

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 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 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 the print job is confidential, then enter a four-digit 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** >

For Macintosh users

- 1 With a document open, choose **File > Print**.
- 2 From the Preview or Media & Quality 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** >

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

Replacing a toner cartridge

1 Open door B.

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.

4 Insert the new toner cartridge.



5 Close door B.



Loading trays

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

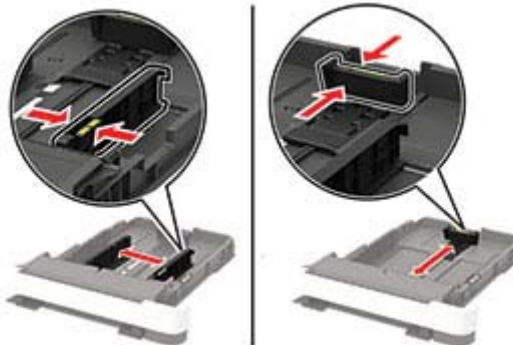
1 Remove the tray.

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



2 Adjust the 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, and then make sure that the side guides fit snugly against the paper.



Notes:

- Load letterhead faceup with the header toward the front of the tray for one-sided printing.
- Load letterhead facedown with the header toward the back 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.

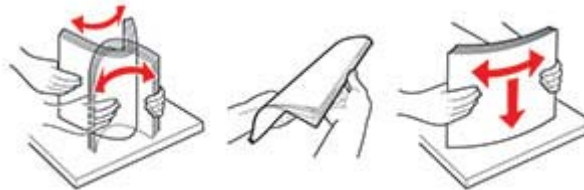
Note: The multipurpose feeder is available only in some printer models.



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 facedown.

- Load letterhead with the printable side facedown and the top edge entering the printer first for one-sided printing.



- Load letterhead with the printable side faceup and the top edge entering the printer last for two-sided printing.



- 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.

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

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.

- Load letterhead with the printable side facedown and the top edge entering the printer first for one-sided printing.



- Load letterhead with the printable side faceup and the top edge entering the printer last for two-sided printing.



- 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.

Setting the paper size and type

1 From the control panel, navigate to:

Settings > Paper > Tray Configuration > Paper Size/Type > select a paper source

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

2 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.

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

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

For more information on updating the device 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 6](#).
- Connect the computer to the printer. For more information, see [“Connecting a computer to the printer” on page 7](#).
- 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 **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 5](#).

- 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.

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 control panel, navigate to **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 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 6](#).

Connecting using Wi-Fi Direct

- 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

Before you begin, 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.

- The Ethernet cable is not connected to the printer.

Using the wireless setup wizard in the printer


Notes:

- These instructions apply only to some printer models.
- Before using the wizard, make sure that the printer firmware is updated. For more information, see ["Updating firmware" on page 5](#).

- 1 From the home screen, touch  > **Set up now**.
- 2 Select a Wi-Fi network, and then type the network password.
- 3 Touch **Done**.

Using the Settings menu in the printer

- 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.

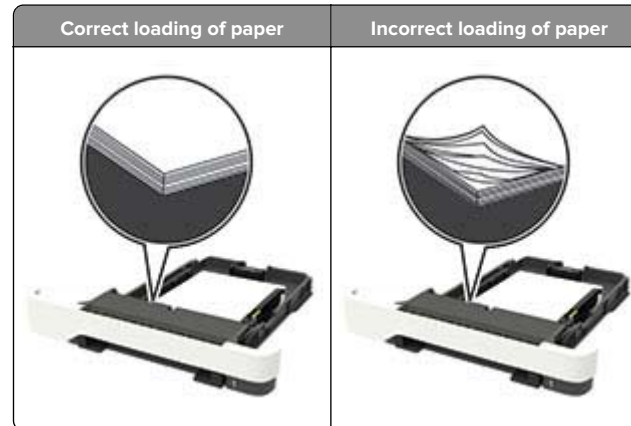
Note: Switch your computer back to its previous network after disconnecting from the Wi-Fi Direct connection.

Clearing jams

Avoiding jams

Load paper properly

- Make sure 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.

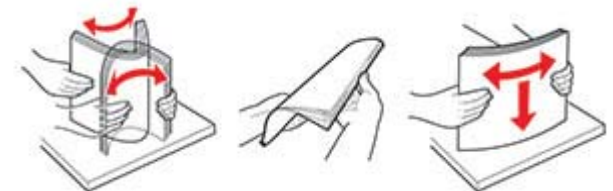
- Do not slide paper into the tray. Load paper as shown in the illustration.



- 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.

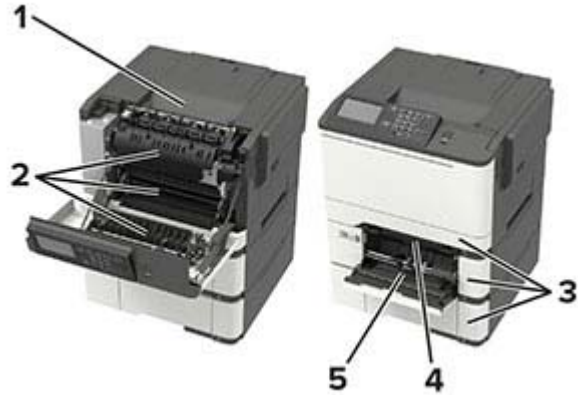


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

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 location
1	Standard bin
2	Door A
3	Trays
4	Manual feeder
5	Multipurpose feeder
	Note: Available only in some printer models.

Paper jam in trays

- 1 Remove the tray.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 3 Insert the tray.

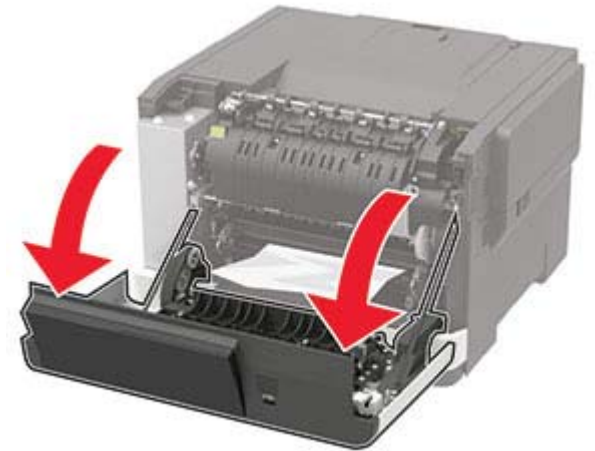
Paper jam in door A

Paper jam below the fuser

- 1 Open door A.

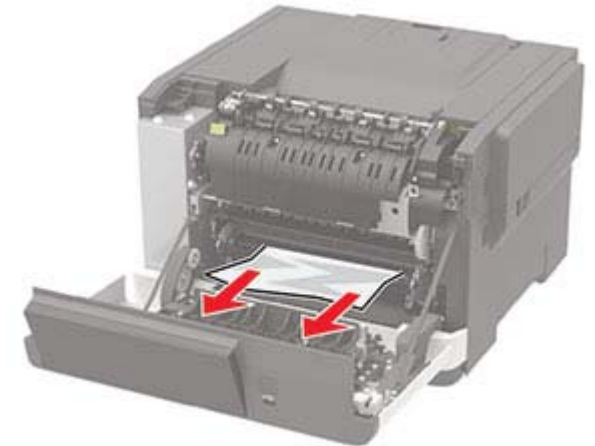
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

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.



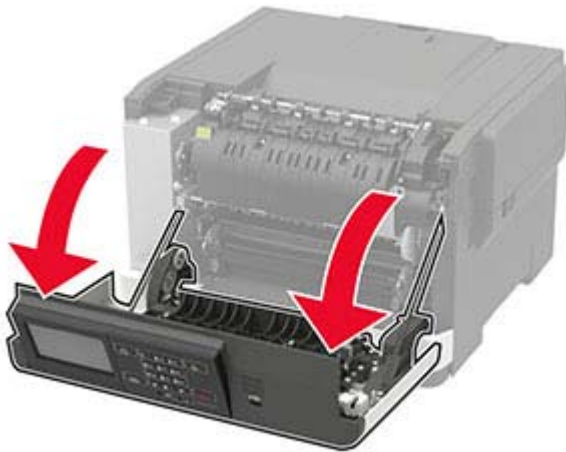
3 Close door A.

Paper jam in the fuser

1 Open door A.

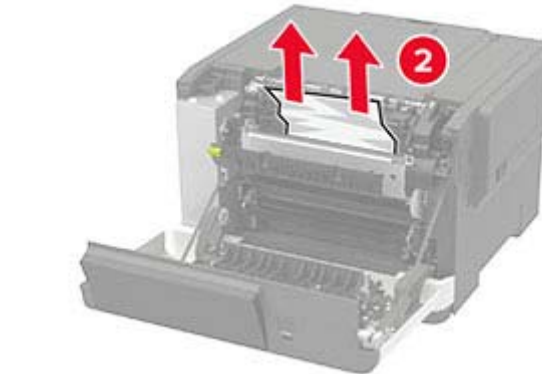
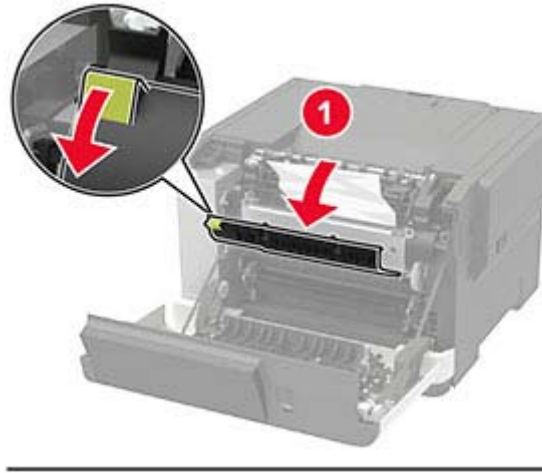
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

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 the standard bin

Remove the jammed paper.

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.

Note: Make sure that all paper fragments are removed.



Paper jam in the multipurpose feeder

Note: The multipurpose feeder is available only in some printer models.

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 manual feeder

1 Remove the tray.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Insert the tray.