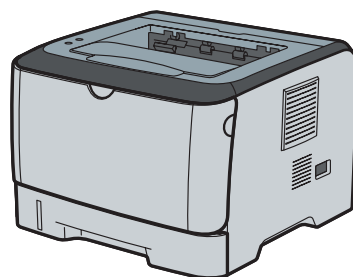


SP 3400N/SP 3410DN

Operating Instructions Hardware Guide



-
- 1** Guide to the Printer
 - 2** Installing the Printer and Options
 - 3** Connecting the Printer
 - 4** Paper and Other Media
 - 5** Replacing Consumables
 - 6** Cleaning the Printer
 - 7** Troubleshooting
 - 8** Removing Misfed Paper
 - 9** Appendix

Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

Important

Contents of this manual are subject to change without prior notice. In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

Do not copy or print any item for which reproduction is prohibited by law.

Copying or printing the following items is generally prohibited by local law:

bank notes, revenue stamps, bonds, stock certificates, bank drafts, checks, passports, driver's licenses.

The preceding list is meant as a guide only and is not inclusive. We assume no responsibility for its completeness or accuracy. If you have any questions concerning the legality of copying or printing certain items, consult with your legal advisor.

Notes:

Some illustrations in this manual might be slightly different from the machine.

Certain options might not be available in some countries. For details, please contact your local dealer.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

Caution:

Use of controls or adjustments or performance of procedures other than those specified in this manual might result in hazardous radiation exposure.

For good print quality, the supplier recommends that you use genuine toner, maintenance kits and parts from the supplier.

The supplier shall not be responsible for any damage or expense that might result from the use of consumables (toner, maintenance kits and parts) other than genuine consumables from the supplier with your office products.

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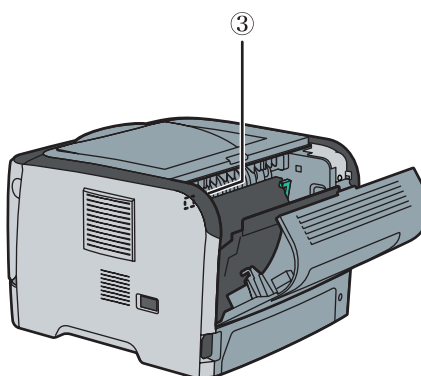
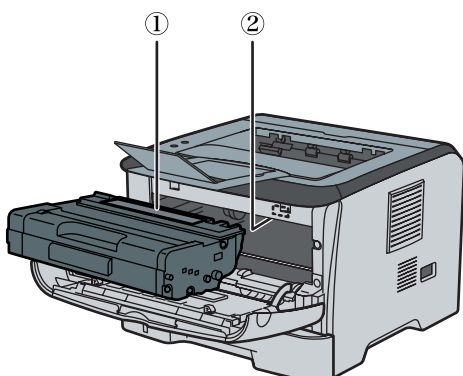
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Positions of ⚠️ WARNING and ⚠️ CAUTION labels

This machine has labels for ⚠️ WARNING and ⚠️ CAUTION at the positions shown below. For safety, please follow the instructions and handle the machine as indicated.



BXG001

①



Do not incinerate toner or toner containers.

Toner dust may cause flashback when exposed to an open flame.

②



Do not touch the parts a label indicates.

The inside of the machine could be very hot.

③



Do not touch the parts a label indicates.

The inside of the machine could be very hot.

Power Switch Symbols

The meanings of the symbols for the switches on this machine are as follows:

- **I** :POWER ON.
- **O** :POWER OFF.

Manuals for This Printer

For particular functions, see the relevant parts of the manual.

- ❖ **Safety Information**

Provides information on safe usage of this printer.

To avoid injury and prevent damage to the printer, be sure to read this.

- ❖ **Quick Installation Guide**

Contains procedures for removing the printer from its box, and connecting it to a computer.

- ❖ **Hardware Guide (This manual)**

Contains information about paper and procedures such as installing options, replacing consumables, responding to error messages, and resolving jams.

- ❖ **Software Guide**

Contain procedures for using this printer in a network environment, and utilizing the software.

How to Read This Manual

Symbols

This manual uses the following symbols:

Important

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

Note

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

Reference

This symbol is located at the end of sections. It indicates where you can find further relevant information.

[]

Indicates the names of keys and buttons.

[]

Indicates the names of keys on the printer's control panel.

Printer Types

This printer comes in two models that have different duplex functions.

When describing procedures that are model-specific, this manual refers to the different printer models as Type 1 or Type 2. The following table describes the model types.

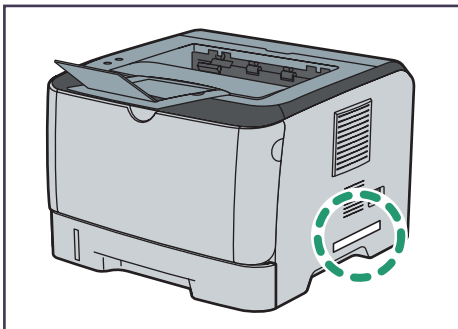
❖ Model types

Model type	Model name	Duplex Printing
Type 1	SP 3400N	Manual
Type 2	SP 3410DN	Automatic

Furthermore, the **120V** symbol is used for information that is relevant only to the 120 V model printer, and the **220-240V** symbol is used for information that is relevant only to the 220 to 240 V model printer.

❖ Checking the voltage rating of your printer

- Check the label on the left side of your printer for the voltage rating.



BXG002

Using Manuals

Be sure to read this section before any other part of this manual.

- This manual uses procedures based on Windows XP as an example, unless otherwise specified. Procedures and screens might vary depending on the operating system you are using.

Installing Manuals on Your Computer

The manuals for this printer are provided as HTML and/or PDF documents on the included CD-ROM. The format of the manuals will vary depending on the country where the printer was bought.

Use the following procedure to install the manuals from the CD-ROM.

Important

- ☐ System requirements for viewing the HTML manual:
 - 800 × 600 pixel display resolution or greater
- ☐ Applications for viewing the HTML manual:
 - Microsoft® Internet Explorer 4.01 Service Pack 2 or higher
 - HTML manuals can also be viewed on a Macintosh
- ☐ Applications for viewing the PDF manuals:
 - Adobe Acrobat Reader or Adobe Reader
- ☐ Install the HTML manual along with Smart Organizing Monitor. When a printer error occurs, Smart Organizing Monitor may make reference to the HTML manual to notify the user of the procedure to resolve the problem.

1 Quit all applications currently running.

2 Insert the CD-ROM into the CD-ROM drive.

If you are using a computer running a Macintosh operating system, open “Manuals.htm” from the CD-ROM root directory.

3 Select a language for the interface and a product, and then click [OK].

4 Click [Install manuals].

5 Follow the instructions on the screen to complete the installation.

6 Click [Finish] when the installation is completed.

7 Click [Exit].

Note

- ☐ If you are using a computer running a Windows operating system, the CD-ROM opens automatically. However, AutoRun may not work under certain operating system settings. If this is the case, launch “setup.exe” from the CD-ROM root directory.

Opening Manuals

This section describes how to open the manuals. There are three ways to view the manuals.

Opening from the desktop icon

Follow the procedure below to open the manuals from the desktop icon.

- 1** Double-click the manual icon on your desktop.



The manual opens.

Opening from the [Start] menu

Follow the procedure below to open the manual from the **[Start]** menu.

- 1** On the **[Start]** menu, point to **[All Programs]**, point to **[Product Name]**, and then click **[Manual Name]**.

The manual opens.

 **Note**

- ☐ The menu options may appear differently, depending on the options chosen during installation.

Opening from the CD-ROM

Follow the procedure below to open the manual from the CD-ROM.

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

If you are using a computer running a Macintosh operating system, open “Manuals.htm” from the CD-ROM root directory.

- 2** Select a language for the interface and a product, and then click **[OK]**.

- 3** Click **[Read HTML manuals]** or **[Read PDF manuals]**, and then select the manual you want to read.

220-240V

If you want to read manuals from CD-ROM, click **[Read HTML manuals]**.

120V

If you want to read manuals from CD-ROM, click **[Read HTML manuals]** or **[Read PDF manuals]**.

The manual opens.

 **Note**

- ☐ If you are using a computer running a Windows operating system, the CD-ROM opens automatically. However, AutoRun may not work under certain operating system settings. If this is the case, launch “setup.exe” from the CD-ROM root directory.

Removing Manuals from Your Computer

Follow the procedure below to remove manuals from your computer.

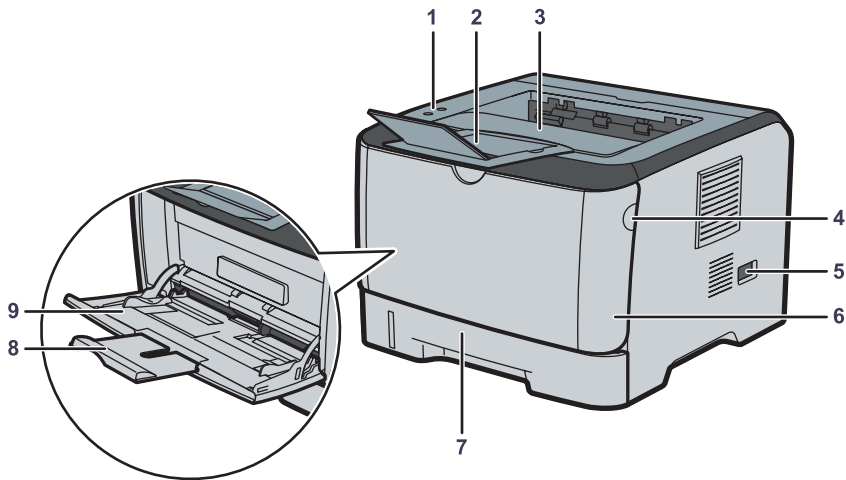
- 1** On the **[Start]** menu, point to **[All Programs]**, point to **[Product Name]**, and then click **[Uninstall]**.
- 2** Follow the instructions to remove the manual.
- 3** Click **[Finish]**.

 **Note**

- ☐ The menu options may appear differently, depending on the options chosen during installation.

1. Guide to the Printer

Exterior: Front View



BXG003

1. Control Panel

Contains keys for printer control and indicators that show the printer status.

2. Stop Fences

Raise this fence to prevent paper from falling off.

3. Output Tray

Printed paper is output here. Up to 125 sheets of plain paper can be stacked here.

4. Front Cover Release Button

Press this to open the front cover.

5. Power Switch

Use this switch to turn the power on and off.

6. Front Cover

Open this cover to replace the print cartridge or remove jammed paper.

7. Tray 1

This tray can hold up to 250 sheets of plain paper.

8. Bypass Tray Extension

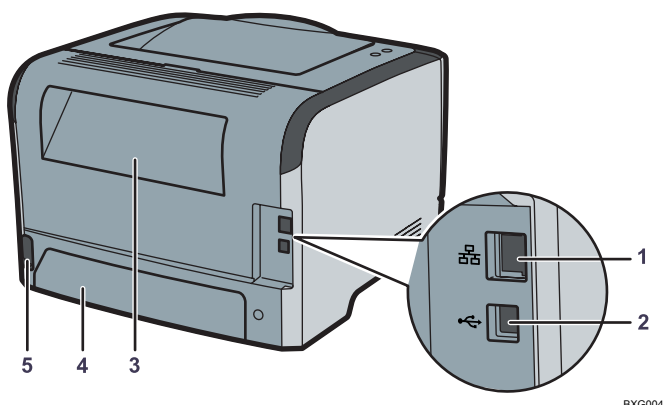
Pull this out when loading a sheet that is longer than A4 SEF on the Bypass Tray.

9. Bypass Tray

This tray can hold up to 50 sheets of plain paper.

Exterior: Rear View

1



1. Ethernet Port

Use a network interface cable to connect the printer to the network.

2. USB Port

Use a USB cable to connect the printer to the host computer.

3. Rear Cover

Open this cover to remove jammed paper or when printing on envelopes.

4. Tray 1 Rear cover

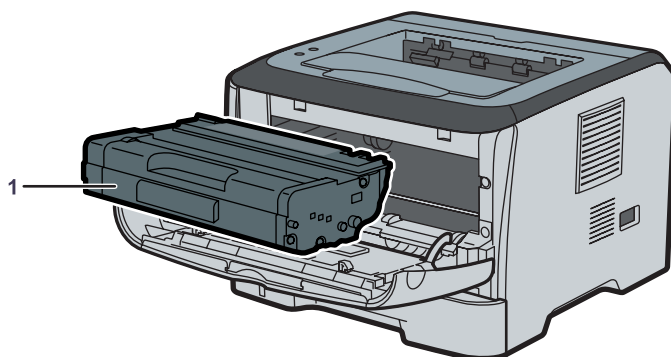
Remove this cover when you load paper larger than A4 in the paper tray.

5. Power Socket

For connecting the power cord to the printer.

Interior

1



BXG005

1. Print Cartridge

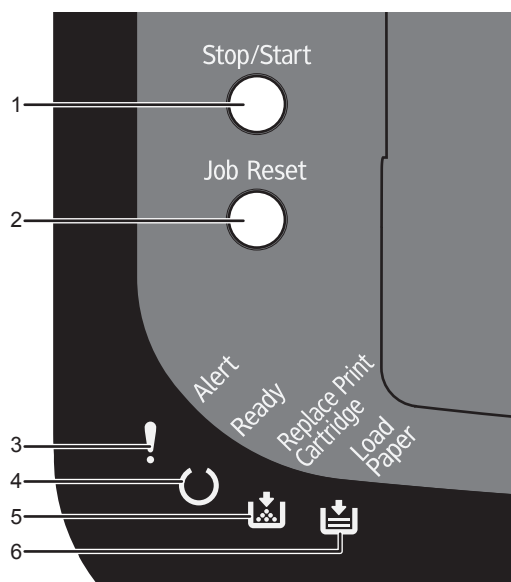
If a toner end indicator on the control panel lights up, replace the print cartridge.

Reference

For details about the messages that appear on the screen when consumables need to be replaced, see p.69 "Error & Status Messages on Smart Organizing Monitor".

Control Panel

1



BXG220

1. [Stop/Start] key

If you press this key, the printer stops receiving data, and printing is not possible. Press the **[Stop/Start]** key again to return to the ready condition.

You can also use this key to print the configuration page. To print the configuration page, turn the printer off and then, while pressing and holding this key down, turn the printer back on, keeping the key pressed until the **Alert** indicator flashes once.

Printing starts approximately 30 seconds after the **Alert** indicator starts flashing.

2. [Job Reset] key

Press this key to cancel a job that is printing out.

You can also use this key to print a test page. To print the test page, turn the printer off and then, while pressing and holding this key down, turn the printer back on, keeping the key pressed until the **Alert** indicator flashes once.

Printing starts approximately 30 seconds after the **Alert** indicator starts flashing.

3. Alert Indicator

Lights up whenever a printer error occurs. Use Smart Organizing Monitor to check the error.

4. Ready Indicator

Lights up when the printer is ready to receive data from a computer. Flashes when the printer is warming up or receiving data.

5. Replace Print Cartridge Indicator

Blinks when the toner amount is approaching exhaustion. Lights up when the toner is empty.

6. Load Paper Indicator

Lights up when a paper tray is empty or unattached.

Reference

For printing the configuration page, see Software Guide.

2. Installing the Printer and Options

Installing the Printer

This section describes how to install the printer and perform settings after installation.

Where to Put the Printer

The printer's location should be carefully chosen because environmental conditions greatly affect its performance.

⚠ WARNING:

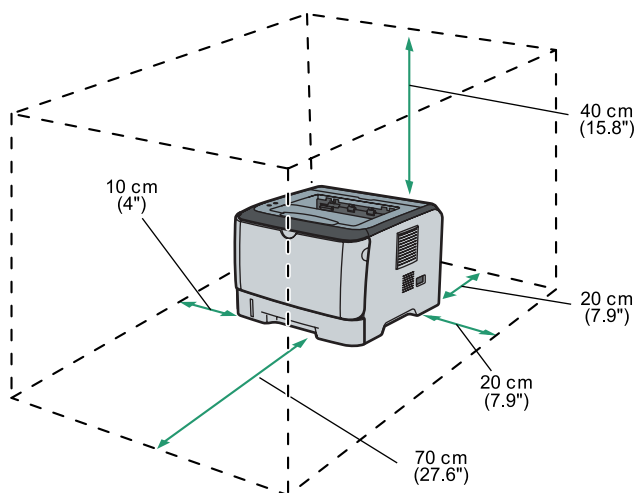
- ***The supplied power cord is for use with this equipment only. Do not use with other appliances. Doing so may result in fire, electric shock, or injury.***
- ***Keep the machine away from flammable liquids, gases, and aerosols. A fire or an electric shock might occur.***
- ***The wall outlet shall be installed near the machine and shall be easily accessible.***
- ***Connect the machine only to the power source described in this manual. Connect the power cord directly into a wall outlet and do not use an extension cord. Do not damage, break or make any modifications to the power cord. Do not place heavy objects on it. Do not pull it hard nor bend it more than necessary. These actions could cause an electric shock or fire.***
- ***Power cords that are damaged, broken, modified, trapped under heavy objects, pulled hard, or bent severely are electric shock and fire hazards.***
- ***Touching the prongs of the power cable's plug with anything metallic constitutes a fire and electric shock hazard.***
- ***Keep the polythene materials (bags, gloves, etc.) supplied with this machine away from babies and small children at all times. Suffocation can result if polythene materials are brought into contact with the mouth or nose.***

⚠ CAUTION:

- *Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur. Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.*
- *Keep the machine in an area that is within optimum environmental conditions. Operating the machine in an environment that is outside the recommended ranges of humidity and temperature can cause an electrical fire hazard. Keep the area around the socket free of dust. Accumulated dust can become an electrical fire hazard.*
- *Make sure the room where you are using the machine is well ventilated and spacious. Good ventilation is especially important when the machine is used heavily.*
- *Machine sound levels exceeding $L_{WAd} > 65.8\text{dB (A)}$ are not suitable for desk work environments, so place the machine in another room.*
- *When new, electrical devices containing volatile materials will normally release emissions into the air of their vicinity. For this reason, for the first few days after installation of a new device, strong ventilation inside the room where it is placed is necessary.*

❖ Space Required for Installation

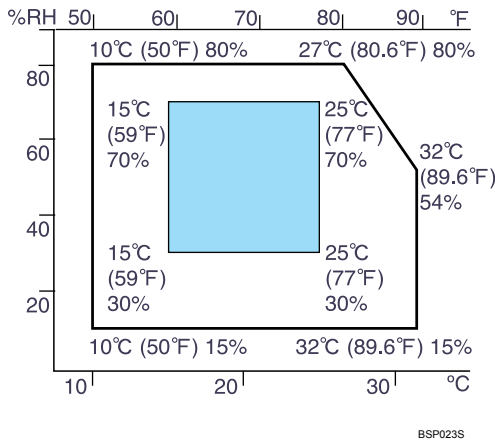
The recommended (or minimum) space requirements are as follows:



BXG007

❖ Optimum Environmental Conditions

Permissible and recommended temperature and humidity ranges are as follows:



- White area: Permissible Range
- Gray area: Recommended Range

Note

- ☐ To avoid buildup of ozone, be sure to locate this machine in a large, well ventilated room that has an air turnover of more than 30 m³/hr/person.
- ☐ When you use this machine for a long time in a confined space without good ventilation, you may detect an odd smell. To keep the workplace comfortable, we recommend that you keep it well ventilated.

❖ Environments to Avoid

Important

- ☐ Areas exposed to direct sunlight or strong light
- ☐ Dusty areas
- ☐ Areas with corrosive gases
- ☐ Areas that are excessively cold, hot, or humid
- ☐ Areas directly exposed to currents of hot, cold, or room-temperature air from air conditioners
- ☐ Areas directly exposed to radiant heat from heaters
- ☐ Locations near air conditioners, heaters, or humidifiers
- ☐ Locations near other electronic equipment
- ☐ Locations subject to frequent strong vibration

❖ Power Source

Connect the power cable to a power source of the following specification:

- **120V**: 120 V, 60 Hz, 10 A or more (when fully equipped)
- **220-240V**: 220-240 V, 50/ 60 Hz, 5 A or more (when fully equipped)

Unpacking

To protect it from shock and vibration during transit, this printer comes packaged in cushioning foam and secured with tape. Remove these protective materials after bringing the printer to where it will be installed.

⚠ **WARNING:**

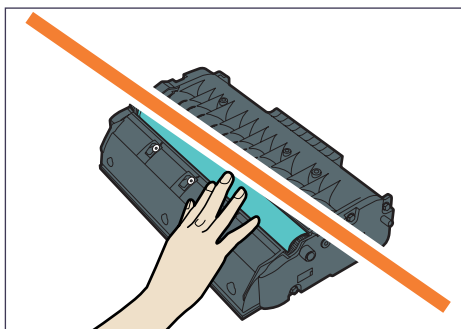
- ***Do not incinerate used toner or toner containers. Toner dust might ignite when exposed to an open flame. Dispose of used toner containers in accordance with local regulations.***
- ***Do not store toner, used toner, or toner containers in a place with an open flame. The toner might ignite and cause burns of a fire.***

⚠ **CAUTION:**

- *Keep toner (used or unused) and toner containers out of reach of children.*
- *If toner or used toner is inhaled, gargle with plenty of water and move into a fresh air environment. Consult a doctor if necessary.*
- *If toner or used toner gets into your eyes, flush thoroughly with eyewash or water. Consult a doctor if necessary.*
- *If toner or used toner is swallowed, dilute by drinking a large amount of water. Consult a doctor if necessary.*
- *The printer weighs approximately 12 kg (26.4 lb.). When moving the machine, use the inset grips on both sides, and lift slowly. The machine will break or cause injury if dropped.*

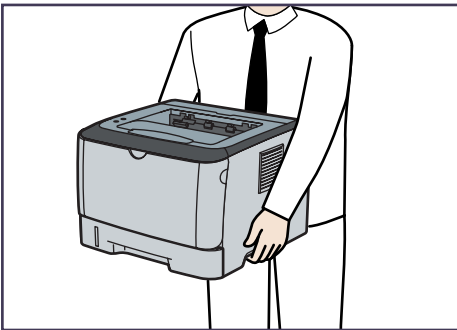
🔊 **Important**

- ☐ Removed tape is dirty. Be careful not to let it touch your hands or clothes.
- ☐ Leave the tape holding the paper feed tray and cover in place while moving the printer.
- ☐ Lower the printer slowly and carefully to prevent trapping your hands.
- ☐ Do not grip on the tray area when lifting the printer.
- ☐ Do not allow paper clips, staples, or other small metallic objects to fall inside the printer.
- ☐ Keep the uncovered print cartridge away from direct sunlight.
- ☐ Do not touch the print cartridge's photo conductor.



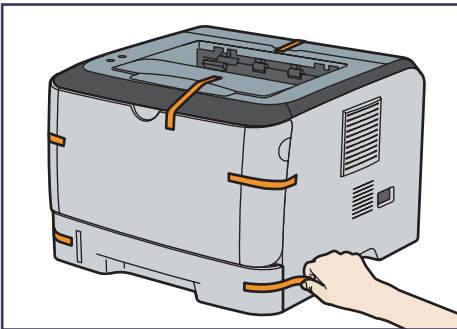
BSP024S

- 1** Take out the printer from the box, and then remove the plastic bag.
- 2** Lift the printer by using the inset grips on both sides of the printer.

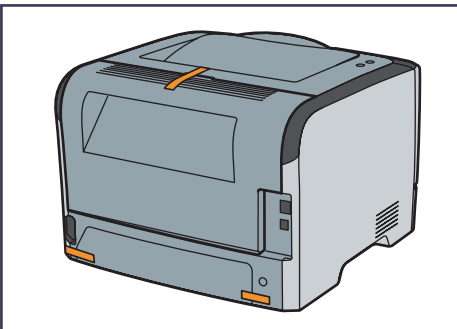


BXG010

- 3** Remove the protective materials attached on the printer's exterior.



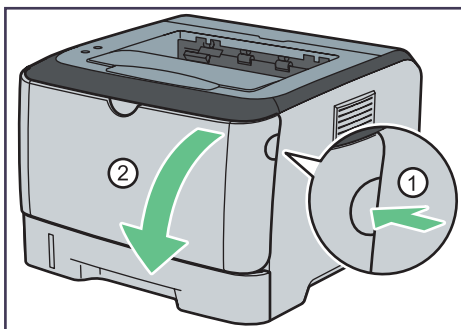
BXG011



BXG012

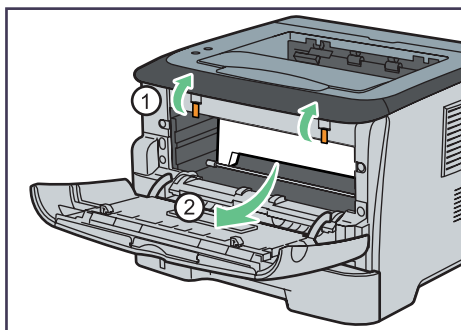
The actual printer may come with protective materials attached in different positions. Make sure to check the printer's exterior for all protective materials, and remove them completely.

- 4** Push the side button to open the front cover, and then carefully lower it.



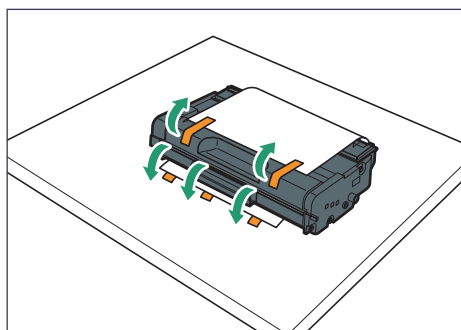
BXG013

- 5** Remove the protective material attached inside the printer.



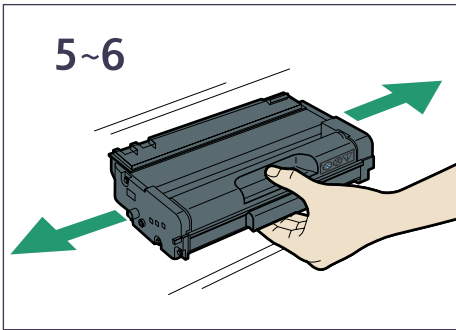
BXG014

- 6** Unpack the print cartridge. Then, place it on a flat surface, and remove the protection sheet.



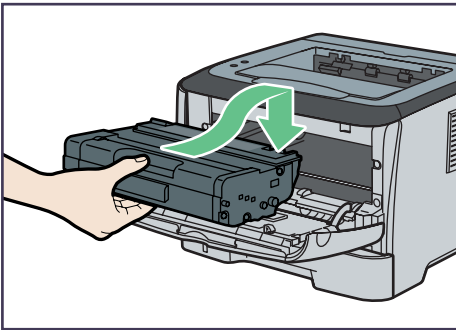
BSP037S

Shake the print cartridge from side to side five or six times.



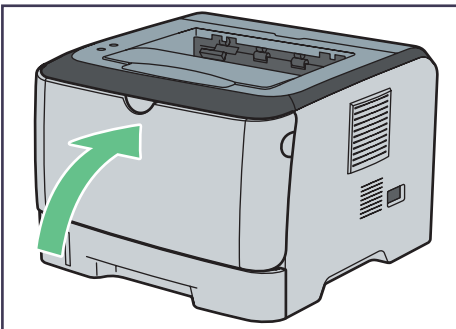
BSP038S

- 7** Slide the print cartridge in horizontally. When the cartridge can go no further, raise it slightly and push it fully in. Then push down on the cartridge until it clicks into place.



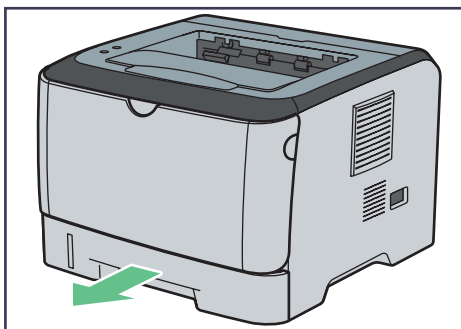
BXG017

- 8** Using both hands, carefully push up the front cover until it closes.



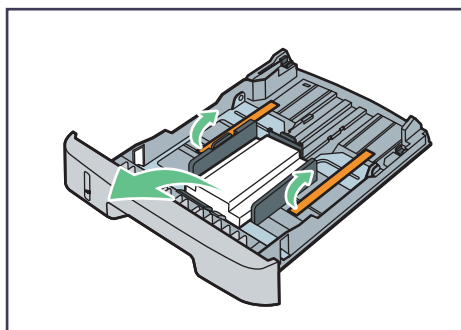
BXG018

- 9** Carefully pull tray 1, and then pull out with both hands.



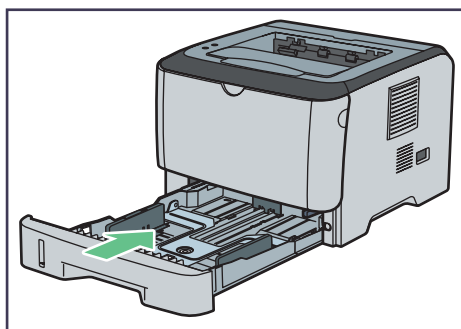
BXG204

- 10** Remove the protective material attached inside the tray.



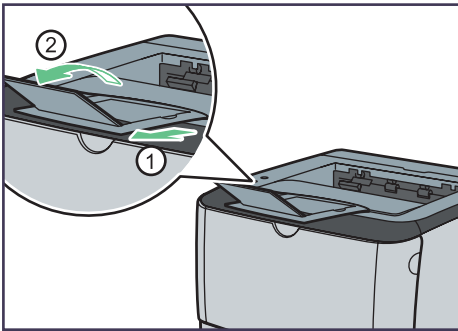
BXG205

- 11** Carefully push tray 1 straight into the printer.



BXG210

12 Pull out and raise the stop fence.



BKG019

2

Turning the Power On

Follow the procedure below to turn the power on.

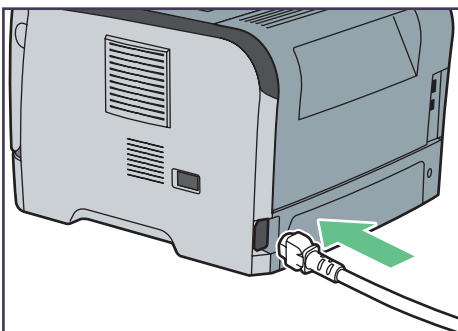
⚠ **WARNING:**

- ***Plug and unplug the power cable with dry hands, or an electric shock could occur.***

⚡ **Important**

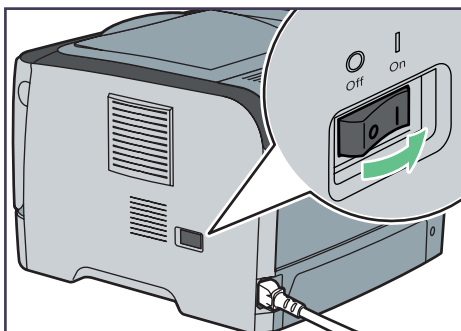
- ☐ Make sure the power cable is plugged securely into the wall outlet.
- ☐ Turn the power switch off when plugging and unplugging the power plug.
- ☐ Do not turn off the power switch until initializing is completed. Doing so results in malfunction.

1 Plug in the power cable.



BKG020

2 Turn the power switch to " | On".

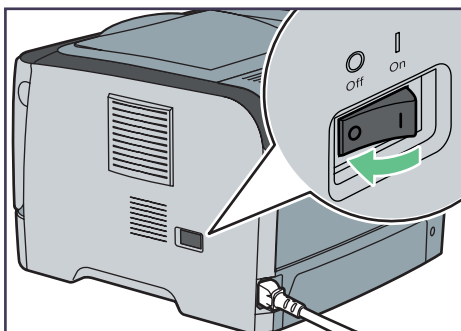


BXG020

The **Ready** indicator on the control panel lights up.

Note

- ☐ Wait until the **Ready** indicator turns on.
- ☐ The printer may make a noise while initializing. This noise does not indicate a malfunction.
- ☐ To turn off the power, turn the power switch to "○ Off".



BXG022

Installing the Optional Paper Feed Unit

This section describes how to install the optional paper feed unit.

⚠ **WARNING:**

- ***Touching the prongs of the power cable's plug with anything metallic constitutes a fire and electric shock hazard.***

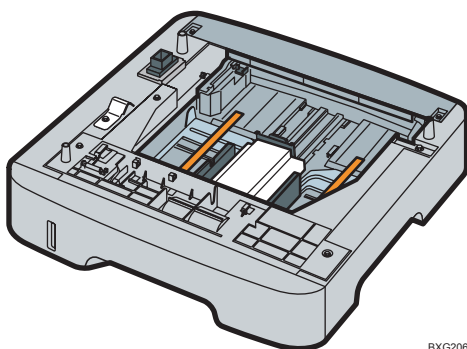
⚠ **CAUTION:**

- *The printer weighs approximately 12 kg (26.4 lb.). When moving the printer, use the inset grips on both sides, and lift slowly in pairs. The printer will break or cause injury if dropped.*
- *Lifting the paper feed unit carelessly or dropping may cause injury.*
- *It is dangerous to handle the plug with wet hands. Doing this may result in receiving an electric shock.*
- *Before moving the printer, unplug the power cord from the wall outlet. If the cord is unplugged abruptly, it could become damaged. Damaged plugs or cords can cause an electrical or fire hazard.*

⚠ **Important**

- ☐ Tray 1 is required to print using the optional paper feed unit. Without Tray 1, paper jams will occur.
- ☐ Certain options might not be available in some countries. For details, contact your local dealer.
- ☐ Do not grip the tray areas when moving the printer.

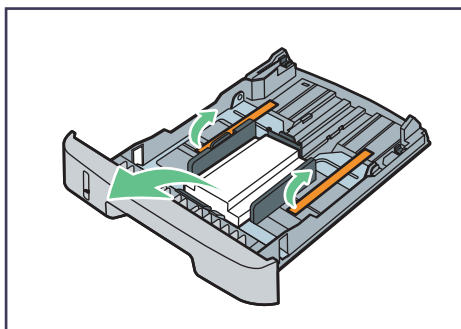
1 Check the package contains the paper feed unit.



BXG206

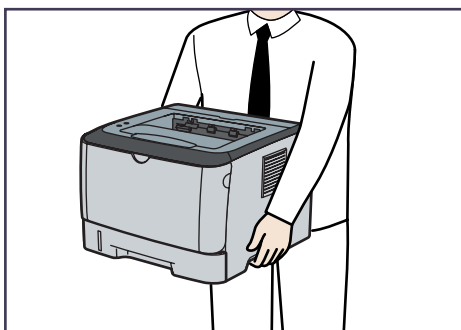
2 Turn off the power, and then unplug the printer's power cord from the wall outlet.

- 3** Remove the protective material attached inside the tray.



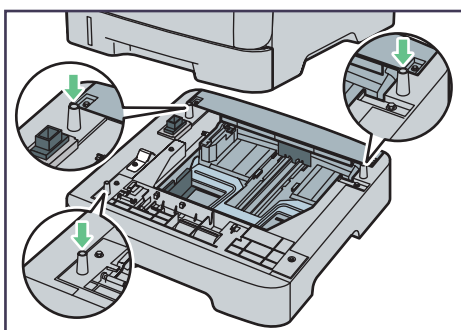
BXG205

- 4** Lift the printer using the inset grips on both sides.



BXG010

- 5** There are three upright pins on the optional paper feed unit. Align them with the holes on the underside of the printer, and then carefully lower the printer onto them.



BXG024

- 6** After installing the option, print the configuration page to confirm the installation.

If it is installed properly, "Tray 2" will appear under "Tray Info" on the configuration page.

 **Note**

- ☐ When moving the printer, remove the optional paper feed unit.
- ☐ After installing the optional paper feed unit, select tray 2 in the printer driver. For details, see the printer driver Help.
- ☐ If the optional paper feed unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.

 **Reference**

For loading paper into the paper tray, see p.41 “Loading Paper”.

For printing the configuration page, see Software Guide.

When adjusting the printing position, see Software Guide.

3. Connecting the Printer

Network Connection

Follow the procedure below to connect the printer to a computer through a network. Prepare the hub and other network devices before connecting the 10BASE-T or 100BASE-TX cable to the printer's Ethernet port.

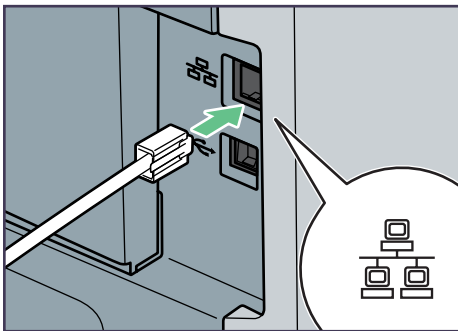
⚠ CAUTION:

- *Do not connect the Ethernet port of the printer to a network that may supply excess voltage, such as a telephone line. Doing so may result in fire or electric shock.*

⚡ Important

- ☐ Use shielded Ethernet cable. Unshielded cables create electromagnetic interference that could cause malfunctions.
- ☐ The Ethernet cable is not supplied with this printer. Select your cable according to the network environment.

1 Connect the Ethernet cable to the Ethernet port.



BXG026

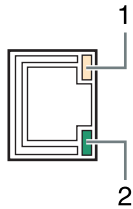
2 Connect the cable to the network (e.g., a network hub).

🔍 Reference

For details about network environment settings, see Software Guide.

For details about installing printer drivers for network connection, see Software Installation Guide for Network Connection.

Reading the LED Lamps



BSP048S

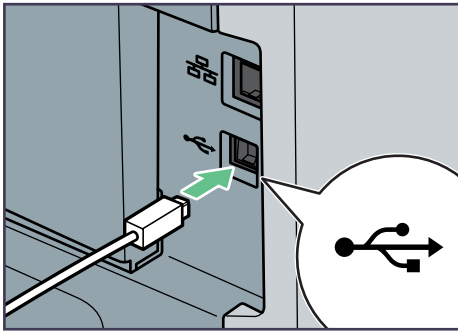
- 1. Yellow:** Lights up when 10BASE-T connection is properly established. Flashes when data is being transmitted.
- 2. Green:** Lights up when 100BASE-TX connection is properly established. Flashes when data is being transmitted.

USB Connection

Important

- ☐ USB 2.0 interface cable is not supplied. Obtain a USB cable that is correct for the computer you are using.
- ☐ USB connection is possible under Windows 2000/XP/Vista, Windows Server 2003/2003 R2/2008, and Mac OS X.
- ☐ USB connection with Macintosh is only possible via the printer's USB port.

1 Connect the square-shaped connector of the USB 2.0 cable to the USB port.



BXG025

2 Connect the opposite end's flat connector to your computer's USB interface or USB hub.

Reference

For details about installing printer drivers for USB connection, see Software Guide.

4. Paper and Other Media

Supported Paper for Each Tray

This section describes the type, size, and weight of paper that can be loaded into each tray. The capacity of each paper tray is also provided.

Note

- ☐ All paper must be set vertically, regardless of the paper size.

❖ **Tray 1**

Type	Size	Weight	Capacity
Plain paper	A4	52 to 162 g/m ² (13.8 to 43.0 lb.)	250 (80 g/m ² , 20 lb.)
Thin paper	B5 JIS		
Thick paper 1	A5		
Thick paper 2	B6-S		
Recycled paper	A6		
Color paper	Legal (8 ¹ / ₂ " × 14")		
Preprinted paper	Letter (8 ¹ / ₂ " × 11")		
Prepunched paper	Half Letter-S (5 ¹ / ₂ " × 8 ¹ / ₂ ")		
Letterhead	Executive (7 ¹ / ₄ " × 10 ¹ / ₂ ")		
Bond paper	8" × 13"		
Cardstock	8 ¹ / ₂ " × 13"		
Label paper	Folio (8 ¹ / ₄ " × 13")		
	16K (195 × 267 mm)		
	Custom size: 100 to 216 mm in width, 148 to 356 mm in length (3.94 to 8.50 inches in width, 5.83 to 14.02 inches in length)		

❖ **Tray 2 (option)**

Type	Size	Weight	Capacity
Plain paper	A4	60 to 105 g/m ² (16.0 to 28.0 lb.)	250 (80 g/m ² , 20 lb.)
Thin paper	B5 JIS		
Thick paper 1	A5		
Recycled paper	Legal (8 ¹ / ₂ " × 14")		
Color paper	Letter (8 ¹ / ₂ " × 11")		
Preprinted paper	Half Letter-S (5 ¹ / ₂ " × 8 ¹ / ₂ ")		
Prepunched paper			
Letterhead			

❖ Bypass tray

Type	Size	Weight	Capacity
Plain paper	A4	52 to 162 g/m ² (13.8 to 43.0 lb.)	50 (80 g/m ² , 20 lb.)
Thin paper	B5 JIS		
Thick paper 1	A5		
Thick paper 2	B6-S		
Recycled paper	A6		
Color paper	Legal (8 ¹ / ₂ " × 14")		
Preprinted paper	Letter (8 ¹ / ₂ " × 11")		
Prepunched paper	Half Letter-S (5 ¹ / ₂ " × 8 ¹ / ₂ ")		
Letterhead	Executive (7 ¹ / ₄ " × 10 ¹ / ₂ ")		
Bond paper	16K (195 mm × 267 mm)		
Cardstock	Com 10 (4 ¹ / ₈ " × 9 ¹ / ₂ ")		
Label paper	Monarch (3 ⁷ / ₈ " × 7 ¹ / ₂ ")		
OHP transparencies	C5 Env (162 × 229 mm)		
Envelope	C6 Env (114 × 162 mm)		
	DL Env (110 × 220 mm)		
	Custom size: 90 to 216 mm in width, 140 to 356 mm in length (3.54 to 8.50 inches in width, 5.51 to 14.02 inches in length)		

 **Note**

- ☐ The number of sheets that can be printed in one minute may become lower than normal when printing on Legal size paper.

Paper Recommendations

Loading Paper

Important

- ☐ Do not use ink-jet printer paper because it may stick to the fusing unit and cause a paper misfeed.
- ☐ When printing on OHP transparencies that have a print side, load them with the print side over on the bypass tray. Not taking this precaution may cause them to stick to the fusing unit and cause misfeeds.
- ☐ Set the paper as described below
 - Tray 1: Print side facing down
 - Paper Feed Unit (Tray 2): Print side facing down
 - Bypass Tray: Print side facing up
- ☐ Print quality cannot be guaranteed if paper other than the ones recommended is used. For more information about recommended paper, contact your sales or service representative.
- ☐ Do not use paper that has already been printed onto by other printers.
- ☐ Specify the paper size and type using Smart Organizing Monitor.
- ☐ The remaining paper indicator on the left front side of the paper tray shows approximately how much paper is remaining.

Storing Paper

- Paper should always be stored properly. Improperly stored paper might result in poor print quality, paper misfeeds, or printer damage. Recommendations are as follows:
 - Avoid storing paper in humid areas.
 - Avoid exposing paper to direct sunlight.
 - Store on a flat surface.
- Keep paper in the package in which the paper came.

Types of Paper and Other Media

This section provides information about the types of paper supported by this printer and cautions for use.

Setting the paper type

Use the printer driver or Smart Organizing Monitor to specify the paper type you want to use.

❖ Printer driver

On the printer driver screen, click the **[Paper]** tab, and then select a paper type under **[Paper Type:]**.

❖ Smart Organizing Monitor

In the Smart Organizing Monitor dialog box, click the **[User Tools]** tab, and then click the **[Printer Configuration]** button.

In the dialog box that appears, click the **[Paper Input]** tab, and then select the paper type from the **[Paper Type:]** list for **[Tray 1]** and/or **[Tray 2]**.

Types of paper

❖ Plain paper

Item	Description
Paper thickness	65 to 99 g/m ² (17.1 to 26.5 lb.)
Supported paper tray	Any input tray can be used.
Duplex supported size	A4, Legal (8 ¹ / ₂ " × 14"), Letter (8 ¹ / ₂ " × 11")

❖ Thick paper

Item	Description
Paper thickness	100 to 162 g/m ² (26.6 to 43.0 lb.) <ul style="list-style-type: none"> [Thick Paper 1]: 100 to 130 g/m² (26.6 to 34.6 lb.) [Thick Paper 2]: 131 to 162 g/m² (34.7 to 43.0 lb.)
Supported paper tray	<ul style="list-style-type: none"> [Thick Paper 1]: Any input tray can be used (however, tray 2 only supports thick paper weighing 100 to 105 g/m², 26.6 to 28.0 lb.). [Thick Paper 2]: Tray 1 and bypass tray
Duplex supported size	<ul style="list-style-type: none"> [Thick Paper 1] (thick paper weighing 100 to 105 g/m², 26.6 to 28.0 lb., only): A4, Legal (8¹/₂" × 14"), Letter (8¹/₂" × 11") [Thick Paper 2]: None

Item	Description
Notes	<ul style="list-style-type: none"> The number of sheets that can be printed in one minute is approximately half that of plain paper. The number of sheets that can be printed in one minute may become lower than normal when printing on paper of the following sizes: A4, Legal (8¹/₂ " × 14 "), Letter (8¹/₂ " × 11 "), 8 " × 13 " , 8¹/₂ " × 13 " , Folio (8¹/₄ " × 13 "), or 16K (195 × 267 mm). When using 135 g/m² (35.9 lb.) or heavier paper, prints may be output with strong curls. When using 135 g/m² (35.9 lb.) or heavier paper, take prints from the output tray frequently.

❖ Thin paper

Item	Description
Paper thickness	52 to 64 g/m ² (13.8 to 17.0 lb.)
Supported paper tray	Any input tray can be used (however, tray 2 only supports thin paper weighing 60 to 64 g/m ² , 16.0 to 17.0 lb.).
Duplex supported size	A4, Legal (8 ¹ / ₂ " × 14 "), Letter (8 ¹ / ₂ " × 11 ")

❖ Recycled paper

Item	Description
Paper thickness	75 to 90 g/m ² (20 to 24.0 lb.)
Supported paper tray	Any input tray can be used.
Duplex supported size	A4, Legal (8 ¹ / ₂ " × 14 "), Letter (8 ¹ / ₂ " × 11 ")
Notes	If the paper thickness is outside the specified range, select [Thin Paper] , [Thick Paper 1] or [Thick Paper 2] .

❖ Color paper

Item	Description
Paper thickness	75 to 90 g/m ² (20 to 24.0 lb.)
Supported paper tray	Any input tray can be used.
Duplex supported size	A4, Legal (8 ¹ / ₂ " × 14 "), Letter (8 ¹ / ₂ " × 11 ")
Notes	If the paper thickness is outside the specified range, select [Thin Paper] , [Thick Paper 1] or [Thick Paper 2] .

❖ **Preprinted paper**

Item	Description
Paper thickness	75 to 90 g/m ² (20 to 24.0 lb.)
Supported paper tray	Any input tray can be used.
Duplex supported size	A4, Legal (8 ¹ / ₂ " × 14 "), Letter (8 ¹ / ₂ " × 11 ")
Notes	If the paper thickness is outside the specified range, select [Thin Paper] , [Thick Paper 1] or [Thick Paper 2] .

❖ **Prepunched paper**

Item	Description
Paper thickness	75 to 90 g/m ² (20 to 24.0 lb.)
Supported paper tray	Any input tray can be used.
Duplex supported size	A4, Legal (8 ¹ / ₂ " × 14 "), Letter (8 ¹ / ₂ " × 11 ")
Notes	If the paper thickness is outside the specified range, select [Thin Paper] , [Thick Paper 1] or [Thick Paper 2] .

❖ **Letterhead**

Item	Description
Paper thickness	75 to 90 g/m ² (20 to 24.0 lb.)
Supported paper tray	Any input tray can be used.
Duplex supported size	A4, Legal (8 ¹ / ₂ " × 14 "), Letter (8 ¹ / ₂ " × 11 ")
Notes	Paper that has a thickness outside the specified range cannot be printed onto.

❖ **Bond paper**

Item	Description
Paper thickness	105 to 160 g/m ² (28.0 to 42.6 lb.)
Supported paper tray	Tray 1 and bypass tray
Duplex supported size	None
Notes	<ul style="list-style-type: none"> The number of sheets that can be printed in one minute is approximately half that of plain paper. When using 135 g/m² (35.9 lb.) or heavier paper, prints may be output with strong curls. When using 135 g/m² (35.9 lb.) or heavier paper, take prints from the output tray frequently. If the paper thickness is outside the specified range, select [Plain Paper] or [Thick Paper 1].

❖ **Cardstock**

Item	Description
Paper thickness	105 to 160 g/m ² (28.0 to 42.6 lb.)
Supported paper tray	Tray 1 and bypass tray
Duplex supported size	None
Notes	<ul style="list-style-type: none"> • The number of sheets that can be printed in one minute is approximately half that of plain paper. • When using 135 g/m² (35.9 lb.) or heavier paper, prints may be output with strong curls. • When using 135 g/m² (35.9 lb.) or heavier paper, take prints from the output tray frequently. • Paper thicker than 160 g/m² cannot be printed onto.

❖ **Label paper**

Item	Description
Supported paper tray	Tray 1 and bypass tray
Duplex supported size	None
Notes	<ul style="list-style-type: none"> • The number of sheets that can be printed in one minute is approximately half that of plain paper. • Avoid using adhesive label paper on which glue is exposed. Glue may stick to the inner parts of the printer, which can cause paper feed problems, deterioration in print quality, or premature wear of the print cartridge's photo conductor unit.

❖ **OHP transparencies**

Item	Description
Supported paper tray	Bypass tray
Duplex supported size	None
Notes	<ul style="list-style-type: none"> • When loading OHP transparencies, take care not to load them upside down. Doing so may cause a malfunction. • It is recommended to place one sheet at a time. • Make sure to fan OHP transparencies every time before printing. Leaving OHP transparencies loaded in the bypass tray may cause them to stick together and result in a misfeed. • If multiple OHP transparencies are fed at the same time, load them one by one. • When printing on OHP transparencies, remove the transparencies one by one as they are output.

❖ Envelope

Item	Description
Supported paper tray	Bypass tray
Duplex supported size	None
Notes	<ul style="list-style-type: none"> • Avoid using self-adhesive envelopes. They may cause printer malfunctions. • The number of envelopes that can be printed in one minute is approximately half that of plain paper. • If printed envelopes come out badly creased, load the envelopes in the opposite direction. Also, configure the printer driver to rotate the print object 180 degrees. For details about changing the loading orientation, see the printer driver Help.

4

Paper Not Supported by This Printer

Avoid using the following paper as they are not supported by this printer.

- Paper meant for an ink-jet printer
- Bent, folded, or creased paper
- Curled or twisted paper
- Torn paper
- Wrinkled paper
- Damp paper
- Paper that is dry enough to emit static electricity
- Paper that has already been printed onto, except a preprinted letterhead. Malfunctions are especially likely when using paper printed on by other than a laser printer (e.g. monochrome and color copiers, ink-jet printers, etc.)
- Special paper, such as thermal paper, aluminum foil, carbon paper and conductive paper
- Paper whose weight is heavier or lighter than the limitation
- Paper with windows, holes, perforations, cutouts, or embossing
- Adhesive label paper on which the adhesive underlayer or base paper is exposed
- Paper with clips or staples
- Do not use ink-jet printer paper because it may stick to the fusing unit and cause a paper jam.
- Do not use paper that has already been printed onto by other printers.

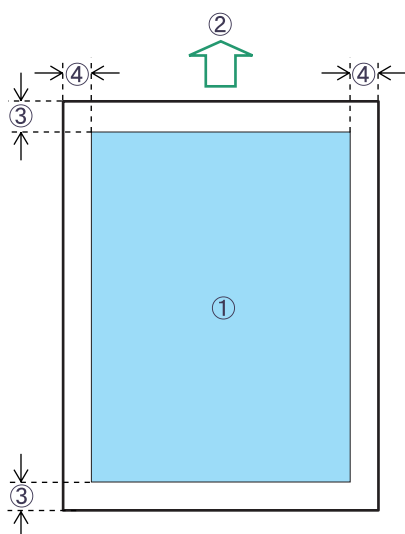
Note

- ❑ Even supported types of paper may cause paper jams or malfunctions if the paper is not in good condition.

Print Area

The following shows the print area for this printer. Be sure to set the print margins correctly by the application.

❖ Paper



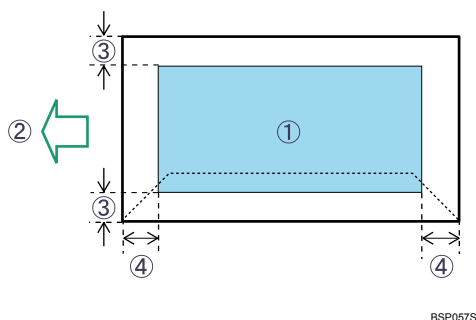
BSP056S

- ① Print area
- ② Feed direction
- ③ Approximately 4.2 mm (0.17 inches)
- ④ Approximately 4.2 mm (0.17 inches)

Note

- ☐ The print area may vary depending on the paper size, printer language and printer driver settings.

❖ Envelope



- ① Print area
- ② Feed direction
- ③ Approximately 4.2 mm (0.17 inches)
- ④ Approximately 4.2 mm (0.17 inches)

Note

- ☐ The print area may vary depending on the paper size, printer language and printer driver settings.
- ☐ For better print quality, we recommend the right, left, top, and bottom print margins to be at least 15 mm (0.6 inches) each.

Loading Paper

This section describes how to load paper into the paper tray and bypass tray.

⚠ CAUTION:

- *Do not pull out the paper tray forcefully. If you do, the tray might fall and cause an injury.*

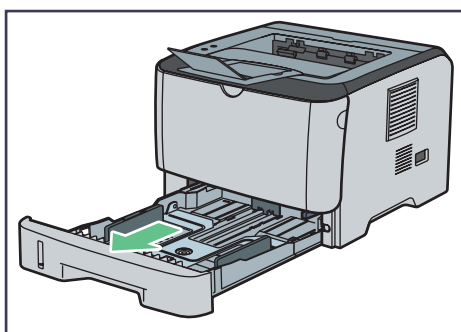
Loading Paper in Tray 1

The following example explains the loading procedure for the standard paper tray (Tray 1). The same procedure can be used for the optional paper feed unit.

⚠ Important

- ☐ Make sure paper is not stacked above the limit mark inside the tray. Misfeeds might occur.
- ☐ After loading paper in the tray, specify the paper type and size using Smart Organizing Monitor.
- ☐ Do not mix different types of paper in the same paper tray.
- ☐ Do not move the side paper guides forcefully. Doing so can damage the tray.
- ☐ Do not move the end paper guide forcefully. Doing so can damage the tray.
- ☐ When inserting the tray, make sure it is not slanted. Inserting it at a slant can damage the printer.
- ☐ Fan the paper thoroughly before loading it in the paper tray.

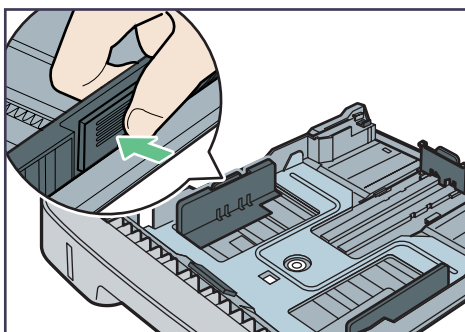
1 Carefully pull tray 1, and then pull out with both hands.



BXG031

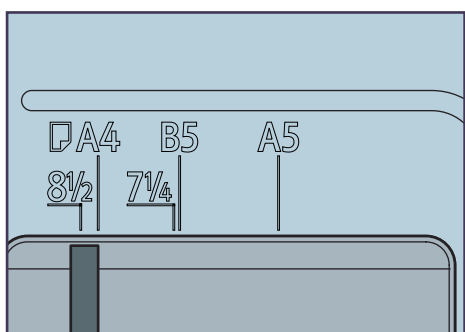
Place the tray on a flat surface.

- 2** Pinch the clip on the side paper guide and slide it to match the standard size.



BXG032

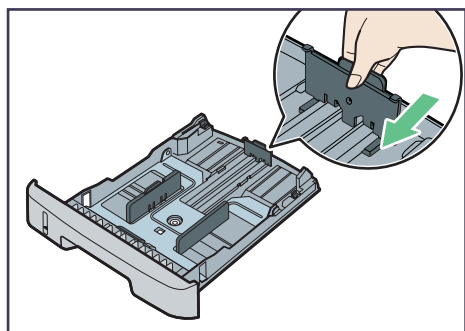
4



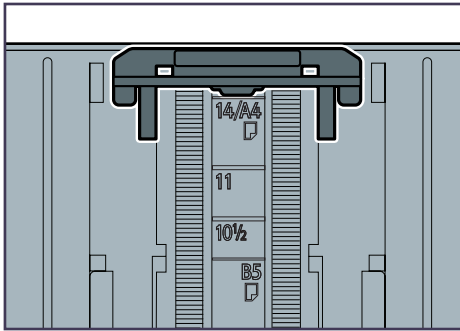
BXG104

When loading custom size paper, position the paper guide slightly wider than the actual paper size.

- 3** Pinch the end paper guide and slide it inward to match the standard size.



BXG105

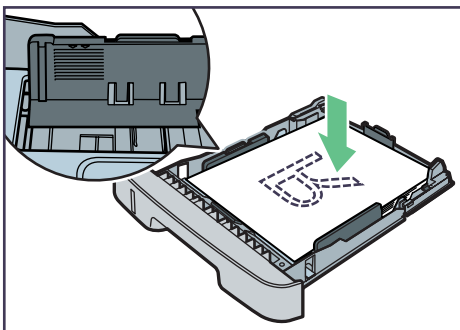


BXG106

When loading custom size paper, position the paper guide slightly wider than the actual paper size.

4 Load the new paper stack print side down.

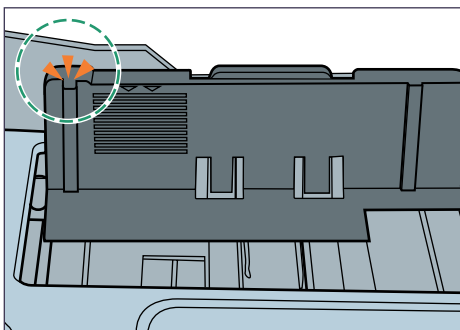
Make sure paper is not stacked higher than the upper limit marked inside the tray.



BXG036

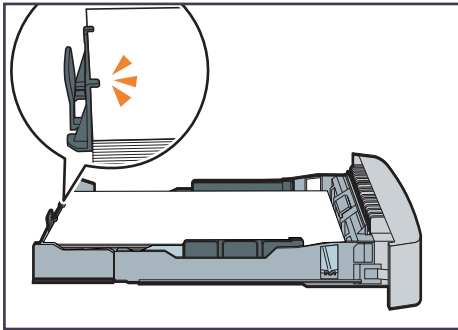
Slide the guides inward, until they are flush against the paper's sides.

Make sure the paper is not stacked higher than the projection on the side paper guides.



BSP065S

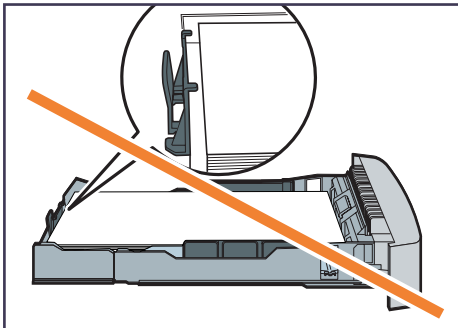
- 5** Check there are no gaps between the paper and the paper guides; both side and end paper guides.



BXG109

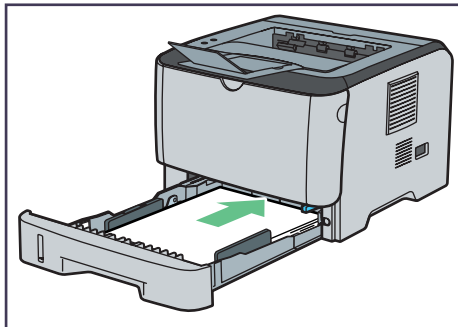
4

If there is a gap between the paper and the end paper guide, as in the example below, the paper might not feed in correctly.



BXG108

- 6** Carefully push tray 1 straight into the printer.



BXG040

To avoid paper jams, make sure the tray is securely inserted.

 **Note**

- ☐ The remaining paper indicator on the left front side of the paper tray shows approximately how much paper is remaining.

Reference

For details about paper types supported by the printer, see p.31 “Supported Paper for Each Tray”.

For details about the paper settings, see p.34 “Types of Paper and Other Media”.

Loading legal size paper

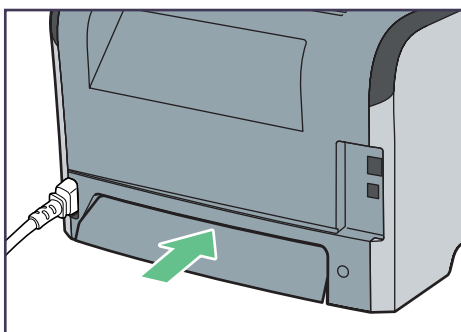
This section explains how to load Legal size paper into the printer.

The same procedure applies to A4 paper (297 mm) or larger.

Important

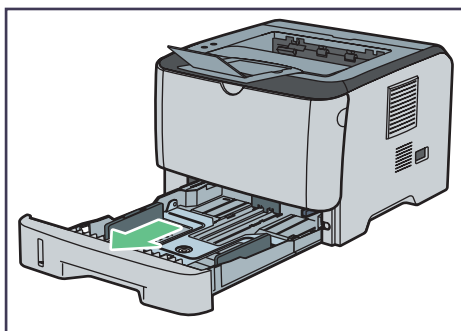
- ☐ Do not move the side paper guides forcefully. Doing so can damage the tray.
- ☐ Do not move the end paper guide forcefully. Doing so can damage the tray.
- ☐ When inserting the tray, make sure it is not slanted. Inserting it at a slant can damage the printer.
- ☐ Fan the paper thoroughly before loading it in the paper tray.

1 Remove the tray 1 rear cover by pushing its center.



BXG041

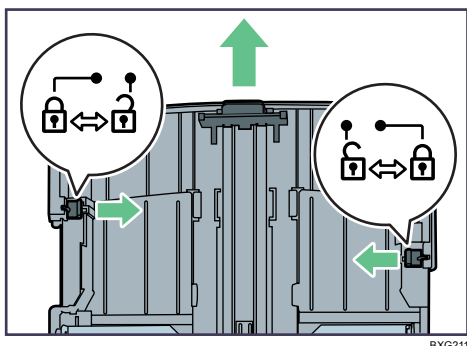
2 Carefully pull tray 1, and then pull out with both hands.



BXG031

Place the tray on a flat surface.

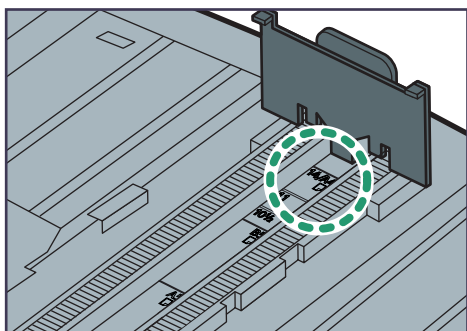
- 3** Release the extender locks on both sides of the tray, and then pull out the extender until it clicks.



BXG211

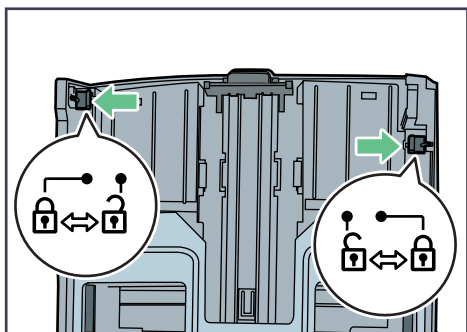
4

After extension, make sure the extender's inner surface and the scale are aligned.



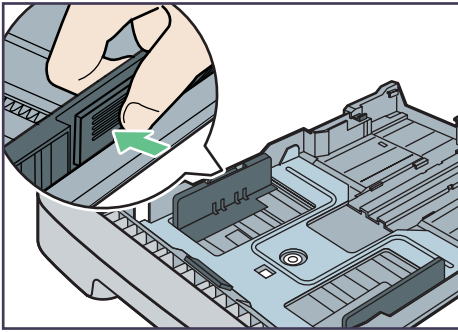
BSP070S

- 4** Lock the extender in the extended position.

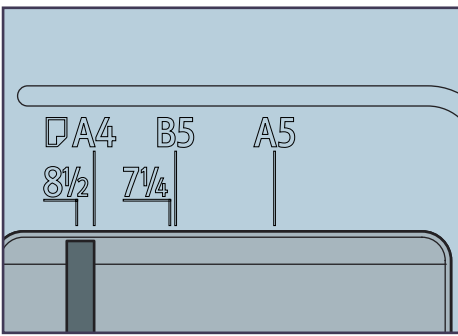


BXG212

- 5** Pinch the clip on the side paper guide, and then slide it to match the standard size.

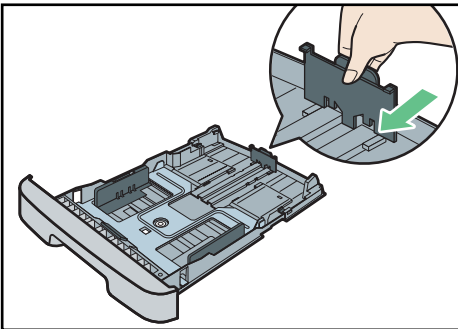


BXG103

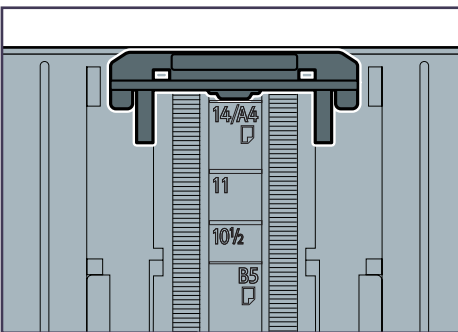


BXG104

- 6** Pinch the end paper guide and slide it inward to match the Legal paper size.



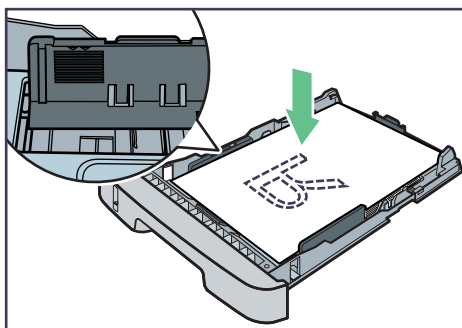
BXG214



BXG106

7 Load the new paper stack print side down.

Make sure paper is not stacked higher than the upper limit marked inside the tray.

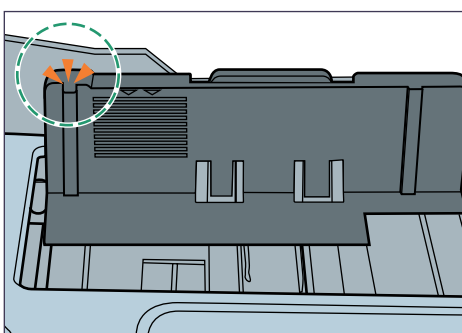


BXG107

4

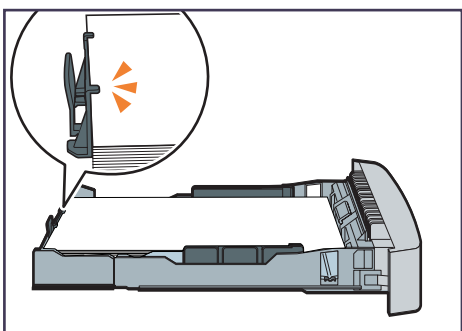
Slide the guides inward, until they are flush against the paper's sides.

Make sure the paper is not stacked higher than the projection on the side paper guides.



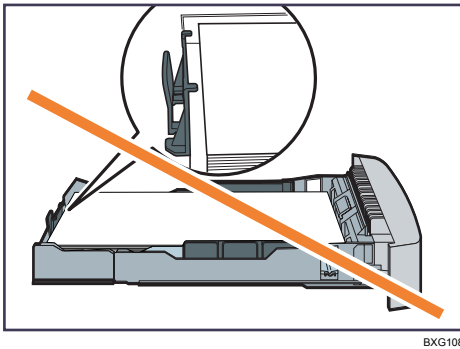
BSP065S

8 Check there are no gaps between the paper and the paper guides; both side and end paper guides.

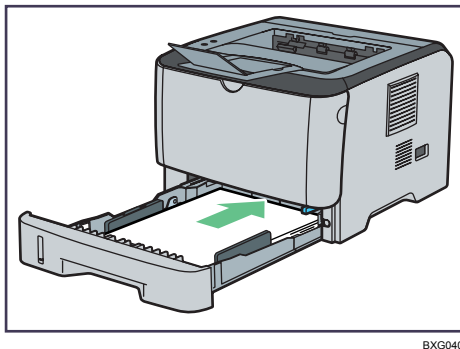


BXG109

If there is a gap between the paper and the end paper guide, as in the example below, the paper might not feed in correctly.



9 Carefully push tray 1 straight into the printer.



To avoid paper jams, make sure the tray is securely inserted.

 **Note**

- ☐ The remaining paper indicator on the left front side of the paper tray shows approximately how much paper is remaining.

 **Reference**

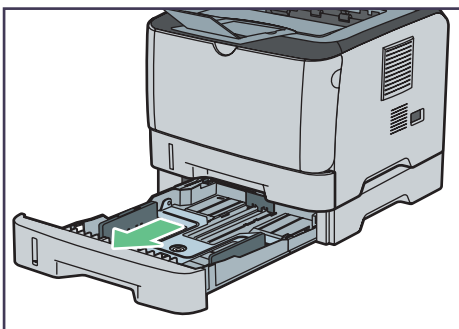
For details about paper types supported by the printer, see p.31 “Supported Paper for Each Tray”.

For details about the paper settings, see p.34 “Types of Paper and Other Media”.

Loading Paper in Tray 2

The following example explains the loading procedure for tray 2.

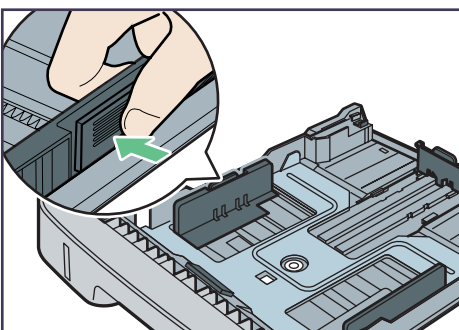
- 1** Pull tray 2, and then pull it out with both hands.



BXG048

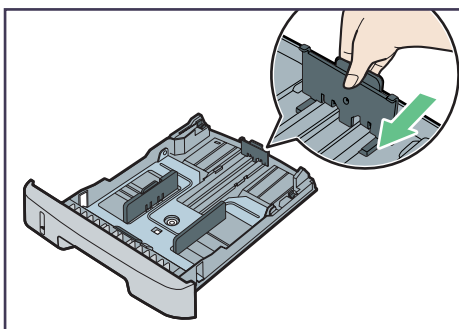
Place the tray on a flat surface.

- 2** Pinch the clips on the side paper guide, and then slide it to match the paper size.

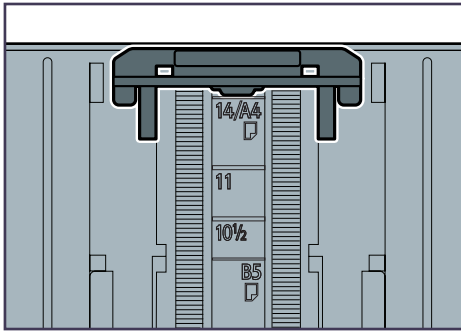


BXG032

- 3** Pinch the clip on the end paper guide and slide it inward to match the paper size.



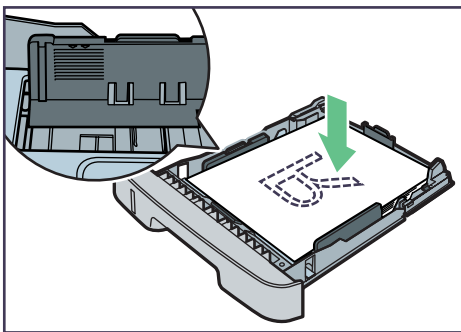
BXG105



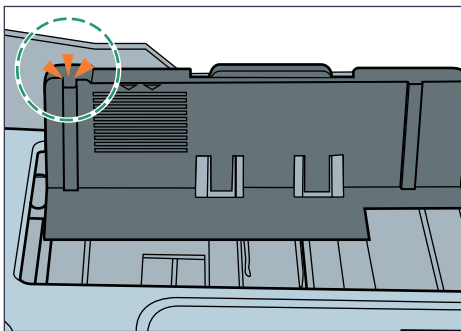
When loading custom size paper, position the paper guide slightly wider than the actual paper size.

4 Load the new paper stack print side down.

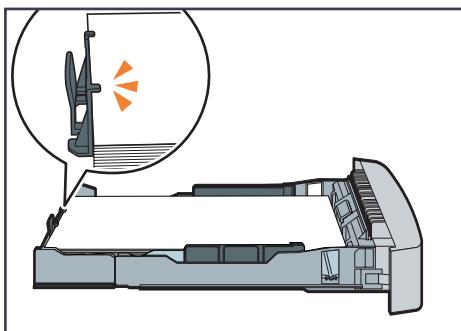
Make sure paper is not stacked higher than the upper limit marked inside the tray.



Make sure the paper is not stacked higher than the projection on the side paper guides.

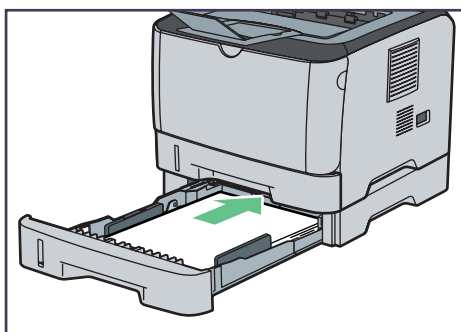


- 5** Check there are no gaps between the paper and the paper guide; both side and end paper guides.



BXG109

- 4** **6** Carefully push tray 2 straight into the printer.



BXG049

 **Note**

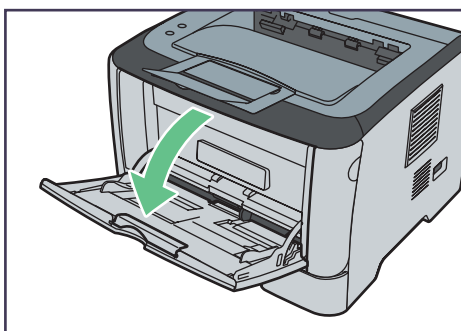
- ☐ The remaining paper indicator on the left front side of the paper tray shows approximately how much paper is remaining.

Loading Paper in the Bypass Tray

Important

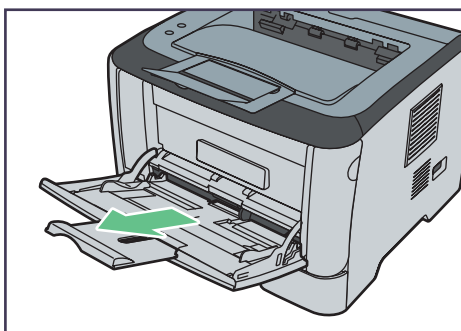
- ☐ Set the size and direction of the loaded paper using Smart Organizing Monitor or the printer driver. Make sure the settings do not conflict. Otherwise, the paper may jam or the print quality may be affected.
- ☐ Load paper with the print side up, and in the short-edge feed direction.
- ☐ If paper is curled, straighten it before loading, by bending it the paper in the opposite direction to the curl, for example.
- ☐ Do not load paper while the printer is printing.
- ☐ You cannot load paper when the printer is in Energy Saver mode. To disable Energy Saver mode, click the **[Stop/Start]** key on the control panel.

1 Open the bypass tray.



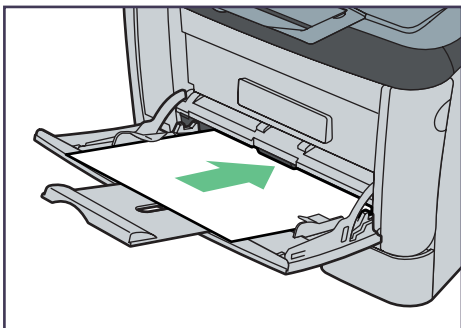
BXG050

If you load A4 (297 mm) or larger size paper, pull out the bypass tray extension.



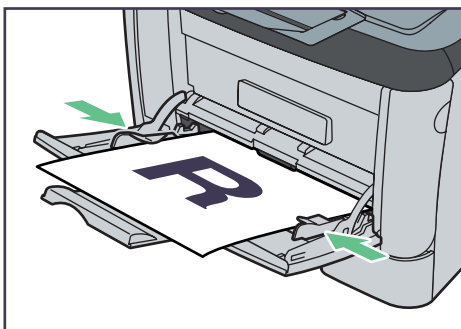
BXG051

- 2** Slide the side guides outward, then load paper with the print side up, and push in until it stops against the printer.



BXG052

- 4** **3** Adjust the side guides to the paper width.



BXG053

 **Note**

- ☐ After loading paper in the tray, specify the paper type and size using Smart Organizing Monitor or the printer driver.


 **Reference**

For details about supported types of paper, see p.31 "Supported Paper for Each Tray".

For details about specifying the paper type and size, see Software Guide.

Loading envelopes

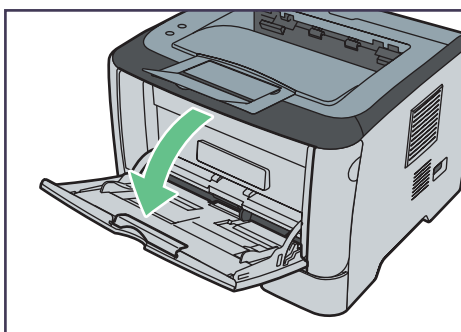
CAUTION:

- *The inside of this machine becomes very hot. Do not touch parts labelled “” (indicating a hot surface).*

Important

- ☐ Before printing on envelopes, make sure to lower the levers on the printer rear, inside the rear cover, to avoid envelopes coming out creased. Also, raise the levers back to their original positions after printing. Leaving the levers lowered can cause print quality problems when printing on paper other than envelopes.
- ☐ Avoid using self-adhesive envelopes. They may cause printer malfunctions.
- ☐ Check there is no air in the envelopes before loading.
- ☐ You can print on envelopes with flaps folded or unfolded. When using envelopes with flaps folded, check that the flaps are folded properly.
- ☐ Load only one size and type of envelope at a time.
- ☐ Before loading envelopes, flatten their leading edges (the edge going into the printer) by running a pencil or ruler across them.
- ☐ Some kinds of envelope might cause misfeeds, wrinkles or print poorly.
- ☐ Print quality on envelopes may be uneven if parts of an envelope have different thicknesses. Print one or two envelopes to check print quality.
- ☐ In a hot and humid environment, the envelope might be output creased or improper printing quality.

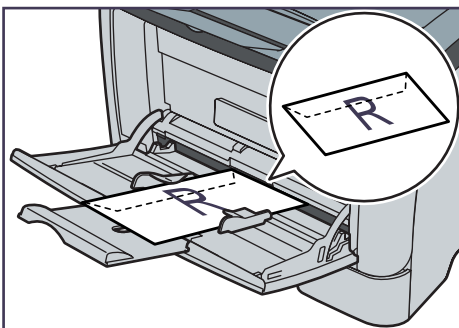
1 Open the bypass tray.



BXG050

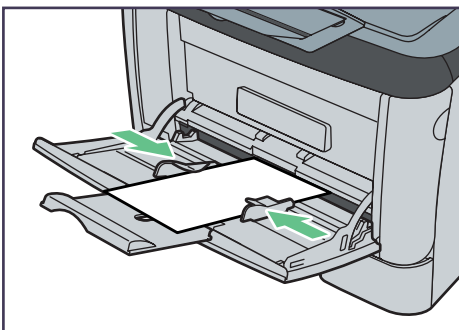
- 2** Slide the side guides outward, then load envelopes with the print side up, and push in until it stops against the printer.

You can print on envelopes with flaps folded or unfolded. When using envelopes with flaps folded, check that the flaps are folded properly and there is no air inside.



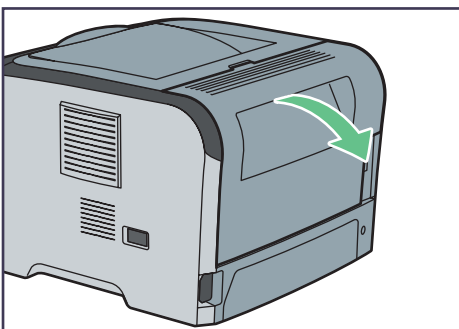
BXG054

- 3** Adjust the side guides to the envelope width.

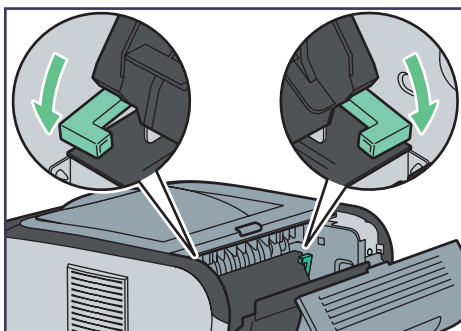


BXG055

- 4** Open the rear cover.

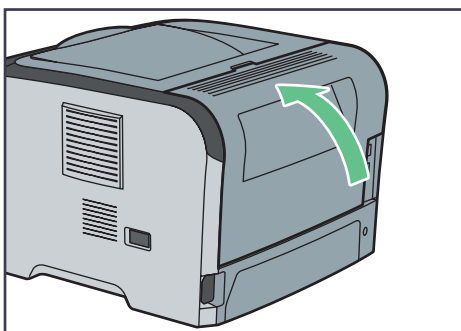


BXG069

5 Lower the green levers on both sides.

BXG056

Make sure to raise the levers back to their original positions after printing.

6 Close the rear cover.

BXG071

Note

- ☐ After loading envelopes in the tray, specify the paper type and size using Smart Organizing Monitor or the printer driver.
- ☐ Be sure to load envelopes so that their flaps are on the left. If you do not, the envelopes will become creased.
- ☐ If printed envelopes come out badly creased, load the envelopes in the opposite direction, and then rotate the print object by 180 degrees using the printer driver before printing. For details, see the printer driver Help.

Reference

For details about supported types of paper, see p.31 "Supported Paper for Each Tray".

For details about specifying the paper type and size, see Software Guide.


5. Replacing Consumables

Replacing the Print Cartridge

WARNING:

- ***Do not incinerate used toner or toner containers. Toner dust might ignite when exposed to an open flame. Dispose used toner containers in accordance with local regulations.***
- ***Do not store toner, used toner, or toner containers in a place with an open flame. The toner might ignite and cause burns of a fire.***
- ***Keep the polythene materials (bags, gloves, etc.) supplied with this machine away from babies and small children at all times. Suffocation can result if polythene materials are brought into contact with the mouth or nose.***

CAUTION:

- *Keep toner (used or unused) and toner containers out of reach of children.*
- *If toner or used toner is inhaled, gargle with plenty of water and move into a fresh air environment. Consult a doctor if necessary.*
- *Avoid getting toner on your clothes or skin when removing a paper jam or replacing toner. If your skin comes into contact with toner, wash the affected area thoroughly with soap and water.*
- *If toner gets on your clothing, wash with cold water. Hot water will set the toner into the fabric and may make removing the stain impossible.*
- *If toner or used toner gets into your eyes, flush thoroughly with eyewash or water. Consult a doctor if necessary.*
- *If toner or used toner is swallowed, dilute by drinking a large amount of water. Consult a doctor if necessary.*
- *The inside of this machine becomes very hot. Do not touch parts labelled “” (indicating a hot surface).*

Important

- ☐ Store print cartridges in a cool dark place.
- ☐ Actual printable numbers vary depending on image volume and density, number of pages printed at a time, paper type and size, and environmental conditions such as temperature and humidity. Toner quality degrades over time. Early replacement of the print cartridge might be necessary. Therefore, we recommend you always keep a new print cartridge ready.
- ☐ For good print quality, the supplier recommends that you use genuine toner from the supplier.
- ☐ The supplier shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the supplier with your office products.

❖ When to replace the print cartridge

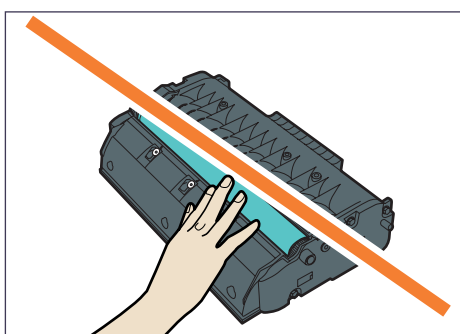
If the **Alert** indicator or **Replace Print Cartridge** indicator on the control panel light up, or the following message appears on the Smart Organizing Monitor dialog box, replace the print cartridge.

"No Toner."

"No Toner or Waste Toner full."

⚠ Important

- ☐ Do not allow paper clips, staples, or other small metallic objects to fall inside the printer.
- ☐ Do not expose the print cartridge without its cover to direct sunlight for a long time.
- ☐ Do not touch the print cartridge's photo conductor unit.

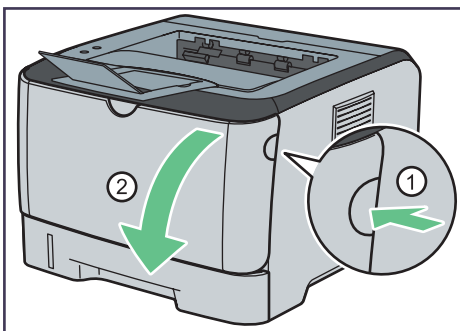


BSP024S

- ☐ If toner runs out, you cannot print until the print cartridge is replaced.

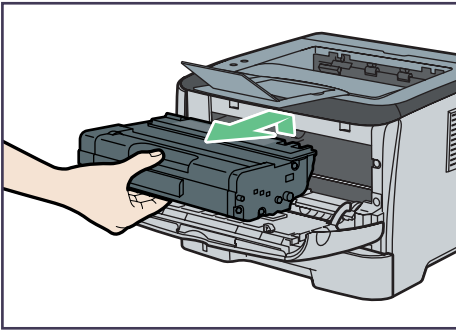
1 If paper is loaded in the bypass tray, remove the paper and close the bypass tray.

2 Push the side button to open the front cover, and then carefully lower it.



BXG057

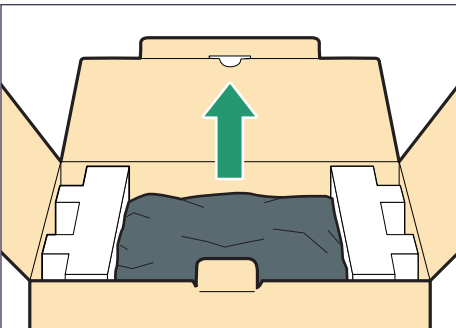
- 3** Carefully pull out the print cartridge horizontally, holding its center.



BXG058

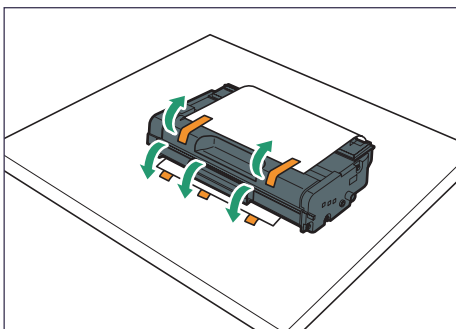
- Do not shake the removed print cartridge. Doing so can cause remaining toner to leak.
- Place the old print cartridge on paper or similar material to avoid dirtying your workspace.

- 4** Take the new print cartridge out of the box, and then take it out of the plastic bag.



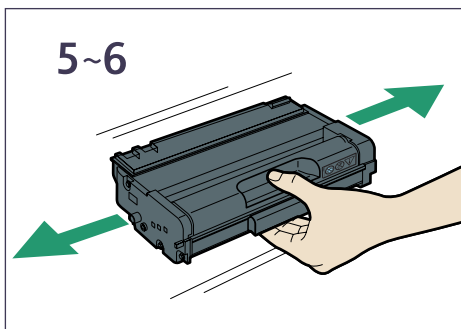
BSP195S

- 5** Place the print cartridge on a flat surface, and then remove the protection sheet.



BSP037S

- 6** Hold the print cartridge and shake it from side to side five or six times.

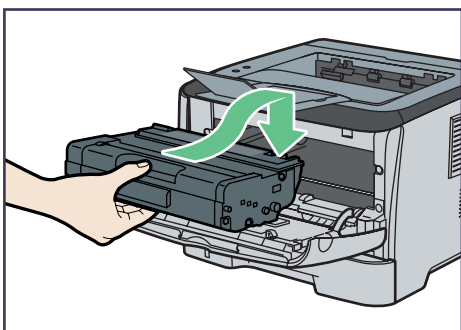


BSP038S

Even distribution of toner within the bottle improves print quality.

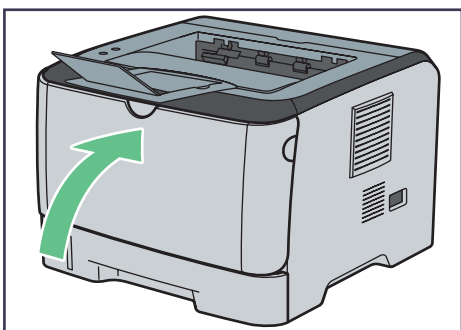
- 7** Slide the print cartridge in horizontally. When the cartridge can go no further, raise it slightly and push it fully in. Then push down on the cartridge until it clicks into place.

5



BXG060

- 8** Carefully push up the front cover until it closes. Be careful not to trap your fingers.

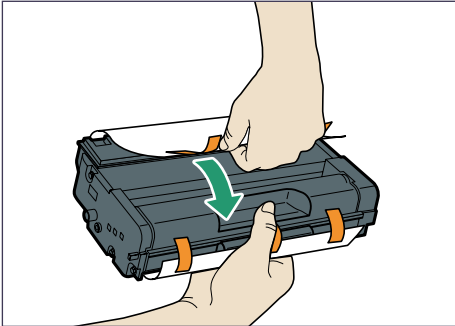


BXG061

Wait while the toner loads.

To avoid malfunction, do not turn off the power while the **Ready** indicator on the control panel is blinking.

- 9** Put the protective sheet you removed in step **5** on the old print cartridge. Then, put the old print cartridge into the bag, and then put it into the box.



BSP117S

 **Note**

- ☐ Make sure to cover the old print cartridge with the protective cover for recycling and environmental purposes.
- ☐ Comply with the print cartridge Recycling Program, whereby used print cartridges are collected for processing. For details, ask your sales or service representative.


6. Cleaning the Printer

Cautions to Take When Cleaning

WARNING:

- ***Do not attempt any maintenance or troubleshooting other than that mentioned in this manual. This machine contains a laser beam generator and direct exposure to laser beams can cause permanent eye damage.***

CAUTION:

- *The inside of this printer becomes very hot. Do not touch parts labelled “” (indicating a hot surface).*
- *Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.*

Clean the printer periodically to maintain fine printing.

Dry wipe the exterior with a soft cloth. If dry wiping is not enough, wipe with a soft, wet cloth that is wrung out well. If you still cannot remove the stain or grime, use a neutral detergent, and then wipe over with a well-wrung wet cloth, dry wipe, and let it dry.

Important

- ☐ To avoid deformation, discoloration, or cracking, do not use volatile chemicals, such as benzine and thinner, or spray insecticide on the printer.
- ☐ If there is dust or grime inside the printer, wipe with a clean, dry cloth.
- ☐ You must disconnect the plug from the wall outlet at least once a year. Clean away any dust and grime from the plug and outlet before reconnecting. Accumulated dust and grime pose a fire hazard.
- ☐ Do not allow paper clips, staples, or other small metallic objects to fall inside the printer.

Cleaning the Friction Pad and the Paper Feed Roller

If the friction pad or paper feed roller is dirty, a multi-feed or misfeed might occur. In this case, clean the friction pad and paper feed roller as follows:

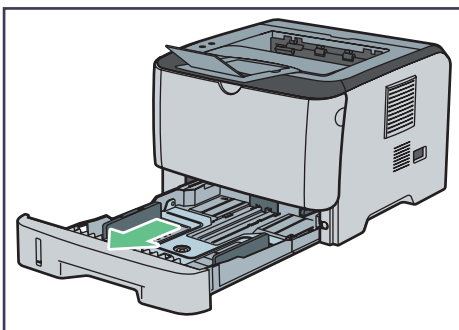
⚠ **CAUTION:**

- *Unplug the power cord from the wall outlet before you move the machine. While moving the machine, you should take care that the power cord will not be damaged under the machine.*

⚡ **Important**

- ❑ Do not use chemical cleaner or organic solvent such as thinner or benzene.

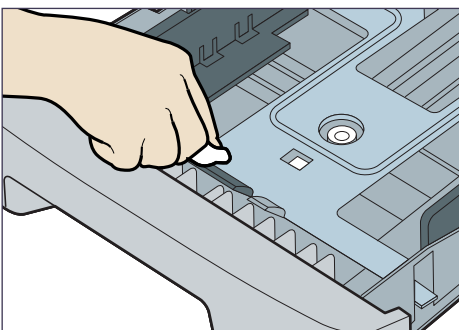
- 1** Turn off the power.
- 2** Unplug the power cord from the wall outlet. Remove all the cables from the printer.
- 3** Carefully pull Tray 1, and then pull out with both hands.



BXG031

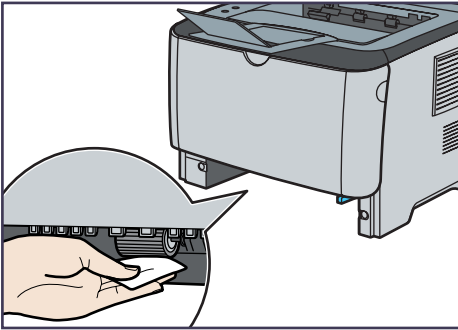
Place the tray on a flat surface. If there is paper in the tray, remove it.

- 4** Wipe the friction pads with a damp cloth.



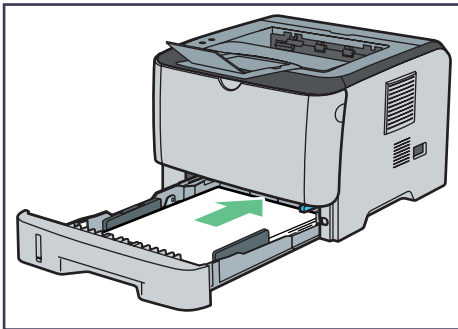
BSP137S

- 5** Wipe the rubber part of the roller with a soft damp cloth. After that, wipe it with a dry cloth to remove the moisture.



BXG064

- 6** Reload the removed paper into the tray, and then push the tray carefully into the printer until it clicks into place.



BXG040

- 7** Insert the plug of the power cord into the wall socket securely. Connect all the interface cables that were removed.

- 8** Turn on the power.

Note

- ☐ If jams or multi-sheet feeds occur after cleaning the friction pad, contact your sales or service representative.
- ☐ If the optional tray 2 is installed, clean its friction pads and paper feed roller in the same way as you did for tray 1.

7. Troubleshooting

Error & Status Messages on Smart Organizing Monitor

This section explains what the messages that appear on the Smart Organizing Monitor dialog box mean and what to do when a particular message appears.

Message	Explanation	Recommended Action
An error has occurred with the network device.	The printer detected the network device error.	Turn off the power, and then turn it on again. If the error occurs again, contact your sales or service representative.
An error has occurred with the USB device.	The printer detected the USB device error.	Turn off the power, and then turn it on again. If the error occurs again, contact your sales or service representative.
Cover Open Close the indicated cover. [Front or Rear Cover]	The front cover or rear cover is open.	Open and then close the front cover or rear cover.
[Feed Roller] has reached to replacing period.	The feed roller is no longer usable, and must be replaced.	Contact your sales or service representative.
Functional problem within the printer. Turn power switch off, then on. If the error appears again, please call service. SCXXX	A fatal hardware error has occurred, and the printer cannot function.	Turn off the power, and then turn it on again. If the error occurs again, contact your sales or service representative.
[Fusing Unit] has reached to replacing period.	The fusing unit is no longer usable, and must be replaced.	Contact your sales or service representative.
Independent-supplier toner has been set.	A non-supported print cartridge is installed.	Remove and replace it with a print cartridge specified by an authorized dealer.
No Paper Load paper in the indicated paper source tray. [Bypass Tray]	The indicated tray is out of paper.	Load paper into the indicated paper tray.

Message	Explanation	Recommended Action
No Response from I/O Device Check the cable, power cord, and main switch.	No information has been received from the printer.	Check the main power switch is turned on and the power cord is securely connected. Check the USB or network cables are securely connected also.
No Toner Toner has almost run out. Shortly printing becomes not available. Please keep Print Cartridge handy.	The printer is out of toner.	Replace the print cartridge. See p.59 "Replacing the Print Cartridge".
No Toner or Waste Toner full No printing is available. Open the indicated cover, and then replace Print Cartridge. [Front Cover]	The printer is out of toner.	Replace the print cartridge. See p.59 "Replacing the Print Cartridge".
Paper Misfeed Open the indicated cover, and pull out Print Cartridge. Then remove any misfed paper. [Front Cover] If no paper, pull out Tray 1, then remove any misfed paper.	There is a misfeed in the printer. (Inner jam) (Tray 1 jam)	Remove the misfed paper. See p.85 "Removing Jammed Paper from the Inner/Tray 1/Tray 2".
Paper Misfeed Open the indicated cover, and then remove any misfed paper. [Rear Cover] If no paper, open Front Cover and pull out Print Cartridge, then remove any misfed paper.	There is a misfeed in the printer (Outer jam).	Remove the misfed paper. See p.90 "Removing Jammed Paper from the Exit Area/Duplex Unit".
Paper Misfeed Pull out the loaded paper from the indicated unit, and then remove any misfed paper. [Bypass Tray] If no paper, open Front Cover and pull out Print Cartridge, then remove any misfed paper.	There is a misfeed in the printer. (Bypass tray jam)	Remove the misfed paper. See p.88 "Removing Jammed Paper from the Bypass Tray".
Paper Misfeed Pull out the indicated unit, and push Duplex Path Release Lever away. Then remove any misfed paper. [Tray 1]	There is a misfeed in the printer. (Duplex jam)	Remove the misfed paper. See p.90 "Removing Jammed Paper from the Exit Area/Duplex Unit".

Message	Explanation	Recommended Action
<p>Paper Misfeed</p> <p>Pull out the indicated unit, and then remove any misfed paper.</p> <p>[Tray 2]</p> <p>If no paper, open Front Cover and pull out Print Cartridge, then remove any misfed paper.</p>	<p>There is a misfeed in the printer.</p> <p>(Tray 2 jam)</p>	<p>Remove the misfed paper.</p> <p>See p.85 "Removing Jammed Paper from the Inner/Tray 1/Tray 2".</p>
<p>Paper Size Mismatch</p> <p>Paper of the selected paper size is not loaded in the indicated paper source tray.</p> <p>Check the indicated tray.</p> <p>[Bypass Tray]</p>	<p>The paper size setting in the tray differs from that of actual paper size in the tray.</p>	<p>Load paper of the selected size in the tray, and then change the paper size setting with printer driver.</p>
<p>Paper Size Mismatch</p> <p>Paper of the selected paper size is not loaded in the indicated paper source tray.</p> <p>Check the indicated tray.</p> <p>[Tray 1] or [Tray 2]</p>	<p>The paper size setting in the tray differs from that of actual paper size in the tray.</p>	<p>Load paper of the selected size in the tray, and then change the paper size setting with Smart Organizing Monitor.</p> <p>Perform one of the following procedures if there is a print job queued for processing:</p> <ul style="list-style-type: none"> • Cancel the print job by pressing the [Job Reset] key. • Apply form feed by pressing the [Stop/Start] key. • Change the paper settings in Web Image Monitor and continue printing. <p>For details, see "Form Feed", Software Guide.</p>
<p>Paper Size Mismatch</p> <p>Paper of the selected paper size is not supported for the [Duplex] feature.</p>	<p>2-sided printing could not be performed because the tray does not contain the valid size paper, which are A4, Letter or Legal.</p>	<p>Specify the tray containing the A4, Letter or Legal size paper in the printer driver setting.</p> <p>See Software Guide.</p>
<p>Paper Type Mismatch</p> <p>Paper of the selected type is not loaded in the indicated paper source tray.</p> <p>Check the indicated tray.</p> <p>[Bypass Tray]</p>	<p>The paper type setting in the tray differs from that of actual paper type in the tray.</p>	<p>Load paper of the selected type in the tray, and then change the paper type setting with printer driver.</p>

Message	Explanation	Recommended Action
<p>Paper Type Mismatch</p> <p>Paper of the selected type is not loaded in the indicated paper source tray.</p> <p>Check the indicated tray.</p> <p>[Tray 1] or [Tray 2]</p>	<p>The paper type setting in the tray differs from that of actual paper type in the tray.</p>	<p>Load paper of the selected type in the tray, and then change the paper type setting with Smart Organizing Monitor.</p> <p>Perform one of the following procedures if there is a print job queued for processing:</p> <ul style="list-style-type: none"> • Cancel the print job by pressing the [Job Reset] key. • Apply form feed by pressing the [Stop/Start] key. • Change the paper settings in Web Image Monitor and continue printing. <p>For details, see “Form Feed”, Software Guide.</p>
<p>Paper Type Mismatch</p> <p>Paper of the selected paper type is not supported for the [Duplex] feature.</p>	<p>You cannot select duplex printing if the paper type is set to [Thick Paper 2], [Bond paper], [Cardstock], [Labels], [OHP], or [Envelope].</p>	<p>Select a paper type that allows duplex printing.</p> <p>See p.34 “Types of paper”.</p>
<p>Print Cartridge is near empty.</p>	<p>The print cartridge is almost empty.</p>	<p>Prepare a new print cartridge.</p>
<p>Printing has been interrupted because of the memory overflow.</p>	<p>The data is too large or complex to print. Especially when performing printing on Legal size paper under certain print quality setting, print data becomes large and the job may be canceled.</p>	<p>If using the PCL 6 printer driver, set [Resolution] in [Print Quality] to [600 x 600 dpi]. If using the PostScript 3 printer driver, set [Print Quality] in [Printer Features] to [600 x 600 dpi].</p>
<p>[Transfer Roller] has reached to replacing period.</p>	<p>The transfer roller is no longer usable, and must be replaced.</p>	<p>Contact your sales or service representative.</p>
<p>Tray Not Detected</p> <p>The selected paper source tray is not set, or is not set properly.</p> <p>Check the indicated tray.</p> <p>[Tray 1] or [Tray 2]</p>	<p>The indicated paper input tray is not installed correctly, or not installed.</p>	<p>Install the indicated paper input tray correctly.</p>
<p>Tray Not Detected or No Paper</p> <p>The indicated paper source tray is not set properly, or no paper loaded.</p> <p>Check the indicated tray.</p> <p>[Tray 1] or [Tray 2]</p>	<ul style="list-style-type: none"> • The indicated paper input tray is not installed correctly, or not installed. • The indicated tray is out of paper. 	<ul style="list-style-type: none"> • Install the indicated paper input tray correctly. • Load paper into the indicated paper tray.

Message	Explanation	Recommended Action
Unit Not Detected Open the indicated cover, and then check Print Cartridge. [Front Cover]	The print cartridge is not set correctly, or not set.	Set the print cartridge correctly. See p.59 "Replacing the Print Cartridge".

Panel Indicator

The following table explains the meaning of the various Indicator patterns that the printer alerts to users about its conditions.

Indicator patterns	Cause
All indicators are lit.	There are problems with the printer. Check the printer status on the Smart Organizing Monitor dialog box. After checking the printer's status, turn off the main power, and then turn it back on again. If all the indicators are still lit, contact your service representative.
The Alert indicator is flashing.	Printer's settings are being returned to their factory-set defaults.
The Alert indicator is lit.	The printer cannot be used normally. Confirm the error using Smart Organizing Monitor.
The Ready indicator is flashing.	The printer is receiving print data or preparing to print.
The Ready indicator is lit.	The printer is ready for use.
The Load Paper indicator is lit.	There is no paper in the tray. Load paper in the tray. See p.41 "Loading Paper".
The Replace Print Cartridge indicator is flashing.	The print cartridge is almost empty.
The Replace Print Cartridge indicator is lit.	The print cartridge is empty. Replace the print cartridge. See p.59 "Replacing the Print Cartridge".

Printer Does Not Print

Possible Cause	Solutions
Is the power on?	Confirm that the cable is securely plugged into the power outlet and the printer. Turn the power on.
Does the Alert indicator stay red?	If so, check the error message on the Smart Organizing Monitor dialog box and take the required action.
Is paper loaded?	Load paper into the paper tray or the bypass tray. See p.41 "Loading Paper".
Can you print a configuration page?	If you cannot print a configuration page, it probably indicates a printer malfunction. Contact your sales or service representative. See Software Guide.
Is the interface cable connected securely to the printer and the computer?	Connect the interface cable securely. If it has a fastener, fasten it securely as well.
Are you using the correct interface cable?	The type of interface cable you should use depends on the computer you use. Be sure to use the correct one. If the cable is damaged or worn, replace it with a new one. See p.99 "Specifications".
Is the Ready indicator blinking or lit after starting the print job?	If not blinking or lit, the data is not being sent to the printer. ❖ If the printer is connected to the computer using the interface cable Check the port connection setting is correct. For details about checking the port connection, see p.76 "When the Printer is Directly Connected to a Computer via USB Cable". ❖ Network Connection Contact your network administrator.

If printing still does not start, contact your sales or service representative. Consult with the store where the printer was purchased for information about the location of sales or service representatives.

When the Printer is Directly Connected to a Computer via USB Cable

Windows

When the printer is directly connected via a USB cable to a computer but the **Ready** indicator does not flash or light up, use the following method to check the port connection:

- For a USB port connection, port USB00 (n) ^{*1} should be set.

^{*1} (n) is the number of printers connected.

Windows 2000

- 1** On the [Start] menu, point to [Settings], and then click [Printers].
- 2** Click to select the icon of the printer. Next, on the [File] menu, click [Properties].
- 3** Click the [Ports] tab.
- 4** Check the [Print to the following port] box to confirm that the correct port is selected.

If the port (such as LPT1) is not correct, reinstall the driver.

Reference

For details about installation and port settings, see Software Guide.

Windows XP Professional, and Windows Server 2003/2003 R2

- 1** On the [Start] menu, click [Printers and Faxes].
- 2** Click to select the icon of the printer. Next, on the [File] menu, click [Properties].
- 3** Click the [Ports] tab.
- 4** Check the [Print to the following port(s).] box to confirm that the correct port is selected.

If the port such as LPT1 is not correct, reinstall the driver.

Reference

For details about installation and port setting, see Software Guide.

Windows XP Home Edition

- 1** On the **[Start]** menu, click **[Control Panel]**.
- 2** Click **[Printers and Other Hardware]**.
- 3** Click **[Printers and Faxes]**.
- 4** Click to select the icon of the printer. Next, on the **[File]** menu, click **[Properties]**.
- 5** Click the **[Ports]** tab.
- 6** Check the **[Print to the following port(s).]** box to confirm that the correct port is selected.

If the port such as LPT1 is not correct, reinstall the driver.



Reference

For details about installation and port setting, see Software Guide.

Windows Vista, and Windows Server 2008

- 1** On the **[Start]** menu, click **[Control Panel]**, and then click **[Printer]** in the “Hardware and Sound”.
- 2** Click to select the icon of the printer. Next, on the **[File]** menu, click **[Properties]**.
- 3** Click the **[Ports]** tab.
- 4** Check the **[Print to the following port(s).]** box to confirm that the correct port is selected.

If the port such as LPT1 is not correct, reinstall the driver.



Reference

For details about installation and port setting, see Software Guide.

Mac OS X

When the printer is connected to Mac OS X and the **Ready** indicator does not flash or light up, try the following procedures to check the port connection.

- Use **[About This Mac]** to check the USB information.
 - Use the printer browser to check if the printer is displayed.
-

Using **[About This Mac]**

- 1** Click Apple Menu, and then select **[About This Mac]**.
 - 2** Click **[More Info]**.
 - 3** Under **[Contents]**, for **[Hardware]**, select **[USB]**.
-

Using the printer browser

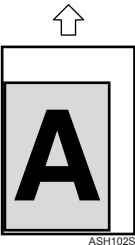
- 1** In the menu bar, click **[Go]**, select **[Application]**, and then select **[Utilities]**.
- 2** Double click **[Printer Setup Utility]**.
- 3** Click **[Add]**.

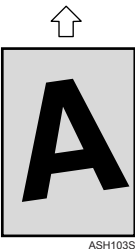
The printer browser starts.

Confirm the printer is displayed on the browser. If it is not, reinstall the driver.

Other Printing Problems

Status	Possible Causes, Descriptions, and Solutions
Toner smears appear on the print side of the page.	<p>The paper setting may not be correct. For example, although you are using thick paper, the setting for thick paper may not be set.</p> <ul style="list-style-type: none"> Check the printer driver's paper settings. See the printer driver Help. <p>Confirm that the paper is not curled or bent. Envelopes can be curled easily. Flatten paper before loading.</p> <p>See p.31 "Paper and Other Media".</p>
Paper jams occur frequently.	<ul style="list-style-type: none"> Number of paper set in the tray exceeds the limit. Confirm that the top of the stack is not higher than the limit mark inside the tray. See p.41 "Loading Paper". There may be a gap between the front end paper guide and the paper, or between the paper guide both side and the paper in the paper tray. Make sure there are no gaps. See p.41 "Loading Paper". Paper is either too thick or too thin. See p.31 "Paper and Other Media". Paper is bent or wrinkled. Use paper that has no bents or wrinkles. See p.31 "Paper and Other Media". Paper has already been printed on. See p.31 "Paper and Other Media". Paper is damp. Use paper that has been stored properly. See p.31 "Paper and Other Media". The friction pad, or paper feed roller might be dirty. Clean the relevant component. See p.66 "Cleaning the Friction Pad and the Paper Feed Roller".
Prints fall behind the printer when they are output.	<p>Raise the appropriate stop fence (forward fence for A4, rear fence for legal size prints).</p> <p>See p.9 "Exterior: Front View".</p>
Prints do not stack properly.	<ul style="list-style-type: none"> Paper is damp. Use paper that has been stored properly. See p.31 "Paper and Other Media". Pull out the extender. Raise the appropriate stop fence (forward fence for A4, rear fence for legal size prints). See p.9 "Exterior: Front View".

Status	Possible Causes, Descriptions, and Solutions
Multiple pages are fed at once.	<ul style="list-style-type: none"> • There may be a gap between the front end paper guide and the paper, or between the paper guide both side and the paper in the paper tray. Make sure there are no gaps. See p.41 "Loading Paper". • Paper is either too thick or too thin. See p.31 "Paper and Other Media". • Paper has already been printed on. See p.31 "Paper and Other Media". • Number of paper set in the tray exceeds the limit. Confirm that the top of the stack is not higher than the limit mark inside the tray. See p.31 "Paper and Other Media". • Paper is static. Use paper that has been stored properly. See p.31 "Paper and Other Media". • The friction pad or paper feed roller might be dirty. Clean the relevant component. See p.66 "Cleaning the Friction Pad and the Paper Feed Roller". • Check that paper was not added while there was still some left in the tray. Only add paper when there is none left in the tray. • Fan the paper before loading.
Paper gets wrinkles.	<ul style="list-style-type: none"> • Paper is damp. Use paper that has been stored properly. See p.31 "Paper and Other Media". • Paper is too thin. See p.31 "Paper and Other Media". • There may be a gap between the front end paper guide and the paper, or between the paper guide both side and the paper in the paper tray. Make sure there are no gaps. See p.41 "Loading Paper".
The printed paper is curled.	<ul style="list-style-type: none"> • Load the paper upside down in the paper tray. • Pull out the extender of the output tray. • If the paper curl is severe, take prints from the output tray more frequently. • Paper is damp. Use paper that has been stored properly. See p.31 "Paper and Other Media".
<p>Images are not printed in the right position</p> 	<p>Adjust the printing position from Smart Organizing Monitor.</p> <p>See Software Guide.</p>

Status	Possible Causes, Descriptions, and Solutions
<p>Images are printed diagonally to the pages</p> 	<p>Adjust the front end paper guide and both side paper guides to match the paper size. See p.41 "Loading Paper".</p>
<p>Horizontal lines appear on the printed paper.</p>	<ul style="list-style-type: none"> • Impact can cause lines to appear on printed paper and other malfunctions. Protect the printer from impact at all times, especially while it is printing. • If lines appear on prints, turn the printer off, wait a few moments, and then turn it back on again. Then, perform the print job again.
<p>Paper is not fed from the selected tray.</p>	<p>When you are using the Windows operating system, the printer driver settings override those set using the control panel. Set the desired input tray using the printer driver. See the printer driver Help.</p>
<p>A printed image is different from the image on the computer's display.</p>	<p>When you use some functions, such as enlargement and reduction, the layout of the image might be different from that displayed in the computer display.</p>
<p>It takes too much time to resume printing.</p>	<ul style="list-style-type: none"> • The data is so large or complex that it takes time to process it. If the Ready indicator is blinking, the data is being processed. Just wait until it resumes. • The printer was in the Energy Saver mode. To resume from the Energy Saver mode, the printer has to warm up, and this takes time until printing starts. To disable the Energy Saver mode, select [Off] for [Energy Saver Mode 2:] using Smart Organizing Monitor.
<p>It takes too much time to complete the print job.</p>	<ul style="list-style-type: none"> • Photographs and other data intensive pages take a long time for the printer to process, so simply wait when printing such data. Changing the settings with printer driver may help to speed up printing. See the printer driver Help. • The data is so large or complex that takes time to process. If the Ready indicator is blinking, the data is being processed. Just wait until it resumes. • If the Ready indicator on the control panel is flashing, the printer is warming up. Wait for a while.
<p>Images are cut off, or excess pages are printed.</p>	<p>If you are using paper smaller than the paper size selected in the application, use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.</p>

Status	Possible Causes, Descriptions, and Solutions
Photo images are coarse.	Some applications lower the resolution for making prints.
Fine dot pattern does not print.	Change the [Dithering:] setting in the printer driver's dialog box. See the printer driver Help.
Solid lines are printed as broken lines.	Change the [Dithering:] setting in the printer driver's dialog box. See the printer driver Help.
The whole printout is blurred.	<ul style="list-style-type: none"> Paper is damp. Use paper that has been stored properly. See p.31 "Paper and Other Media". If you select [Toner Saving] on the [Print Quality] tab in the printer properties dialog box, printing is generally less dense. See the printer driver Help. Toner is almost depleted. If a toner indicator lights or flashes, or if an error message appears on the Smart Organizing Monitor dialog box, replace the print cartridge. See p.59 "Replacing the Print Cartridge". Condensation may have collected. If rapid change in temperature or humidity occurs, use this printer only after it has acclimatized.
White streaks appear.	<ul style="list-style-type: none"> Toner is almost depleted. If a toner indicator lights or flashes, or if an error message appears on the Smart Organizing Monitor dialog box, replace the print cartridge. See p.59 "Replacing the Print Cartridge".
The backs of printed sheets are blemished.	<ul style="list-style-type: none"> When removing a jammed sheet, the inside of the printer may have become dirtied. Print several sheets until they come out clean. If document size is larger than paper size, e.g. A4 document on B5 paper, the back of the next printed sheet may be dirtied.
If rubbed with your finger, it smears out.	<p>The setting of the paper may not be correct. For example, although thick paper is used, the setting for thick paper may not be set.</p> <ul style="list-style-type: none"> Check the paper settings of this printer. See p.34 "Types of Paper and Other Media". Check the paper settings of the printer driver. See the printer driver Help.
The toner has run out and printing has stopped.	When the toner runs out, pressing the [Stop/Start] key allows you to print a few more pages, but the print quality of those pages cannot be guaranteed.
Printed envelopes come out creased.	Check if the green levers found inside the rear cover are properly set.

If the problem cannot be solved, contact your sales or service representative.

Additional Troubleshooting

Problems	Solutions
Strange noise is heard.	If a supply was recently replaced or an option in the area the strange noise is coming from, check the supply or option is properly attached. If the strange noise persists, contact your sales or service representative.
No e-mail is received when an Alert occurs, and after resolving an Alert.	<ul style="list-style-type: none"> • Confirm the [Alert Messages] settings on Web Image Monitor or Smart Organizing Monitor. • When the power is turned off before the e-mail is transmitted, the e-mail will not be received. • Check the e-mail address set for the destination. If the e-mail was sent but not received, it is possible the destination was incorrect. Also check error mail information from the e-mail server.
The [Alert Messages] settings on Web Image Monitor or Smart Organizing Monitor are configured to send alert e-mail, but e-mail is not arriving.	After changing the setting, turn the printer's power off and then back on again.
When no date information is included in sent e-mail, the mail server has a malfunction.	Make the setting for obtaining time information from the SMTP server. For details, see Software Guide.
The printer is not detected after you click [Search Network Printer] in Smart Organizing Monitor.	The SNMP community name is not correctly configured. Open Smart Organizing Monitor or Web Image Monitor and set [Get community:] to "public".

Note

- ❑ If the printer is still not operating satisfactorily, contact your sales or service representative. Consult with the store where the printer was purchased for information about the location of sales or service representatives.

8. Removing Misfed Paper

When Paper is Jammed

If a paper jam occurs, the **Alert** indicator on the control panel flashes and the following message appears on the Smart Organizing Monitor dialog box:

"Paper Misfeed."

Open the indicated cover or pull out the indicated unit, and then remove any misfed paper.

Important

- ☐ Misfed paper may be covered in toner. Be careful not to get toner on your hands or clothes.
- ☐ Toner on prints made after removing misfed paper may be loose (inadequately fused). Make a few test prints until smudges no longer appear.
- ☐ Do not forcefully remove misfed paper, it will tear. Torn pieces remaining inside the printer will cause further misfeeds and possibly damage the printer.
- ☐ Paper jams can cause pages to be lost. Check your print job for missing pages and reprint any pages that did not print out.

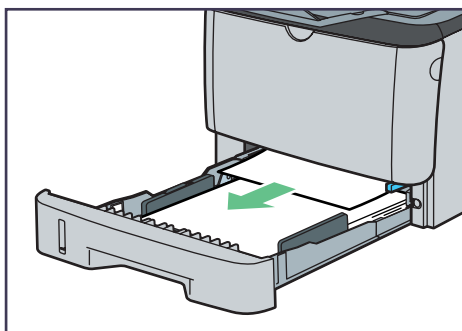
Removing Jammed Paper from the Inner/Tray 1/Tray 2

Use the following procedure to remove paper that has become jammed inside the printer or in the paper feed area.

CAUTION:

- *The inside of this machine becomes very hot. Do not touch parts labelled "△" (indicating a hot surface).*

- 1** Pull tray 1 halfway out, and check for jammed paper. If there is jammed paper, remove it carefully.



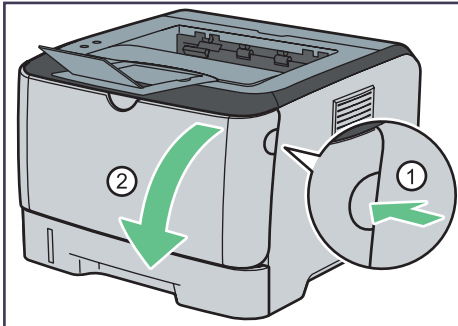
BXG073

- 2** Carefully slide tray 1 back in until it stops.

3 If paper is loaded in the bypass tray, remove the paper.

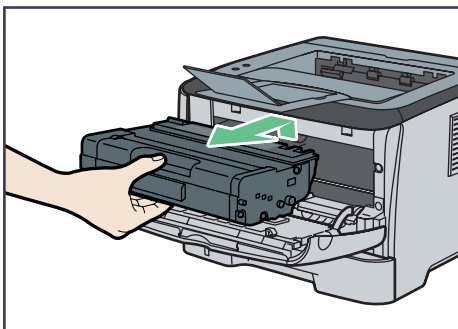
4 Close the bypass tray.

5 Push the side button to open the front cover, and then carefully lower it.



BXG057

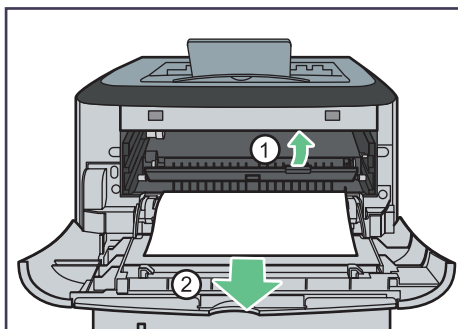
6 Carefully pull out the print cartridge horizontally, holding its center.



BXG058

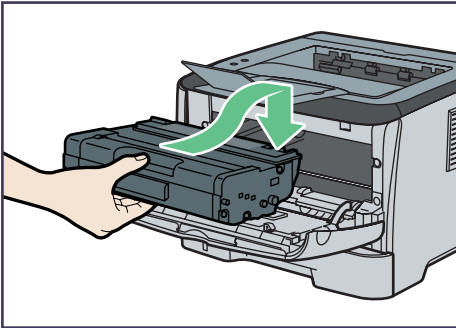
- Do not shake the removed print cartridge. Doing so can cause remaining toner to leak.
- Place the print cartridge on paper or similar material to avoid dirtying your workspace.

7 Lifting the guide plate, remove the jammed paper carefully.



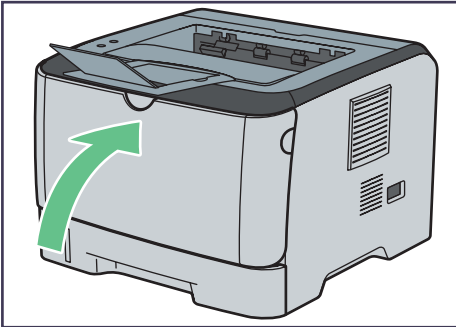
BXG067

- 8** Slide the print cartridge in horizontally. When the cartridge can go no further, raise it slightly and push it fully in. Then push down on the cartridge until it clicks into place.



BXG060

- 9** Using both hands, carefully push up the front cover until it closes.



BXG061

 **Note**

- ☐ If paper is jammed in tray 2 but is difficult to locate, pull out tray 2 to remove it. After removing the paper, carefully push tray 2 all the way back inside the printer.
- ☐ When closing the front cover, push the upper area of the cover firmly. After closing the cover, check that the error is cleared.

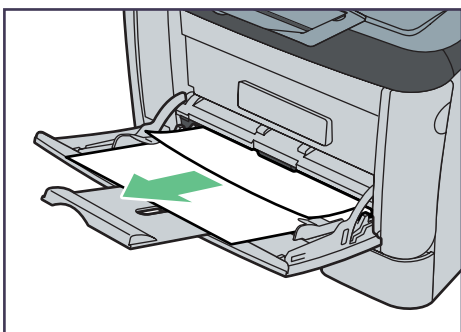
Removing Jammed Paper from the Bypass Tray

Use the following procedure to remove paper that has become jammed after being fed in from the bypass tray.

⚠ CAUTION:

- *The inside of this machine becomes very hot. Do not touch parts labelled "⚠" (indicating a hot surface).*

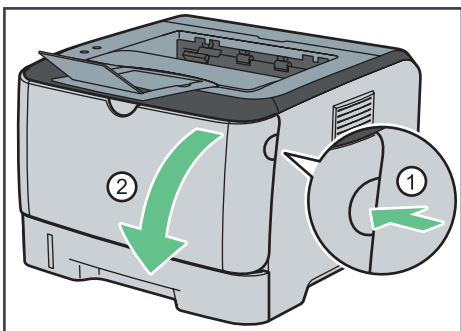
- 1** If paper is jammed in the bypass tray input area, remove the jammed paper carefully.



BXG068

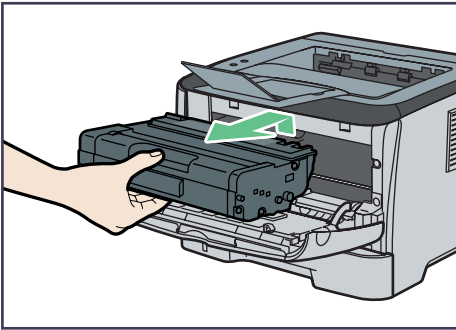
- 2** Close the bypass tray.

- 3** Push the side button to open the front cover, and then carefully lower it.



BXG057

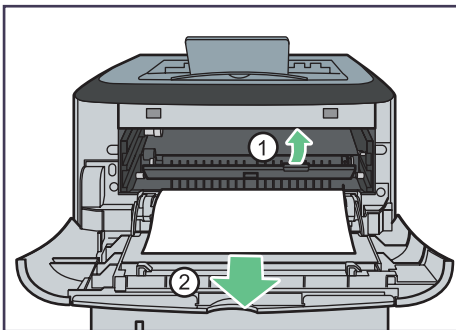
- 4** Carefully pull out the print cartridge horizontally, holding its center.



BXG058

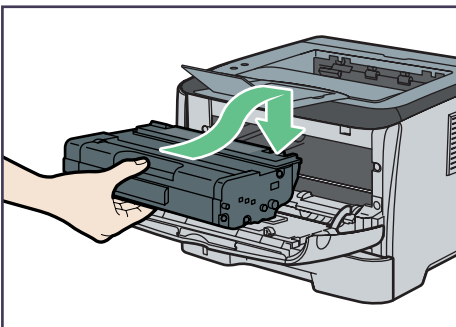
- Do not shake the removed print cartridge. Doing so can cause remaining toner to leak.
- Place the print cartridge on paper or similar material to avoid dirtying your workspace.

- 5** Lifting the guide plate, remove the jammed paper carefully.



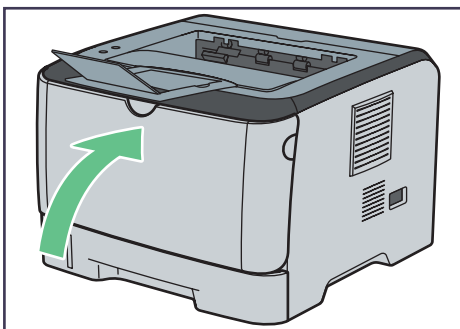
BXG067

- 6** Slide the print cartridge in horizontally. When the cartridge can go no further, raise it slightly and push it fully in. Then push down on the cartridge until it clicks into place.



BXG060

- 7** Using both hands, carefully push up the front cover until it closes.



BXG061


 **Note**

- When closing the front cover, push the upper area of the cover firmly. After closing the cover, check that the error is cleared.

Removing Jammed Paper from the Exit Area/Duplex Unit

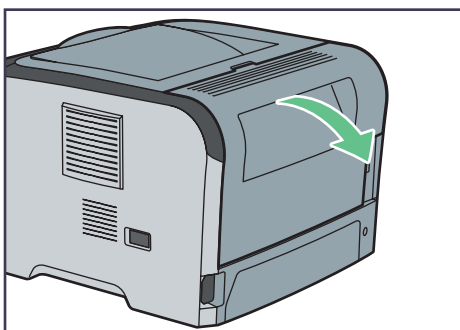
Use the following procedure to remove paper that has become jammed in the exit area or inside the duplex unit.

 **CAUTION:**

- *The inside of this machine becomes very hot. Do not touch parts labelled “” (indicating a hot surface).*

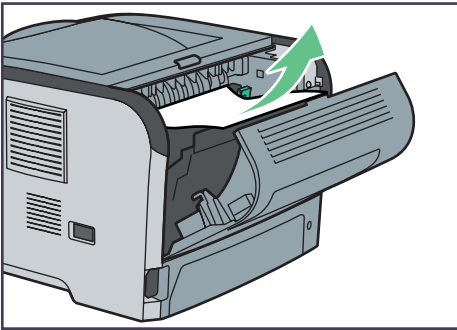
8

- 1** Open the rear cover.



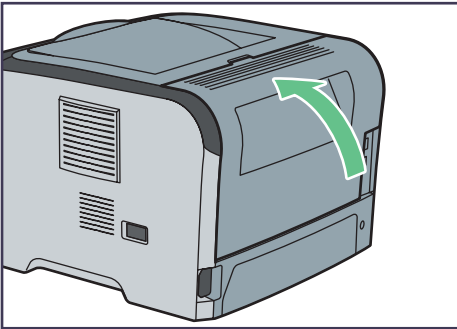
BXG069

- 2** Remove the jammed paper carefully.



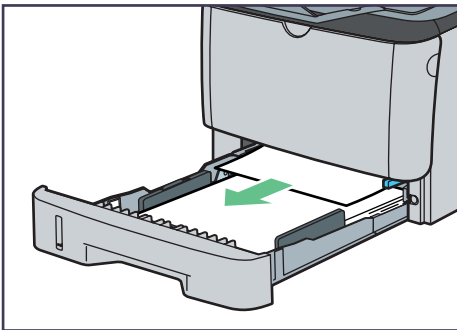
BXG070

- 3** Close the rear cover.



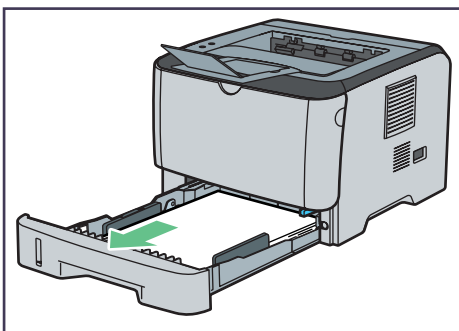
BXG071

- 4** Pull tray 1 halfway out, and check for jammed paper. If there is jammed paper, remove it carefully.



BXG073

- 5** Pull tray 1 out completely with both hands.

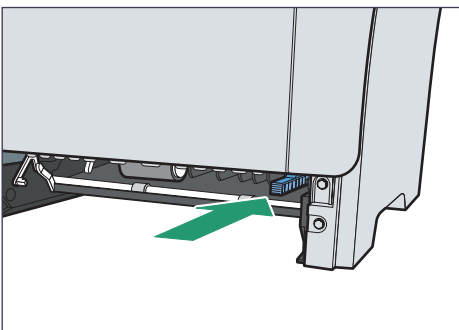


BXG072

Place the tray on a flat surface.

- 6** Push the blue lever.

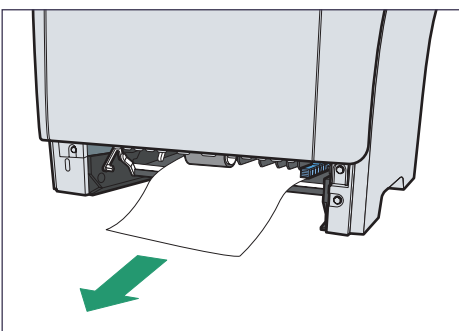
Pushing the blue lever lowers the duplex transport unit.



BSP237S

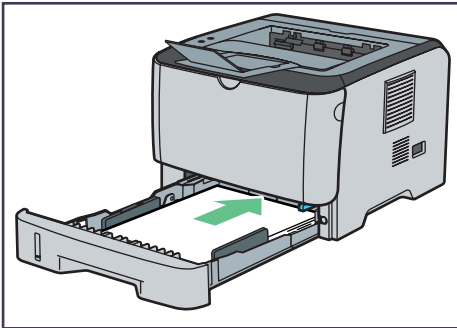
8

- 7** If there is jammed paper, carefully remove it.



BSP120S

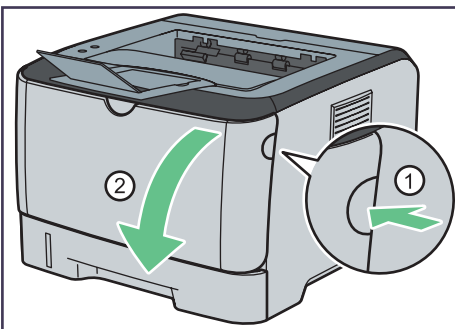
- 8** With the duplex transport unit still lowered, carefully slide tray 1 back in until it stops.



BXG040

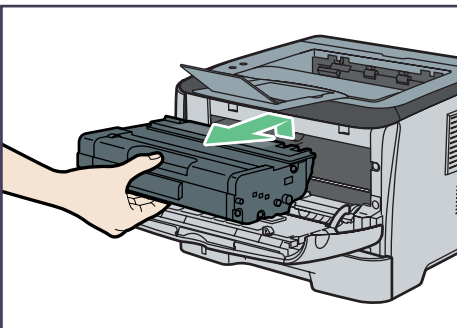
- 9** If paper is loaded in the bypass tray, remove the paper and close the bypass tray.

- 10** Push the side button to open the front cover, and then carefully lower it.



BXG057

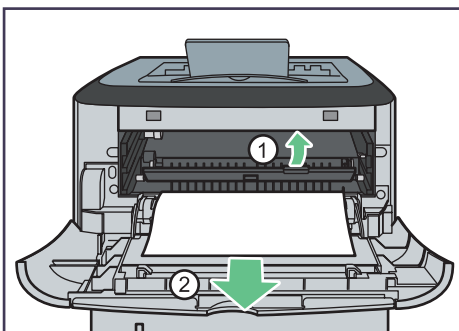
- 11** Carefully pull out the print cartridge horizontally, holding its center.



BXG058

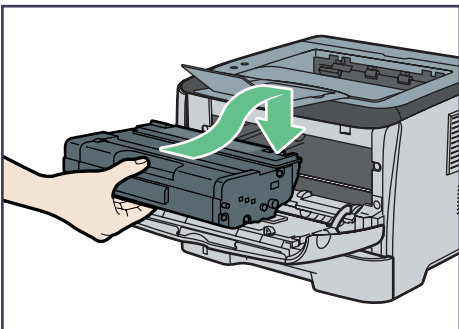
- Do not shake the removed print cartridge. Doing so can cause remaining toner to leak.
- Place the print cartridge on paper or similar material to avoid dirtying your workspace.

- 12** Lifting the guide plate, remove the jammed paper carefully.



BXG067

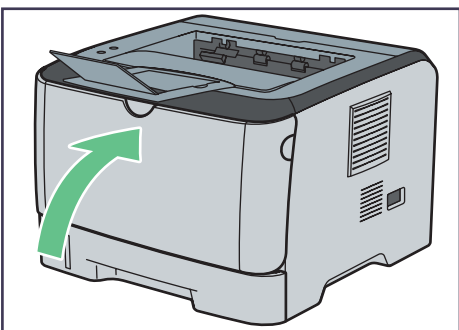
- 13** Slide the print cartridge in horizontally. When the cartridge can go no further, raise it slightly and push it fully in. Then push down on the cartridge until it clicks into place.



BXG060

8

- 14** Using both hands, carefully push up the front cover until it closes.



BXG061

Note

- ☐ When closing the covers, push the covers firmly. After closing the covers, check that the error is cleared.

Moving and Transporting the Printer

CAUTION:

- *The printer weighs approximately 12 kg (26.4 lb.). When moving the printer, use the inset grips on both sides, and lift slowly in pairs. The printer will break or cause injury if dropped.*
- *Unplug the power cord from the wall outlet before you move the machine. While moving the machine, you should take care that the power cord will not be damaged under the machine.*
- *When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).*
- *When moving the printer after use, do not take out any of the toners, nor the waste toner bottle to prevent toner spill inside the machine.*

Repack the printer in its original packing materials for transporting.

Important

- ☐ Be sure to disconnect all cables from the printer before transporting it.
- ☐ The printer is a precision piece of machinery. Be sure to handle it carefully when moving it.
- ☐ If the optional paper feed unit is installed, remove it from the printer, and then move them separately.
- ☐ Do not grip on the tray area when lifting the printer.

Moving the printer in a short distance

Important

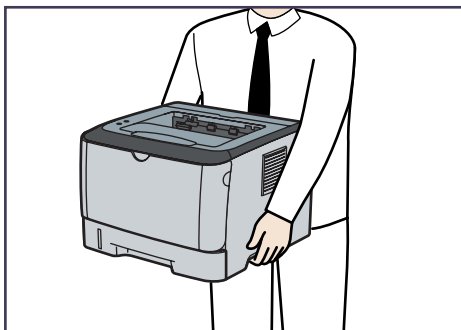
- ☐ Do not remove the print cartridge when moving the printer.

1 Be sure to check the following points:

- The power switch is turned off.
- The power cable is unplugged from the wall outlet.
- The interface cable is unplugged from the printer.

2 If tray 2 is installed, remove it.

- 3** Lift the printer by using the inset grips on both sides of the printer, and then move it horizontally to the place where you want to use it.



BXG010

- 4** If you have removed tray 2, reinstall it.

 **Note**

- ☐ Be sure to hold the printer level while carrying it. To prevent toner from spilling, move the printer carefully.

Moving over a Long Distance

If you intend to move the printer over a long distance, you must pack it well. Empty all the paper trays, but do not remove the print cartridge. Take care not to tip or tilt the printer during transit.

 **Important**

- ☐ Do not remove the print cartridge when moving the printer.

- 1** Be sure to check the following points:

- The power switch is turned off.
- The power cord is unplugged from the wall outlet.
- All other cables are unplugged from the printer.
- All paper trays are empty.

- 2** If tray 2 is installed, remove it.

 **Note**

- ☐ Toner might spill inside the printer if the printer is not kept level during transit.
- ☐ For more information about moving the printer, contact your sales or service representative.

Disposal

Ask your sales or service representative for information about correct disposal of this printer.

Consumables

CAUTION:

- *Our products are engineered to meet high standards of quality and functionality, and we recommend that you use only the expendable supplies available at an authorized dealer.*

Print Cartridges

Print cartridge	Average printable number of pages per cartridge ^{*1}
Black	2,500 pages, 5,000 pages

^{*1} The printable number of pages is based on pages that are compliant with ISO/IEC 19752 and the image density set as the factory default. ISO/IEC 19752 is an international standard on measurement of printable pages, set by the International Organization for Standardization.

Note

- ☐ If print cartridges are not changed when necessary, printing will become impossible. For easy replacement, we recommend you purchase and store extra print cartridges.
- ☐ The actual number of printable pages varies depending on the image volume and density, number of pages printed at a time, paper type and paper size used, and environmental conditions such as temperature and humidity.
- ☐ Print cartridges may need to be changed sooner than indicated above due to deterioration over the period of use.
- ☐ Print cartridges (consumables) are not covered by warranty. However, if there is a problem, contact the store where they were purchased.
- ☐ When you first use this printer, use the print cartridge packaged with the printer.
- ☐ The supplied print cartridge is good for approximately 1,500 pages.

Specifications

This section lists the printer's specifications.

Main Unit

❖ Configuration

Desktop

❖ Print process

Laser electrostatic transfer

❖ Warm-up time

Less than 20 seconds (23 °C, 71.6 °F)

❖ Paper sizes

- Standard paper sizes
A4, B5 JIS, A5, B6-S, A6, Legal (8¹/₂ " × 14 "), Letter (8¹/₂ " × 11 "),
Half Letter-S (5¹/₂ " × 8¹/₂ "), Executive (7¹/₄ " × 10¹/₂ "), 8 " × 13 ",
8¹/₂ " × 13 ", Folio (8¹/₄ " × 13 "), 16K (195 × 267 mm), Com 10 (4¹/₈ " × 9¹/₂ "),
Monarch (3⁷/₈ " × 7¹/₂ "), C5 Env (162 × 229 mm), C6 Env (114 × 162 mm),
DL Env (110 × 220 mm)
- Custom size
 - Tray 1
100 to 216 mm (3.94 to 8.50 inches) in width, 148 to 356 mm (5.83 to 14.02 inches) in length
 - Bypass Tray
90 to 216 mm (3.54 to 8.50 inches) in width, 140 to 356 mm (5.51 to 14.02 inches) in length

❖ Paper output capacity

Standard 125 sheets (80 g/m², 20 lb.)

❖ Paper input capacity

- Tray 1
250 sheets (80 g/m², 20 lb.)
- Tray 2 (option)
250 sheets (80 g/m², 20 lb.)
- Bypass tray
50 sheets (80 g/m², 20 lb.)

❖ Paper weight

- Tray 1
52 to 162 g/m² (13.8 to 43.0 lb.)
- Tray 2 (option)
60 to 105 g/m² (16.0 to 28.0 lb.)
- Bypass tray
52 to 162 g/m² (13.8 to 43.0 lb.)

❖ Memory

64 MB

❖ Power source

- **120V**
120 V, 60 Hz, 10 A or more (when fully equipped)
- **220-240V**
220-240 V, 50/60 Hz, 5 A or more (when fully equipped)

❖ Power consumption

- Maximum power consumption
120V: 850 W, **220-240V**: 880 W
- Energy Saver mode 1
70 W or less
- Energy Saver mode 2
5 W or less

❖ Dimensions (Width × Depth × Height)

370 × 392 × 262 ^{*1} mm (14.6 × 15.5 × 10.4 ^{*1} inches)

^{*1} If tray 2 is installed, the height increases by 89 mm (3.5 inches).

❖ Weight (printer body with consumables)

Approximately 12 kg (26.4 lb.)

❖ Printing speed (600 dpi)

28 pages per minute (A4) / 30 pages per minute (Letter)

❖ Resolution

600 dpi (Maximum: 1200 × 600 dpi)

❖ First print speed

8 seconds or less (A4/Letter, 600 × 600 dpi)

❖ Interface

- Ethernet (10BASE-T, 100BASE-TX)
- USB 2.0

❖ Printer language

PCL 6, PostScript 3

❖ Fonts

80 fonts

❖ Network protocol

TCP/IP, IPP

Paper Feed Unit TK1080

❖ Paper capacity

250 sheets

❖ Paper size

A4, B5 JIS, A5, Legal ($8\frac{1}{2}" \times 14"$), Letter ($8\frac{1}{2}" \times 11$), Half Letter ($5\frac{1}{2}" \times 8\frac{1}{2}"$)

❖ Dimensions (Width \times Depth \times Height)

370 \times 392 \times 89 mm (14.6 \times 15.5 \times 3.5 inches)

❖ Paper weight

60 to 105 g/m² (16.0 to 28.0 lb.)

❖ Weight

Less than 2.4 kg (5.3 lb.)

Electromagnetic Interference

If this machine is located close to another electronic device, both devices may malfunction due electromagnetic interference.

Televisions and radios may produce noise if located too close to this machine. If this happens, do the following:

- Move the television or radio as far as possible from the machine.
- Change the position of the antenna of the television or radio.
- Use a different wall outlet on a different circuit.

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The meanings of the symbols for the switches on this machine are as follows:

I :POWER ON.

O:POWER OFF.

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The product names of Windows Vista are as follows:

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Microsoft® Windows Vista® Enterprise

Microsoft® Windows Vista® Business

Microsoft® Windows Vista® Home Premium

Microsoft® Windows Vista® Home Basic

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Note

- ☐ PostScript 3 in this manual stands for “Adobe PostScript 3 Emulation”.

SP 3400N/SP 3410DN Operating Instructions Hardware Guide

