

# Quick Reference

## Printing

### Printing from a computer

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

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

### Printing from a mobile device

#### Printing from a mobile device using AirPrint



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

#### Notes:

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

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

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

**Note:** Make sure that the mobile device is connected to the printer wireless network. For more information, see [“Connecting a mobile device to the printer” on page 8](#).

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

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

#### For Macintosh users

##### Using AirPrint

- 1 With a document open, choose **File > Print**.
- 2 Select a printer, and then from the drop-down menu following the Orientation menu, choose **PIN Printing**.
- 3 Enable **Print with PIN**, and then enter a four-digit PIN.
- 4 Click **Print**.
- 5 From the printer control panel, release the print job. Navigate to:  
**Held jobs** > select your computer name > **Confidential** > enter the PIN > select the print job > **Print**

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

##### Using the print driver

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

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

### Canceling a print job

#### From the printer control panel

For touch-screen printer models, do the following:

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

For non-touch-screen printer models, press .

## From the computer

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

## Maintaining the printer

### Attaching cables

- CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.
- CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.
- CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

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



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

### Replacing the toner cartridge

- 1 Open door A.

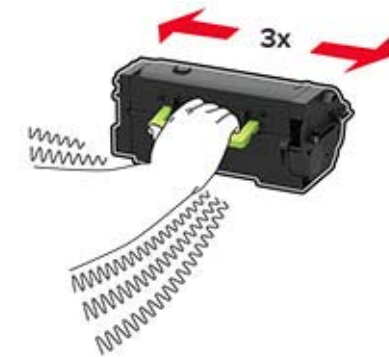
**Warning—Potential Damage:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



- 2 Remove the used toner cartridge.



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



4 Insert the new toner cartridge.



5 Close the door.

### Loading the 250- or 550-sheet tray

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

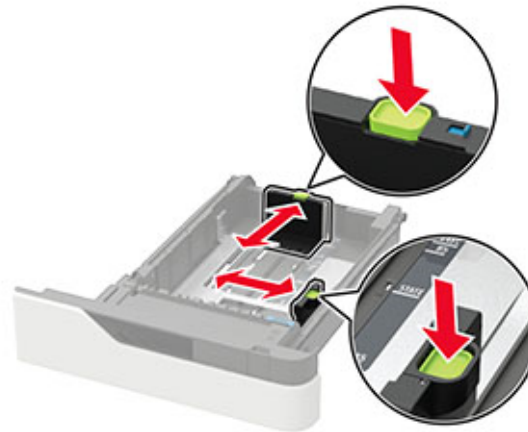
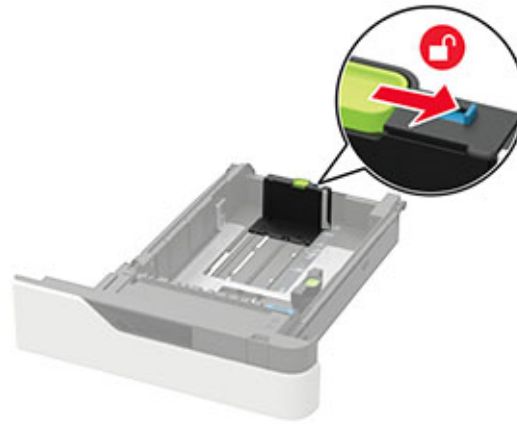
1 Remove the tray.

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



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

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



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



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

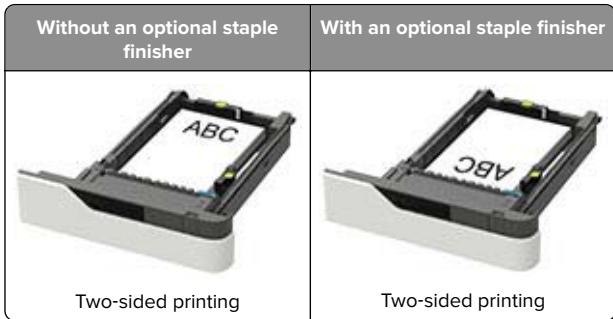


- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.

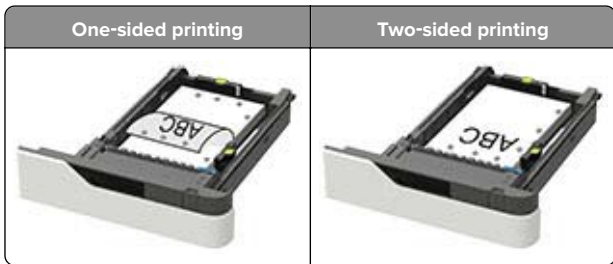


- Load letterhead depending on whether an optional staple finisher is installed or not.

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



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



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



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

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

## Loading the 2100-sheet tray

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

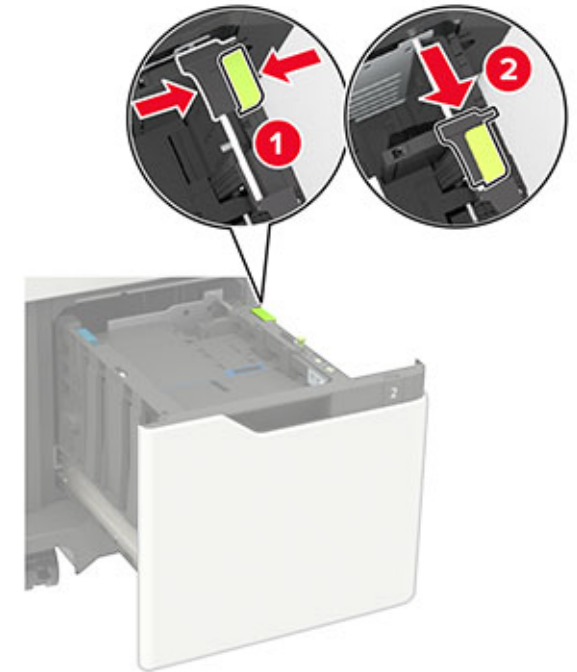
- Pull out the tray.
- Adjust the guides.

### Loading A5-size paper

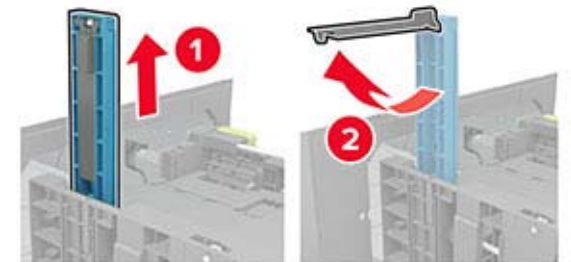
- Pull up and slide the width guide to the position for A5.



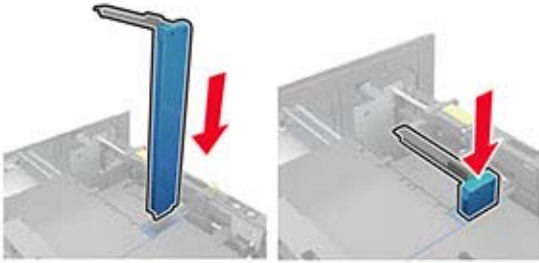
- Squeeze and slide the length guide to the position for A5 until it *clicks* into place.



- Remove the A5 length guide from its holder.



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

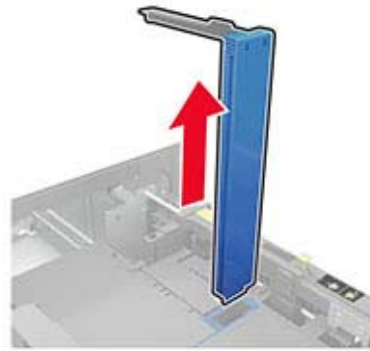


### Loading A4-, letter-, legal-, Oficio-, and folio-size paper

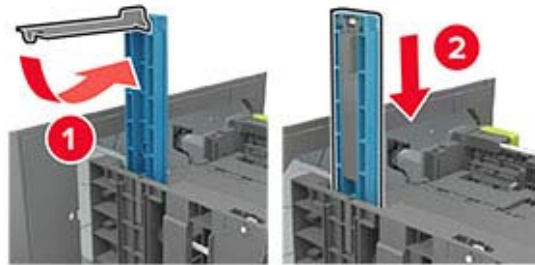
- a** Pull up and slide the width guide to the correct position for the size of the paper being loaded.



- b** If the A5 length guide is still attached, then remove it. If the guide is not attached, then proceed to [step d on page 5](#).



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



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



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

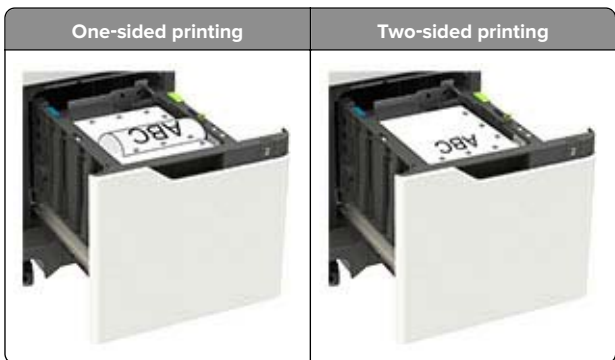


- 4** Load the paper stack with the printable side facedown.
- Load letterhead depending on whether an optional staple finisher is installed or not.



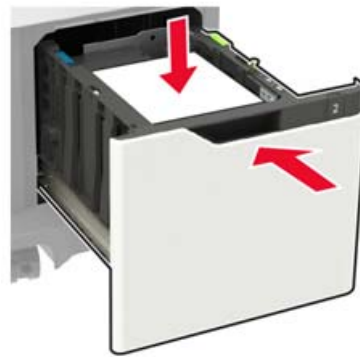


- When loading prepunched paper, make sure that the holes on the long edge of the paper are against the right side of the tray.



5 Insert the tray.

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



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

### Loading the multipurpose feeder

1 Open the multipurpose feeder.



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

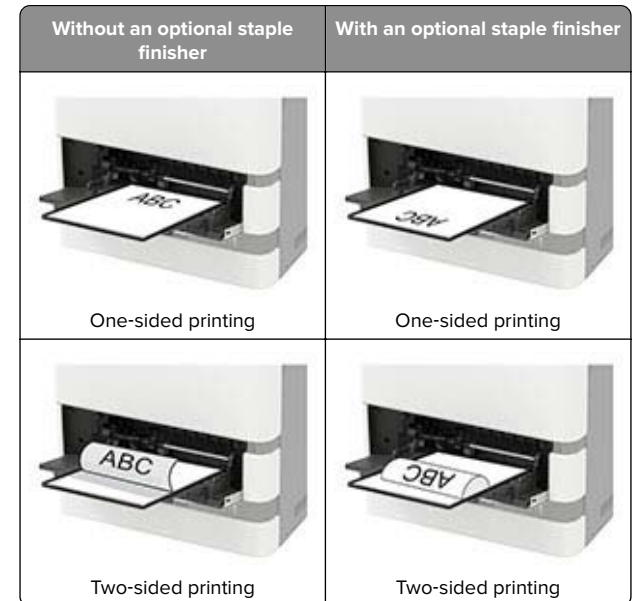


3 Flex, fan, and align the paper edges before loading.

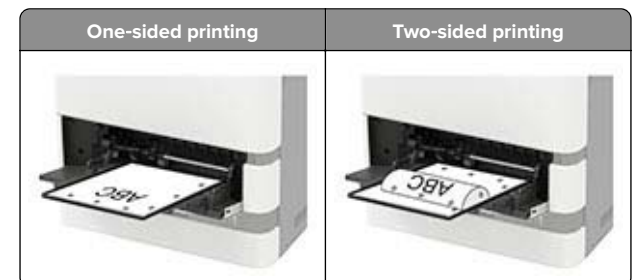


4 Load paper with the printable side faceup.

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



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



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

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

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

## Setting the size and type of the specialty media

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

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

## Installing the printer software

### Notes:

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

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

## Updating firmware

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

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

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

### Notes:

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

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

- 3 Do either of the following:

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

## 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 8](#).
- Connect the computer to the printer. For more information, see [“Connecting a computer to the printer” on page 8](#).
- Connect the printer to the computer using a USB cable. For more information, see [“Attaching cables” on page 2](#).

**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 7](#).

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

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

- Select a printer from the list, and then click **Add device**.
- Click **Show Wi-Fi Direct printers**, select a printer, and then click **Add device**.
- Click **The printer that I want isn't listed**, and then from the Add Printer window, do the following:
  - a Select **Add a printer using a TCP/IP address or hostname**, and then click **Next**.
  - b In the “Hostname or IP address” field, type the printer IP address, and then click **Next**.

### Notes:

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

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

### For Macintosh users

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

### Notes:

- To use the Macintosh print driver, select either **AirPrint** or **Secure AirPrint**.
- If you want custom printing features, then select the manufacturer print driver. To install the driver, see [“Installing the printer software” on page 7](#).


- 4 Add the printer.

## Configuring Wi-Fi Direct

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

- 1 From the control panel, navigate to:

**Settings > Network/Ports > Wi-Fi Direct**

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

- 2 Configure the settings.

- **Enable Wi-Fi Direct**—Enables the printer to broadcast its own Wi-Fi Direct network.
- **Wi-Fi Direct Name**—Assigns a name for the Wi-Fi Direct network.

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

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

**Note:** To know the password of the Wi-Fi Direct network, from the control panel navigate to **Settings > Reports > Network > Network Setup Page**.

## Connecting a mobile device to the printer

Before connecting your mobile device, make sure that Wi-Fi Direct has been configured. For more information, see [“Configuring Wi-Fi Direct” on page 7](#).

### Connecting using Wi-Fi Direct

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

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

### Connecting using Wi-Fi

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


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

- 3 Enter the Wi-Fi Direct password.


## Connecting the printer to a Wi-Fi network

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

**Settings > Network/Ports > Network Overview > Active Adapter**

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

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

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

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


**Note:** For Wi-Fi-network-ready printer models, a prompt to set up the Wi-Fi network appears during initial setup.

## Connecting a computer to the printer

Before connecting your computer, make sure to do the following:

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

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

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

### For Windows users

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

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

### For Macintosh users

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

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

- 2 Type the Wi-Fi Direct password.

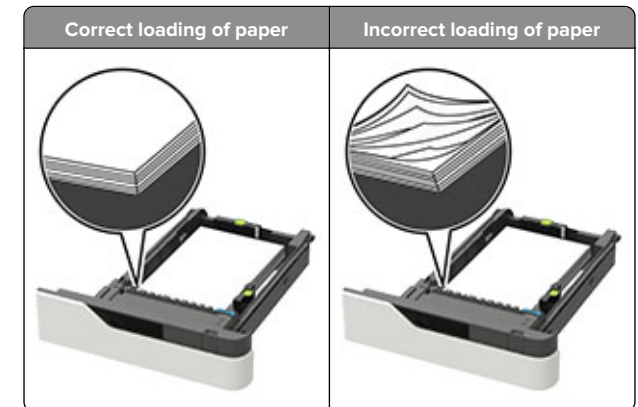
**Note:** Switch your computer back to its previous network after disconnecting from the Wi-Fi Direct connection.

## Clearing jams

### Avoiding jams

#### Load paper properly

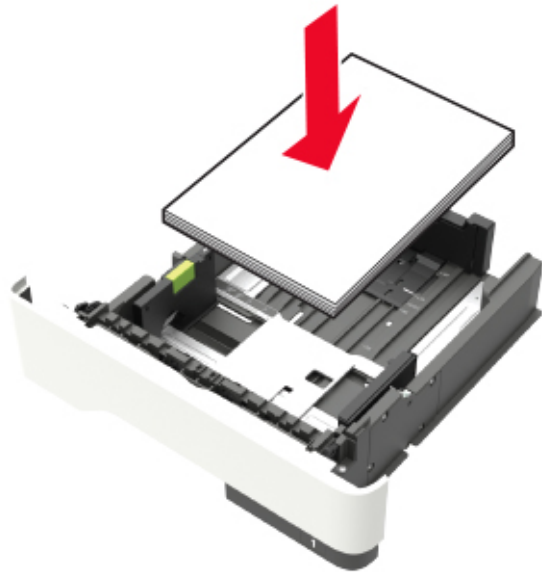
- Make sure paper lies flat in the tray.



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



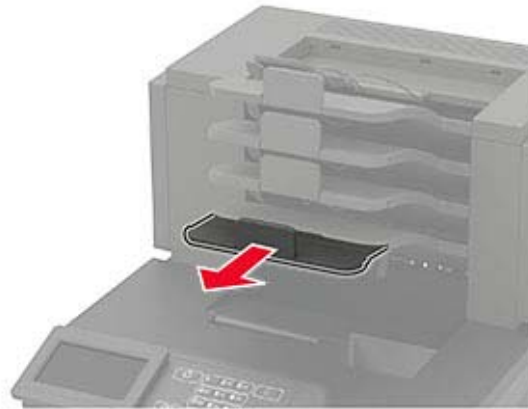
- Do not slide the paper into the tray. Load paper as shown in the illustration.



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

### Allow the paper to enter the optional mailbox bins properly

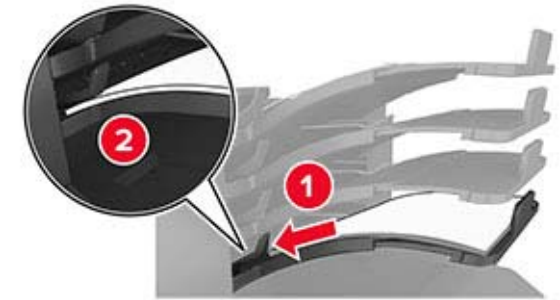
- Make sure to adjust the bin extender so that the paper size indicators match the size of the paper used.



#### Notes:

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

- If paper needs to be returned to the mailbox bin, then insert the paper under the bin arm, and then push the paper all the way back.



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

### Use recommended paper

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex, fan, and straighten paper or specialty media before loading it.



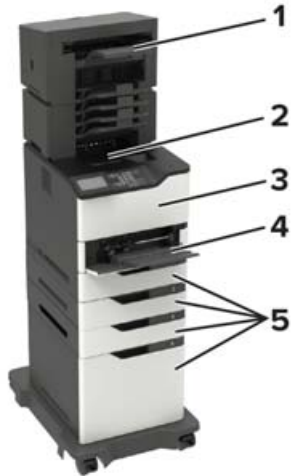
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure the paper size and type are set correctly on the computer or printer control panel.
- Store paper per manufacturer recommendations.

### Identifying jam locations

#### Notes:

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

- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



Jam locations	
1	Finisher or output option bin
2	Standard bin
3	Door A
4	Multipurpose feeder
5	Trays

Jam locations	
6	Finisher or output option rear door <ul style="list-style-type: none"> <li>Door H</li> <li>Door K</li> <li>Door L</li> <li>Door N</li> <li>Door P</li> </ul>
7	Door C
8	Stapler door <ul style="list-style-type: none"> <li>Door F</li> <li>Door G</li> </ul>

### Paper jam in trays

- Remove the tray.



- Remove the jammed paper.

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



- Insert the tray.

### Paper jam in door A

- Open door A.

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



2 Remove the toner cartridge.



3 Remove the imaging unit.



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

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



4 Pull out the duplex unit.



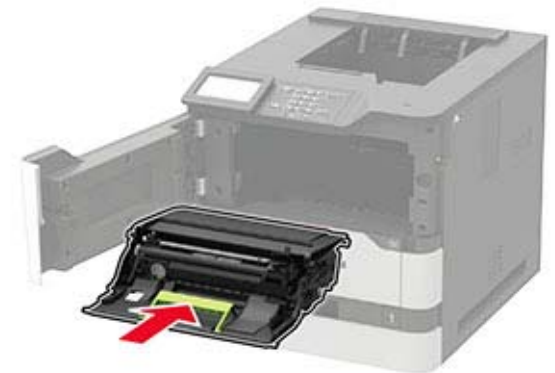
5 Remove the jammed paper.

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



6 Insert the duplex unit.

7 Insert the imaging unit.




8 Insert the toner cartridge.



9 Close the door.

## Paper jam in door C

1 Open door C.

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

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

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

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

- Fuser area



- Below the fuser area



- Duplex area



3 Close the door.

## Paper jam in the standard bin

Remove the jammed paper.

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



### Paper jam in the multipurpose feeder

- 1 Remove paper from the multipurpose feeder.



- 2 Remove the jammed paper.

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

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

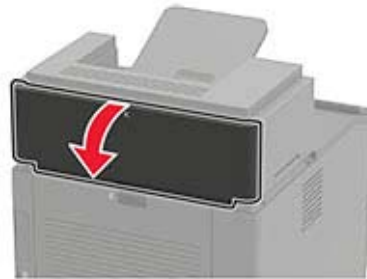


- 4 Reload paper.



### Paper jam in the output expander

- 1 Open door K.



- 2 Remove the jammed paper.

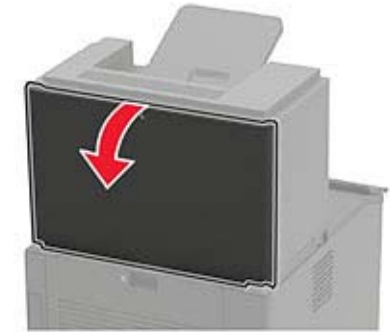
**Note:** Make sure that all paper fragments are removed.



- 3 Close the door.

### Paper jam in the high-capacity output expander

- 1 Open door L.



- 2 Remove the jammed paper.

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



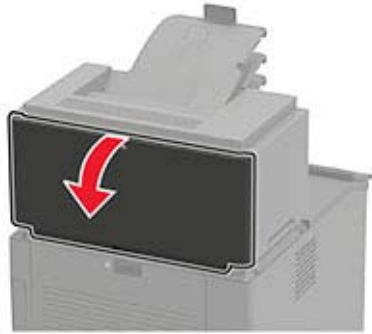
- 3 Close the door.



## Paper jam in the 4-bin mailbox

### Paper jam in door N

- 1 Open door N.



- 2 Remove the jammed paper.

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

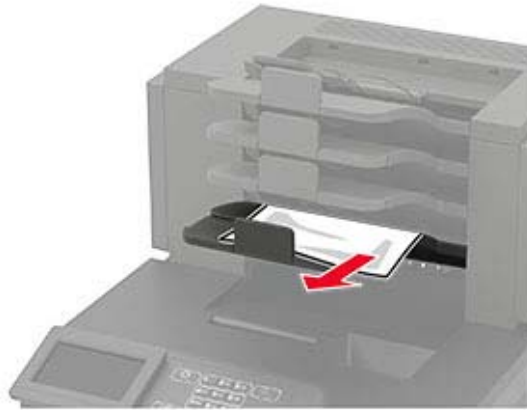


- 3 Close the door.

### Paper jam in the mailbox bin

Remove the jammed paper.

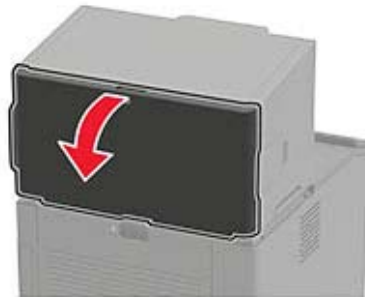
**Note:** Make sure that all paper fragments are removed.



## Paper jam in the staple finisher

### Paper jam in door H

- 1 Open door H.



- 2 Remove the jammed paper.

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



- 3 Close the door.

### Paper jam in the staple finisher bin

Remove the jammed paper.

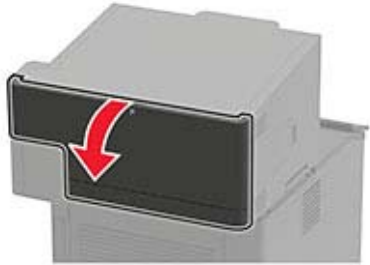
**Note:** Make sure that all paper fragments are removed.



## Paper jam in the staple, hole punch finisher

### Paper jam in door P

- 1 Open door P.



- 2 Remove the jammed paper.

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



- 3 Close the door.

### Paper jam in the staple, hole punch finisher bin

Remove the jammed paper.

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

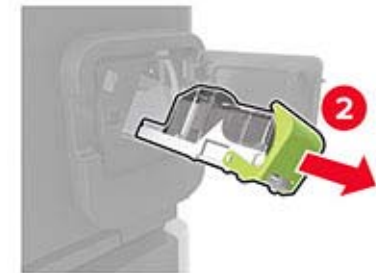


## Staple jam in the staple finisher

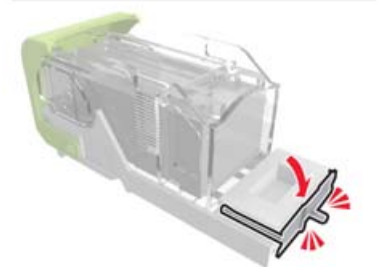
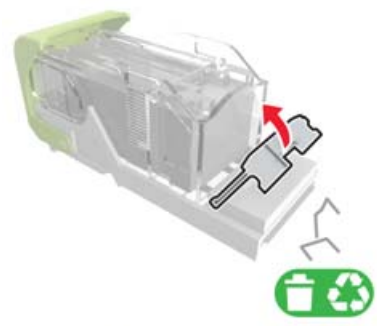
- 1 Open door F.



- 2 Remove the staple cartridge holder.



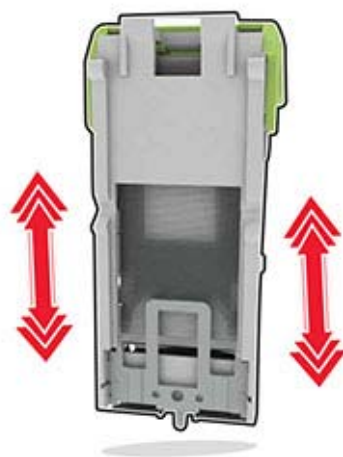
3 Remove the loose staples.



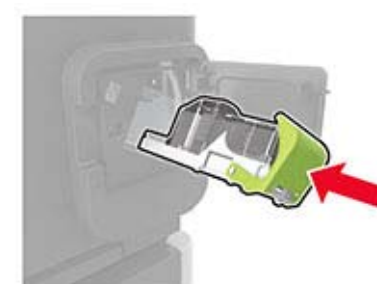
4 Press the staples against the metal bracket.



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



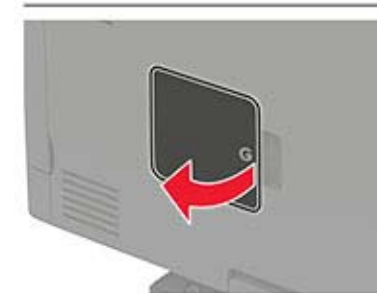
5 Insert the staple cartridge holder until it *clicks* into place.



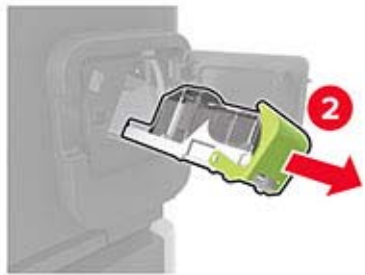
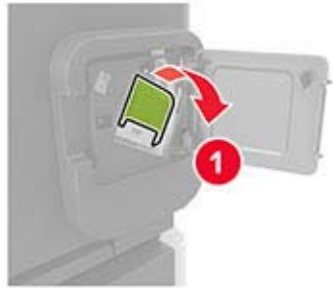
6 Close the door.

### Staple jam in the staple, hole punch finisher

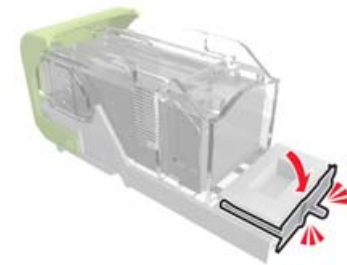
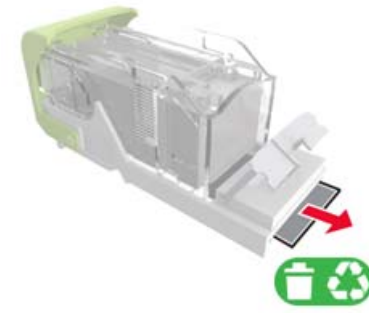
1 Depending on the staple jam location, open either door F or door G.



2 Remove the staple cartridge holder.



3 Remove the loose staples.



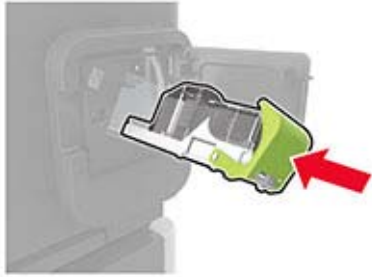
4 Press the staples against the metal bracket.



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



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



**6** Close the door.