

# Quick Reference

## Print

### Printing from a computer

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


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

### Printing from a mobile device

#### Printing from a mobile device using AirPrint

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




**Notes:**

- Make sure that the Apple device and the printer are connected to the same network. If the network has multiple wireless hubs, then make sure that both devices are connected to the same subnet.
  - This application is supported only in some Apple devices.
- 1 From your mobile device, select a document from your file manager or launch a compatible application.
  - 2 Tap  > **Print**.
  - 3 Select a printer, and then adjust the settings, if necessary.
  - 4 Print the document.

#### Printing from a mobile device using Wi-Fi Direct®

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

**Note:** Make sure that the mobile device is connected to the printer wireless network. For more information, see [“Connecting a mobile device to the printer” on page 6](#).

- 1 From your mobile device, launch a compatible application or select a document from your file manager.
- 2 Depending on your mobile device, do one of the following:
  - Tap  > **Print**.
  - Tap  > **Print**.
  - Tap  > **Print**.
- 3 Select a printer, and then adjust the settings, if necessary.
- 4 Print the document.

### Printing confidential and other held jobs

#### For Windows users

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

If you select **Confidential**, then secure the print job with a personal identification number (PIN).
- 6 Click **OK** or **Print**.
- 7 From the printer home screen, release the print job.
  - For confidential print jobs, touch **Held jobs** > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**.
  - For other print jobs, touch **Held jobs** > select your user name > select the print job > configure the settings > **Print**.

#### For Macintosh users

##### Using AirPrint

- 1 With a document open, choose **File** > **Print**.
- 2 Select a printer, and then from the drop-down menu following the Orientation menu, choose **PIN Printing**.


- 3 Enable **Print with PIN**, and then enter a four-digit PIN.
- 4 Click **Print**.
- 5 From the printer home screen, release the print job. Touch **Held jobs** > select your computer name > **Confidential** > enter the PIN > select the print job > **Print**.


##### Using the print driver


- 1 With a document open, choose **File** > **Print**.
- 2 Select a printer, and then from the drop-down menu following the Orientation menu, choose **Print and Hold**.
- 3 Choose **Confidential Print**, and then enter a four-digit PIN.
- 4 Click **Print**.
- 5 From the printer home screen, release the print job. Touch **Held jobs** > select your computer name > **Confidential** > select the print job > enter the PIN > **Print**.

## Maintain the printer

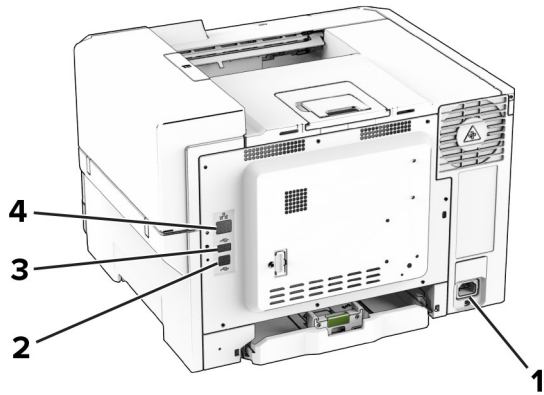
### Attaching cables

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

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

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

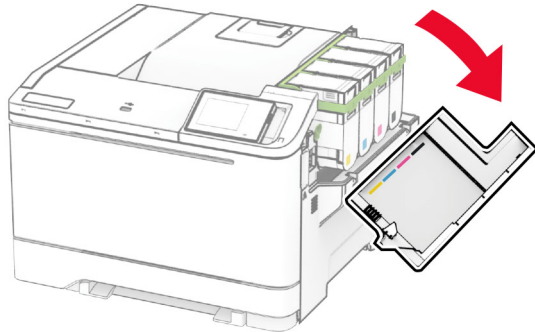
**Warning—Potential Damage:** To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.



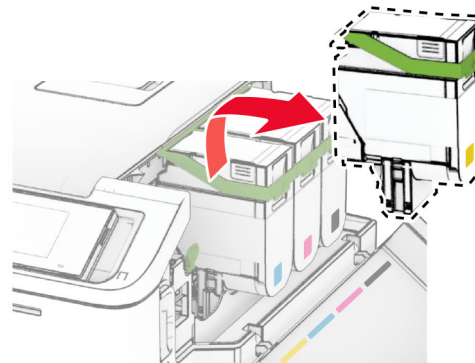
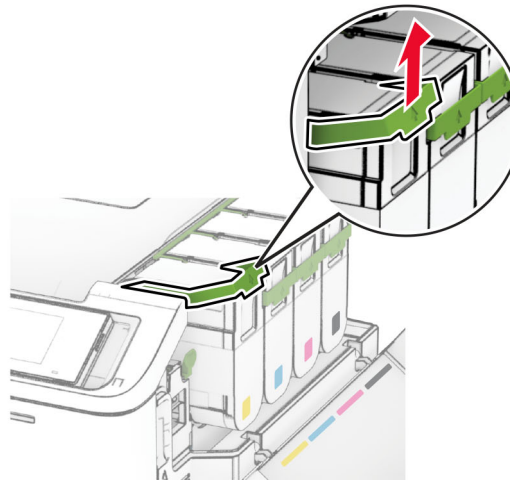
	Printer port	Function
1	Power cord socket	Connect the printer to a properly grounded electrical outlet.
2	USB printer port	Connect the printer to a computer.
3	USB port	Attach a keyboard or any compatible option.
4	Ethernet port	Connect the printer to a network.

## Replacing a toner cartridge

1 Open door B.

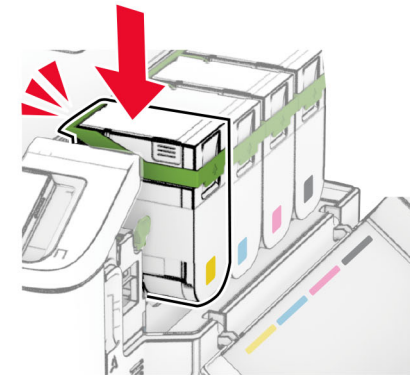
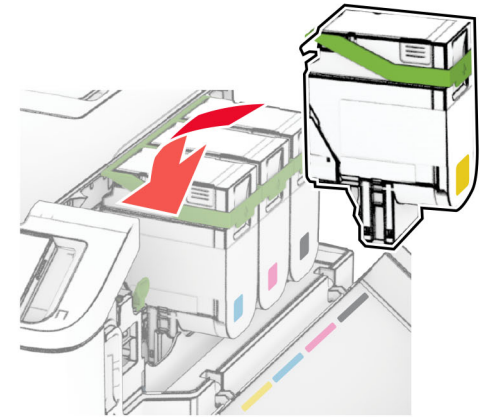


2 Remove the used toner cartridge.



3 Unpack the new toner cartridge.

4 Insert the new toner cartridge until it *clicks* into place.



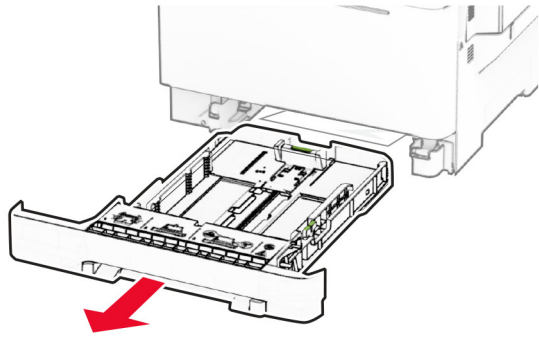
5 Close the door.

## Loading trays

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

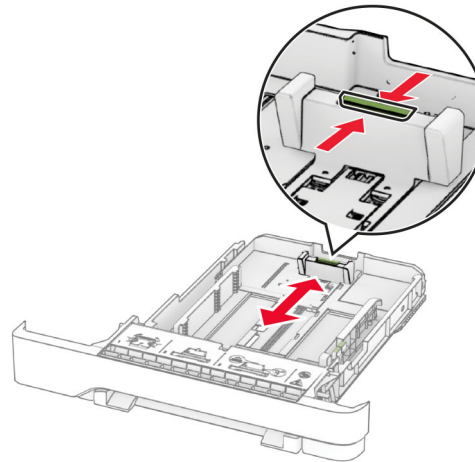
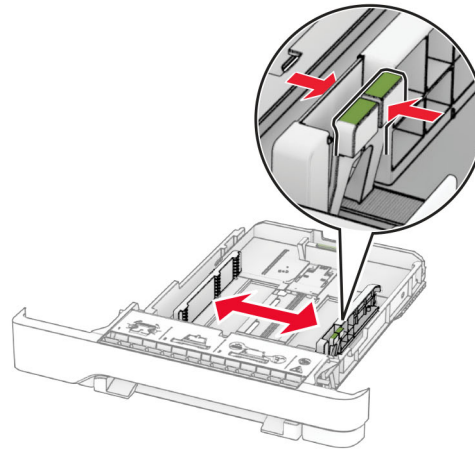
1 Remove the tray.

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

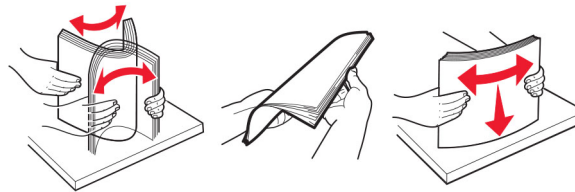


**2** Adjust the guides to match the size of the paper that you are loading.

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

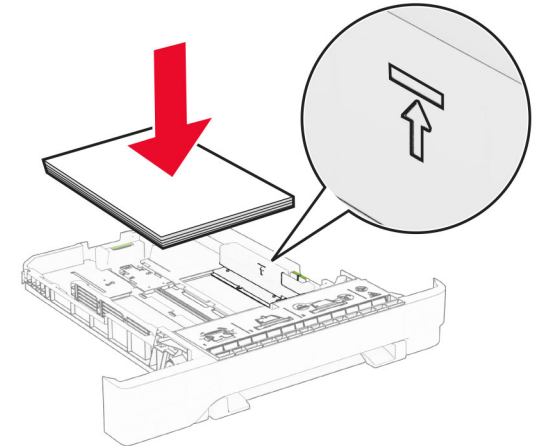


**3** Flex, fan, and align the paper edges before loading.



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

- For one-sided printing, load letterhead faceup with the header toward the front of the tray.
- For two-sided printing, load letterhead facedown with the header toward the back of the tray.
- Do not slide paper into the tray.
- Make sure that the stack height is below the maximum paper fill indicator. Overfilling may cause paper jams.



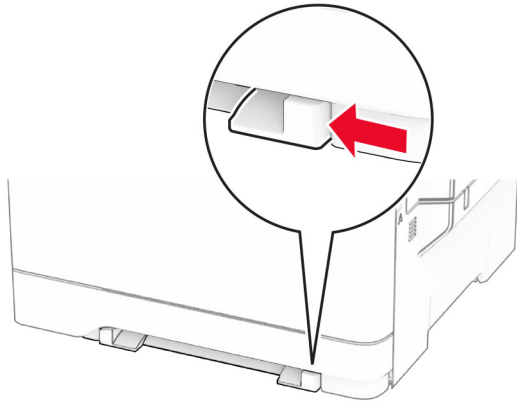
**5** Insert the tray.

If necessary, set the paper size and type to match the paper loaded in the tray.

### Loading the manual feeder

**1** Adjust the edge guides to match the width of the paper that you are loading.

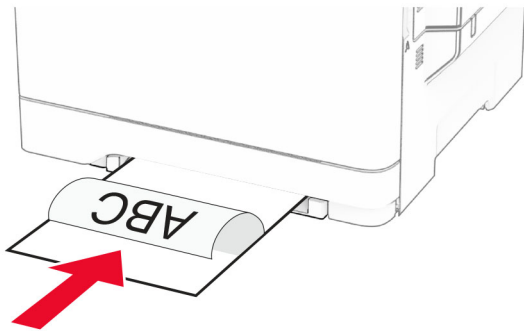
**Note:** Make sure that the guides fit snugly against the paper, but not too tight as to cause the paper to buckle.



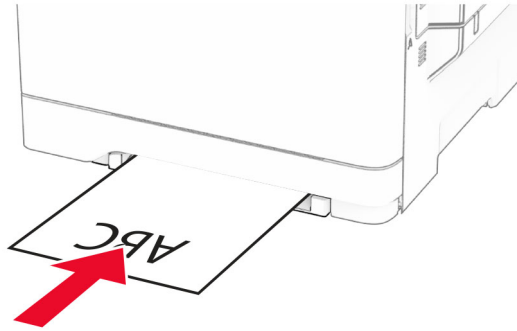
**2** Load a sheet of paper with the printable side facedown.

**Note:** Make sure that the paper is loaded straight to avoid skewed or crooked print.

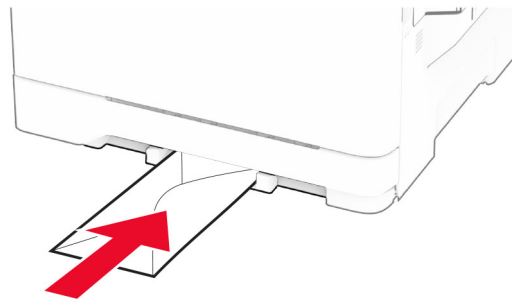
- For one-sided printing, load letterhead with the printable side facedown and the top edge entering the printer first.



- For two-sided printing, load letterhead with the printable side faceup and the top edge entering the printer last.



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



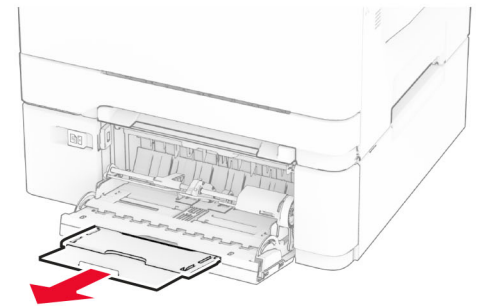
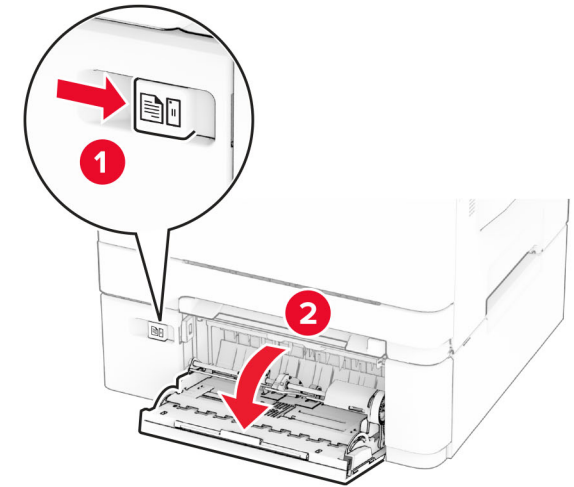
**3** Feed the paper until its leading edge gets pulled in.

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

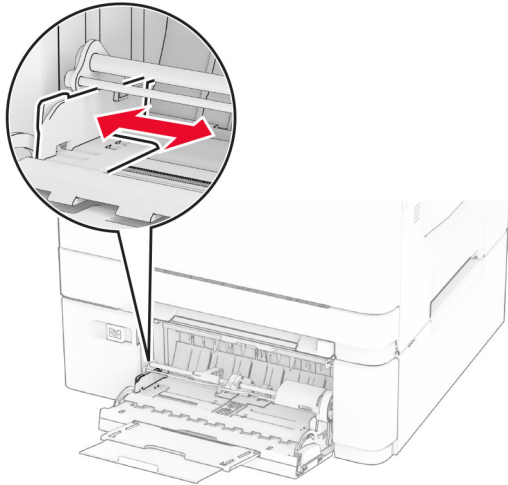
## Loading the multipurpose feeder

**Note:** The multipurpose feeder is available only if the optional 650-sheet duo tray is installed.

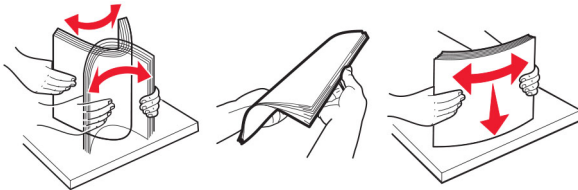
**1** Open the multipurpose feeder.



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

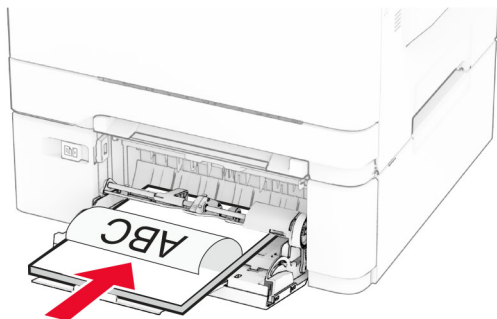


- Flex, fan, and align the paper edges before loading.

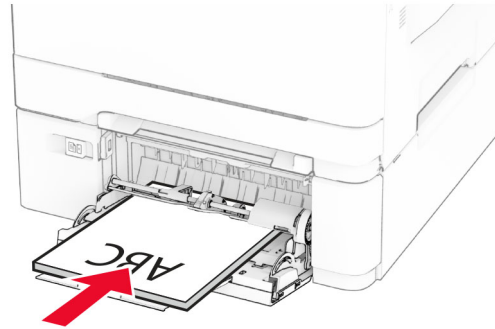


- Load the paper.

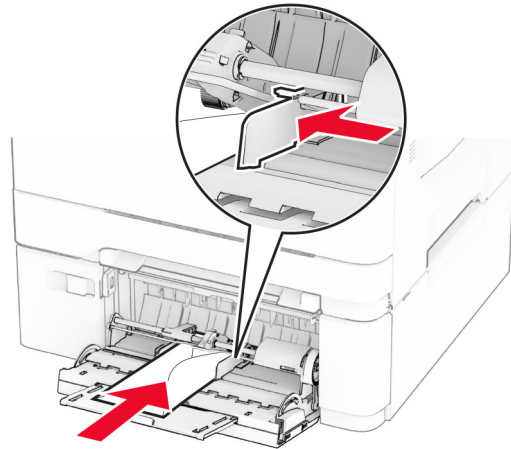
- For one-sided printing, load letterhead with the printable side facedown and the top edge entering the printer first.



- For two-sided printing, load letterhead with the printable side faceup and the top edge entering the printer last.



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



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

- From the Paper menu in the control panel, set the paper size and type to match the paper loaded in the multipurpose feeder.

## Setting the paper size and type

- From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type** > select a paper source.
- Set the paper size and type.

## Installing the printer software

### Notes:

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

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

## Updating firmware

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

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

- 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.

- Click **Settings** > **Device** > **Update Firmware**.

- Do either of the following:

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

## Adding printers to a computer

Before you begin, do one of the following:

- Connect the printer and the computer to the same network. For more information on connecting the printer to a network, see [“Connecting the printer to a Wi-Fi network” on page 6](#).

- Connect the computer to the printer. For more information, see [“Connecting a computer to the printer” on page 6](#).
- Connect the printer to the computer using a USB cable. For more information, see [“Attaching cables” on page 1](#).

**Note:** The USB cable is sold separately.

### For Windows users

- 1 From a computer, install the print driver.

**Note:** For more information, see [“Installing the printer software” on page 5](#).

- 2 Open the printers folder, and then click **Add a printer or scanner**.
- 3 Depending on your printer connection, do one of the following:
  - Select a printer from the list, and then click **Add device**.
  - Click **Show Wi-Fi Direct printers**, select a printer, and then click **Add device**.
  - Click **The printer that I want isn’t listed**, and then from the Add Printer window, do the following:
    - a Select **Add a printer using a TCP/IP address or hostname**, and then click **Next**.
    - b In the “Hostname or IP address” field, type the printer IP address, and then click **Next**.

#### Notes:

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

- c Select a print driver, and then click **Next**.
- d Select **Use the print driver that is currently installed (recommended)**, and then click **Next**.
- e Type a printer name, and then click **Next**.
- f Select a printer sharing option, and then click **Next**.
- g Click **Finish**.

### For Macintosh users

- 1 From a computer, open **Printers & Scanners**.
- 2 Click **+**, and then select a printer.
- 3 From the Use menu, select a print driver.

#### Notes:

- To use the Macintosh print driver, select either **AirPrint** or **Secure AirPrint**.
- If you want custom printing features, then select the manufacturer print driver. To install the driver, see [“Installing the printer software” on page 5](#).

- 4 Add the printer.

## Connecting the printer to a Wi-Fi network

Make sure that Active Adapter is set to Auto. From the home screen, touch **Settings > Network/Ports > Network Overview > Active Adapter**.

- 1 From the home screen, touch **Settings > Network/Ports > Wireless > Setup On Printer Panel > Choose Network**.
- 2 Select a Wi-Fi network, and then type the network password.

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

## Configuring Wi-Fi Direct

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

- 1 From the home screen, touch **Settings > Network/Ports > Wi-Fi Direct**.
- 2 Configure the settings.
  - **Enable Wi-Fi Direct**—Enables the printer to broadcast its own Wi-Fi Direct network.
  - **Wi-Fi Direct Name**—Assigns a name for the Wi-Fi Direct network.
  - **Wi-Fi Direct Password**—Assigns the password for negotiating the wireless security when using the peer-to-peer connection.
  - **Show Password on Setup Page**—Shows the password on the Network Setup Page.
  - **Auto-Accept Push Button Requests**—Lets the printer accept connection requests automatically.

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

#### Notes:

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

## Connecting a computer to the printer

Before connecting your computer, make sure that Wi-Fi Direct has been configured. For more information, see [“Configuring Wi-Fi Direct” on page 6](#).

### For Windows users

- 1 Open the printers folder, and then click **Add a printer or scanner**.
- 2 Click **Show Wi-Fi Direct printers**, and then select the printer Wi-Fi Direct name.
- 3 From the printer display, take note of the eight-digit PIN of the printer.
- 4 Enter the PIN on the computer.

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

### For Macintosh users

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

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

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

## Connecting a mobile device to the printer

Before connecting your mobile device, make sure that Wi-Fi Direct has been configured. For more information, see [“Configuring Wi-Fi Direct” on page 6](#).

## Connecting using Wi-Fi Direct

**Note:** These instructions apply only to Android mobile devices.

- 1 From the mobile device, go to the settings menu.
- 2 Enable **Wi-Fi**, and then tap **Wi-Fi Direct**.
- 3 Select the printer Wi-Fi Direct name.
- 4 Confirm the connection on the printer control panel.

## Connecting using Wi-Fi

- 1 From the mobile device, go to the settings menu.
- 2 Tap **Wi-Fi**, and then select the printer Wi-Fi Direct name.

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

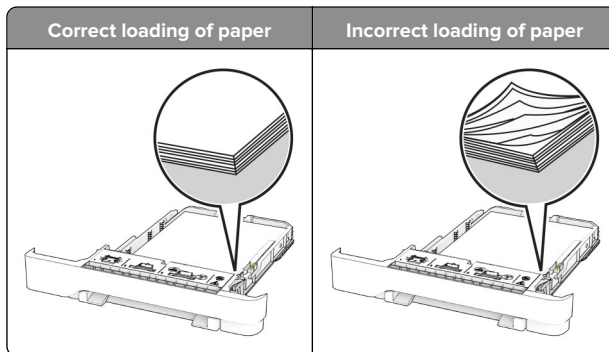
- 3 Enter the Wi-Fi Direct password.

## Clearing jams

### Avoiding jams

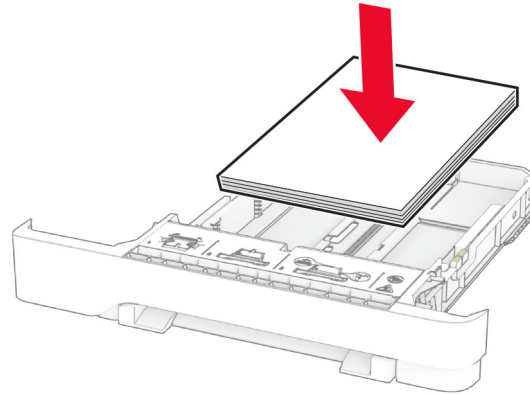
#### Load paper properly

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



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.

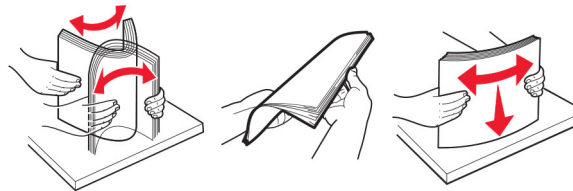
- Do not slide paper into the tray. Load paper as shown in the illustration.



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

#### Use recommended paper

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

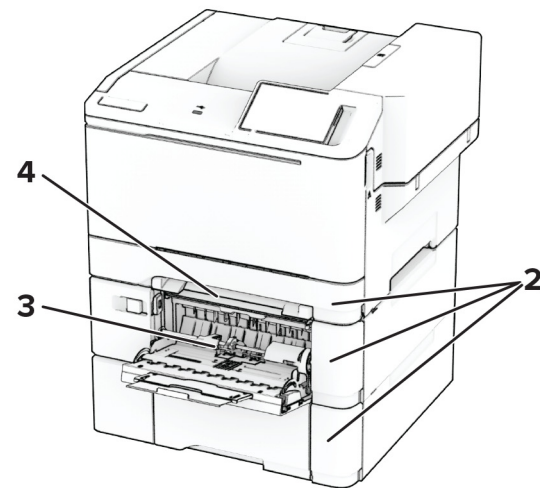
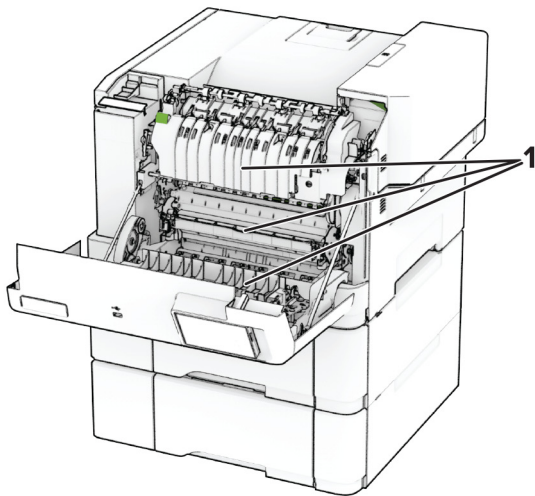


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

## Identifying jam locations

#### Notes:

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



Jam locations	
1	Door A
2	Trays
3	Multipurpose feeder

Jam locations	
4	Manual feeder

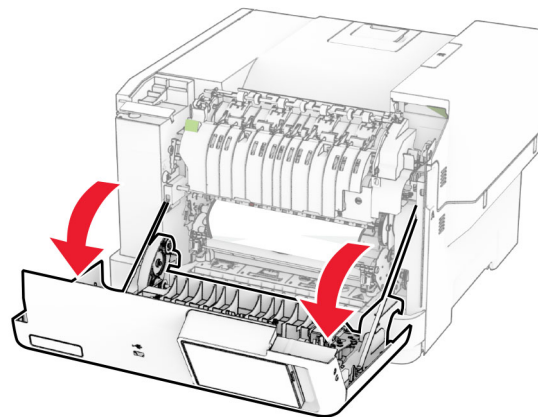
## Paper jam in door A

### Paper jam below the fuser

- 1 Open door A.

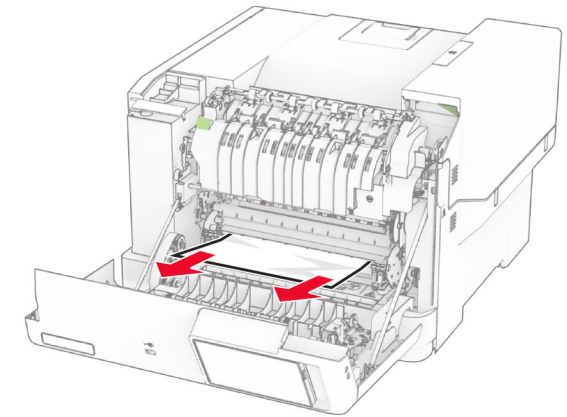
**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

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



- 2 Remove the jammed paper.

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



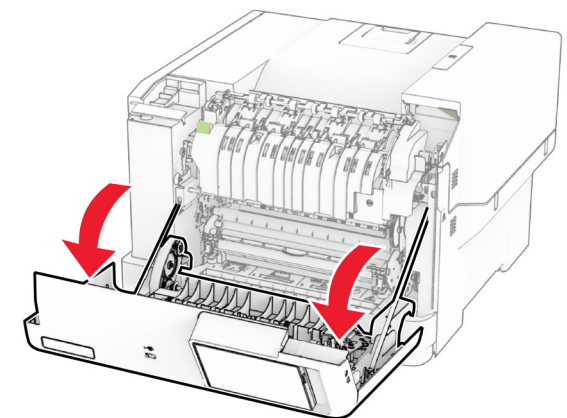
- 3 Close door A.

### Paper jam in the fuser

- 1 Open door A.

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

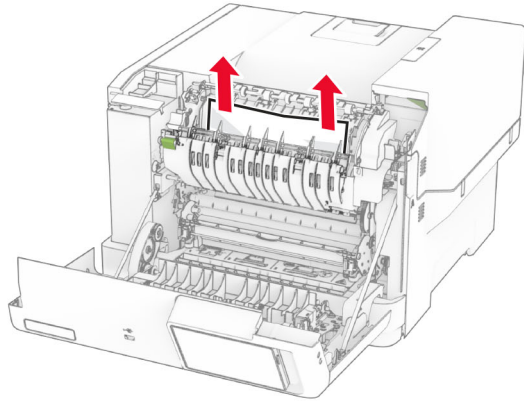
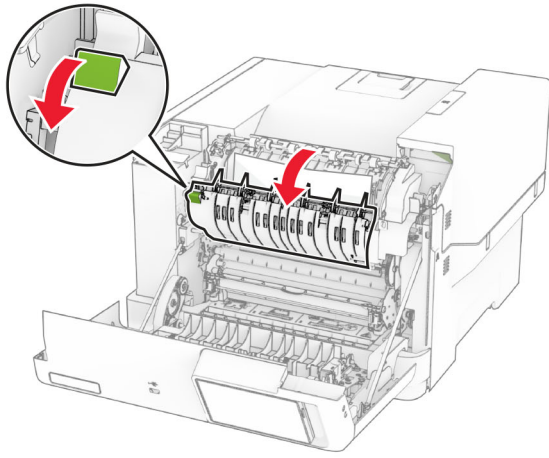
**Warning—Potential Damage:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.





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


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



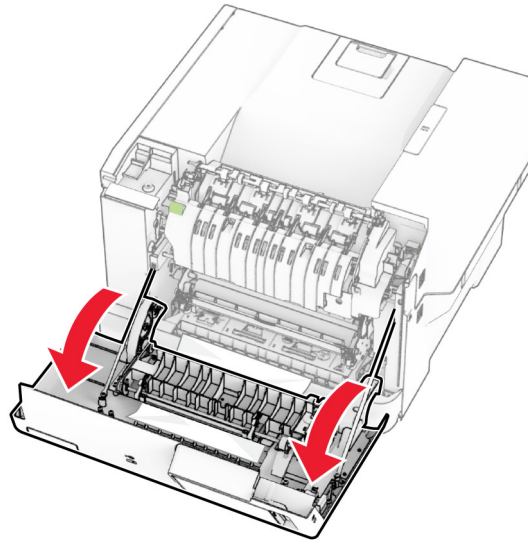
- 3 Close door A.

#### Paper jam in the duplex unit

- 1 Open door A.

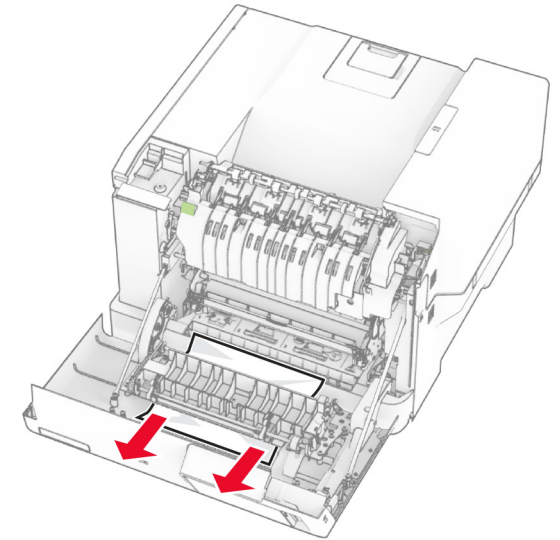
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

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



- 2 Remove the jammed paper.

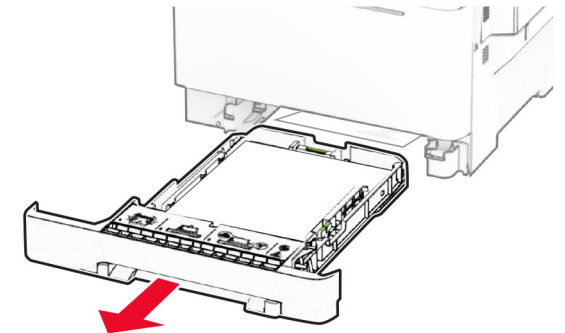
**Note:** Make sure that all paper fragments are removed.



- 3 Close door A.

#### Paper jam in trays

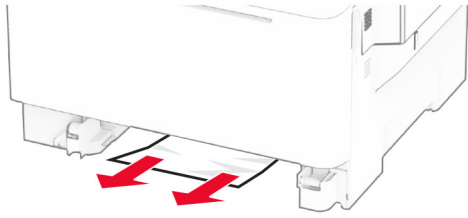
- 1 Remove the tray.



**Warning—Potential Damage:** A sensor inside the optional tray is easily damaged by static electricity. Touch a metal surface before removing the jammed paper in the tray.

- 2 Remove the jammed paper.

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

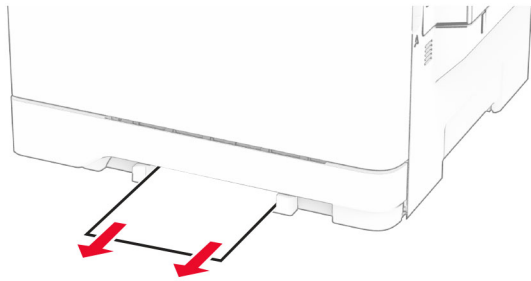


3 Insert the tray.

### Paper jam in the manual feeder

Remove the jammed paper.

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

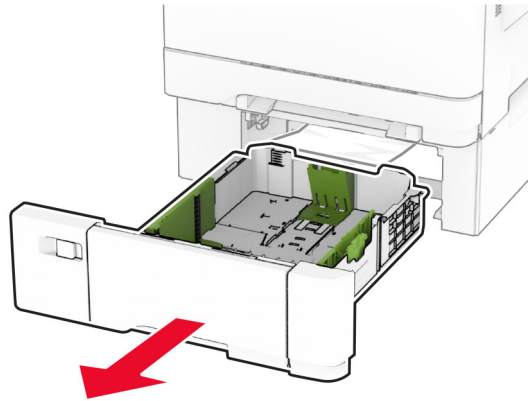


### Paper jam in the multipurpose feeder

**Note:** The multipurpose feeder is available only if the optional 650-sheet duo tray is installed.

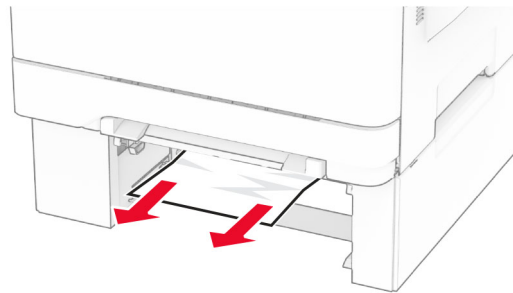
1 Remove paper from the multipurpose feeder, and then close it.

2 Remove the tray.



3 Remove the jammed paper.

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



4 Insert the tray.

5 Open the multipurpose feeder, and then reload paper.