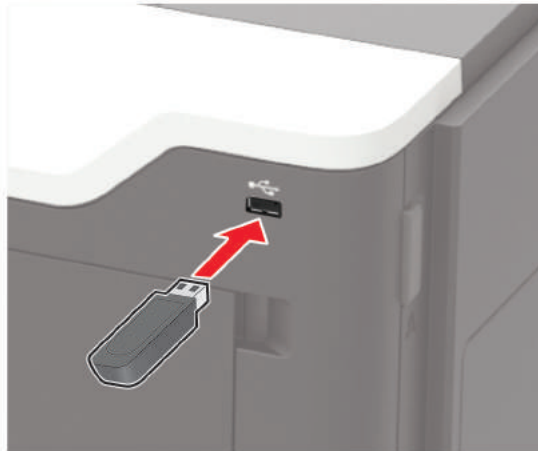
- 1 From the home screen of your mobile device, launch a compatible application.
- 2 Select an item to print, and then tap the share icon.

- 3 Tap **Print**, and then select the printer.
- 4 Send the print job.

Printing from a flash drive

This feature is available only in some printer models.

- 1 Insert the flash drive.



Notes:

- If you insert the flash drive when an error message appears, then the printer ignores the flash drive.
- If you insert the flash drive while the printer is processing other print jobs, then **Busy** appears on the display.

- 2 Select the document that you want to print.
If necessary, configure other print settings.

- 3 Print the document.
To print another document, select **USB Drive**.

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



Supported flash drives and file types

Flash drives

Notes:

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

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

File types

Documents:

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

Images:

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

Printing a font sample list

1 From the control panel, navigate to:

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

2 Select **PCL Fonts** or **PostScript Fonts**, and then press .

Printing a directory list

1 From the control panel, navigate to:

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

2 Select **Print Directory**, and then press .

Understanding the printer menus

Note: Some of the configuration menus are not displayed according to product firmware version.

Menu map

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

Device

Preferences

Menu item	Description
Display Language [List of languages]	Set the language of the text that appears on the display. Note: Not all languages are available for all printer models. You may need to install special hardware for some languages to appear.
Country/Region [List of countries]	Identify the country that the printer is configured to operate.
Run Initial Setup Yes No*	Run the setup wizard.
Displayed information Display Text 1 (IP Address*) Display Text 2 (Date/Time*) Custom Text 1 Custom Text 2	Specify the information to appear on the home screen. Note: Custom Text 1 and Custom Text 2 appear only in some printer models.
Date and Time Configure Current Date and Time Manually Set Date and Time Network Time Protocol Enable NTP NTP Server	Configure the printer date and time. Notes: <ul style="list-style-type: none"> • Enable Authentication appears only in some printer models. • When Enable Authentication is set to MD5 key, Key ID and Password appear.
Paper Sizes U.S.* Metric	Specify the unit of measurement for paper sizes. Note: The country or region selected in the initial setup wizard determines the initial paper size setting.
Flash Drive Access Enabled* Disabled	Enable access to the flash drive. Note: This menu item appears only in some printer models.
Screen Timeout 10–300 (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs off a user account automatically.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Remote Operator Panel

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

Notifications

Menu item	Description
Supplies Show Supply Estimates Show estimates* Do not show estimates	Show the estimated supply status information.
Error Prevention Auto Continue Disabled 5–255 (5*)	Let the printer continue processing or printing a job automatically after clearing certain attendance conditions.
Error Prevention Jam Assist Off On*	Set the printer to check for jammed paper automatically.
Error Prevention Auto Reboot Auto Reboot Reboot always* Reboot never Reboot when idle	Set the printer to restart when an error occurs.
Error Prevention Auto Reboot Max Auto Reboots 1–20 (2*)	Set the number of automatic reboots that the printer can perform.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Error Prevention Auto Reboot Auto Reboot Window 1–525600 (720*)	Set the number of seconds before the printer performs an automatic reboot.
Error Prevention Auto Reboot Auto Reboot Counter	Show a read-only information of the reboot counter.
Error Prevention Display Short Paper Error Auto-clear* On	Set the printer to show a message when a short paper error occurs. Note: Short paper refers to the size of the paper loaded.
Error Prevention Page Protect Off* On	Set the printer to process the entire page into the memory before printing it.
Jam Content Recovery Jam Recovery Off On Auto*	Set the printer to reprint jammed pages.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Power Management

Menu item	Description
Sleep Mode Profile Print with Display off Allow printing with display off* Display on when printing	Allow printing with the display turned off.
Timeouts Sleep Mode 1–120 minutes (15*)	Set the idle time before the printer begins operating in Sleep mode.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Timeouts Hibernate Timeout Disabled 1 hour 2 hours 3 hours 6 hours 1 day 2 days 3 days* 1 week 2 weeks 1 month	Set the time before the printer enters Hibernate mode.
Timeouts Hibernate Timeout on Connection Hibernate Do Not Hibernate*	Set the printer to Hibernate mode even when an active Ethernet connection exists.
Eco-Mode Off* Energy Energy/Paper Paper	Minimize the use of energy, paper, or specialty media. Note: Setting Eco-Mode to Energy or Paper may affect printer performance, but not print quality.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Restore Factory Defaults

Menu item	Description
Restore Settings Restore all settings Restore printer settings Restore network settings	Restore the printer factory default settings.

Maintenance

Config Menu

Menu item	Description
USB Configuration USB PnP 1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
USB Configuration USB Speed Full Auto*	Set the USB port to run at full speed and disable its high-speed capabilities.
Tray Configuration Tray Linking Automatic* Off	Set the printer to link the trays that have the same paper type and paper size settings.
Tray Configuration Show Tray Insert Message Off Only for unknown sizes* Always	Show the Tray Insert message.
Tray Configuration A5 Loading Short Edge* Long Edge	Specify the page orientation when loading A5-size paper.
Tray Configuration Paper Prompts Auto* Multipurpose Feeder Manual Paper Envelope Prompts Auto* Multipurpose Feeder Manual Envelope	Set the paper source that the user fills when a prompt to load paper or envelope appears. Note: For Multipurpose Feeder to appear, set Configure MP to Cassette from the Paper menu.
Tray Configuration Action for Prompts Prompt user* Continue Use current	Set the printer to resolve paper- or envelope-related change prompts.
Reports Menu Settings Page Event Log Event Log Summary HealthCheck Statistics	Print reports about printer menu settings, printer events, and event logs.
Supply Usage And Counters Clear Supply Usage History Reset Maintenance Counter	Reset the supply page counter or view the total printed pages.
Note: An asterisk (*) next to a value indicates the factory default setting.	

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

Out of Service Erase

Menu item	Description
Erase Printer Memory Printer Memory Last Sanitized Sanitize all information on non-volatile memory	Clear all settings and applications that are stored in the printer hard disk.

Visible Home Screen Icons

Menu	Description
Change Language Bookmarks Held Jobs USB	Specify which icons to show on the home screen. Note: USB appears only in the 4702P printer model.

About this Printer

Menu item	Description
Asset Tag	Show the serial number of the printer.
Printer's Location	Identify the printer location. Maximum length is 63 characters.
Contact	Personalize the printer name. Maximum length is 63 characters.
Export Configuration File to USB	Export configuration files to a flash drive.
Export Compressed Logs to USB	Export compressed log files to a flash drive.

Print

Layout

Menu item	Description
Sides 1-sided* 2-sided	Specify whether to print on one side or two sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing. Note: Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
Blank Pages Print Do Not Print*	Print blank pages that are included in a print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Collate Off [1,1,1,2,2,2]* On [1,2,1,2,1,2]	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Separator Sheets None* Between Copies Between Jobs Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for the separator sheet. Note: The multipurpose feeder is available only in some printer models.
Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Pages per Side Ordering Horizontal* Reverse Horizontal Vertical Reverse Vertical	Specify the positioning of multiple page images when using Pages per Side. Note: The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side.
Copies 1–9999 (1*)	Specify the number of copies for each print job.
Print Area Normal* Fit to page Whole Page	Set the printable area on a sheet of paper.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Setup

Menu item	Description
Printer Language PCL Emulation* PS Emulation	Set the printer language. Note: Setting a default printer language does not prevent a software program from sending print jobs that use another printer language.
Resource Save Off* On	Set the printer to handle temporary downloads when it receives a job that requires more than the available memory. Notes: <ul style="list-style-type: none"> • Off sets the printer to retain downloads only until memory is needed. Downloads are deleted to process print jobs. • When set to On and the printer runs out of memory, a Memory Full [38] appears on the display but downloads are not deleted.
Print All Order Alphabetical* Oldest First Newest First	Specify the order in which held and confidential jobs are printed when Print All is selected.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Quality

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

Menu item	Description
Contrast 0 to 5 (0*)	Adjust the contrast of the printed output.
Gray Correction Off Auto*	Adjust the contrast enhancement applied to images.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Job Accounting

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

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

XPS

Menu item	Description
Print Error Pages Off* On	Print a test page that contains information on errors, including XML markup errors.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width of any job printed in 1200 dpi.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PDF

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

PostScript

Menu item	Description
Print PS Error On Off*	Print a test page that contains the PostScript error.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width of any job printed in 1200 dpi.
Lock PS Startup Mode On Off*	Disable the SysStart file.
Font Priority Resident* Flash/Disk	Establish the font search order. Notes: <ul style="list-style-type: none"> Resident sets the printer to search its memory for the requested font before searching the flash memory. Flash/Disk sets the printer to search the flash memory for the requested font before searching the printer memory. This menu item appears only when a flash memory is installed.
Wait Timeout Disabled 15–65535 (40*)	Set the printer to wait for additional data before canceling a print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

PCL

Menu item	Description
Font Source Resident* Disk Download Flash All	Choose the source which contains the default font selection. Notes: <ul style="list-style-type: none"> Flash and Disk appear only in some printer models. For Flash and Disk to appear, make sure that they are not read- or write-protected.
Font Name [List of available fonts]	Select a font from the specified font source.
Symbol Set [List of available symbol set]	Specify the symbol set for each font name. Note: A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols. Symbol sets support the different languages or specific programs such as math symbols for scientific text.
Pitch 0.08–100 (10*)	Specify the font pitch for scalable monospaced fonts. Note: Pitch refers to the number of fixed-space characters in a horizontal inch of type.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Orientation Portrait* Landscape	Specify the orientation of text and graphics on the page.
Lines per Page 1–255	Specify the number of lines of text for each page printed through the PCL® datastream. Notes: <ul style="list-style-type: none"> • This menu item activates vertical escapement that causes the selected number of requested lines to print between the default margins of the page. • 60 is the U.S. factory default setting. 64 is the international factory default setting.
PCL5 Minimum Line Width 1–30 (2*)	Set the initial minimum stroke width. Notes: <ul style="list-style-type: none"> • Jobs printed in 1200 dpi use the value directly. • Jobs printed in 4800CQ use half the value.
PCLXL Minimum Line Width 1–30 (2*)	
A4 Width 198 mm* 203 mm	Set the width of the logical page on A4-size paper. Note: Logical page is the space on the physical page where data is printed.
Auto CR after LF Off* On	Set the printer to perform a carriage return after a line feed control command. Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
Auto LF after CR Off* On	Set the printer to perform a line feed after a carriage return control command.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Tray Renumber Assign MP Feeder Off* None 0–201 Assign Tray [x] Off* None 0–201 Assign Manual Paper Off* None 0–201 Assign Manual Envelope Off* None 0–201	Configure the printer to work with print drivers or applications that use different source assignments for the paper source.
Tray Renumber View Factory Defaults Restore Defaults	Show the factory default setting assigned for each paper source.
Tray Renumber Restore Defaults	Return all tray assignments to factory default values.
Print Timeout Disabled 1–255 (90*)	Set the printer to end a print job after it has been idle for the specified amount of time in seconds.
Note: An asterisk (*) next to a value indicates the factory default setting.	

HTML

Menu item	Description
Font Name [List of fonts] (Times*)	Set the font to use for HTML documents.
Font Size 1–255 (12*)	Set the font size to use for HTML documents.
Scale 1–400% (100*)	Scale HTML documents.
Orientation Portrait* Landscape	Set the page orientation for HTML documents.
Margin Size 8–255 mm (19*)	Set the page margin for HTML documents.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Backgrounds Do Not Print Print*	Print background information or graphics for HTML documents.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Image

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

Paper

Tray Configuration

Menu item	Description
Default Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for all print jobs. Note: Multipurpose Feeder appears only when Configure MP is set to Cassette.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Paper Size/Type Tray [x] Multipurpose Feeder Manual Paper Manual Envelope	Specify the paper size or paper type loaded in each paper source.
Configure MP Cassette* Manual First	Set the printer when to pick paper from the multipurpose feeder. Notes: <ul style="list-style-type: none"> • When set to Cassette, the printer treats the multipurpose feeder like a tray. • When set to Manual, the printer treats the multipurpose feeder like a manual feeder. • When set to First, the printer picks paper from the multipurpose feeder until it is empty, regardless of the required paper source or paper size.
Substitute Size Off Statement/A5 Letter/A4 All Listed*	Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source. Notes: <ul style="list-style-type: none"> • Off prompts the user to load the required paper size. • Statement/A5 prints A5-size document on statement when loading statement and statement-size jobs on A5 paper size when loading A5. • Letter/A4 prints A4-size document on letter when loading letter and letter-size jobs on A4 paper size when loading letter. • All Listed substitutes Letter/A4.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Media Configuration

Universal Setup

Menu item	Description
Units of Measure Inches Millimeters	Specify the unit of measurement for the universal paper. Note: Inches is the U.S. factory default setting. Millimeters is the international factory default setting.
Portrait Width 3–52 inches (8.50*) 76–1321 mm (216*)	Set the portrait width of the universal paper.
Portrait Height 3–52 inches (14*) 76–1321 mm (356*)	Set the portrait height of the universal paper.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Feed Direction Short Edge* Long Edge	Set the printer to pick paper from the short edge or long edge direction. Note: Long Edge appears only when the longest edge is shorter than the maximum width supported.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Media Types

Menu item	Description
Plain Paper Card Stock Transparency Recycled Labels Bond Envelope Rough Envelope Letterhead Preprinted Colored Paper Light Heavy Rough/Cotton Custom Type [x]	Specify the texture and weight of the paper loaded. Select from the following options: Paper Texture Smooth Normal* Rough Paper Weight Light Normal* Heavy
Note: An asterisk (*) next to a value indicates the factory default setting.	

USB Drive

Note: This menu appears only in some printer models.

Flash Drive Print

Menu item	Description
Number of Copies 1–9999 (1*)	Set the number of copies.
Paper Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Specify the paper source for the print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Collate Off [1,1,1,2,2,2] On [1,2,1,2,1,2]*	Print multiple copies in a sequence.
Sides (Duplex) 1-Sided* 2-Sided	Specify whether to print on one side or two sides of the paper.
Pages per Side Off* 2-Up 3-Up 4-Up 6-Up 9-Up 12-Up 16-Up	Print multiple page images on a sheet of paper.
Pages per Side Ordering Horizontal* Reverse Horizontal Reverse Vertical Vertical	Specify the positioning of multiple page images when using Pages per Side. Note: The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side.
Separator Sheets Off* Between Copies Between Jobs Between Pages	Specify whether to insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for the separator sheet. Note: For Multipurpose Feeder to appear, set Configure MP to Cassette from the Paper menu.
Blank Pages Do Not Print* Print	Specify whether to include blank pages in a print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Network/Ports

Network Overview

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

Wireless

Note: This menu is available only in printers connected to a wireless network.

Menu item	Description
Setup On Printer Panel Choose Network Add Wi-Fi Network Network Name Network Mode Infrastructure* Ad hoc Wireless Security Mode Disabled* WEP WPA2/WPA - Personal WPA2 - Personal	Configure the wireless connection using the control panel.
Wi-Fi Protected Setup Start Push Button Method Start PIN Method	Establish a wireless network and enable network security. Notes: <ul style="list-style-type: none"> • 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. • 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.
Network Mode BSS Type Infrastructure* Ad hoc Preferred Channel Number Auto* 1–11	Specify the network mode. Note: Preferred Channel Number only appears if BSS Type is set to Ad hoc.
Enable Wi-Fi Direct On Off*	Set the printer to connect directly to Wi-Fi devices.
Compatibility 802.11b/g/n (2.4GHz)* 802.11a/b/g/n/ac (2.4GHz/5GHz) 802.11a/n/ac (5GHz)	Specify the wireless standard for the wireless network. Note: 802.11a/b/g/n and 802.11a/n are selectable only if the Enable Wi-Fi Direct setting is disabled.
Wireless Security Mode Disabled* WEP WPA2/WPA - Personal WPA2 - Personal 802.1x - RADIUS	Set the type of security for connecting the printer to wireless devices.

Menu item	Description
WEP Authentication Mode Auto* Open Shared	Set the type of Wireless Encryption Protocol (WEP) used by the printer. Note: This menu item appears only if Wireless Security Mode is set to WEP.
Set WEP Key	Specify a WEP password for secure wireless connection.
WPA2/WPA - Personal AES	Enable wireless security through Wi-Fi Protected Access (WPA). Note: This menu item appears only if the Wireless Security Mode is set to WPA2/WPA-Personal or WPA2-Personal.
Set Pre-Shared Key	Set the password for secure wireless connection.
WPA2 - Personal AES	Enable wireless security through WPA2. Note: This menu item appears only if the Wireless Security Mode is set to WPA2/WPA-Personal or WPA2-Personal.
802.1x Encryption Mode WPA+ WPA2*	Enable wireless security through 802.1x standard. Note: This menu item appears only if the Wireless Security Mode is set to 802.1x - Radius.
IPv4 Enable DHCP On* Off Set Static IP Address IP Address Netmask Gateway	Enable and configure IPv4 settings in the printer.
IPv6 Enable IPv6 On* Off Enable DHCPv6 On Off* Stateless Address Autoconfiguration On* Off DNS Server Address Manually Assigned IPv6 Address Manually Assigned IPv6 Router Address Prefix All IPv6 Addresses All IPv6 Router Addresses	Enable and configure IPv6 settings in the printer.
Network Address UAA LAA	View the network addresses.

Menu item	Description
PCL Smartswitch On* Off*	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS Smartswitch On* Off*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language. Note: If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering On Off*	Temporarily store print jobs in the printer hard disk before printing. Note: This menu item appears only when a hard disk is installed.
Mac Binary PS Auto* On	Set the printer to process Macintosh binary PostScript print jobs. Note: On processes raw binary PostScript print jobs.

Ethernet

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

Menu item	Description
DNS Address	Specify the DNS server address, IP address, and the router for IPv6 network.
Manually Assigned IPv6 Address	
Manually Assigned IPv6 Router	
Address Prefix 0–128 (64*)	
All IPv6 Addresses	Show all IP and router addresses used in an IPv6 network.
All IPv6 Router Addresses	
Network Address UAA LAA	Show the printer Media Access Control (MAC) addresses: Locally Administered Address (LAA) and Universally Administered Address (UAA). Note: You can change the printer LAA manually.
PCL SmartSwitch On* Off	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch On* Off	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language. Note: If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes: <ul style="list-style-type: none"> • On processes raw binary PostScript print jobs. • Off filters print jobs using the standard protocol.
Energy Efficient Ethernet On* Off	Reduce power consumption when the printer receives no data from the Ethernet network.
Note: An asterisk (*) next to a value indicates the factory default setting.	

TCP/IP

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

Menu item	Description
Set Hostname	Set the current TCP/IP host name.
Domain Name	Set the domain name.
Allow DHCP/BOOTP to update NTP server On* Off	Allow the DHCP and BOOTP clients to update the NTP settings of the printer.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Zero Configuration Name	Specify a service name for the zero configuration network.
Enable Auto IP On* Off	Assign an IP address automatically.
DNS Address	Specify the current Domain Name System (DNS) server address.
Backup DNS Address	Specify the backup DNS server addresses.
Backup DNS Address 2	
Backup DNS Address 3	
Domain Search Order	Specify a list of domain names to locate the printer and its resources that reside in different domains on the network.
Enable DDNS On* Off	Update Dynamic DNS settings.
DDNS TTL	Specify the current DDNS settings.
Default TTL	
DDNS Refresh Time	
Enable mDNS Off On*	Update multicast DNS settings.
WINS Address	Specify a server address for Windows Internet Name Service (WINS).
Enable BOOTP Off* On	Allow the BOOTP to assign a printer IP address.
Restricted Server List	Specify an IP address for the TCP connections. Notes: <ul style="list-style-type: none"> • Use a comma to separate each IP address. • You can add up to 50 IP addresses.
Restricted Server List Options Block All Ports* Block Printing Only Block Printing and HTTP Only	Specify how the IP addresses in the list can access the printer functionality.
MTU	Specify a maximum transmission unit (MTU) parameter for the TCP connections.
Raw Print Port 1–65535 (9100*)	Specify a raw port number for printers connected on a network.
Outbound Traffic Maximum Speed Off* 100 to 1000000	Enable the printer maximum transfer rate.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Enhanced TLS Security On Off*	Enhance printer privacy and data integrity.
Resolve Hostnames Using DNS Off On*	Use DNS to resolve host names to IP addresses.
Note: An asterisk (*) next to a value indicates the factory default setting.	

SNMP

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

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

Menu item	Description
<p>SNMP Version 3</p> <ul style="list-style-type: none"> Enabled <ul style="list-style-type: none"> Off On* Set Read/Write Credentials <ul style="list-style-type: none"> User Name Password Set Read-only Credentials <ul style="list-style-type: none"> User Name Password Authentication Hash <ul style="list-style-type: none"> MD5 SHA1* Minimum Authentication Level <ul style="list-style-type: none"> No Authentication, No Privacy Authentication, No Privacy Authentication, Privacy* Privacy Algorithm <ul style="list-style-type: none"> DES AES-128* 	<p>Configure SNMP version 3 to install and update the printer security.</p>
<p>Note: An asterisk (*) next to a value indicates the factory default setting.</p>	

IPSec

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

Menu item	Description
<p>Enable IPSec</p> <ul style="list-style-type: none"> Off* On 	<p>Enable Internet Protocol Security (IPSec).</p>
<p>Base Configuration</p> <ul style="list-style-type: none"> Default* Compatibility Secure 	<p>Set the IPSec base configuration.</p> <p>Note: This menu item appears only when Enable IPSec is set to On.</p>
<p>Note: An asterisk (*) next to a value indicates the factory default setting.</p>	

Menu item	Description
DH (Diffie-Hellman) Group Proposal modp2048 (14)* modp3072 (15) modp4069 (16) modp6144 (17) modp8192 (18)	Set the IPSec encryption. Note: These menu items appear only when Base Configuration is set to Secure.
IKE SA Lifetime (Hours) 1 2 4 8 24*	
Proposed Encryption Method 3DES AES*	Specify the encryption and authentication methods to connect to a network securely. Note: These menu items appear only when Base Configuration is set to Compatibility.
Proposed Authentication Method SHA1 SHA256* SHA512	
IPSec Device Certificate	Specify an IPSec certificate. Note: This menu item appears only when Base Configuration is set to Compatibility.
Pre-Shared Key Authenticated Connections Host [x] Address Key	Configure the authenticated connections of the printer. Note: These menu items appear only when Enable IPSec is set to On.
Certificate Authenticated Connections Host [x] Address[/subnet] Address[/subnet]	
Note: An asterisk (*) next to a value indicates the factory default setting.	

802.1x

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

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

LPD Configuration

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

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

HTTP/FTP Settings

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

Menu item	Description
Enable HTTP Server Off On*	Access the Embedded Web Server to monitor and manage the printer.
Enable HTTPS Off On*	Configure the Hypertext Transfer Protocol Secure (HTTPS) settings.
Enable FTP/TFTP Off On*	Send files using FTP.
Local Domains	Specify domain names for HTTP and FTP servers. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
HTTP Proxy IP Address	Configure the HTTP and FTP server settings. Note: These menu items appear only in some printer models.
FTP Proxy IP Address	
HTTP Default IP Port 1–65535 (80*)	
HTTPS Device Certificate	
FTP Default IP Port 1–65535 (21*)	
Timeout for HTTP/FTP Requests 1–299 (30*)	Specify the amount of time before the server connection stops.
Retries for HTTP/FTP Requests 1–299 (3*)	Set the number of retries to connect to the HTTP/FTP server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

ThinPrint

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

USB

Menu item	Description
PCL SmartSwitch On* Off	Set the printer to switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language. Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch On* Off	Set the printer to switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language. Note: If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes: <ul style="list-style-type: none"> • On processes raw binary PostScript print jobs. • Off filters print jobs using the standard protocol.
Enable USB Port Enable* Disable	Enable the standard USB port.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Google Cloud Print

Menu item	Description
Registration Register	Register the printer to the Google Cloud server.
Options Enable Google Cloud Print Off On*	Print directly from your Google account.
Options Enable Local Discovery Off On*	Allow higher bandwidth for data transmission.
Options Enable SSL Peer Verification Off On*	Verify authenticity of the peer certificate to connect to your Google account.
Options Always Print As Image Off* On	Save the scanned output into image files.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Wi-Fi Direct

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

Menu item	Description
SSID	Specify the service set identifier (SSID) of the Wi-Fi network.
Note: An asterisk (*) next to a value indicates the factory default setting.	

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

Security

Security Audit Log

Menu item	Description
Enable Audit Off* On	Record the events in the secure audit log and remote syslog.
Enable Remote Syslog Off* On	Send audit logs to a remote server.
Remote Syslog Server	Specify the remote syslog server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
<p>Remote Syslog Facility</p> <ul style="list-style-type: none"> 0 - Kernel Messages 1 - User-Level Messages 2 - Mail System 3 - System Daemons 4 - Security/Authorization Messages* 5 - Messages Generated Internally by Syslogs 6 - Line Printer Subsystem 7 - Network News Subsystem 8 - UUCP Subsystem 9 - Clock Daemon 10 - Security/Authorization Messages 11 - FTP Daemon 12 - NTP Subsystem 13 - Log Audit 14 - Log Alert 15 - Clock Daemon 16 - Local Use 0 (local0) 17 - Local Use 1 (local1) 18 - Local Use 2 (local2) 19 - Local Use 3 (local3) 20 - Local Use 4 (local4) 21 - Local Use 5 (local5) 22 - Local Use 6 (local6) 23 - Local Use 7 (local7) 	<p>Specify a facility code that the printer uses when sending log events to a remote server.</p>
<p>Severity of Events to Log</p> <ul style="list-style-type: none"> 0 - Emergency 1 - Alert 2 - Critical 3 - Error 4 - Warning* 5 - Notice 6 - Informational 7 - Debug 	<p>Specify the priority level cutoff for logging messages and events.</p> <p>Notes:</p> <ul style="list-style-type: none"> • 0 - Emergency is the highest severity. 7 - Debug is the lowest. • The selected severity level and anything higher are logged. For example, selecting 4 - Warning logs the severity levels from 0 to 4.
<p>Clear Log Start</p>	<p>Delete all audit logs.</p>
<p>Export Log</p> <ul style="list-style-type: none"> Syslog (RFC 5424)* Syslog (RFC 3164) CSV 	<p>Export a security log to a flash drive.</p>
<p>Note: An asterisk (*) next to a value indicates the factory default setting.</p>	

Login Restrictions

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

Confidential Print Setup

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

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

Solutions LDAP Settings

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

Mobile Services Management

Use	To
AirPrint Print Scan Fax	Enable functions in the AirPrint software feature.

Miscellaneous

Menu item	Description
Protected Features Show Hide*	Show secured applications or functions on the home screen. Note: This menu item appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Print Permission Off* On	Allow users to print.
Default Print Permission Login	Set the login credentials that allow users to print. Note: This menu item appears only in some printer models.
Security Reset Jumper Enable "Guest" access* No Effect	Specify the effect of using the security reset jumper. Notes: <ul style="list-style-type: none"> • The jumper is located beside a lock icon on the controller board. • Enable "Guest" access provides guests with full access control. • No Effect means that the reset has no effect on the printer security configuration.
Minimum Password Length 0–32 (0*)	Specify the minimum characters allowed for a password.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Reports

Menu Settings Page

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

Device

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

Print

Menu item	Description
Print Fonts PCL Fonts PS Fonts	Print a list of supported fonts.

Network

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

Help

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

Troubleshooting

Troubleshooting

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

Securing the printer

Locating the security slot

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



Erasing printer memory

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

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

- 1 From the control panel, navigate to:

🏠 > **Settings** > **OK** > **Device** > **OK** > **Maintenance** > **OK** > **Out of Service Erase** > **OK**

- 2 Select **Sanitize all information on nonvolatile memory**, and then press **OK**.

- 3 To start the job, select **Continue**, and then press **OK**.

- 4 Follow the instructions on the display.

Restoring factory default settings

- 1 From the control panel, navigate to:

🏠 > **Settings** > **OK** > **Device** > **OK** > **Restore Factory Defaults** > **OK** > **Restore Settings** > **OK**

- 2 Select **Restore all settings**, and then press **OK**.

- 3 Select **RESTORE**, and then press **OK**.

For a more comprehensive method of restoring the factory default settings, see [“Erasing printer memory” on page 61](#).

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

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

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

Maintaining the printer

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

Networking

Preparing to set up the printer on an Ethernet network

Before connecting your printer to an Ethernet network, make sure to have the following information:

- 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 makes it easier to identify your printer on the network.

You 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.

Preparing to set up the printer on a wireless network

Notes:

- Make sure that your wireless network adapter is installed in your printer and working properly. For more information, see the instruction sheet that came with the adapter.
- The wireless network adapter is standard in some printer models.
- Make sure that your access point (wireless router) is turned on and working properly.

Make sure to have the following information:

- **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 also require the automatic setting. Check with your administrator if you are not sure which channel to select.

- **Security Method**—Select one of the following:

- WEP key

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

- WPA or WPA2 preshared key or passphrase

WPA includes encryption as an extra layer of security. Set the same encryption type on the router and on the printer, for the printer to communicate with the network.

- 802.1X—RADIUS

If you are installing the printer on an 802.1X network, then you 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 do not have any security information.

Note: Do not use an unsecured wireless network.

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 administrator.
- To find the WPA/WPA2 preshared key or passphrase for the wireless network, see the documentation that came with the access point, see the Embedded Web Server associated with the access point, or contact your administrator.

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

Before you begin, make sure that:

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

Using the Push Button method

- 1 From the control panel, navigate to:

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

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

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

- 4 Follow the instructions on the display.

Using the personal identification number (PIN) method

- 1 From the control panel, navigate to:

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

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


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

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

Notes:

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

Cleaning the printer


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

Notes:

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

Notes:

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

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

Ordering parts and supplies

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

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

Using genuine KONICA MINOLTA parts and supplies

Your KONICA MINOLTA printer is designed to function best with genuine KONICA MINOLTA supplies and parts. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components. Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies and parts is not covered by the warranty. All life indicators are designed to function with KONICA MINOLTA supplies and parts, and may deliver unpredictable results if third-party supplies and parts are used. Imaging component usage beyond the intended life may damage your KONICA MINOLTA printer or its associated components.

Ordering a toner cartridge

Notes:

- The estimated cartridge yield is based on the ISO/IEC 19752 standard.
- Extremely low print coverage for extended periods of time may negatively affect actual yield.

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

Ordering an imaging unit

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

Checking the status of parts and supplies

From the control panel, navigate to:

 > **Status/Supplies** >  > **Supplies** > 

Configuring supply notifications

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

Notes:

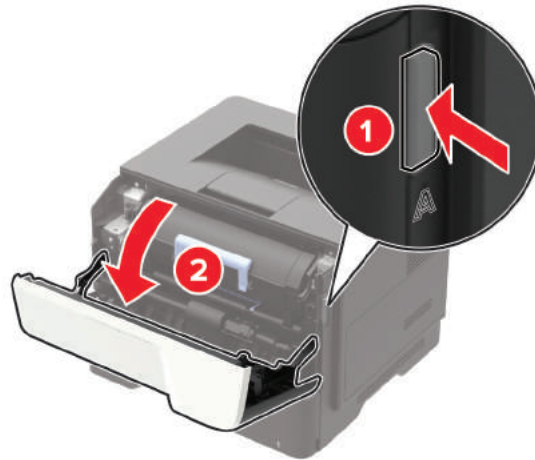
- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Click **Settings** > **Device** > **Notifications**.
- 3 From the Supplies menu, click **Custom Supply Notifications**.
- 4 Select a notification for each supply item.
- 5 Apply the changes.

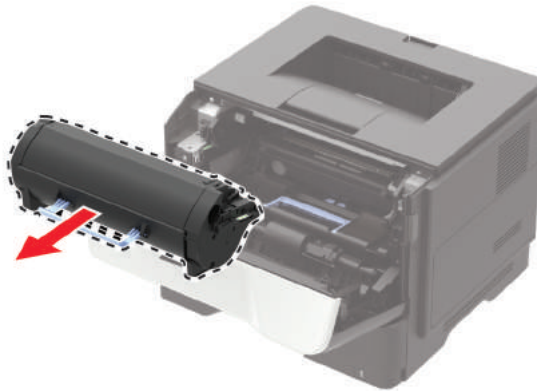
Replacing parts and supplies

Replacing the toner cartridge

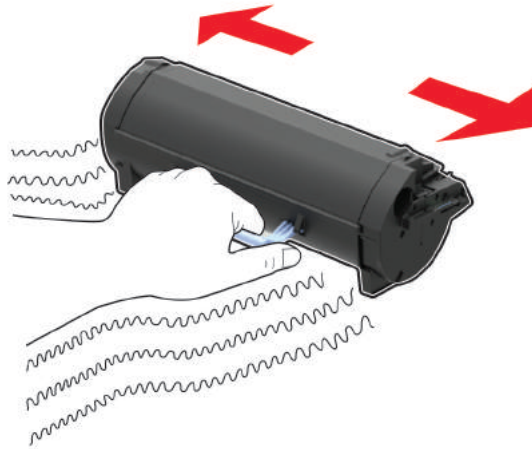
- 1 Open the front door.



- 2 Remove the used toner cartridge.



- 3** Unpack the new toner cartridge, and then shake it three times to redistribute the toner.



- 4** Insert the new toner cartridge.

Note: Use the arrows inside the printer as guides.



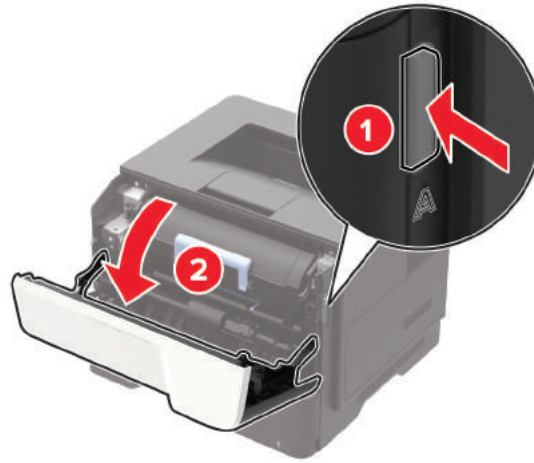
- 5** Close the front door.

Note: Dispose of the empty toner cartridge according to your local regulations. Do not burn the cartridge.

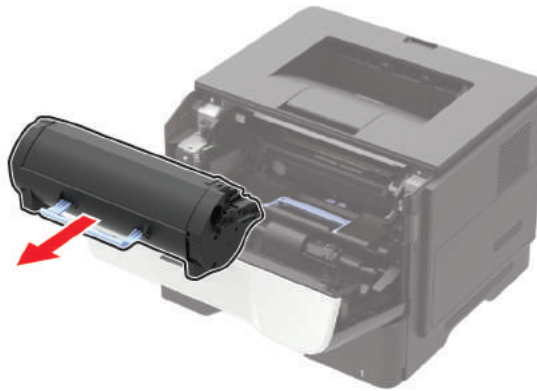
⚠ CAUTION—POTENTIAL INJURY: If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

Replacing the imaging unit

1 Open the front door.



2 Remove the toner cartridge.



3 Remove the used imaging unit.



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



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

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



5 Insert the new imaging unit.

Note: Use the arrows inside the printer as guides.



6 Insert the toner cartridge.

Note: Use the arrows inside the printer as guides.

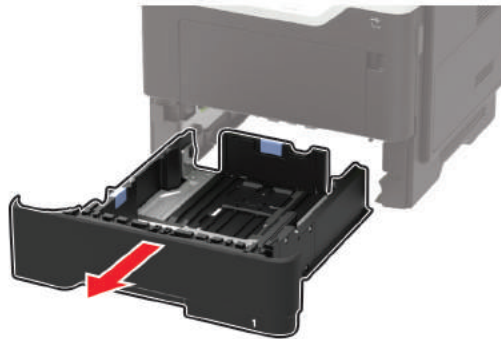


7 Close the front door.

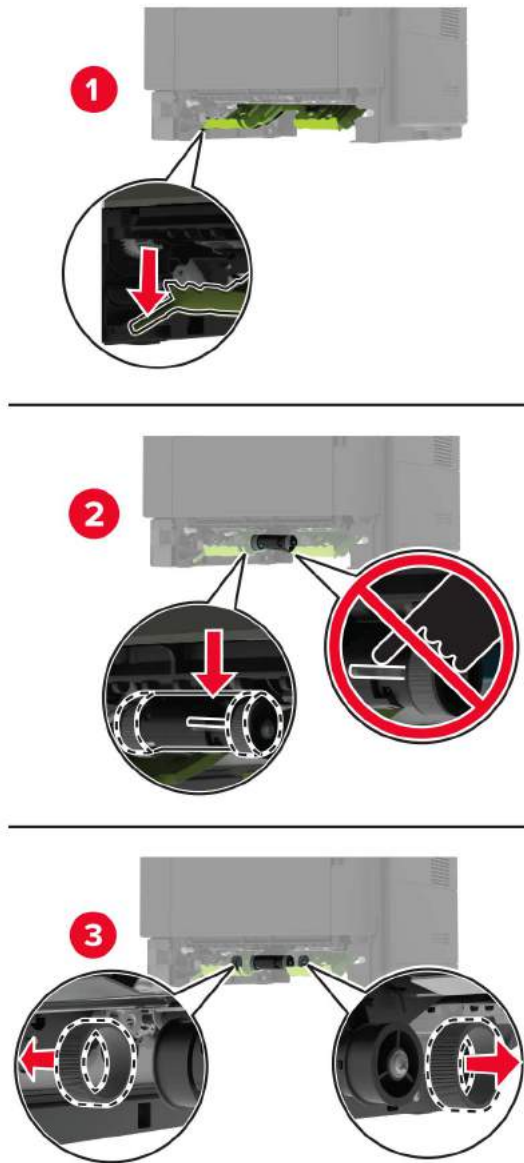
Note: Dispose of the used imaging unit according to your local regulations. Do not burn the imaging unit.

Replacing the pick tires

- 1** Turn off the printer.
- 2** Unplug the power cord from the electrical outlet, and then from the printer.
- 3** Remove the tray.

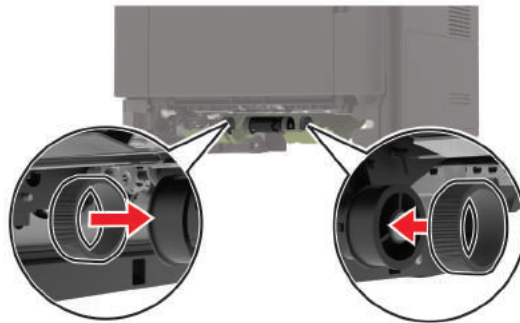


4 Remove the used pick tires one after the other.



5 Unpack the new pick tires.

- 6 Insert the new pick tires.



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

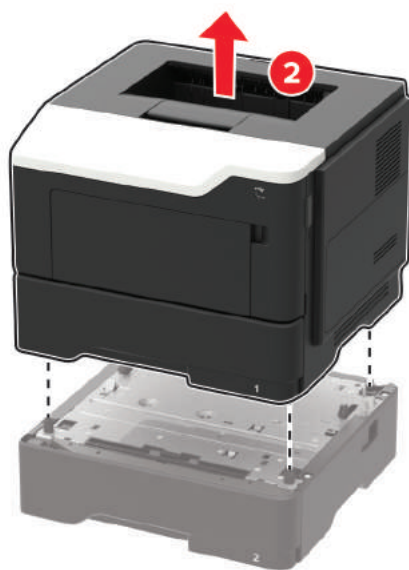
⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

- 9 Turn on the printer.

Replacing the pick roller assembly

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Remove the optional tray.

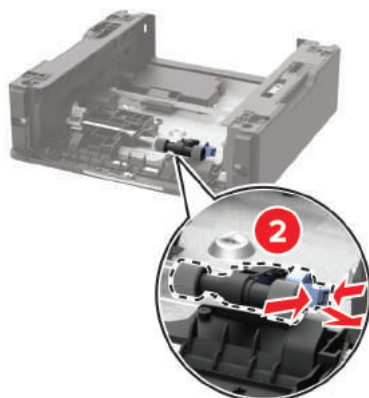
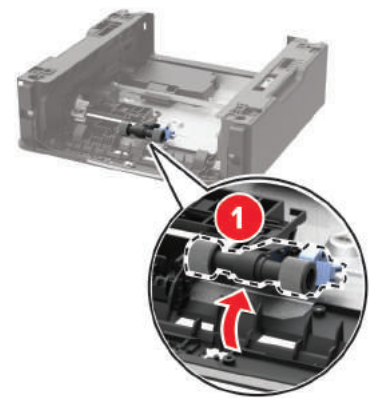
⚠ CAUTION—POTENTIAL INJURY: If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel to lift it safely.



4 Remove the tray insert, and then flip the tray base.

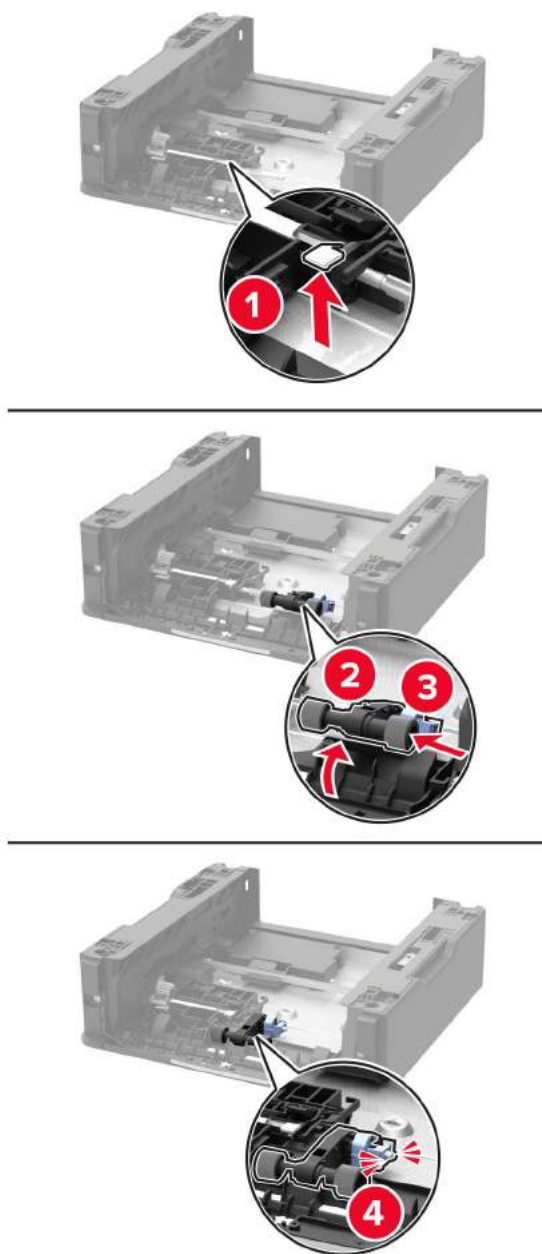


5 Remove the used pick roller assembly.



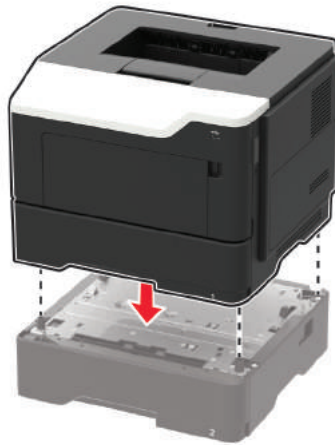
6 Unpack the new pick roller assembly.

7 Insert the new pick roller assembly.



8 Flip the tray base, and then insert the tray insert.

- 9 Align the printer with the optional tray, and then lower the printer until it *clicks* into place.



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

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

- 11 Turn on the printer.

Moving the printer

Moving the printer to another location

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

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

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

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

- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

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

Shipping the printer

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

Saving energy and paper

Configuring power save mode settings

Eco-Mode

- 1 From the control panel, navigate to:

 > **Settings** >  > **Device** >  > **Power Management** >  > **Eco-Mode** > 

- 2 Select a setting.

Sleep mode

- 1 From the control panel, navigate to:

 > **Settings** >  > **Device** >  > **Power Management** >  > **Timeouts** >  > **Sleep Mode** > 

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

Hibernate mode

- 1 From the control panel, navigate to:

 > **Settings** >  > **Device** >  > **Power Management** >  > **Timeouts** >  > **Hibernate Timeout** > 

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

Notes:

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

Conserving supplies

- Print on both sides of the paper.

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

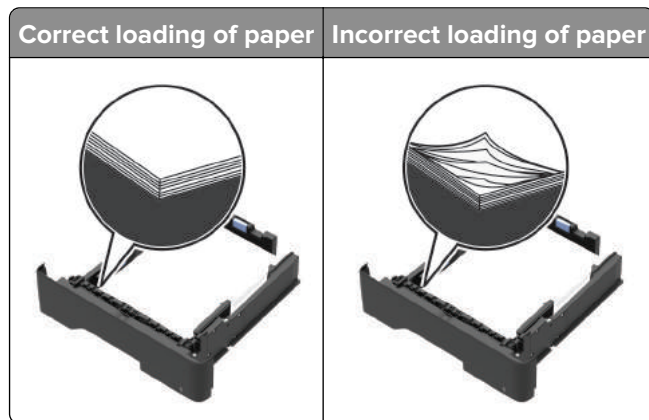
- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

Clearing jams

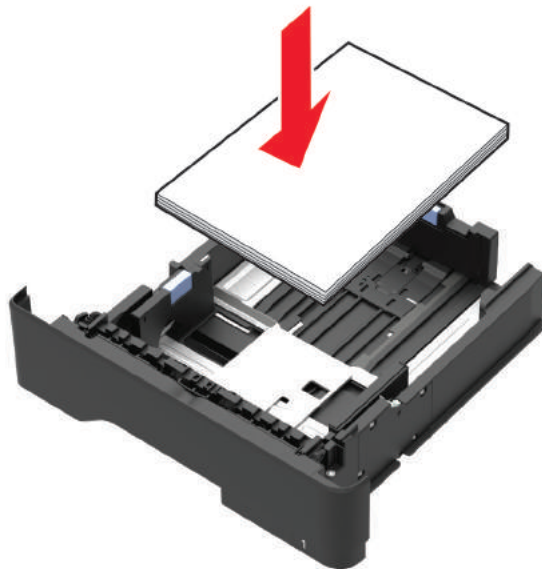
Avoiding jams

Load paper properly

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



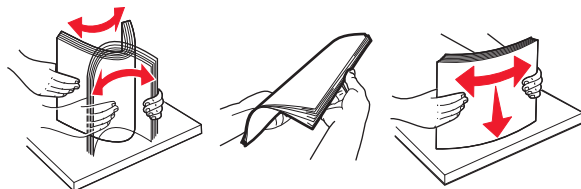
- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray. Load paper as shown in the illustration.



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

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.

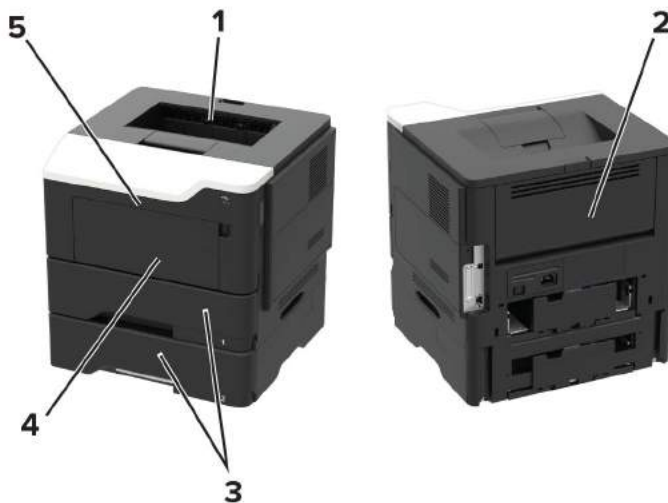


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

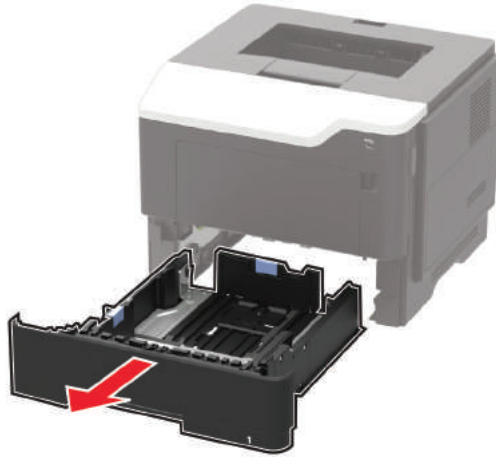
- When Jam Assist is set to On, the printer automatically flushes blank pages or partially printed pages after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



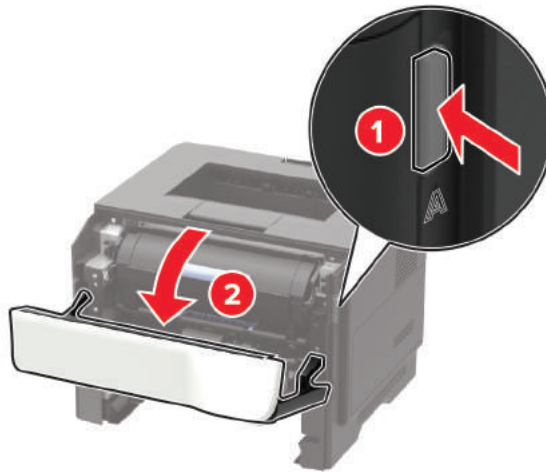
	Jam location
1	Standard bin
2	Rear door
3	Tray [x]
4	Multipurpose feeder
5	Front door

Paper jam in the front door

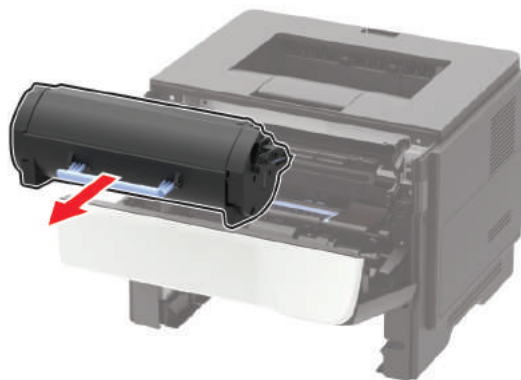
1 Remove the tray.

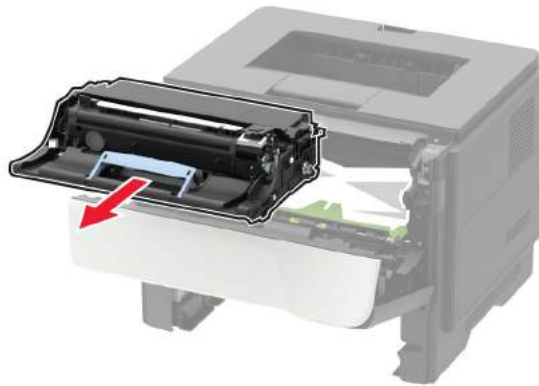


2 Open the front door.



3 Remove the toner cartridge.



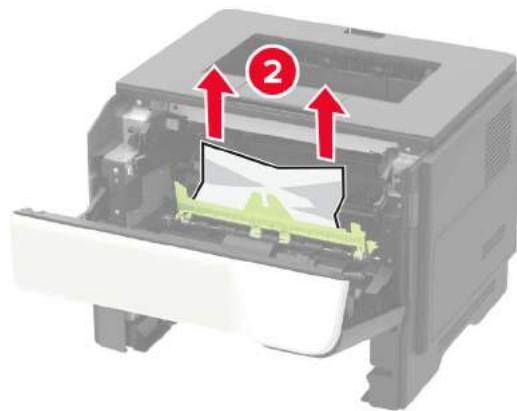
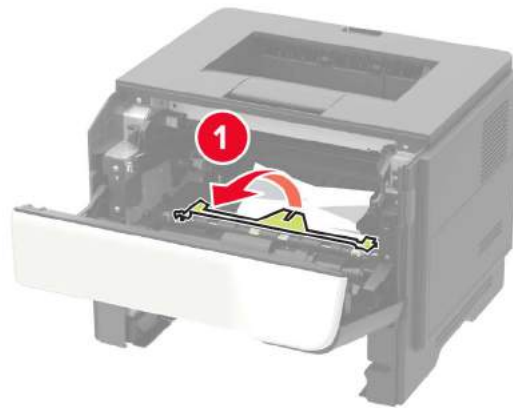
4 Remove the imaging unit.

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

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

**5** Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



6 Insert the imaging unit.

Note: Use the arrows inside the printer as guides.



7 Insert the toner cartridge.

Note: Use the arrows inside the printer as guides.




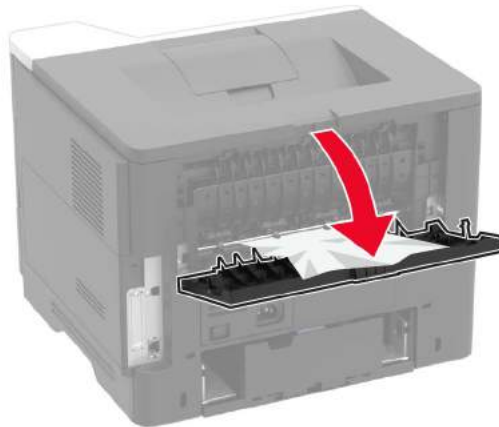
8 Close the front door.

9 Insert the tray.

Paper jam in the rear door

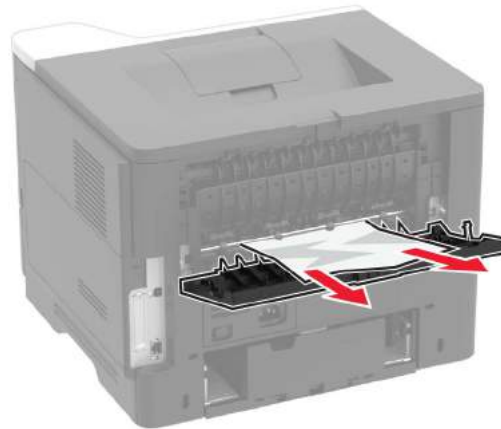
1 Open the rear door.

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



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

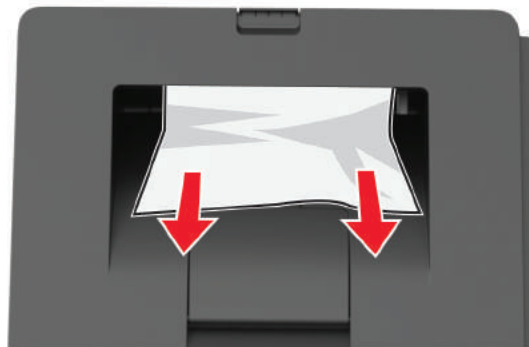


3 Close the rear door.

Paper jam in the standard bin

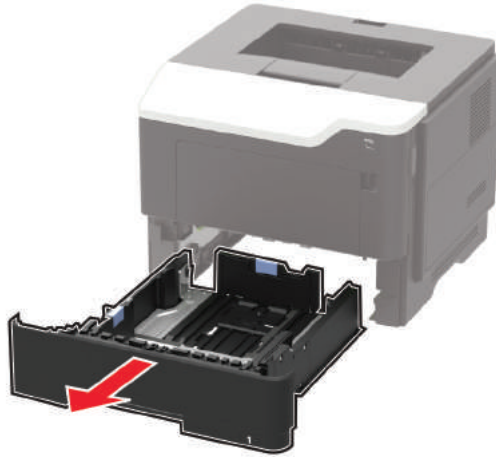
Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



Paper jam in the duplex unit

- 1 Remove the tray.



- 2 Remove the jammed paper.

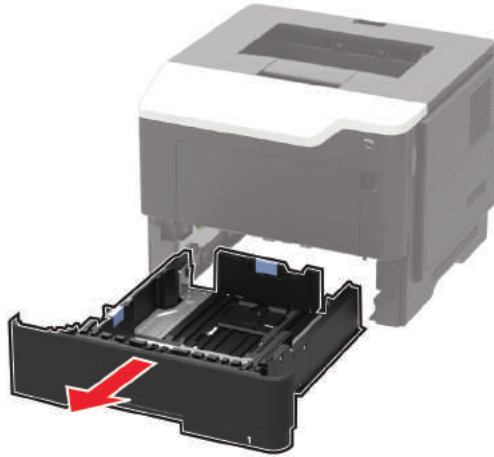
Note: Make sure that all paper fragments are removed.



- 3 Insert the tray.

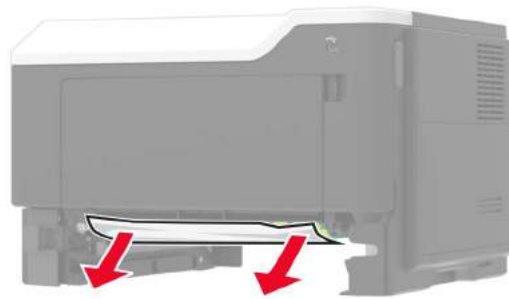
Paper jam in trays

- 1 Remove the tray.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 3 Insert the tray.

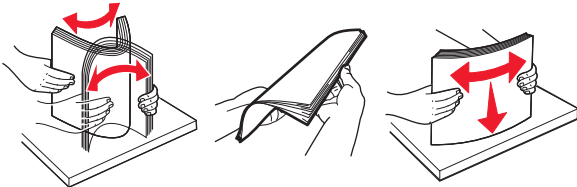
Paper jam in the multipurpose feeder

- 1 Remove paper from the multipurpose feeder.
- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



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



4 Reload paper, and then adjust the paper guide.



Troubleshooting

Network connection problems

Cannot open Embedded Web Server

Action	Yes	No
<p>Step 1</p> <p>Check if you are using a supported browser:</p> <ul style="list-style-type: none"> • Internet Explorer® version 9 or later • Safari version 8.0.3 or later • Google Chrome™ • Mozilla Firefox <p>Is your browser supported?</p>	Go to step 2.	Install a supported browser.
<p>Step 2</p> <p>Make sure that the printer IP address is correct.</p> <p>View the printer IP address:</p> <ul style="list-style-type: none"> • From the home screen • From the TCP/IP section in the Network/Ports menu • By printing a network setup page or menu settings page, and then finding the TCP/IP section <p>Note: An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.</p> <p>Is the printer IP address correct?</p>	Go to step 3.	Type the correct printer IP address in the address field.
<p>Step 3</p> <p>Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 4.	Turn on the printer.
<p>Step 4</p> <p>Check if the network connection is working.</p> <p>Is the network connection working?</p>	Go to step 5.	Contact your administrator.
<p>Step 5</p> <p>Make sure that the cable connections to the printer and print server are secure.</p> <p>For more information, see the setup documentation that came with the printer.</p> <p>Are the cable connections secure?</p>	Go to step 6.	Secure the cable connections.

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

Checking the printer connectivity

1 From the control panel, navigate to:



2 Select **Network Setup Page**, and then press **[OK]**.

3 Check the first section of the network setup page, and confirm that the status is connected.







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

Paper feed problems






Envelope seals when printing

Action	Yes	No
<p>1 Use envelopes that have been stored in a dry environment.</p> <p>Note: Printing on envelopes with high moisture content can seal the flaps.</p> <p>2 Resend the print job.</p> <p>Does the envelope seal when printing?</p>	Contact customer support .	The problem is solved.

Collated printing does not work

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






Tray linking does not work

Action	Yes	No
<p>Step 1</p> <p>a Check if the trays have the same paper size and paper type.</p> <p>b Check if the guides are positioned correctly.</p> <p>c Print the document.</p> <p>Do the trays link correctly?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>
<p>Step 2</p> <p>a From the control panel, navigate to:</p> <p> > Settings >  > Paper >  > Tray Configuration >  > Paper Size/Type > </p> <p>b Select a paper source.</p> <p>c Set the paper size and paper type to match the paper loaded.</p> <p>d Print the document.</p> <p>Do the trays link correctly?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Paper frequently jams

Action	Yes	No
<p>Step 1</p> <p>a Pull out the tray.</p> <p>b Check if the paper is loaded correctly.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the paper guides are positioned correctly. • Make sure that the stack height is below the maximum paper fill indicator. • Make sure to print on recommended paper size and type. <p>c Insert the tray.</p> <p>d Print the document.</p> <p>Do paper jams still occur frequently?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Load paper from a fresh package.</p> <p>b Print the document.</p> <p>Do paper jams still occur frequently?</p>	Contact customer support .	The problem is solved.

Jammed pages are not reprinted

Action	Yes	No
<p>1 From the control panel, navigate to:</p> <p> > Settings >  > Device >  > Notifications > </p> <p>2 From the Jam Content Recovery menu, set Jam Recovery to On or Auto, and then press .</p> <p>Are the jammed pages reprinted?</p>	The problem is solved.	Contact customer support .

Printing problems

Slow printing

Action	Yes	No
<p>Step 1</p> <p>a Make sure that the printer is not in Eco-Mode and Quiet Mode.</p> <p>b Print the document.</p> <p>Is the printer still printing slow?</p>	Go to step 2.	The problem is solved.

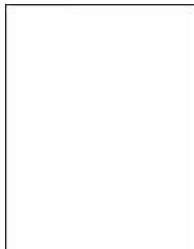
Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded in the tray. • You can also change the setting from the Paper menu on the printer control panel. <p>b Print the document.</p> <p>Is the printer still printing slow?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Reduce the number of pages to print.</p> <p>b Print the document.</p> <p>Is the printer still printing slow?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Connect the printer cable securely to the printer and the computer, print server, option, or other network device.</p> <p>b Print the document.</p> <p>Is the printer still printing slow?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>a From the Quality menu on the control panel, set Print Resolution to 600 dpi.</p> <p>b Print the document.</p> <p>Is the printer still printing slow?</p>	Go to step 6.	The problem is solved.
<p>Step 6</p> <p>a Make sure that the printer is not overheating.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Allow the printer to cool down after a very long print job. • Observe the recommended ambient temperature for the printer. For more information, see “Selecting a location for the printer” on page 8. <p>b Print the document.</p> <p>Is the printer still printing slow?</p>	Go to step 7.	The problem is solved.
<p>Step 7</p> <p>a Add more printer memory.</p> <p>b Print the document.</p> <p>Is the printer still printing slow?</p>	Contact customer support .	The problem is solved.

Print jobs do not print

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

Print quality is poor

Blank or white pages




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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Is the printer printing blank or white pages?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Remove any packing material that is left on the imaging unit.</p> <p>1 Remove the toner cartridge, and then remove the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>2 Check the imaging unit for signs of damage, and replace if necessary.</p> <p>Note: Make sure that the photoconductor drum contact is not bent or out of place.</p> <p>3 Firmly shake the imaging unit to redistribute the toner.</p> <p>4 Insert the imaging unit, and then insert the toner cartridge.</p> <p>b Print the document.</p> <p>Is the printer printing blank or white pages?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p>Step 3 Check the status of the toner cartridge, and replace if necessary.</p> <ul style="list-style-type: none"> a From the control panel, navigate to: Status/Supplies > Supplies b Print the document. <p>Is the printer printing blank or white pages?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Dark print



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

Action	Yes	No
<p>Step 1</p> <ul style="list-style-type: none"> a Check if the printer is using a genuine and supported toner cartridge. Note: If the cartridge is not supported, then install a supported one. b Print the document. <p>Is the print dark?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <ul style="list-style-type: none"> a Turn off the printer, wait for about 10 seconds, and then turn on the printer. b Reduce toner darkness. From the control panel, navigate to: Settings > Print > Quality c Print the document. <p>Is the print dark?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. <p>b Print the document.</p> <p>Is the print dark?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>Check if the paper has texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p>	Go to step 5.	Go to step 6.
<p>Step 5</p> <p>a Replace textured paper with plain paper.</p> <p>b Print the document.</p> <p>Is the print dark?</p>	Go to step 6.	The problem is solved.
<p>Step 6</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the print dark?</p>	Go to step 7.	The problem is solved.
<p>Step 7</p> <p>a Remove, and then insert the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Is the print dark?</p>	Go to step 8.	The problem is solved.
<p>Step 8</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Is the print dark?</p>	Contact customer support .	The problem is solved.

Fine lines are not printed correctly



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

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

Folded or wrinkled paper



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

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

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

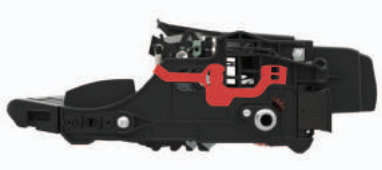
Gray background



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


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

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

Action	Yes	No
<p>Step 5</p> <p>a Remove the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Remove any packing material that is stuck on the imaging unit.</p> <div data-bbox="402 625 781 793" style="text-align: center;">  </div> <p>Note: Make sure to remove any obstruction between the charge roller and photoconductor drum.</p> <p>c Insert the imaging unit.</p> <p>d Print the document.</p> <p>Does gray background appear on prints?</p>	<p>Go to step 6.</p>	<p>The problem is solved.</p>
<p>Step 6</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Does gray background appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Horizontal light bands



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

Action	Yes	No
<p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do horizontal light bands appear on prints?</p>	Contact customer support .	The problem is solved.

Incorrect margins



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

Light print



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


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

Action	Yes	No
<p>Step 4 Check the status of the toner cartridge, and replace if necessary.</p> <ul style="list-style-type: none"> a From the control panel, navigate to: Status/Supplies > Supplies b Print the document. <p>Is the print light?</p>	<p>Go to step 5.</p>	<p>The problem is solved.</p>
<p>Step 5</p> <ul style="list-style-type: none"> a Remove the toner cartridge, and then remove the imaging unit. Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs. b Push either side of the transfer roller, located below the imaging unit, to check if it depresses and bounces back into place. c If the transfer roller does not depress and bounce back into place, then insert it by pulling up the blue gear and pulling it out from the right side to the left. d Firmly shake the imaging unit to redistribute the toner, and then insert it. e Insert the toner cartridge. f Turn off the printer, wait for 10 seconds, and then turn on the printer. g Print the document. <p>Is the print light?</p>	<p>Go to step 6.</p>	<p>The problem is solved.</p>
<p>Step 6</p> <ul style="list-style-type: none"> a If the issue happens after installing a new maintenance kit, then check whether the transfer roller included with the kit is installed. Note: If necessary, replace the transfer roller. b Print the document. <p>Is the print light?</p>	<p>Go to step 7.</p>	<p>The problem is solved.</p>
<p>Step 7 Check the status of the imaging unit. From the control panel, navigate to: Status/Supplies > Supplies</p> <p>Is the imaging unit near end of life?</p>	<p>Go to step 8.</p>	<p>Contact customer support.</p>

Action	Yes	No
<p>Step 8</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Mottled print and dots




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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Is the print mottled?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>Check the printer for leaked toner contamination.</p> <p>Is the printer free of leaked toner?</p>	<p>Go to step 4.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>a Replace the toner cartridge.</p> <p>b Print the document.</p> <p>Is the print mottled?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>Check the status of the imaging unit. From the control panel, navigate to:</p> <p>Status/Supplies > Supplies</p> <p>Is the imaging unit near end of life?</p>	<p>Go to step 5.</p>	<p>Contact customer support.</p>

Action	Yes	No
<p>Step 5</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Is the print mottled?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Paper curl




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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Adjust the guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded. • You can also change the settings from the printer control panel. <p>b Print the document.</p> <p>Is the paper curled?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Remove paper from the tray, and then turn over the paper.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	Go to step 6.	The problem is solved.
<p>Step 6</p> <p>a Check if the paper loaded is supported.</p> <p>Note: If paper is not supported, then load a supported paper.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	Contact customer support .	The problem is solved.

Print crooked or skewed



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

Action	Yes	No
<p>Step 1</p> <p>a Adjust the guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the print crooked or skewed?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Check if the paper loaded is supported.</p> <p>Note: If paper is not supported, then load a supported paper.</p> <p>b Print the document.</p> <p>Is the print crooked or skewed?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Check the pick tire in the tray for signs of damage and contamination, and replace if necessary.</p> <p>b Print the document.</p> <p>Is the print crooked or skewed?</p>	Contact customer support .	The problem is solved.

Repeating defects




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

Action	Yes	No
<p>Step 1</p> <p>Using the Print Quality Test Pages, check if the distance between the repeating defects is equal to any of the following:</p> <ul style="list-style-type: none"> • 97 mm (3.82 in.) • 47 mm (1.85 in.) • 38 mm (1.5 in.) <p>Does the distance between the repeating defects match any of the measurements?</p>	Go to step 2.	Take note of the distance, and then contact customer support .

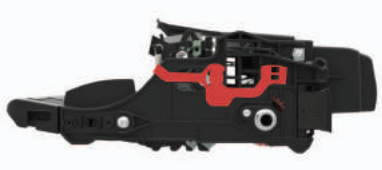
Action	Yes	No
<p>Step 2</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Do the repeating defects appear?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Solid black pages




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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Is the printer printing solid black pages?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Remove, and then insert the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Is the printer printing solid black pages?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Remove the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Remove any packing material that is stuck on the imaging unit.</p>  <p>Note: Make sure to remove any obstruction between the charge roller and photoconductor drum.</p> <p>c Insert the imaging unit.</p> <p>d Print the document.</p> <p>Is the printer printing solid black pages?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>Check the imaging unit for signs of damage.</p> <p>Is the imaging unit free from damage?</p>	<p>Contact customer support.</p>	<p>Go to step 5.</p>
<p>Step 5</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Is the printer printing solid black pages?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Text or images cut off



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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Are text or images cut off?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Remove, and then insert the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Are text or images cut off?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p>Step 3</p> <p>a Remove the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Remove any packing material that is stuck on the imaging unit.</p> <div data-bbox="402 1360 781 1528" data-label="Image"> </div> <p>Note: Make sure to remove any obstruction between the charge roller and photoconductor drum.</p> <p>c Insert the imaging unit.</p> <p>d Print the document.</p> <p>Are text or images cut off?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Are text or images cut off?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Toner easily rubs off



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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Does the toner easily rub off?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. <p>b Print the document.</p> <p>Does the toner easily rub off?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Vertical dark bands




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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do vertical dark bands appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Remove the toner cartridge, and then remove the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the imaging unit, and then insert the cartridge.</p> <p>c Print the document.</p> <p>Do vertical dark bands appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Remove any packing material that is stuck on the imaging unit.</p> <div data-bbox="402 1549 781 1717" data-label="Image"> </div> <p>Note: Make sure to remove any obstruction between the charge roller and photoconductor drum.</p> <p>c Insert the imaging unit.</p> <p>d Print the document.</p> <p>Do vertical dark bands appear on prints?</p>	Go to step 4.	The problem is solved.

Action	Yes	No
<p>Step 4</p> <p>a Check if a bright light enters the right side of the printer, and move the printer if necessary.</p> <p>b Print the document.</p> <p>Do vertical dark bands appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Vertical dark lines or streaks

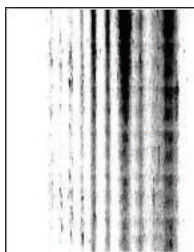



Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press  to navigate through the settings.

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Remove, and then reinstall the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Replace the imaging unit.</p> <p>b Print the document.</p> <p>Do vertical dark lines or streaks appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Vertical dark streaks with print missing



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

Action	Yes	No
<p>Step 1</p> <p>a Remove the imaging unit.</p> <p>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Remove any packing material that is stuck on the imaging unit.</p> <div data-bbox="402 1428 782 1600" data-label="Image"> </div> <p>Note: Make sure to remove any obstruction between the charge roller and photoconductor drum.</p> <p>c Insert the imaging unit.</p> <p>d Print the document.</p> <p>Do vertical dark streaks with missing images appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 2</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the toner cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do vertical dark streaks with missing images appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Vertical light bands



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

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

Action	Yes	No
<p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do vertical light bands appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Vertical white lines




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

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

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Do vertical white lines appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. <p>b Print the document.</p> <p>Do vertical white lines appear on prints?</p>	Contact customer support .	The problem is solved.

The printer is not responding

Action	Yes	No
<p>Step 1</p> <p>Connect the power cord to the electrical outlet.</p> <p> CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p> <p>Is the printer responding?</p>	The problem is solved.	Go to step 2.
<p>Step 2</p> <p>Check if the electrical outlet is turned off by a switch or breaker.</p> <p>Is the electrical outlet turned off by a switch or breaker?</p>	Turn on the switch or reset the breaker.	Go to step 3.
<p>Step 3</p> <p>Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 4.	Turn on the printer.
<p>Step 4</p> <p>Check if the printer is in sleep or hibernate mode.</p> <p>Is the printer in sleep or hibernate mode?</p>	Press the power button to wake the printer.	Go to step 5.

Action	Yes	No
<p>Step 5</p> <p>Check if the cables connecting the printer and the computer are inserted in the correct ports.</p> <p>Are the cables inserted in the correct ports?</p>	Go to step 6.	<p>Make sure to match the following:</p> <ul style="list-style-type: none"> • The USB cable with the USB port on the printer • The Ethernet cable with the Ethernet port on the printer
<p>Step 6</p> <p>Turn off the printer, reinstall the hardware options, and then turn it back on.</p> <p>For more information, see the documentation that came with the option.</p> <p>Is the printer responding?</p>	The problem is solved	Go to step 7.
<p>Step 7</p> <p>Install the correct print driver.</p> <p>Is the printer responding?</p>	The problem is solved	Go to step 8.
<p>Step 8</p> <p>Turn off the printer, wait for about 10 seconds, and then turn it back on.</p> <p>Is the printer responding?</p>	The problem is solved.	Contact customer support .

Adjusting toner darkness

1 From the control panel, navigate to:



2 Select **Toner Darkness**, and then press [OK].

3 Adjust the setting, and then press [OK].

Job prints from the wrong tray or on the wrong paper

Action	Yes	No
<p>Step 1</p> <p>a Check if you are printing on the correct paper.</p> <p>b Print the document.</p> <p>Is the document printed on the correct paper?</p>	Go to step 2.	Load the correct paper size and paper type.

Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Print the document.</p> <p>Is the document printed from the correct tray or on the correct paper?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>a Check if the trays are not linked. For more information, see “Linking trays” on page 16.</p> <p>b Print the document.</p> <p>Is the document printed from the correct tray?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Contacting customer support

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

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

Visit the place where you purchased your printer.

Upgrading and migrating

Hardware

Available internal options

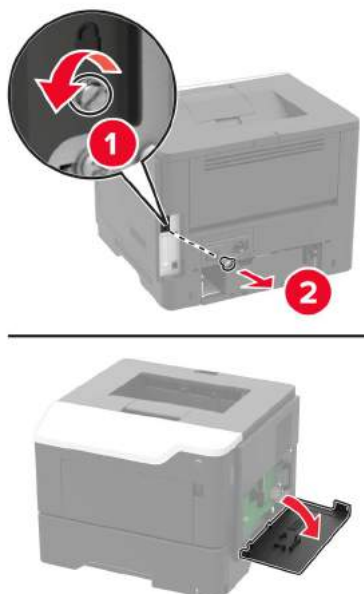
- User Flash
- Font cards
- Firmware cards
 - Bar Code
 - IPDS

Accessing the controller board

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

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

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



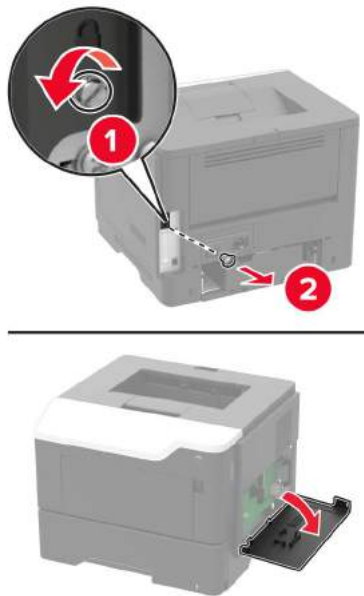
- 4 Close the access cover.
- 5 Connect the power cord to the printer, and then to the electrical outlet.
- 6 Turn on the printer.

Installing an optional card

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

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Open the controller board access cover.

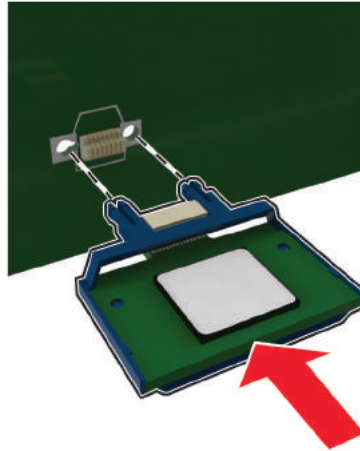
Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any components or connectors.



- 4 Unpack the optional card.

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


- 5 Push the card firmly into place.



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


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

- 6 Close the access cover.
- 7 Connect the power cord to the printer, and then to the electrical outlet.

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

- 8 Turn on the printer.


Installing optional trays

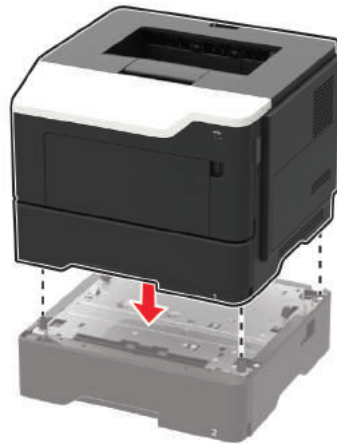
 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you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

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

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

- 4 Align the printer with the optional tray, and then lower the printer until it *clicks* into place.

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



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

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

6 Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 126](#).

Software

Supported operating systems

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

- Windows 8.1
- Windows Server 2012 R2
- Windows Server 2012
- Windows 7 SP1
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2
- Windows 10
- Windows Server 2016
- Mac OS X version 10.8 or later
- Red Hat Enterprise Linux 4 Desktop
- Red Hat Enterprise Linux 5 Desktop
- Red Hat Enterprise Linux 6 Desktop
- Red Hat Enterprise Linux 4 server
- Red Hat Enterprise Linux 5 server
- Red Hat Enterprise Linux 6 server
- SUSE Linux Enterprise Desktop 9

- SUSE Linux Enterprise Desktop 10
- SUSE Linux Enterprise Desktop 11
- SUSE Linux Enterprise Server 9
- SUSE Linux Enterprise Server 10
- SUSE Linux Enterprise Server 11

Note: For Windows operating systems, the print drivers and utilities are supported in both 32- and 64-bit versions.

Installing the printer driver

For Windows users

- 1 Insert the *Drivers* CD in the CD/DVD drive of your PC.
- 2 Follow the instructions on the computer screen.
- 3 Click **Printer Install**, and then follow the instructions on the computer screen.

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

For Macintosh users

- 1 Insert the *Drivers* CD in the CD/DVD drive of your Macintosh.
- 2 Open the folder on the CD-ROM that contains the desired printer driver.
 - Select the folder according to the printer driver, operating system, and language to be used.
 - Navigate to:
Driver > MacOSX > OS_10_8_x
- 3 Copy the driver file onto the desktop according to the Mac OS X version.
 - Mac OS 10.8 or later: XXXX_108_1012.pkg
 - “XXXX” indicates the model name.
 - The driver folder varies depending on the required size. Select the file according to your environment.
To mainly use the metric-based paper size such as A4 size: “WW_A4” folder.
To mainly use the inch-based paper size such as 8 1/2 x 11: “WW_Letter” folder.
- 4 Double-click the file copied onto the desktop.
The printer driver installer starts.
- 5 Click **Continue**, following the instructions on the pages that follow until the **Install page** appears.
- 6 Click **Install**.
 - When the name and password prompt appears during the procedure, enter the Administrator name and password.
- 7 Click **Close**.
This completes the installation process of the printer driver. Then, add the printer to the computer.
- 8 Select **System Preferences...** in the Apple menu.

- 9** Click the Printers & Scanners icon.
 - In Mac OS X 10.8, click the Print & Scan icon.
- 10** Click +.
 - If a target printer name is found in the list displayed by clicking +, select it. When a printer driver is selected automatically, the printer addition is completed. If a target printer name is not found, select **Add Other Printer or Scanner...** or **Add Printer or Scanner...**, and go to Step 11.
- 11** Click **Default**.
 - If no printers are detected, restart this machine.
- 12** From the Name list, select the desired printer for a Bonjour connection.

The printer driver for the selected printer is displayed in Use:.

 - When the printer driver is displayed, go to Step 14.
 - When the printer driver is not correctly displayed, go to Step 13.
- 13** Manually select the printer driver.
 - In Mac OS X 10.9 or later, select **Select Software...** from Use:, then click the driver of the desired printer from the list that is displayed in another window.
 - In Mac OS X 10.8, select **Select Printer Software...** from Use:, then click the driver of the desired printer from the list that is displayed in another window.
- 14** Click **Add**.
- 15** Click **OK**.

This completes the addition process of the printer.

Adding available options in the print driver

For Windows users

- 1** Open the printers folder.
- 2** Select the printer that needs update, and then do either of the following:
 - For Windows 7 or later, select **Printer properties**.
- 3** Navigate to the Configure tab, and then select **Acquire Device Information**.
- 4** Apply the changes.

For Macintosh users

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

Firmware

Exporting or importing a configuration file

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

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

Notes:

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

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

- 3 Follow the instructions on the screen.

Updating firmware

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

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

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

Notices

Copyright notice

This document may not be copied, in whole or part, nor transferred to any other media or language, without written permission of KONICA MINOLTA, INC.

Edition notice

User's Guide may not be reproduced in part or in full without permission.

KONICA MINOLTA, INC. will not be held liable for any incidents caused by using this printing system or User's Guide.

Information included in User's Guide is subject to change without notice.

Trademarks

KONICA MINOLTA, the KONICA MINOLTA logo, Giving Shape to Ideas, PageScope, and bizhub are registered trademarks or trademarks of KONICA MINOLTA, INC.

Google Cloud Print and Google Chrome are trademarks of Google Inc.

Macintosh, the Mac logo, and Safari are trademarks of Apple Inc.

Microsoft, Windows, and Internet Explorer are either registered trademarks or trademarks of the Microsoft group of companies in the United States and other countries.

Mopria®, the Mopria® logo, and the Mopria® Alliance logo are registered trademarks and service marks of Mopria Alliance, Inc. in the United States and other countries. Unauthorized use is strictly prohibited.

PCL® is a registered trademark of the Hewlett-Packard Company. PCL is Hewlett-Packard Company's designation of a set of printer commands (language) and functions included in its printer products. This printer is intended to be compatible with the PCL language. This means the printer recognizes PCL commands used in various application programs, and that the printer emulates the functions corresponding to the commands.

PostScript is a registered trademark of Adobe Systems Incorporated in the United States and/or other countries.

All other trademarks are the property of their respective owners.

AirPrint and the AirPrint logo are trademarks of Apple, Inc.

SOFTWARE END USER LICENSE AGREEMENT

PLEASE READ CAREFULLY THE LICENSE AGREEMENT BELOW BEFORE OPENING THE PACKAGE OF THIS SOFTWARE ("SOFTWARE"), DOWNLOADING, INSTALLING OR USING THE SOFTWARE. OPENING THE PACKAGE, OR DOWNLOADING, INSTALLING OR USING THE SOFTWARE SHALL BE DEEMED YOUR LAWFUL ACCEPTANCE OF THE TERMS AND CONDITIONS BELOW. IF YOU DO NOT AGREE TO THEM, DO NOT DOWNLOAD, INSTALL, USE THE SOFTWARE, NOR OPEN THE PACKAGE.

1 COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

This is a license agreement and not an agreement for sale. KONICA MINOLTA, INC. ("KONICA MINOLTA") owns, or has been licensed from other owners ("KONICA MINOLTA Licensor"), copyrights and other intellectual property rights of the Software, and any and all rights and title to the Software and any copy made from it are retained by KONICA MINOLTA or KONICA MINOLTA Licensor. In no event, this Agreement shall be deemed to assign any copyright and/or any intellectual property rights of the Software from KONICA MINOLTA or KONICA MINOLTA Licensor to you. The Software is protected by copyright laws and international treaty provisions.

2 LICENSE

KONICA MINOLTA hereby grants to you a non-exclusive and limited license, and you may:

- (i) install and use the Software only on your computer(s) connected with a product for which this Software is designed;
- (ii) allow users of the computers described above to use the Software, provided that you assure that all such users comply with the terms of this Agreement;
- (iii) use the Software only for your own customary business or personal purpose;
- (iv) make one copy of the Software only for backup purpose in the support of the normal and intended use of the Software;
- (v) transfer the Software to other party by transferring a copy of this Agreement and all documentation along with the Software, provided that (a) you must, at the same time, either transfer to such other party or destroy all your other copies of the Software, (b) such transfer of possession terminates your license from KONICA MINOLTA, and (c) you must assure that such other party has agreed to accept the terms and conditions of this Agreement. If such other party does not accept such terms and conditions then you shall not transfer any copy of the Software.

3 RESTRICTIONS

- (1) You shall not without the written consent of KONICA MINOLTA:
 - (i) use, copy, modify, merge or transfer copies of the Software except as provided herein;
 - (ii) reverse engineer, reverse assemble, reverse compile or any other way analyze the Software;
 - (iii) sublicense, rent, lease or distribute the Software or any copy thereof; or
 - (iv) remove, use, or alter any trademark, logo, copyright or other proprietary notices, legends, symbols or labels in the Software.
- (2) You agree that you will not export the Software in any form in violation of any applicable laws and regulations regarding export control of any country.

4 DISCLAIMER OF WARRANTIES

(1) If the Software is furnished on CD-ROM(s) or other tangible object that is used for storage of digital data (hereinafter collectively "Storage Medium"), KONICA MINOLTA warrants the Storage Medium to be free from the defects in material and workmanship under normal use, for a period of ninety (90) days from the date of delivery to you. WITH THE EXCEPTION OF THE FOREGOING EXPRESS WARRANTIES APPLICABLE TO STORAGE MEDIUM ONLY, THE SOFTWARE IS PROVIDED TO YOU "AS IS" WITHOUT ANY WARRANTIES WHATSOEVER. KONICA MINOLTA, ITS AFFILIATE COMPANIES AND KONICA MINOLTA LICENSOR DISCLAIM ALL WARRANTIES WITH REGARD TO THE SOFTWARE, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS.

(2) IN NO EVENT WILL KONICA MINOLTA, ITS AFFILIATE COMPANIES NOR KONICA MINOLTA LICENSOR BE LIABLE FOR ANY LOST PROFITS, LOST DATA, OR ANY OTHER INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM USE OR INABILITY TO USE THE SOFTWARE INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF GOODWILL, COMPUTER FAILURE OR MALFUNCTION OR ANY AND ALL OTHER COMMERCIAL OR OTHER DAMAGES OR LOSSES, EVEN IF KONICA MINOLTA, ITS AFFILIATE COMPANIES OR KONICA MINOLTA LICENSOR HAS BEEN

ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR FOR ANY CLAIM BY YOU BASED ON A THIRD PARTY CLAIM.

(3) The disclaimer of warranty hereunder does not affect your statutory rights. In case of the disclaimer is not allowed by applicable law, the disclaimer shall only apply to you to the maximum extent permitted by the law.

5 TERMINATION

You may terminate this license at any time by destroying the Software and all your copies of it. This Agreement shall also terminate if you fail to comply with any terms hereof. Upon such termination, you must immediately destroy all copies of the Software in your possession.

6 GOVERNING LAW

This Agreement shall be governed by the laws of Japan.

7 SEVERABILITY

In the event that any part or parts of this agreement shall be held illegal or null and void by any court or administrative body of competent jurisdiction, such determination shall not effect the remaining parts of this agreement and they shall remain in full force and effect as if such part or parts determined illegal or void had not been included.

8 NOTICE TO US GOVERNMENT END USERS

The Software is a "commercial item," as that term is defined at 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation," as such terms are used in 48 C.F.R. 12.212 (September 1995). Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4 (June 1995), all U.S. Government End Users shall acquire the Software with only those rights set forth herein.

YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. NEITHER PARTY SHALL BE BOUND BY ANY OTHER STATEMENTS OR REPRESENTATIONS THAT ARE INCONSISTENT WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT. NO AMENDMENT TO THIS AGREEMENT IS EFFECTIVE UNLESS WRITTEN AND SIGNED BY PROPERLY AUTHORIZED REPRESENTATIVES OF EACH PARTY. BY OPENING THE PACKAGE, DOWNLOADING, INSTALLING OR USING THE SOFTWARE YOU AGREE TO ACCEPT THE TERMS OF THIS AGREEMENT.

FIRMWARE UPDATES

FIRMWARE UPDATES MAY MODIFY PRINTER SETTINGS AND CAUSE COUNTERFEIT AND/OR UNAUTHORIZED PRODUCTS, SUPPLIES, PARTS, MATERIALS (SUCH AS TONERS AND INKS), SOFTWARE, OR INTERFACES TO STOP WORKING. AUTHORIZED USE OF GENUINE PRODUCTS WILL NOT BE IMPACTED.

PRINTER AGREEMENT

Please read before opening: Opening this package, installing the printing device software, or using the products inside confirms your acceptance of these contract terms: This printer is designed to work only with genuine KONICA MINOLTA, INC. supplies and you agree to only use genuine KONICA MINOLTA, INC. supplies with this printer. The installed supplies inside the printer are subject to a restriction that they be used only once and returned only to KONICA MINOLTA, INC. for remanufacturing or recycling. Supplies without this single-use term are available at konicaminolta.com and may be remanufactured by you, or a third-party, as the only supplies alternatives to be used with the printer.

SUPPLIES AGREEMENT

Please read before opening: By opening this package, you accept these contract terms. The supplies inside: (1) are sold at a special price contingent upon your agreement to use the supplies only once and return the supplies only to KONICA MINOLTA, INC. for remanufacturing or recycling after using them; and (2) will stop working after reaching end of the rated life established by KONICA MINOLTA, INC. (a variable amount of toner may remain when replacement is required). Supplies without this single-use term are available at konicaminolta.com. If you do not accept these terms, return the unopened supplies to the point of purchase.

End User License Agreement

Suppliers of Licensor shall be deemed third party beneficiaries of this License.

MICROSOFT CORPORATION NOTICES

- 1 This product may incorporate intellectual property owned by Microsoft Corporation. The terms and conditions upon which Microsoft is licensing such intellectual property may be found at <http://go.microsoft.com/fwlink/?LinkId=52369>.
- 2 This product is based on Microsoft Print Schema technology. You may find the terms and conditions upon which Microsoft is licensing such intellectual property at <http://go.microsoft.com/fwlink/?LinkId=83288>.

Licensing notices

All licensing notices associated with this product can be viewed from the program folder.

Noise emission levels

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

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	56
Ready	0

Waste from Electrical and Electronic Equipment (WEEE) directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products.

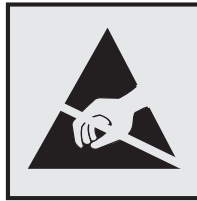
India E-Waste notice

This product complies with the India E-Waste (Management and Handling) Rules, 2011, which prohibit use of lead, mercury, hexavalent chromium, polybrominated biphenyls, or polybrominated diphenyl ethers in concentrations exceeding 0.1% by weight and 0.01% by weight for cadmium, except for the exemption set in Schedule II of the Rules.

Product disposal

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

Static sensitivity notice



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

Temperature information

Ambient operating temperature	10 to 32°C (50 to 90°F)
Shipping temperature	-20 to 40°C (-4 to 104°F)
Storage temperature and relative humidity	0 to 40°C (32 to 104°F) 8 to 80% RH

Power consumption

Product power consumption

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

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 620 (4402P), 670 (4702P); Two-sided: 370 (4402P), 370 (4702P)
Copy	The product is generating hard-copy output from hard-copy original documents.	NA
Scan	The product is scanning hard-copy documents.	NA
Ready	The product is waiting for a print job.	8 (4402P), 9.5 (4702P)
Sleep Mode	The product is in a high-level energy-saving mode.	2 (4402P), 2.2 (4702P)
Hibernate	The product is in a low-level energy-saving mode.	0.1
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.1

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

Sleep Mode

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

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

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

Hibernate Mode

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

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

- Using the Hibernate Timeout
- Using the Schedule Power modes

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

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

Off mode

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

Total energy usage

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

Patent acknowledgment

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for Elliptic Curve Cryptography (ECC) Cipher Suites for Transport Layer Security (TLS) implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for TLS Elliptic Curve Cipher Suites with SHA-256/382 and AES Galois Counter Mode (GCM) implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for TLS Suite B Profile for Transport Layer Security (TLS) implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for Addition of the Camellia Cipher Suites to Transport Layer Security (TLS) implemented in the product or service.

The use of certain patents in this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for AES-CCM ECC Cipher Suites for TLS implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for IKE and IKEv2 Authentication Using the Elliptic Curve Digital Signature Algorithm (ECDSA) implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for Suite B Cryptographic Suites for IPsec implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for Algorithms for Internet Key Exchange version 1 (IKEv1) implemented in the product or service.

Index

A

- About this Printer menu 31
- accessing the controller board 121
- adding options in the print driver 126
- adjusting toner darkness 119
- AirPrint
 - using 20
- attaching cables 10
- avoiding paper jams 80

B

- blank pages 96

C

- cables
 - Ethernet 10
 - parallel 10
 - USB 10
- cannot open Embedded Web Server 90
- checking the printer connectivity 91
- checking the status of parts and supplies 66
- cleaning
 - exterior of the printer 65
 - interior of the printer 65
- cleaning the printer 65
- configuration information
 - wireless network 63
- configuring supply notifications 66
- configuring Universal paper settings 13
- connecting to a wireless network
 - using PIN method 64
 - using Push Button method 64
- conserving supplies 79
- contacting customer support 120
- control panel
 - using 11
- controller board
 - accessing 121
- crooked print 108

- customer support
 - contacting 120

D

- directory list
 - printing 23
- documents, printing
 - from a mobile device 20
- dots on print 106

E

- Eco-Mode
 - configuring 78
- Embedded Web Server
 - using 12
- emission notices 131
- environmental settings 78
- erasing printer memory 61
- Ethernet menu 46
- Ethernet network
 - preparing to set up for Ethernet printing 63
- Ethernet port 10
- Ethernet setup
 - preparing for an 63
- exporting a configuration file using the Embedded Web Server 127
- exporting compressed logs 31
- exporting configuration file 31

F

- firmware
 - update 127
- flash drive
 - printing from 21
- Flash Drive Print menu 41
- folder paper 99
- font sample list
 - printing 23

G

- Google Cloud Print
 - using 20

H

- hardware options
 - trays 123
- Hibernate mode
 - configuring 78
- HTTP/FTP Settings menu 52

I

- identifying jam locations 81
- imaging unit
 - ordering 66
 - replacing 69
- importing a configuration file using the Embedded Web Server 127
- indicator light
 - understanding the status 11
- installing an optional card 122
- installing the printer driver 125
- internal options
 - firmware cards 121
 - font cards 121
 - installing 122
 - user flash 121
- internal options, adding
 - print driver 126

J

- jams
 - avoiding 80
- jams, clearing
 - in the duplex unit 87
 - in the front door 82
 - in the multipurpose feeder 88
 - in the standard bin 86
 - trays 88

L

- linking trays 16
- loading
 - multipurpose feeder 15
- loading envelopes
 - in the multipurpose feeder 15
- loading trays 13
- locating paper jams 81
- locating the security slot 61

M

memory
 types installed on printer 62

menu
 802.1x 51
 Confidential Print Setup 57
 Config Menu 28
 Device 59
 Ethernet 46
 Flash Drive Print 41
 Google Cloud Print 54
 Help 60
 HTML 38
 HTTP/FTP Settings 52
 Image 39
 IPSec 50
 Job Accounting 34
 Layout 31
 Login Restrictions 57
 LPD Configuration 52
 Media Types 41
 Menu Settings Page 59
 Miscellaneous 58
 Mobile Services
 Management 58
 Network 60
 Network Overview 43
 Notifications 26
 Out of Service Erase 31
 PCL 36
 PDF 35
 PostScript 36
 Power Management 27
 Preferences 25
 Print 59
 Quality 33
 Remote Operator Panel 26
 Restore Factory Defaults 28
 Security Audit Log 55
 Setup 33
 SNMP 49
 Solutions LDAP Settings 58
 TCP/IP 47
 ThinPrint 53
 Tray Configuration 39
 Troubleshooting 60
 Universal Setup 40
 USB 53
 Visible Home Screen Icons 31
 Wi-Fi Direct 54
 XPS 35

Menu map 24
 menu settings page
 printing 12

menus
 About this Printer 31
 Wireless 43

Miscellaneous 58

mobile device
 printing from 20

Mopria Print Service
 using 20

mottled print 106

moving the printer 8, 77

multipurpose feeder
 loading 15

N

Network Overview menu 43

Network Setup Page
 printing 12

noise emission levels 131

non-volatile memory 62
 erasing 61

notices 131, 132, 133, 134

O

optional card
 installing 122

ordering
 imaging unit 66
 toner cartridge 66

Out of Service Erase menu 31

P

paper jam in the duplex unit 87

paper jam in the front door 82

paper jam in the multipurpose feeder 88

paper jam in the rear door 85

paper jam in trays 88

paper jam, clearing
 in the duplex unit 87
 in the front door 82
 in the multipurpose feeder 88
 in the rear door 85
 trays 88

paper jams
 avoiding 80

paper jams, clearing
 in the standard bin 86

parallel port 10

personal identification number
 method 64

pick roller assembly
 replacing 73

pick tires
 replacing 71

power save modes
 configuring 78

Preferences menu 25

preparing to set up the printer on
 an Ethernet network 63

Print Quality Test Pages 60

print quality troubleshooting
 blank or white pages 96
 crooked or skewed print 108
 dark print 97
 fine lines are not printed
 correctly 99
 folded or wrinkled paper 99
 gray background on prints 100
 horizontal light bands 102
 light print 104
 mottled print and dots 106
 paper curl 107
 repeating defects 109
 solid black pages 110
 text or images cut off 111
 toner easily rubs off 113
 vertical dark bands 113
 vertical dark lines or streaks 115
 vertical dark streaks with print
 missing 116
 vertical light bands 117
 vertical white lines 117

print troubleshooting
 collated printing does not
 work 92
 envelope seals when
 printing 91
 incorrect margins 103
 jammed pages are not
 reprinted 93
 job prints from the wrong
 tray 119
 job prints on the wrong
 paper 119
 paper frequently jams 93
 print jobs do not print 95
 slow printing 93
 tray linking does not work 92

printer
 minimum clearances 8

- selecting a location 8
- shipping 78
- printer configurations 9
- printer is not responding 118
- printer menus 31
- printer parts
 - checking the status 66
- printer settings
 - restoring to factory defaults 61
- printer status 11
- printing
 - directory list 23
 - font sample list 23
 - from a computer 20
 - from a flash drive 21
 - from a mobile device 20
 - Network Setup Page 12
- printing a font sample list 23
- printing a menu settings page 12
- printing a network setup page 91
- printing from a computer 20
- printing from a flash drive 21
- Push Button method 64

R

- replacing supplies
 - imaging unit 69
 - toner cartridge 67
- replacing the pick roller assembly 73
- replacing the pick tires 71
- reprinting jammed pages 93
- Restore Factory Defaults menu 28
- restoring factory default settings 61
- restoring printer settings to factory defaults 61

S

- safety information 5, 6, 7
- security slot
 - locating 61
- selecting a location for the printer 8
- setting the card stock size 13
- setting the envelope size 13
- setting the label size 13
- shipping the printer 78
- skewed print 108

- sleep button light
 - understanding the status 11
- Sleep mode
 - configuring 78
- specialty media
 - setting the paper size 13
 - setting the paper type 13
- statement of volatility 62
- supplies
 - checking the status 66
 - conserving 79
- supplies, ordering
 - imaging unit 66
- supply notifications
 - configuring 66
- supported file types 22
- supported flash drives 22
- supported operating systems 124
- supported paper sizes 17
- supported paper types 18
- supported paper weights 19

T

- toner cartridge
 - ordering 66
 - replacing 67
- toner darkness
 - adjusting 119
- trays
 - installing 123
 - linking 16
 - loading 13
 - unlinking 16
- troubleshooting
 - cannot open Embedded Web Server 90
 - printer is not responding 118
- troubleshooting, print
 - collated printing does not work 92
 - envelope seals when printing 91
 - incorrect margins 103
 - jammed pages are not reprinted 93
 - job prints from the wrong tray 119
 - job prints on the wrong paper 119
 - paper frequently jams 93
 - print jobs do not print 95

- slow printing 93
- tray linking does not work 92
- troubleshooting, print quality
 - blank or white pages 96
 - crooked or skewed print 108
 - dark print 97
 - fine lines are not printed
 - correctly 99
 - folded or wrinkled paper 99
 - gray background on prints 100
 - horizontal light bands 102
 - light print 104
 - mottled print and dots 106
 - paper curl 107
 - repeating defects 109
 - solid black pages 110
 - text or images cut off 111
 - toner easily rubs off 113
 - vertical dark bands 113
 - vertical dark lines or streaks 115
 - vertical dark streaks with print missing 116
 - vertical light bands 117
 - vertical white lines 117

U

- Universal paper settings
 - configuring 13
- unlinking trays 16
- updating firmware
 - flash file 127
- USB printer port 10
- using genuine KONICA MINOLTA parts 66
- using genuine KONICA MINOLTA supplies 66
- using the control panel 11
- using the Embedded Web Server 12

V

- vertical dark lines on prints 115
- vertical streaks on prints 115
- volatile memory 62
 - erasing 61
- volatility
 - statement of 62

W

- white lines 117
- white pages 96

- Wireless menu 43
- wireless network
 - configuration information 63
 - Wi-Fi Protected Setup 64
- Wi-Fi Protected Setup
 - wireless network 64
- wrinkled paper 99