

Driver Installation Guide

This manual describes how to install drivers and other software to use this machine.

When you insert the CD-ROM, the CD-ROM opens automatically. From the CD-ROM menu, specify the installation method you require and the software you want to install.

Installing Drivers and Software

You can install the necessary drivers and software for this machine from the supplied CD-ROM.

Important

- ☐ The supplied drivers are supported by the following operating systems:
 - PCL6 printer driver:
Windows 2000/XP/Vista and Windows Server 2003/2003 R2/2008
 - TWAIN driver:
Windows 2000/XP/Vista and Windows Server 2003/2003 R2/2008, and Mac OS X
 - LAN-Fax driver:
Windows 2000/XP/Vista and Windows Server 2003/2003 R2/2008

Select the appropriate method according to your operating system and the connection method.

❖ USB Quick Install

If you have connected the machine to your computer via USB cable, select this method to auto install the necessary printer and TWAIN drivers.

❖ Network Quick Install

If you have connected the machine to your computer via a network, select this method to auto install the necessary printer and TWAIN drivers.

❖ Standalone Install (PCL6 printer driver, TWAIN driver, LAN-Fax driver)

Installs printer driver, TWAIN driver, or LAN-Fax separately.

❖ PageManager

Installs PageManager, which you can use for TWAIN scanning.

Note

- ☐ Quick Install is not available to install drivers into 64-bit Windows environments. Use the Windows Plug and Play function to install the drivers.
- ☐ Quick Install does not install the LAN-Fax driver. Install the LAN-Fax driver separately.

Reference

For details about installing drivers using Plug and Play, see p.6 “Installing the Drivers Using Plug and Play”.

For details about installing the LAN-Fax driver separately, see p.4 “Standalone Install”.

For details about the Mac OS X installation procedure, see p.10 “When Using the Machine under Mac OS X”.

For details about installing the PostScript 3 printer driver, see PostScript 3 Installation Guide.

USB Quick Install

Use USB Quick Install to install the printer and TWAIN drivers from the CD-ROM when using the machine under a USB connection.

Important

- ☐ The procedure in this section is an example based on Windows XP. The actual procedure might vary depending on the operating system you are using.
- ☐ To install the drivers, you must have an account that has Manage Printers permission. Log on as an Administrators or Power Users group member to acquire this permission.
- ☐ Be sure to disconnect the USB cable from the machine and turn the machine off before beginning the installation.

Use this procedure to install the drivers using USB Quick Install.

1 Close all applications except this manual.

2 From the CD-ROM menu, click **[USB Quick Install]**.

The software license agreement appears.

3 After reading the agreement, click **[I accept the agreement.]**, and then click **[Next]**.

A dialog box prompting you to confirm that connection with the machine has not been made appears.

4 Select the model of your machine, and then click **[Next]**.

5 Make sure the machine is turned off and not connected to the computer, and then click **[Next]**.

6 Connect the machine and the computer with a USB cable, and then turn on the machine.

The auto-detecting starts.

To cancel the auto-detecting click **[Stop Auto-detecting]**.

7 In the confirmation dialog box, select **[Yes]** if you want to use the machine as your default printer.

8 When the message informing you that the installation was successfully completed appears, click **[Finish]**.

Network Quick Install

Use Network Quick Install to install the printer and TWAIN drivers from the CD-ROM when using the machine under a network connection.

Important

- ☐ The procedure in this section is an example based on Windows XP. The actual procedure might vary depending on the operating system you are using.
- ☐ To install the drivers, you must have an account that has Manage Printers permission. Log on as an Administrators or Power Users group member to acquire this permission.
- ☐ Before beginning this procedure, you must assign the IP address on the machine. For details about assigning the machine's IP address, see User Guide.

1 Close all applications except this manual.

2 From the CD-ROM menu, click **[Network Quick Install]**.

The software license agreement appears.

3 After reading the agreement, click **[I accept the agreement.]**, and then click **[Next]**.

4 Select the printer detection method, and then click **[Next]**.

To detect the machine automatically, select **[Detect printer(s) automatically]**.

To specify the machine directly, select **[Specify IP Address directly]**, and then specify its IP address.

5 If you selected **[Detect printer(s) automatically]**, check the displayed machine name and IP address, and then click **[Next]**. If you selected **[Specify IP Address directly]**, enter the machine's IP address in the **[IP Address]** box, and then click **[OK]**.

6 Select the machine name, configure the necessary settings, and then click **[Continue]**.

7 When the message informing you that the installation was successfully completed appears, click **[Finish]**.

Standalone Install

This section describes how to install the printer, TWAIN, or LAN-Fax driver separately.

PCL6 Printer Driver

Use this procedure to install the PCL6 printer driver.

Important

- ☐ Before beginning this procedure, you must assign the IP address on the machine. For details about assigning the machine's IP address, see User Guide.

1 Close all applications except this manual.

2 From the CD-ROM menu, click **[PCL 6 Printer Driver]**.

The software license agreement appears.

3 After reading the agreement, click **[I accept the agreement.]**, and then click **[Next]**.

4 Select **[PCL 6 Printer Driver]**, and then click **[Next]**.

5 Select the printer detection method, and then click **[Next]**.

To detect the machine automatically, select **[Detect printer(s) automatically]**.

To specify the machine directly, select **[Specify IP Address directly]**, and then specify its IP address.

6 If you selected **[Detect printer(s) automatically]**, check the displayed machine name and IP address, and then click **[Next]**. If you selected **[Specify IP Address directly]**, enter the machine's IP address in the **[IP Address]** box, and then click **[OK]**.

7 Select the machine name, and make the necessary settings, then click **[Continue]**.

8 When the message informing you that the installation was successfully completed appears, click **[Finish]**.

LAN-Fax Driver for Network Connection

Use this procedure to install the LAN-Fax driver for network connection.

1 Close all applications except this manual.

2 From the CD-ROM menu, click **[LAN-Fax Driver]**.

The software license agreement appears.

- 3** After reading the agreement, click [I accept the agreement.], and then click [Next].
- 4** Select the machine name, click [+] to expand the menu, and then click [Port: <LPT1:>].
- 5** Under "Change Settings for 'Port'", click [Add].
- 6** Click [Standard TCP/IP Port], and then click [OK].
- 7** Click [Next].
- 8** Enter the machine's IP address in the [Printer Name or IP Address:] box, and then click [Next].
The [Port Name] box will automatically be filled when you enter the IP Address.
If "Additional Port Information Required" appears, select [Standard] under "Device Type", and then click [Next].
- 9** Click [Finish].
- 10** In the [Install Printer Driver] dialog box, make other necessary settings, and then click [Continue].
- 11** When the message informing you that the installation was successfully completed appears, click [Finish].

LAN-Fax Driver for USB Connection

Use this procedure to install the LAN-Fax driver for USB connection.

Important

- ☐ Before installing the LAN-Fax driver for USB connection, install the PCL6 printer driver for USB connection using Quick Install. Then, check the printer driver's property for which USB port the printer driver uses.

- 1** Close all applications except this manual.
- 2** From the CD-ROM menu, click [LAN-Fax Driver].
The software license agreement appears.
- 3** After reading the agreement, click [I accept the agreement.], and then click [Next].
- 4** Select the machine name, click [+] to expand the menu, and then click [Port: <LPT1:>].
- 5** From the list under "Change Settings for 'Port'", click [USBxxx].

"xxx" varies depending on the number of USB ports created on your computer. Select the same port being used by the printer driver.

- 6** Make other necessary settings, and then click **[Continue]**.
- 7** When the message informing you that the installation was successfully completed appears, click **[Finish]**.

TWAIN Driver

Use this procedure to install the TWAIN driver.

- 1** Close all applications except this manual.
- 2** From the CD-ROM menu, click **[Network TWAIN Driver]**.
- 3** Click **[Next]**.

The software license agreement appears.
- 4** After reading the agreement, click **[Yes]**.
- 5** When the message informing you that the installation was successfully completed appears, click **[Finish]**.

Installing the Drivers Using Plug and Play

This section describes how to install printer and TWAIN drivers for USB connection using the Windows Plug and Play function.

Important

- ☐ The printer driver for the 64-bit Windows is not included on the supplied CD-ROM. If your operating system is the 64-bit Windows, download the drivers from the supplier's Web site, and then store the files in an easily accessible folder.
- ☐ To install the drivers, you must have an account that has Manage Printers permission. Log on as an Administrators or Power Users group member to acquire this permission.

Windows 2000

Use this procedure to install the TWAIN and printer drivers using Plug and Play. Note that in some cases, you may need to install the TWAIN and printer drivers in reverse order.

- 1** Close all applications except this manual.
- 2** Connect the machine to your computer using a USB cable, and then turn on the machine.
- 3** Click **[Next]**.

- 4** Check that the device name is the machine name, click **[Search for a suitable device [recommended]]**, and then click **[Next]**.

If the device name is "Unknown", your computer has detected a printer driver. Proceed to step **9** to install the printer driver, and then return to this step to complete the installation.

- 5** If the CD-ROM is not inserted in the computer, insert the CD-ROM.

- 6** Click **[CD-ROM drives]**, and then click **[Next]**.

If you want to install the TWAIN driver downloaded from the supplier's Web site, click **[Specify a location]**, and then click **[Next]**. Then, click **[Browse]** and navigate to the "PnP" folder, and then click **[OK]**.

- 7** When the message informing you that the installation was successfully completed appears, click **[Finish]**.

- 8** Click **[Next]**.

- 9** Check that the device name is "Unknown".

If the CD-ROM is not inserted in the computer, insert the CD-ROM.

- 10** Click **[Search for a suitable device [recommended]]**, and then click **[Next]**.

- 11** Click **[CD-ROM drives]**, and then click **[Next]**.

If you want to install the printer driver downloaded from the supplier's Web site, click **[Specify a location]**, and then click **[Next]**. Then, click **[Browse]** and navigate to the "DISK1" folder, and then click **[OK]**.

- 12** If the **[Install one of the other drivers]** checkbox is shown at the bottom of the next dialog box, select it and click **[Next]**. Then, check the language and the machine name, select the appropriate PCL6 printer driver from the list, and then click **[Next]**.

- 13** When the message informing you that the installation was successfully completed appears, click **[Finish]**.

Windows XP, Windows Server 2003/2003 R2

Use this procedure to install the TWAIN and printer drivers using Plug and Play. Note that in some cases, you may need to install the TWAIN and printer drivers in reverse order.

- 1** Close all applications except this manual.

- 2** Connect the machine to your computer using a USB cable, and then turn on the machine.

3 Check that the device name is "Scan".

If the device name is the machine name, your computer has detected a printer driver. Proceed to step **7** to install the printer driver, and then return to this step to complete the installation.

4 If the CD-ROM is not inserted in the computer, insert the CD-ROM.

5 Click **[Install the software automatically (Recommended)]**, and then click **[Next]**.

If you want to install the TWAIN driver downloaded from the supplier's Web site, click **[Install from a list or specific location (Advanced)]**, and then click **[Next]**. Then, click **[Include this location in the search:]** and clear the **[Search removable media (floppy, CD-ROM...)]** checkbox, click **[Browse]** and navigate to the "PnP" folder, and then click **[Next]**.

6 When the message informing you that the installation was successfully completed appears, click **[Finish]**.

7 Check that the device name is the machine name.

If the CD-ROM is not inserted in the computer, insert the CD-ROM.

8 Click **[Install the software automatically (Recommended)]**, and then click **[Next]**. Then, if multiple drivers have been found, check the language and the machine name, select the appropriate PCL6 printer driver from the list, and then click **[Next]**.

If you want to install the printer driver downloaded from the supplier's Web site, click **[Install from a list or specific location (Advanced)]**, and then click **[Next]**. Then, click **[Include this location in the search:]** and clear the **[Search removable media (floppy, CD-ROM...)]** checkbox, click **[Browse]** and navigate to the "DISK1" folder, and then click **[Next]**.

9 When the message informing you that the installation was successfully completed appears, click **[Finish]**.

Windows Vista, Windows Server 2008

Use this procedure to install the TWAIN and printer drivers using Plug and Play. Note that in some cases, you may need to install the TWAIN and printer drivers in reverse order.

1 Close all applications except this manual.

2 Connect the machine to your computer using a USB cable, and then turn the machine's power switch on.

3 Check that the **[Found New Hardware]** dialog box shows "Windows needs to install driver software for your Scan", and then click **[Locate and install driver software (recommended)]**.

If the dialog box shows the machine name, your computer has detected a printer driver. Proceed to step **10** to install the printer driver, and then return to step **5** to complete the installation.

- 4** If the [User Account Control] dialog box appears, click [Continue].
- 5** If using Windows Server 2008, click [Don't search online].
- 6** If the CD-ROM is not inserted in the computer, insert the CD-ROM.
- 7** Click [Next].

If using Windows Vista, installation starts automatically without clicking [Next] if you inserted the CD-ROM in the previous step.

If you want to install the TWAIN driver downloaded from the supplier's Web site, click [**I don't have the disc. Show me other options.**], and then click [**Browse my computer for driver software (advanced)**]. Then, click [Browse] and navigate to the "PnP" folder, and then click [Next].

- 8** If a security message appears during installation, click [Install this driver software anyway].
- 9** When the message informing you that the installation was successfully completed appears, click [Close].
- 10** Check that the [Found New Hardware] dialog box shows the machine name.
- 11** If using Windows Server 2008, click [Don't search online].
- 12** If the CD-ROM is not inserted in the computer, insert the CD-ROM.
- 13** Click [Next]. Then, if multiple drivers have been found, check the language and the machine name, select the appropriate PCL6 printer driver from the list, and then click [Next].

If using Windows Vista, installation starts automatically without clicking [Next] if you inserted the CD-ROM in the previous step.

If you want to install the printer driver downloaded from the supplier's Web site, click [**I don't have the disc. Show me other options.**], and then click [**Browse my computer for driver software (advanced)**]. Then, click [Browse] and navigate to the "DISK1" folder, and then click [Next].

- 14** If a security message appears during installation, click [Install this driver software anyway].
- 15** When the message informing you that the installation was successfully completed appears, click [Close].

When Using the Machine under Mac OS X

The procedures in this section explain how to set up the machine under Mac OS X. The actual procedure might vary depending on the operating system you are using.

Installing the drivers

Use this procedure to install the printer driver or TWAIN driver under Mac OS X.

- 1** Close all applications except this manual.
- 2** Insert the CD-ROM.
Skip this step if you are referring this manual from the driver CD-ROM.
- 3** Double-click the CD-ROM icon.
- 4** Double-click the [Mac OS X] folder.
- 5** Double-click the [PS Driver] folder for the PostScript 3 printer driver, or [TWAIN Driver] folder for the TWAIN driver.
- 6** Double-click the package file icon.
- 7** Follow the instructions on the screen.

 Note

- ☐ When the [Authentication] dialog box appears, enter the administrator name and password, and then click [OK].

Connecting the machine using USB to Mac OS X 10.3

Use this procedure to connect the machine under a USB connection to a computer running Mac OS X 10.3.

- 1** Connect the machine and the computer via a USB cable, and then turn on the machine.
- 2** From the Apple menu, select [System Preferences...].
- 3** Under "Hardware", double-click [Print & Fax].
- 4** Click the [Set Up Printers...].
- 5** Click the [Add] icon.
- 6** Select [USB] from the drop-down menu, select the machine from the list, and then click [Add].
- 7** Select the machine from "Printer List", and then click [Show Info].
- 8** In the [Printer Info] dialog box, select [Installable Options] from the list.

- 9** Check the tray 2 configuration, and then click [Apply Changes].
- 10** Click the close button at the upper left corner to close the [Printer Info] dialog box.
- 11** Click the close button at the upper left corner to close the [Printer List] dialog box.
- 12** From the [System Preferences] menu, click [Quit System Preferences].

Connecting the machine using USB to Mac OS X 10.4

Use this procedure to connect the machine under a USB connection to a computer running Mac OS X 10.4.

- 1** Connect the machine and the computer via a USB cable, and then turn on the machine.
- 2** From the Apple menu, select [System Preferences...].
- 3** Under "Hardware", double-click [Print & Fax].
- 4** Check the list of printers for the machine name.
- 5** Select the machine with "Location:" set to "Directly attached via usb" from the list, and then click [Printer Setup...].
- 6** In the [Printer Info] dialog box, select [Installable Options] from the list.
- 7** Check the tray 2 configuration, and then click [Apply Changes].
- 8** Click the close button at the upper left corner to close the [Printer Info] dialog box.
- 9** From the [System Preferences] menu, click [Quit System Preferences].

Connecting the machine using USB to Mac OS X 10.5

Use this procedure to connect the machine under a USB connection to a computer running Mac OS X 10.5.

- 1** Connect the machine and the computer via a USB cable, and then turn on the machine.
- 2** From the Apple menu, select [System Preferences...].
- 3** Under "Hardware", double-click [Print & Fax].
- 4** Check the list of printers for the machine name.
- 5** Select the machine with "Kind" set to "USB" from the list, and then click [Options & Supplies...].

6 Click the [Driver] tab, check the tray 2 configuration, and then click [OK].

7 From the [System Preferences] menu, click [Quit System Preferences].

Connecting the machine via a network to Mac OS X 10.3 (Rendezvous)

Use this procedure to connect the machine via a network to a computer running Mac OS X 10.3.

1 Connect the machine and the computer via network cable.

2 From the Apple menu, select [System Preferences...].

3 Under "Hardware", double-click [Print & Fax].

4 Click the [Set Up Printers...].

5 Click the [Add] icon.

6 Select [Rendezvous] from the drop-down menu, select the machine from the list, and then click [Add].

7 Select the machine from "Printer List", and then click [Show Info].

8 In the [Printer Info] dialog box, select [Installable Options] from the list.

9 Check the tray 2 configuration, and then click [Apply Changes].

10 Click the close button at the upper left corner to close the [Printer Info] dialog box.

11 Click the close button at the upper left corner to close the [Printer List] dialog box.

12 From the [System Preferences] menu, click [Quit System Preferences].

Connecting the machine via a network to Mac OS X 10.3 (IP Printer)

Use this procedure to connect the machine via a network to a computer running Mac OS X 10.3.

1 Connect the machine and the computer via network cable.

2 From the Apple menu, select [System Preferences...].

3 Under "Hardware", double-click [Print & Fax].

4 Click the [Set Up Printers...].

5 Click the [Add] icon.

6 Select [IP Printing] from the drop-down menu, select the machine from the list.

- 7** In the [Printer Address], type the machine's IP Address, and then click [Add].
Select [LPD/LPR] for [Printer Type], and leave the queue blank.
- 8** Select the machine from "Printer List", and then click [Show Info].
- 9** In the [Printer Info] dialog box, select [Printer Model] from the list.
- 10** Select the manufacturer name for [Printer Model], and then click [Apply Changes].
- 11** In the [Printer Info] dialog box, select [Installable Options] from the list.
- 12** Check the tray 2 configuration, and then click [Apply Changes].
- 13** Click the close button at the upper left corner to close the [Printer Info] dialog box.
- 14** Click the close button at the upper left corner to close the [Printer List] dialog box.
- 15** From the [System Preferences] menu, click [Quit System Preferences].

Connecting the machine via a network to Mac OS X 10.4 (Bonjour)

Use this procedure to connect the machine via a network to a computer running Mac OS X 10.4.

- 1** Connect the machine and the computer via network cable.
- 2** From the Apple menu, select [System Preferences...].
- 3** Under "Hardware", double-click [Print & Fax].
- 4** Click the [+] (add) button in the lower left area of the [Print & Fax] dialog box.
- 5** Click the [Default Browser] icon in the menu.
Select the machine with "Connection" set to "Bonjour" from the list.
- 6** Check that [Print Using:] shows the machine, and then click [Add].
- 7** In the [Installable Options] dialog box, check the tray 2 configuration, and then click [Continue].
- 8** Check that the machine is added in the [Print & Fax] dialog box.
- 9** From the [System Preferences] menu, click [Quit System Preferences].

Connecting the machine via a network to Mac OS X 10.4 (IP Printer)

Use this procedure to connect the machine via a network to a computer running Mac OS X 10.4.

- 1** Connect the machine and the computer via network cable.
- 2** From the Apple menu, select [System Preferences...].
- 3** Under "Hardware", double-click [Print & Fax].
- 4** Click the [+] (add) button in the lower left area of the [Print & Fax] dialog box.
- 5** Click the [IP Printer] icon in the menu.
- 6** In the [Address], type the machine's IP address.
Select [LPD] for as the protocol, and leave the queue blank.
- 7** If [Print Using:] shows the machine, click [Add], and then proceed to step 10.
If the machine name is not shown, proceed to step 8.
- 8** Select the manufacturer name for [Print Using:].
- 9** Select the machine from the list, and then click [Add].
- 10** In the [Installable Options] dialog box, check the tray 2 configuration, and then click [Continue].
- 11** Check that the machine's IP address is shown in the [Print & Fax] dialog box.
- 12** From the [System Preferences] menu, click [Quit System Preferences].

Connecting the machine via a network to Mac OS X 10.5 (Bonjour)

Use this procedure to connect the machine via a network to a computer running Mac OS X 10.5.

- 1** Connect the machine and the computer via network cable.
- 2** From the Apple menu, select [System Preferences...].
- 3** Under "Hardware", double-click [Print & Fax].
- 4** Click the [+] (add) button in the lower left area of the [Print & Fax] dialog box.
- 5** Click the [Default] icon in the menu.
Select the machine with "Kind" set to "Bonjour" from the list.
- 6** Check that [Print Using:] shows the machine, and then click [Add].
- 7** In the [Installable Options] dialog box, check the tray 2 configuration, and then click [Continue].

- 8** Check that the machine is added in the [Print & Fax] dialog box.
- 9** From the [System Preferences] menu, click [Quit System Preferences].

Connecting the machine via a network to Mac OS X 10.5 (IP Printer)

Use this procedure to connect the machine via a network to a computer running Mac OS X 10.5.

- 1** Connect the machine and the computer via network cable.
- 2** From the Apple menu, select [System Preferences...].
- 3** Under "Hardware", double-click [Print & Fax].
- 4** Click the [+] (add) button in the lower left area of the [Print & Fax] dialog box.
- 5** Click the [IP] icon in the menu.
- 6** In the [Address], type the machine's IP address.
Select [LPD] for as the protocol, and leave the queue blank.
- 7** If [Print Using:] shows the machine, click [Add], and then proceed to step **11**.
If the machine name is not shown, proceed to step **8**.
- 8** Select [Select a driver to use...] for [Print Using:].
- 9** In the search box, type the machine name.
A list of machines found appears under the search box.
- 10** Select the machine from the list, and then click [Add].
- 11** In the [Installable Options] dialog box, check the tray 2 configuration, and then click [Continue].
- 12** Check that the machine's IP address is shown in the [Print & Fax] dialog box.
- 13** From the [System Preferences] menu, click [Quit System Preferences].

Troubleshooting

This section describes how to troubleshoot problems related to installing the machine.

Software Installation Problems

This section describes how to troubleshoot problems related to software installation.

If the CD-ROM Does Not Launch Automatically

This section describes what to do if the CD-ROM does not open automatically when you insert the CD-ROM into your computer.

❖ **Checking your computer**

If the CD-ROM does not launch automatically, check the following:

- Confirm that the CD-ROM has been inserted in your computer properly.
- Confirm that the CD-ROM drive of your computer is not defective, by trying a known-working CD-ROM.
- Confirm that the AutoRun feature has not been disabled on your computer.

❖ **Launching the CD-ROM from the CD-ROM directory**

If the problem persists, double-click the CD-ROM drive icon in the **[My Computer]** or **[Explorer]** window, and then double-click the Setup.exe icon.

Note

- ☐ When saving a driver on a computer, make sure that the path to the location of the stored data is not too long. A long path name may cause errors during installation.

If Software Cannot Be Installed

This section describes how to troubleshoot failure during software installation.

❖ **Checking your computer environment**

If you have problems installing software, first check the following:

- The operating system of your computer is compatible with the software you are trying to install.
- There is enough space in the hard disk of your computer.
- Unnecessary applications, in particular anti-virus programs, are not running during the installation.

Checking Installed Software

This section describes how to troubleshoot problems related to software installation.

Check whether the software has been installed or not. If not, perform the installation procedure again.

❖ **Printer driver, LAN-Fax driver**

If the printer driver is installed, the printer icon appears in the **[Printers and faxes]** folder in your computer.

In the printer properties dialog box, check that “USB connection” or “network printer” is selected as the port. To check the connection, perform a test print. Use this procedure to check the version of the printer driver currently installed. For details, see the printer driver Help.

- ① Open the printer properties dialog box.
- ② Click the **[Setup]** tab.
- ③ Click **[About]**.
- ④ Check the version.

❖ **TWAIN driver**

If the TWAIN driver is installed, you can scan originals using a compatible application. For details, see User Guide.

❖ **User Guide**

If the User Guide is installed, the User Guide icon appears in the **[Programs]** folder in your computer.

Connection Problems

This section describes how to troubleshoot problems related to USB and network connection.

If Connection Cannot Be Made via USB

This section describes possible causes and solutions for problems related to USB connection.

Possible Cause	Solution
The power cord or USB cable may not be properly connected.	Make sure that the power cord and USB cable are properly connected. Also make sure that they are not damaged.
The machine was not recognized automatically.	Turn off the power of the machine, reconnect the USB cable, and then turn it on again.

Possible Cause	Solution
Windows did not configure USB settings correctly.	Make sure that there is no conflicting USB device installed in your computer. Open Windows' Device Manager, and then, under [Universal Serial Bus controllers] or [USB Controller] , remove any conflicting devices. Conflicting devices have a [!] or [?] icon by them. Take care not to accidentally remove required devices. For details, see Windows Help.
The printer/TWAIN driver was not installed correctly under USB connection.	Turn off the power, and then unplug the USB cable from the machine. Then, reinstall the printer/TWAIN driver using [USB Quick Install] , making sure that you turn on the power only when instructed.
An error occurs during software installation.	First reboot Windows. Then, on the [Start] menu, select [Control Panel] . Double-click the System icon, and then on the [Hardware] tab, click [Device Manager] . Under [Other Devices] , select the printer, and then open its properties dialog box. On the [General] tab, click [Reinstall Driver] to reinstall the driver.

If Connection Cannot Be Made via Network

This section describes possible causes and solutions for problems related to network connection.

Possible Cause	Solution
The power cord or Ethernet cable may not be properly connected.	Make sure that the power cord and Ethernet cable are properly connected. Also make sure that they are not damaged.
The machine's IP address has not been specified, or the machine and computer are not on the same network.	If the machine cannot be found and only "Printer Port" appears in the machine selection dialog box, either the machine's IP address has not been specified or the computer and machine are not on the same network segment. Before installing the software, check the machine's IP address and the network topology. Alternatively, select "Printer Port" in the dialog box, and then install the software.

Test Print Problems

This section describes what to do if a test page cannot be printed from a computer.

Possible Cause	Solution
The power cord, USB cable, or Ethernet cable is not properly connected.	Check that the power cord, USB cable, and Ethernet cable are properly connected. Check also that they are not damaged. See p.17 "Connection Problems".
The port connection is not properly set.	① On the [Start] menu, click [Printers and Faxes]. ② Click the printer icon, and then click [Properties] on the [File] menu. ③ Click the [Details] tab, and then confirm that the port is set to USB or network printer, as required.

Note

- ☐ If the problem persists, contact the network administrator.
- ☐ To connect via USB when USB does not appear in the list of available ports, you must reinstall the printer driver.

Software on the CD-ROM

This section describes the CD-ROM supplied with this machine.

Viewing the contents of the CD-ROM

Use this procedure to view the contents of the CD-ROM.

- 1** Insert the CD-ROM into the CD-ROM drive.

The installer starts.

- 2** Click **[Browse This CD-ROM]**.

Explorer starts and displays the contents of the CD-ROM.

Drivers for This Machine

Operations require installing drivers appropriate to your operating system.

The following drivers are included on the CD-ROM provided with this machine.

- ❖ **PCL6 printer driver**

This printer driver allows the computer to communicate with the printer via a printer language.

- ❖ **PostScript 3 printer driver**

PostScript 3 printer driver allows the computer to communicate with the printer using a printer language.

- ❖ **TWAIN driver**

To use the machine as a TWAIN scanner, it is essential to install the TWAIN driver.

- ❖ **LAN-Fax driver**

LAN-Fax driver allows you to send a document directly from a computer through the machine to another fax machine, without printing the document.

Appendix

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The product names of Windows Vista are as follows:

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Microsoft® Windows Vista® Home Premium

Microsoft® Windows Vista® Home Basic

Microsoft® Windows Vista® Enterprise

The product names of Windows Server 2003 are as follows:

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 Note

- ☐ PostScript 3 in this manual stands for “Adobe PostScript 3 Emulation”.
- ☐ Some of the operating systems whose names appear in the trademark listing above may not be compatible for the use with this machine.