P300dn

USER MANUAL

- Read the User Manual before operating the product, and keep the manual at a convenient place near the product.

Sindoh
Unmistakable

Cautions for User Safety

Please follow the below guidelines when using the device.

⚠ **Warning :** Failure to follow the instructions may lead to death or serious injury.

- Plug the power cord directly into the outlet on wall. Do not use an extension cord.

- If the power cable or plug is worn or damaged, unplug the power plug by pulling it out.

- In order to prevent electrical shock or exposure to laser radiation (when using laser device), do not remove the covers or screws not stated in the user manual.

- Turn power off and unplug the power cord in the following situations.
    – If something is spilled on device
    – When considering the service or repair request on the device
    – When the device cover is damaged.

- In case of a device using toner, do not burn the spilled toner or the waste toner.
   If toner particles are exposed to flame, it may ignite.

- In case of disposal, contact our authorized store or use an appropriate collection place.

- In case of not using the device for a long time or when leaving the office after business hours, turn the power off. Otherwise, it may cause an accidental fire.

⚠ **Cautions :** Failure to follow the instructions may cause serious/minor injuries or property damages.

- Protect the device from a humid or wet condition including rain, snow, and so on.

- Pull the power cord off from the outlet on wall before moving the device.

- Be careful not to damage the power cord when moving the device.

- Unplug by pulling out the plug, not the cable when unplugging the power cord from the outlet on wall.

- Be careful not to drop a clip, staple, or any other small metal object inside the device.

- Be careful of a safety accident when adjusting internal parts of the device in case of paper jam removal, cleaning, and so on.

- In case of a device using toner, keep the toner and the toner container out of the reach of children.

- Do not dispose of the device or consumables at the household waste process site.
   In case of disposal, contact our authorized store or use an appropriate collection place.

- The inside of the device may be very hot. Do not touch the parts with the **"Careful! Very Hot!"** label attached or its surrounding area. Otherwise, it may cause burn.

- Our product conforms to the quality and performance standards.
   It is recommended to use the genuine parts only, available from an authorized distributor.

Before Use

Thank you for purchasing our product.

This user manual is intended for first-time user of this MFP as well as MFP administrators.

This manual explains functions and operation procedures of MFP, user tips and important warnings, maintenance tips, and simple troubleshootings.

Read this manual carefully to fully and effectively use the device. For maintenance and troubleshooting, basic technical knowledge for the device will help users.
For your maintenance and troubleshooting needs, follow the instructions specified in the manual.
If any unexpected errors or troubles occur, make sure to contact one of our service centers for help.

Prohibition and Limitation on Duplication

1. The details of the user manual can be changed without a prior notice. Our company is not responsible for the direct and/or indirect loss or damages caused by results of handling or operating the product in any case and for the results occurring from user's negligence.

2. The act of duplicating or printing a bill, revenue stamp, bond, share certificate, bank draft, check, passport, and driver's license distributed at home and abroad is prohibited according to a law.

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5. The font used for device GUI and user manual is NANUM font, provided by NAVER.

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User's Guide

Safety information

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Conventions

> **Note**
– A note identifies information that could help you.

> **⚠ Warning**
– **A warning identifies something that could damage the product hardware or software.**

> **⚠ Caution**
– **A caution indicates a potentially hazardous situation that could injure you.**

Different types of caution statements include:

CAUTION : POTENTIAL INJURY
Indicates a risk of injury.

CAUTION : SHOCK HAZARD
Indicates a risk of electrical shock.

CAUTION : HOT SURFACE
Indicates a risk of burn if touched.

CAUTION : TIPPING HAZARD
Indicates a crush hazard.

CAUTION : PINCH HAZARD
Indicates a risk of being caught between moving parts.

Product statements

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

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

CAUTION : POTENTIAL INJURY
Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.

CAUTION : POTENTIAL INJURY
Only a Sindoh Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Sindoh surge protection devices may result in a risk of fire, property damage, or poor printer performance.

CAUTION : SHOCK HAZARD
To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

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

⚠ **CAUTION** : **POTENTIAL INJURY**

Do not cut, twist, bind, crush, or place heavy objects on the power cord.

Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.

⚠ **CAUTION** : **SHOCK HAZARD**

To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.

⚠ **CAUTION** : **SHOCK HAZARD**

To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

⚠ **CAUTION** : **SHOCK HAZARD**

To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

⚠ **CAUTION** : **POTENTIAL INJURY**

If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.

⚠ **CAUTION** : **POTENTIAL INJURY**

When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- – Make sure that all doors and trays are closed.
- – Turn off the printer, and then unplug the power cord from the electrical outlet.
- – Disconnect all cords and cables from the printer.
- – If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- – If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- – If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- – Always use the handholds on the printer to lift it.
- – Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- – Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- – Keep the printer in an upright position.
- – Avoid severe jarring movements.
- – Make sure that your fingers are not under the printer when you set it down.
- – Make sure that there is adequate clearance around the printer.

⚠ **CAUTION** : **TIPPING HAZARD**

Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury.

⚠ **CAUTION** : **TIPPING HAZARD**

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

⚠ **CAUTION** **HOT SURFACE**

The inside of the printer might be hot. To reduce the risk of injury from a hot com ponent, allow the surface to cool before touching it.

⚠ **CAUTION** **PINCH HAZARD**

To avoid the risk of a pinch injury, use caution in areas marked with this label.

Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.

⚠ **CAUTION** **POTENTIAL INJURY**

This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the User's Guide may result in hazardous radiation exposure.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

Refer service or repairs, other than those described in the user documentation, to a service representative.

This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for se lecting print media to avoid the possibility of harmful emissions.

This product may produce small amounts of ozone during normal operation, and may be equipped with a filter designed to limit ozone concentrations to levels well below the recommended exposure limits. To avoid high ozone concentration levels during extensive usage, install this product in a well-ventilated area and replace the ozone and exhaust filters if instructed to do so in the product maintenance instructions. If there are no references to filters in the product maintenance instructions, then there are no filters requiring replacement for this product.

SAVE THESE INSTRUCTIONS

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User's Guide

Learn about the printer

2

Finding information about the printer

What are you looking for?	Find it here
Initial setup instructions: – Connecting the printer – Installing the printer software	See the setup documentation that came with the printer.
More setup and instructions for using the printer: – Selecting and storing paper and specialty media – Loading paper – Configuring printer settings – Viewing and printing documents and photos – Setting up and using the printer software – Configuring the printer on a network – Caring for and maintaining the printer – Troubleshooting and solving problems	
Help using the printer software	Help for Microsoft Windows or Macintosh operating systems–Open a printer software program or application, and then click Help. Click **?** to view context-sensitive information. ✎ **Note** – Help is automatically installed with the printer software. – Depending on the operating system, the printer software is located in the printer program folder or on the desktop.
The latest supplemental information, updates, and customer support: – Documentation – Driver downloads – Live chat support – E-mail support – Voice support	✎ **Note** – Select your country or region, and then select your product to view the appropriate support site. Support contact information for your country or region can be found on the website or on the printed warranty that came with the printer. Have the following information ready when you contact customer support: – Place and date of purchase – Machine type and serial number
– Safety information – Regulatory information – Warranty information – Environmental information	Warranty information varies by country or region: – In the U.S.–See the Statement of Limited Warranty included with the printer. – In other countries and regions–See the printed warranty that came with the printer. Product Information Guide–See the documentation that came with the printer.

Printer configurations

P300dn
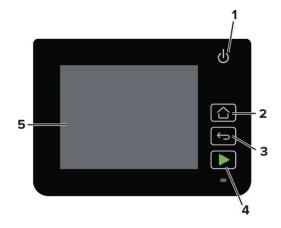
1	Control panel
2	Standard bin
3	Manual feeder
4	Standard 250-sheet tray
5	Optional 250-sheet tray ⬗ Note – Supported only in some printer models.

Using the control panel

P300dn

1	Power button	Turn on or turn off the printer.
		🖉 **Note**
		– To turn off the printer, press and hold the power button for five seconds.
2	Home button	Go to the home screen.
3	Back button	Return to the previous screen.
4	Start button	Start a job.
5	Indicator light	Check the status of the printer.
6	Display	– View printer messages and supply status. – Set up and operate the printer.

Customizing the home screen

This feature is available only in some printer models.

1 From the control panel, touch Settings → Device → Visible Home Screen Icons.

2 Select the icons that you want to appear on the home screen.

3 Apply the changes.

Understanding the status of the indicator light

Indicator light	Printer status
Off	The printer is off.
Blue	The printer is on or ready.
Blinking blue	The printer is processing data.
Blinking red	The printer requires user intervention.
PAmber	The printer is in Sleep mode.

Selecting paper

Paper guidelines

Use the appropriate paper to prevent jams and help ensure trouble-free printing.

– Always use new, undamaged paper.
– Before loading paper, know the recommended printable side of the paper. This information is usually indicated on the paper package.
– Do not use paper that has been cut or trimmed by hand.
– Do not mix paper sizes, types, or weights in the same tray; mixing results in jams.
– Do not use coated papers unless they are specifically designed for electrophotographic printing.

Paper characteristics

The following paper characteristics affect print quality and reliability. Consider these factors before printing on them.

Weight

The trays can feed paper weights from 60 to 176 g/m^2 (16 to 47 lb) grain long paper. Paper lighter than 60 g/m^2 (16 lb) may not be stiff enough to feed properly, and may cause jams.

Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions can contribute to paper curling before printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. We recommend the use of paper with 50 Sheffield points.

Moisture content

The amount of moisture in paper affects both print quality and the printer ability to feed the paper correctly. Leave paper in its original wrapper until you use it. Exposure of paper to moisture changes can degrade its performance. Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

Grain direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either grain long, running the length of the paper, or grain short, running the width of the paper.
For 60–176 g/m^2 (16–47-lb) paper, grain long paper is recommended.

Fiber content

Most high-quality xerographic paper is made from 100 percent chemically treated pulped wood. This content provides the paper with a high degree of stability, resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

Unacceptable paper

The following paper types are not recommended for use with the printer:

– Chemically treated papers used to make copies without carbon paper, also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper
– Preprinted papers with chemicals that may contaminate the printer
– Preprinted papers that can be affected by the temperature in the printer fuser
– Preprinted papers that require a registration (the precise print location on the page) greater than ±2.3 mm (±0.9 in.), such as optical character recognition (OCR) forms
  In some cases, registration can be adjusted with a software application to successfully print on these forms.

- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers, or curled papers
- Recycled papers that fail EN12281:2002 (European)
- Paper weighing less than 60 g/m^2 (16 lb)
- Multiple-part forms or documents

Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing.
- Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.
- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent.
- Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

Selecting preprinted forms and letterhead

- Use grain long paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.
- Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not.
- Print samples on preprinted forms and letterheads considered for use before buying large quantities. This action determines whether the ink in the preprinted form or letterhead affects print quality.
- When in doubt, contact your paper supplier.
- When printing on letterhead, load the paper in the proper orientation for your printer. For more information, see the Paper and Specialty Media Guide.

Supported paper sizes

Paper size	Standard or optional 250-sheet tray	Manual feeder	Two-sided printing
A4 210 x 297 mm (8.27 x 11.7 in.)	√	√	√
A5 [1] 148 x 210 mm (5.83 x 8.27 in.)	√	√	×
A6 105 x 148 mm (4.13 x 5.83 in.)	√	√	×
JIS B5 182 x 257 mm (7.17 x 10.1 in.)	√	√	×

[1] The default support is long-edge feed. When running on short-edge feed, A5 is treated as narrow paper.
[2] When Universal is selected, the page is formatted for 215.90 x 355.60 mm (8.5 x 14 in.) unless specified by the software application.
[3] Load narrow paper with the short edge entering the printer first.
[4] The standard 250-sheet tray supports up to 5 envelopes at a time. The optional 250-sheet tray supports up to 40 envelopes at a time.

Paper size	Standard or optional 250-sheet tray	Manual feeder	Two-sided printing
Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.)	✓	✓	✓
Hagaki 100 x 148 mm (3.94 x 5.83 in.)	✓	✓	✕
Statement 139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	✕
Executive 184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✕
Letter 215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓
Legal 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓
Folio 215.9 x 330.2 mm (8.5 x 13 in.)	✓	✓	✓
Universal [2, 3] 98.4 x 148 mm (3.86 x 5.83 in.) to 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓
Universal [2, 3] 25.4 x 25.4 mm (1 x 1 in.) to 215.9 x 297 mm (8.5 x 11.69 in.)	✕	✕	✕
Universal [2, 3] 105 x 148 mm (4.13 x 5.83 in.) to 215.9 x 355.6 mm (8.5 x 14 in.)	✕	✕	✕
7 3/4 Envelope 98.4 x 190.5 mm (3.875 x 7.5 in.)	✓ [4]	✓	✕
9 Envelope 98.4 x 225.4 mm (3.875 x 8.9 in.)	✓ [4]	✓	✕
10 Envelope 104.8 x 241.3 mm (4.12 x 9.5 in.)	✓ [4]	✓	✕
DL Envelope 110 x 220 mm (4.33 x 8.66 in.)	✓ [4]	✓	✕
C5 Envelope 162 x 229 mm (6.38 x 9.01 in.)	✓ [4]	✓	✕
B5 Envelope 176 x 250 mm (6.93 x 9.84 in.)	✓ [4]	✓	✕
Other Envelope 98.4 x 162 mm (3.87 x 6.38 in.) to 176 x 250 mm (6.93 x 9.84 in.)	✓ [4]	✓	✕

[1] The default support is long-edge feed. When running on short-edge feed, A5 is treated as narrow paper.

[2] When Universal is selected, the page is formatted for 215.90 x 355.60 mm (8.5 x 14 in.) unless specified by the software application.

[3] Load narrow paper with the short edge entering the printer first.

[4] The standard 250-sheet tray supports up to 5 envelopes at a time. The optional 250-sheet tray supports up to 40 envelopes at a time.

Supported paper types

> 📝 **Note**
>
> – Labels, envelopes, and card stock always print at reduced speed.
> – Labels are supported for occasional use and must be tested for acceptability.

Paper type	Standard or optional 250-sheet tray	Manual feeder	Two-sided printing
Plain paper	√	√	√
Card stock	√	√	×
Labels	√	√	×
Envelopes	√	√	×

Supported paper types

Paper type	Standard or optional 250-sheet tray	Manual feeder	Two-sided printing
Light paper 60–74.9 g/m² grain long (16–19.9-lb bond)	√	√	√
Plain paper 75–90.3 g/m² grain long (20–24-lb bond)	√	√	√
Heavy paper 90.3–100 g/m² grain long (24.1–26-lb bond)	√	√	√
Card stock 105.1–162 g/m² grain long (28.1–43-lb bond)	√	√	×
Card stock 105.1–200 g/m² grain long (28.1– 53-lb bond)	×	√	×
Paper labels 131 g/m² (35-lb bond)	√	√	×
Envelopes 60–90 g/m² (16–24-lb bond)	√	√	×

**P300dn
User's Guide**

Set up, install, and configure

3

Selecting a location for the printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Set up the printer near an electrical outlet.

> ⚠ **CAUTION : POTENTIAL INJURY**
> To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.
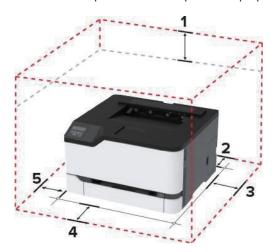
> ⚠ **CAUTION : SHOCK HAZARD**
> To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- Make sure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
  - Clean, dry, and free of dust
  - Away from stray staples and paper clips
  - Away from the direct airflow of air conditioners, heaters, or ventilators
  - Free from direct sunlight and humidity extremes
- Observe the temperature range.

Operating temperature	10 to 32.2°C (50 to 90°F)

- Allow the following recommended amount of space around the printer for proper ventilation:

1	Top	101 mm (4 in.)
2	Rear	102 mm (4 in.)
3	Right side	76 mm (3 in.)
4	Front	76 mm (3 in.)
5	Left side	76 mm (3 in.)

Attaching cables

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

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

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

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

No.	Printer port	Function
1	Ethernet port	Connect the printer to a network.
2	USB printer port	Connect the printer to a computer.
3	Power cord socket	Connect the printer to an electrical outlet.

Installing optional trays

⚠ **CAUTION** : **SHOCK HAZARD**
To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

1 Turn off the printer.

2 Unplug the power cord from the electrical outlet, and then from the printer.

3 Unpack the optional tray, and then remove all packing material.

4 Align the printer with the optional tray, and then lower the printer into place.

⚠️ **CAUTION : POTENTIAL INJURY**

If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.

5 Connect the power cord to the printer, and then to the electrical outlet.

⚠️ **CAUTION : POTENTIAL INJURY**

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

6 Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see **"Adding available options in the print driver"** on P. 3-11.

Setting up and using the home screen applications

This feature is available only in some printer models.

Creating a Cloud Connector profile

1 From the home screen, touch Cloud Connector.

2 Select a cloud service provider.

3 Touch Create or ⊕ .

4 Type a unique profile name.

📝 Note

– We recommend creating a PIN to protect the profile.

5 Touch OK, and then take note of the authorization code.

📝 Note

– The authorization code is valid only for 24 hours.

6 Open a web browser.

7 Click Next, and then accept the Terms of Use.

8 Enter the authorization code, and then click Connect.

9 Log in to your cloud service provider account.

10 Grant permissions.

✎ **Note**

– To complete the authorization process, open the profile within 72 hours.

Managing bookmarks

❖ Creating bookmarks

Use bookmarks to print frequently accessed documents that are stored in servers or on the web.

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

✎ **Note**

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

2 Click Bookmarks → Add Bookmark, and then type a bookmark name.

3 Select an Address protocol type, and then do one of the following:
– For HTTP and HTTPS, type the URL that you want to bookmark.
– For HTTPS, make sure to use the host name instead of the IP address. For example, type myWebsite.com/sample.pdf instead of typing 123.123.123.123/sample.pdf. Make sure that the host name also matches the Common Name (CN) value in the server certificate. For more information on obtaining the CN value in the server certificate, see the help information for your web browser.
– For FTP, type the FTP address. For example, myServer/myDirectory. Enter the FTP port. Port 21 is the default port for sending commands.
– For SMB, type the network folder address. For example, myServer/myShare/myFile.pdf. Type the network domain name.
– If necessary, select the Authentication type for FTP and SMB.

To limit access to the bookmark, enter a PIN.

✎ **Note**

– The application supports the following file types: PDF, JPEG, TIFF, and HTML-based web pages. Other file types such as DOCX and XLXS are supported in some printer models.

4 Click Save.

❖ Creating folders

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

✎ **Note**

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

2 Click Bookmarks → Add Folder, and then type a folder name.

> 📝 **Note**

– To limit access to the folder, enter a PIN.

3 Click Save.

> 📝 **Note**

– You can create folders or bookmarks inside a folder. To create a bookmark, see "Creating bookmarks" on P. 3-5.

Loading paper and specialty media

Setting the paper size and type

1 From the control panel, navigate to:

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

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

2 Set the paper size and type.

Configuring Universal paper settings

1 From the control panel, navigate to:

Settings → Paper → Media Configuration → Universal Setup

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

2 Configure the settings.

Loading trays

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

1 Remove the tray.

> 📝 **Note**

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

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

3 Load the paper stack with the printable side faceup.

> 📝 **Note**
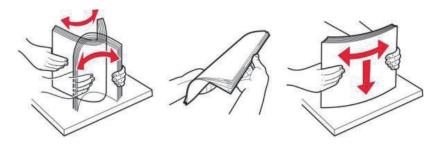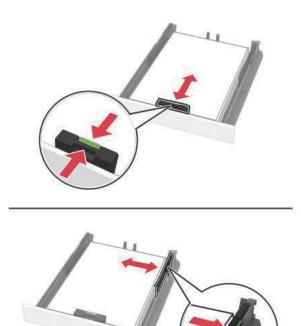
> – Load letterhead faceup with the header toward the back of the tray for one-sided printing.
> – Load letterhead facedown with the header toward the front of the tray for two-sided printing.
> – Do not slide paper into the tray.
> – To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.

4 Adjust the guides to match the size of the paper that you are loading.
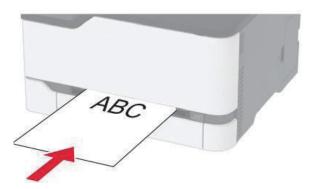
5 Insert the tray.

If necessary, set the paper size and paper type from the control panel to match the paper loaded.

Loading the manual feeder

1 Adjust the guide to match the size of the paper that you are loading.
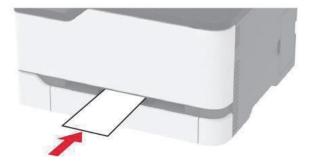
2 Load a sheet of paper with the printable side faceup.

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

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

– Load envelope with the flap side down and against the right side of the paper guide.

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

📎 **Note**

– To avoid paper jams, do not force paper into the manual feeder.
– Before loading another sheet, wait for a message to appear on the display.

Linking trays

1 From the control panel, navigate to:

Settings → Paper → Tray Configuration

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

2 Select a paper source.

3 Set the same paper size and paper type for the trays that you are linking.

4 From the control panel, navigate to:

Settings → Device → Maintenance → Config Menu → Tray Configuration

5 Set Tray Linking to Automatic.

> 📝 **Note**
> – To unlink trays, make sure that no trays have the same paper size and paper type settings.

> ⚠ **Warning** **Potential Damage:**
> – **The temperature of the fuser varies according to the specified paper type. To avoid printing issues, match the paper type setting in the printer with the paper loaded in the tray.**

Installing and updating software, drivers, and firmware

Installing the printer software

> 📝 **Note**
> – The print driver is included in the software installer package.
> – For Macintosh computers with macOS version 10.7 or later, you do not need to install the driver to print on an AirPrint-certified printer.

1 Obtain a copy of the software installer package.
   – From the software CD that came with your printer.

2 Run the installer, and then follow the instructions on the computer screen.

Updating firmware

Some applications require a minimum device firmware level to operate correctly.
For more information on updating the device firmware, contact your Sindoh representative.

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

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

2 Click Settings → Device → Update Firmware.

3 Browse to the flash file.

4 Click Upload.

Exporting or importing a configuration file

You can export the configuration settings of your printer into a text file, and then import the file to apply the settings to other printers.

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

✐ **Note**

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

2 From the Embedded Web Server, click Export Configuration or Import Configuration.

3 Follow the instructions on the screen.

4 If the printer supports applications, then do the following:
a. Click Apps → select the application → Configure.
b. Click Export or Import.

Adding available options in the print driver

❖ For Windows users

1 Open the printers folder.

2 Select the printer you want to update, and then do either of the following:
– For Windows 7 or later, select Printer properties.
– For earlier versions, select Properties.

3 Navigate to the Configuration tab, and then select Update Now - Ask Printer.

4 Apply the changes.

❖ For Macintosh users

1 From System Preferences in the Apple menu, navigate to your printer, and then select Options & Supplies.

2 Navigate to the list of hardware options, and then add any installed options.

3 Apply the changes.

Networking

Connecting the printer to a Wi-Fi network

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

Settings → Network/Ports → Network Overview → Active Adapter

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

❖ Using the control panel

1 From the control panel, navigate to:

Settings → Network/Ports → Wireless → Setup On Printer Panel

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

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

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

❖ Connecting the printer to a wireless network using Wi-Fi Protected Setup (WPS)

Before you begin, make sure that:
- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.
- Active Adapter is set to Auto. From the control panel, navigate to:

  Settings → Network/Ports → Network Overview → Active Adapter

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

❖ Using the Push Button method

1 From the control panel, navigate to:

Settings → Network/Ports → Wireless → Wi-Fi Protected Setup → Start Push Button Method

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

2 Follow the instructions on the display.

❖ Using the personal identification number (PIN) method

1 From the control panel, navigate to:

Settings → Network/Ports → Wireless → Wi-Fi Protected Setup → Start PIN Method

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

2 Copy the eight-digit WPS PIN.

3 Open a web browser, and then type the IP address of your access point in the address field.

> **Note**
> – To know the IP address, see the documentation that came with your access point.
> – If you are using a proxy server, then temporarily disable it to load the web page correctly.

4 Access the WPS settings. For more information, see the documentation that came with your access point.

5 Enter the eight-digit PIN, and then save the changes.

❖ Connecting a mobile device to the printer

Before connecting your mobile device, make sure to do the following:
- Enable Wi-Fi Direct® in the printer. From the control panel, navigate to: Settings → Network/Ports → Wireless → Enable Wi-Fi Direct.
- Show the preshared key (PSK) on the Network Setup Page. From the control panel, navigate to: Settings → Network/Ports → Wi-Fi Direct → Show PSK on Setup Page.
- Print the Network Setup Page. From the control panel, navigate to: Settings → Reports → Network → Network Setup Page.

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

❖ Connecting using Wi-Fi Direct

1 From the mobile device, go to the settings menu.

2 Enable Wi-Fi, and then tap Wi-Fi Direct.

3 Select the printer SSID.

4 Confirm the connection on the printer control panel.

❖ Connecting using Wi-Fi

1 From the mobile device, go to the settings menu.

2 Tap Wi-Fi, and then select the printer SSID.

> ✏ **Note**

– The string DIRECT-xy (where x and y are two random characters) is added before the SSID.

3 Enter the PSK.

> ✏ **Note**

– The PSK is the password.
– You can change the SSID on the control panel. Navigate to: Settings → Network/Ports → Wi-Fi Direct → SSID.
– You can also change the PSK on the control panel. Navigate to: Settings → Network/Ports → Wi-Fi Direct → Set PSK.

❖ Deactivating the Wi-Fi network

1 From the printer control panel, navigate to:

Settings → Network/Ports → Network Overview → Active Adapter → Standard Network

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

2 Follow the instructions on the display.

❖ Checking the printer connectivity

1 Print the Network Setup Page. From the control panel, navigate to:

Settings → Reports → Network → Network Setup Page

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

2 Check the first section of the page and confirm that the status is connected.

If the status is not connected, then the LAN drop may be inactive or the network cable may be unplugged or malfunctioning. Contact your administrator for assistance.

Configuring the SMTP server

– In some printer models, this setting can be configured only from the Embedded Web Server.

From the control panel

1 From the control panel, navigate to:

Settings → Device → Notifications → E-mail Alerts Setup → E-mail Setup

2 Configure the settings.

From the Embedded Web Server

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

– View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

– If you are using a proxy server, then temporarily disable it to load the web page correctly.

2 Click Settings → Device → Notifications → E-mail Alerts Setup.

3 From the E-mail Setup section, configure the settings.

4 Click Save.

Printing the Menu Settings Page

From the control panel, navigate to:

Settings → Reports → Menu Settings Page

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

Secure the printer

4

Erasing printer memory

To erase volatile memory or buffered data, turn off the printer.

To erase non-volatile memory or individual settings, device and network settings, security settings, and embedded solutions, do the following:

1 From the control panel, navigate to:

Settings → Device → Maintenance → Out of Service Erase → Sanitize all information on nonvolatile memory

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

2 Select either Start initial setup or Leave printer offline.

Restoring factory default settings

1 From the control panel, navigate to:

Settings → Device → Restore Factory Defaults

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

2 Select Restore all settings.

Statement of Volatility

Your printer contains various types of memory that can store device and network settings, and user data.

Type of memory	Description
Volatile memory	Your printer uses standard random access memory (RAM) to temporarily buffer user data during simple print jobs.
Non-volatile memory	Your printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store operating system, device settings, and network information.

Erase the content of any installed printer memory in the following circumstances:
- The printer is being decommissioned.
- The printer is being moved to a different department or location.
- The printer is being serviced by someone from outside your organization.
- The printer is being removed from your premises for service.
- The printer is being sold to another organization.

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Print

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Printing from a computer

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

1 From the document that you are trying to print, open the Print dialog.

2 If necessary, adjust the settings.

3 Print the document.

Printing from a mobile device

Printing from a mobile device using Google Cloud Print

Google Cloud Print™ is a printing service that allows you to print to any Google Cloud Print-ready printer.
Before you begin, make sure that:
- The printer is registered to the Google Cloud Print server.
- The Cloud Print plugin is downloaded from the Google Play store and is enabled in the mobile device.

1 From your Android™ mobile device, open a document or select a document from your file manager.

2 Tap ⋮ → Print.

3 Select a printer, and then tap 🖨 .

Printing from a mobile device using Mopria Print Service

Mopria® Print Service is a mobile printing solution for mobile devices running on Android version 5.0 or later.
It allows you to print directly to any Mopria-certified printer.

> 📝 **Note**
>
> – Make sure that you download the Mopria Print Service application from the Google Play store and enable it in the mobile device.

1 From your Android mobile device, launch a compatible application or select a document from your file manager.

2 Tap ⋮ → Print.

3 Select a printer, and then adjust the settings, if necessary.

4 Tap 🖨 .

Printing from a mobile device using AirPrint

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

> 📝 **Note**
>
> – Make sure that the Apple device and the printer are connected to the same network. If the network has multiple wireless hubs, then make sure that both devices are connected to the same subnet.
> – This application is supported only in some Apple devices.

1 From your mobile device, select a document from your file manager or launch a compatible application.

2 Tap ⬆ → Print.

3 Select a printer, and then adjust the settings, if necessary.

4 Print the document.

Printing from a mobile device using Wi-Fi Direct ®

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

> ✐ **Note**

> – Make sure that the mobile device is connected to the printer wireless network.
> For more information, see "Connecting a mobile device to the printer" on P. 3-13.

1 From your mobile device, launch a compatible application or select a document from your file manager.

2 Depending on your mobile device, do one of the following:
   – Tap ⦂ → Print.
   – Tap ⬆ → Print.
   – Tap ▪▪▪ → Print.

3 Select a printer, and then adjust the settings, if necessary.

4 Print the document.

Configuring confidential jobs

In some printer models, this setting can be configured only from the Embedded Web Server.

Using the control panel

1 From the home screen, touch:
   Settings → Security → Confidential Print Setup

2 Configure the settings.

Using the Embedded Web Server

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

> ✐ **Note**

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

2 Click Settings → Security → Confidential Print Setup.

3 Configure the settings.

Printing confidential and other held jobs

For Windows users

1 With a document open, click File → Print.

2 Click Properties, Preferences, Options, or Setup.

3 Click Print and Hold.

4 Select Use Print and Hold, and then assign a user name.

5 Select the print job type (Confidential, Repeat, Reserve, or Verify).

If the print job is confidential, then enter a four-digit PIN.

6 Click OK or Print.

7 From the printer home screen, release the print job.
- For confidential print jobs, navigate to:

Held jobs → select your user name → Confidential > enter the PIN → select the print job → configure the settings → Print
- For other print jobs, navigate to:

Held jobs → select your user name → select the print job → configure the settings → Print

For Macintosh users

1 With a document open, choose File > Print.

If necessary, click the disclosure triangle to see more options.

2 From the print options or Copies & Pages menu, choose Job Routing.

3 Select the print job type (Confidential, Repeat, Reserve, or Verify).

If the print job is confidential, then assign a user name and a four-digit PIN.

4 Click OK or Print.

5 From the printer home screen, release the print job.
- For confidential print jobs, navigate to:

Held jobs → select your user name → Confidential → enter the PIN → select the print job → configure the settings → Print
- For other print jobs, navigate to:

Held jobs → select your user name → select the print job → configure the settings → Print

Printing from a Cloud Connector profile

1 From the home screen, touch Cloud Connector.

2 Select a cloud service provider, and then select a profile.

> 🖉 **Note**

- For more information on creating a Cloud Connector profile, see "Creating a Cloud Connector profile" on P. 3-4.

3 Touch Print, and then select a file.

If necessary, change the settings.

> 🖉 **Note**

- Make sure to select a supported file.

4 Print the document.

Printing a font sample list

1 From the control panel, navigate to:

Settings → Reports → Print → Print Fonts

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

2 Select a font sample.

Placing separator sheets between copies

1 From the home screen, navigate to:

Settings → Print → Layout → Separator Sheets → Between Copies

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

2 Print the document.

Canceling a print job

From the printer control panel

For touch-screen printer models, do the following:

1 From the home screen, touch Cancel a job.

2 Select a job to cancel.

For non-touch-screen printer models, press [×] .

From the computer

1 Depending on the operating system, do either of the following:

– Open the printers folder, and then select your printer.
– From the System Preferences in the Apple menu, navigate to your printer.

2 Select the job to cancel.

Adjusting toner darkness

1 From the control panel, navigate to:

Settings > Print > Quality > Toner Darkness

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

2 Adjust the setting.

3 Apply the changes.

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Use printer menus

6

1. Menu map

Device	• Preferences • Eco-Mode • Remote Operator Panel [2] • Notifications • Power Management	• Restore Factory Defaults • Maintenance • Visible Home Screen Icons [1] • About this Printer
Print	Layout • Setup • Quality	• PostScript • PCL • Image
Paper	• Tray Configuration	• Media Configuration
Network/Ports	• Network Overview • Wireless • Ethernet • TCP/IP • SNMP • IPSec • 802.1x	• LPD Configuration • HTTP/FTP Settings • USB • Restrict external network access • Google Cloud Print • Wi-Fi Direct
Security [2]	• Login Methods • Certificate Management • Login Restrictions	• Confidential Print Setup • Erase Temporary Data Files • Miscellaneous
Cloud Connector [1]	Enable/Disable Connectors• Network	
Reports	• Menu Settings Page • Device	• Print • Network
Troubleshooting	Print Quality Test Pages	
1. This menu is available only in some printer models. 2. In some printer models, this menu can be configured only from the Embedded Web Server.		

2. Device

2.1 Preferences

Menu item	Description
Display Language 　　[List of languages]	Set the language of the text that appears on the display.
Country/Region 　　[List of countries or regions]	Identify the country or region where the printer is configured to operate.
Run initial setup 　　No* 　　Yes	Run the setup wizard.
Keyboard 　　Keyboard Type 　　　　[List of languages]	Select a language as a keyboard type. 　📝 Note 　– All the Keyboard Type values may not appear or may require special hardware to appear. 　– This menu item appears only in some printer models.
Displayed information 　　Display Text 1 (IP Address*) 　　Display Text 2 (Date/Time*) 　　Custom Text 1 　　Custom Text 2	Specify the information to appear on the home screen.
Date and Time 　　Configure 　　　　Current Date and Time 　　　　Manually Set Date and Time 　　　　Date Format (MM-DD-YYYY*) 　　　　Time Format (12 hour A.M./P.M.*) 　　　　Time Zone (GMT*)	Configure the printer date and time.
Date and Time 　　Network Time Protocol 　　　　Enable NTP (On*) 　　　　NTP Server 　　　　Enable Authentication (None*)	Configure the settings for Network Time Protocol (NTP). 　📝 Note 　– Enable Authentication appears only in some printer models. 　– When Enable Authentication is set to MD5 key, Key ID and Password appear.
Paper Sizes 　　U.S.* 　　Metric	Specify the unit of measurement for paper sizes. 　📝 Note 　– The country or region selected in the initial setup wizard determines the initial paper size setting.
Screen Brightness 　　20–100% (100*)	Adjust the brightness of the display. 　📝 Note 　– This menu item appears only in some printer models.
Screen Timeout 　　5–300 (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs off a user account automatically.
Note : An asterisk (*) next to a value indicates the factory default setting.	

2.2   Eco-Mode

Menu item	Description

Print
    Sides
        1-Sided*
        2-Sided
	Specify whether to print on one side or two sides of the paper.

Print
    Pages per Side
        Off*
        2 pages per side
        3 pages per side
        4 pages per side
        6 pages per side
        9 pages per side
        12 pages per side
        16 pages per side
	Print multiple page images on one side of a sheet of paper.

Print
    Toner Darkness
        Light
        Normal*
        Dark
	Determine the lightness or darkness of text images.

Note: An asterisk (*) next to a value indicates the factory default setting.	

2.3   Remote Operator Panel

Menu item	Description

External VNC Connection
    Don't Allow*
    Allow
	Connect an external Virtual Network Computing (VNC) client to the remote control panel.

Authentication Type
    None*
    Standard Authentication
	Set the authentication type when accessing the VNC client server.

VNC Password	Specify the password to connect to the VNC client server. 📝 **Note** – This menu item appears only if Authentication Type is set to Standard Authentication.
Note: An asterisk (*) next to a value indicates the factory default setting.	

2.4   Notifications

Menu item	Description

Supplies
    Show Supply Estimates
        Show estimates*
        Do not show estimates
	Show the estimated status of the supplies.

Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description

Supplies
    Custom Supply Notifications
	Configure notification settings when the printer requires user intervention.
	🖉 **Note**
	  – This menu item appears only in the Embedded Web Server.

E-mail Alerts Setup
    E-mail Setup
    Primary SMTP Gateway
    Primary SMTP Gateway Port (25*)
    Secondary SMTP Gateway
    Secondary SMTP Gateway Port (25*)
    SMTP Timeout (30 seconds*)
    Reply Address
    Always use SMTP default Reply Address(Off*)
    Use SSL/TLS(Disabled*)
    Require Trusted Certificate(On*)
    SMTP Server Authentication(No authentication required*)
    Device-Initiated E-mail(None*)
    Device Userid
    Device Password
    NTLM Domain
	Configure the e-mail settings of the printer.
	🖉 **Note**
	  – In some printer models, this menu can be configured only from the Embedded Web Server.

Error Prevention
    Jam Assist
        Off
        On*
	Set the printer to check for jammed paper automatically.

Error Prevention
    Auto Continue
        Disabled 5–255 (5*)
    Auto Continue Time
	Let the printer continue processing or printing a job automatically after clearing certain attendance conditions.
	🖉 **Note**
	  – Auto Continue Time is available only in some printer models.

Error Prevention
    Auto Reboot
        Auto Reboot
            Reboot always*
            Reboot never
            Reboot when idle
	Set the printer to restart when an error occurs.

Error Prevention
    Auto Reboot
        Max Auto Reboots 1–20 (2*)
	Set the number of automatic reboots that the printer can perform.

Error Prevention
    Auto Reboot
        Auto Reboot Window
            1–525600 (720*)
	Set the number of seconds before the printer performs an automatic reboot.

Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Error Prevention 　　Auto Reboot 　　　　Auto Reboot Counter	Show a read-only information of the reboot counter.
Error Prevention 　　Display Short Paper Error 　　　　Auto-clear* 　　　　On	Set the printer to show a message when a short paper error occurs. ✎ **Note** 　– Short paper refers to the size of the paper loaded.
Error Prevention 　　Page Protect 　　　　Off* 　　　　On	Set the printer to process the entire page into the memory before printing it.
Jam Content Recovery 　　Jam Recovery 　　　　Auto* 　　　　Off 　　　　On	Set the printer to reprint jammed pages.
Note: An asterisk (*) next to a value indicates the factory default setting.	

2.5 Power Management

Menu item	Description
Sleep Mode Profile 　　Print from Sleep Mode 　　　　Stay awake after printing 　　　　Enter Sleep Mode after printing*	Set the printer to stay in Ready mode or return to Sleep mode after printing.
Timeouts 　　Sleep Mode 　　　　1–60 minutes (15*)	Set the idle time before the printer begins operating in Sleep mode.
Timeouts 　　Hibernate Timeout 　　　　1 hour 　　　　2 hours 　　　　3 hours 　　　　6 hours 　　　　1 day 　　　　2 day 　　　　3 days* 　　　　1 week 　　　　2 week 　　　　1 month	Set the time before the printer turns off.
Timeouts 　　Hibernate Timeout on Connection 　　　　Hibernate 　　　　Do Not Hibernate*	Set Hibernate Timeout to turn off the printer while an active Ethernet connection exists.
Note: An asterisk (*) next to a value indicates the factory default setting.	

2.6   Restore Factory Defaults

Menu item	Description

Restore Settings
    Restore all settings
    Restore printer settings
    Restore network settings
	Restore the printer factory default settings.

Authentication Type
    None*
    Standard Authentication
	Set the authentication type when accessing the VNC client server.

VNC Password	Specify the password to connect to the VNC client server.
	  📝 **Note**
	   – This menu item appears only if Authentication Type is set to Standard Authentication.

Note: An asterisk (*) next to a value indicates the factory default setting.	

2.7   Maintenance

Config Menu

Menu item	Description

USB Configuration
    USB PnP
      1*
      2
	Change the USB driver mode of the printer to improve its compatibility with a personal computer.

USB Configuration
    USB Speed
      Full
      Auto*
	Set the USB port to run at full speed and disable its high-speed capabilities.

Tray Configuration
    Tray Linking
      Automatic*
      Off
	Set the printer to link the trays that have the same paper type and paper size settings.
	  📝 **Note**
	   – This menu item is available only in some printer models.

Tray Configuration
    Show Tray Insert Message
      Off*
      Only for unknown sizes*
      Always
	Display a message to select paper size and type after inserting the tray.

Tray Configuration
    A5 Loading
      Short Edge
      Long Edge*
	Specify the page orientation when loading A5 paper size.

Tray Configuration
    Paper Prompts
      Auto*
      Manual Paper
	Set the paper source that the user fills when a prompt to load paper appears.

Tray Configuration
    Envelope Prompts
      Auto*
      Manual Envelope
	Set the paper source that the user fills when a prompt to load envelope appears.

Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Tray Configuration 　Menu Settings Page 　Event Log 　Event Log Summary	Set the printer to resolve paper- or envelope-related change prompts.
Reports 　Action for Prompts 　　Prompt user* 　　Continue 　　Use current	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters 　Clear Supply Usage History	Reset the supply usage history, such as number of pages and days remaining, to the factory shipped level.
Supply Usage And Counters 　Fuser Reset 　ITM Reset	Reset the counter after installing a new supply.
Printer Emulations 　PPDS Emulation 　　Off* 　　On	Set the printer to recognize and use the PPDS data stream.
Printer Emulations 　PS Emulation 　　On* 　　Off	Set the printer to recognize and use the PS data stream.
Printer Emulations 　Emulator Security 　　Page Timeout 　　　0–60 (60*)	Set the page timeout during emulation.
Printer Emulations 　Emulator Security 　　Reset Emulator After Job 　　　Off* 　　　On	Reset the emulator after a print job.
Printer Emulations 　Emulator Security 　　Disable Printer Message Access 　　　On* 　　　Off	Disable access to printer message during emulation.
Print Configuration 　Black Only Mode 　　Off* 　　On	Print color content in grayscale.
Print Configuration 　Color Trapping 　　Off 　　1 　　2* 　　3 　　4 　　5	Enhance the printed output to compensate for misregistration in the printer.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Print Configuration Font Sharpening 0–150 (24*)	Set a text point-size value below which the high-frequency screens are used when printing font data. For example, if the value is 24, then all fonts sized 24 points or less use the high-frequency screens.

Device Operations
    Quiet Mode
        Off
        On*
	Set the printer to operate in Quiet Mode.
	📎 **Note**
	  – Enabling this setting slows down the printer performance.

Device Operations
    Safe Mode
        Off*
        On
	Set the printer to operate in a mode in which it attempts to continue offering as much functionality as possible, despite known issues.
	For example, when set to On, and the duplex motor is nonfunctional, the printer performs one-sided printing of the documents even if the job is two-sided printing.
	📎 **Note**
	  – This menu item is available only in some printer models.

Device Operations Clear Custom Status	Erase user-defined strings for the Default or Alternate custom messages.

Device Operations
    Clear all remotely-installed messages
	Erase messages that were remotely installed.
	📎 **Note**
	  – This menu item is available only in some printer models.

Device Operations
    Automatically Display Error Screens
        Off
        On*
	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.

Device Operations
    Enable Optional Parallel Port
        On*
        Off
	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.
	📎 **Note**
	  – This menu item is available only in some printer models.

Toner patch sensor setup
    Calibration frequency preference
        Disabled
        Fewest color adjustment
        Fewer color adjustment
        Normal*
        Better color accuracy
        Best color accuracy
	Set the default calibration frequency.

Toner patch sensor setup Full calibration	Run the full color calibration.
Toner patch sensor setup Print TPS information page	Print a diagnostic page that contains toner patch sensor calibration.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Out of Service Erase

Menu Item	Description

Erase Printer Memory
    Printer Memory Last Sanitized
    Sanitize all information on nonvolatile memory
    Erase all printer and network settings
    Erase all shortcuts and shortcut settings
	Clear all settings and applications that are stored in the printer.

Note: *Available only in some printer models.	

2.8 Visible Home Screen Icons

Menu Item	Description
Status/Supplies Job Queue Change Language Bookmarks Held Jobs	Specify which icons to show on the home screen.

2.9 About this Printer

Menu Item	Description
Asset Tag	Show the serial number of the printer.
Printer's Location	Identify the printer location. The maximum length is 63 characters.
Contact	Personalize the printer name. The maximum length is 63 characters.

Send Logs
    Cancel
    Send
	Send diagnostic information to Sindoh.

3. Print

3.1 Layout

Menu Item	Description
Sides 　1-sided* 　2-sided	Specify whether to print on one side or two sides of the paper.
Flip Style 　Long Edge* 　Short Edge	Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing. 📝 **Note** 　– Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
Blank Pages 　Print 　Do Not Print*	Print blank pages that are included in a print job.
Collate 　Off [1,1,1,2,2,2]* 　On [1,2,1,2,1,2]	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Separator Sheets 　None* 　Between Copies 　Between Jobs 　Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source 　Tray [x] (1*)	Specify the paper source for the separator sheet.
Pages per Side 　Off* 　2 pages per side 　3 pages per side 　4 pages per side 　6 pages per side 　9 pages per side 　12 pages per side 　16 pages per side	Print multiple page images on one side of a sheet of paper.
Pages per Side Ordering 　Horizontal* 　Reverse Horizontal 　Vertical 　Reverse Vertical	Specify the positioning of multiple page images when using Pages per Side. 📝 **Note** 　– The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation 　Auto* 　Landscape 　Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border 　None* 　Solid	Print a border around each page image when using Pages per Side.
Copies 　1-9999(1*)	Specify the number of copies for each print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description

Print Area
    Normal*
    Fit to page
    Whole Page
	Set the printable area on a sheet of paper.

Note: An asterisk (*) next to a value indicates the factory default setting.	

3.2   Setup

Menu Item	Description

Printer Language
    PCL Emulation
    PS Emulation*
	Set the printer language.
	
	📝 **Note**
	– Setting a printer language default does not prevent a software program from sending print jobs that use another printer language.

Printer Usage
    Max Speed
    Max Yield*
	Determine how the color print cartridges operate during printing.
	
	📝 **Note**
	– When set to Max Yield, the color print cartridges slow down or stop while printing groups of black-only pages.
	– When set to Max Speed, the color print cartridges always run while printing, whether color or black pages are being printed.

Resource Save
    Off*
    On
	Determine what the printer does with downloaded resources, such as fonts and macros, when it receives a job that requires more than the available memory.
	
	📝 **Note**
	– When set to Off, the printer retains downloaded resources only until memory is needed. Resources associated with the inactive printer language are deleted.
	– When set to On, the printer preserves all the permanent downloaded resources across all language switches. When necessary, the printer shows memory full messages instead of deleting permanent resources.

Print All Order
    Alphabetical*
    Newest First
    Oldest First
	Specify the order in which held and confidential jobs are printed when Print All is selected.

Note: An asterisk (*) next to a value indicates the factory default setting.	

3.3   Quality

Menu Item	Description

Print Mode
    Black and White
    Color*
	Set the print mode.

Print Resolution 4800 CQ*	Set the resolution for the printed output. 📝 **Note** – 4800 CQ provides high-quality output at maximum speed.

Toner Darkness
    Light
    Normal*
    Dark
	Determine the lightness or darkness of text images.

Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
Halftone Normal* Detail	Enhance the printed output to have smoother lines with sharper edges.
RGB Brightness -6 ~ 6(0*)	Adjust the brightness, contrast, and saturation for color output. ✎ **Note** – This setting does not affect files where CMYK color specifications are used.
RGB Contrast 0 ~ 5(0*)	
RGB Saturation 0 ~ 5(0*)	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Advanced Imaging

Menu Item	Description

Color Balance
Cyan
   -5 ~ 5(0*)
Magenta
   -5 ~ 5(0*)
Yellow
   -5 ~ 5(0*)
Black
   -5 ~ 5(0*)
Reset Defaults
	Adjust the amount of toner that is used for each color.

Color Correction
  Color Correction
    Auto*
    Off
    Manual
 	
  Color Correction Content
	Modify the color settings used to print documents.
	
	✎ **Note**
	
	– Off sets the printer to receive the color correction from the software.
	– Auto sets the printer to apply different color profiles to each object on the printed page.
	– Manual allows the customization of the RGB or CMYK color conversions applied to each object on the printed page.
	– Color Correction Content is available only when Color Correction is set to Manual.

Color Adjust	Calibrate the printer to adjust color variations in the printed output.
Note: An asterisk (*) next to a value indicates the factory default setting.	

3.4   PostScript

Menu Item	Description
Print PS Error On Off*	Print a page that describes the PostScript® error. ✎ **Note** – When an error occurs, processing of the job stops, the printer prints an error message, and the rest of the print job is flushed.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width. ✎ **Note** – Jobs printed in 4800 CQ use half the value.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
Lock PS Startup Mode On* Off	Disable the SysStart file. 📝 **Note** – The default setting varies depending on the printer model.
Image Smoothing On Off*	Enhance the contrast and sharpness of low-resolution images. 📝 **Note** – This setting has no effect on images with a resolution of 300 dpi or higher.
Wait Timeout Disabled Enabled*	Enable the printer to wait for more data before canceling a print job.
Wait Timeout Time 15–65535 (40*)	Set the time in seconds for the printer to wait for more data before canceling a print job. 📝 **Note** – This menu item appears only when Wait Timeout is enabled.
Note: An asterisk (*) next to a value indicates the factory default setting.	

3.5 PCL

Menu Item	Description
Font Name [List of available fonts] (Courier*)	Select a font from the specified font source.
Symbol Set [List of available symbol set] (10U PC-8*)	Specify the symbol set for each font name. 📝 **Note** – A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols. Symbol sets support the different languages or specific programs such as math symbols for scientific text.
Pitch 0.08-100(10*)	Specify the pitch for fixed or monospaced fonts. 📝 **Note** – Pitch refers to the number of fixed-space characters in a horizontal inch of type.
Orientation Portrait* Landscape Reverse Portrait Reverse Landscape	Specify the orientation of text and graphics on the page.
Lines per Page 1~255	Specify the number of lines of text for each page printed through the PCL® datastream. 📝 **Note** – This menu item activates vertical escapement that causes the selected number of requested lines to print between the default margins of the page. – 60 is the U.S. factory default setting. 64 is the international factory default setting.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
PCL5 Minimum Line Width 1-30(2*) **PCLXL Minimum Line Width** 1-30(2*)	Set the initial minimum stroke width. 📎 **Note** – Jobs printed in 4800 CQ use half the value.
A4 Width 198 mm* 203 mm	Set the width of the logical page on A4-size paper. 📎 **Note** – Logical page is the space on the physical page where data is printed.
Auto CR after LF Off* On	Set the printer to perform a carriage return after a line feed control command. 📎 **Note** – Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
Auto LF after CR Off* On	Set the printer to perform a line feed after a carriage return control command.
Tray Renumber Assign Tray [x] Off* None 0–201 Assign Manual Paper Off* None 0–201 Assign Manual Envelope Off* None 0–201	Configure the printer to work with print drivers or applications that use different source assignments for the paper source.
Tray Renumber View Factory Defaults	Show the factory default setting assigned for each paper source.
Tray Renumber Restore Defaults	Return all tray assignments to factory default values.
Print Timeout Disabled Enabled* [90] **Print Timeout Time** 1–255 (90*)	Set the printer to end a print job after it has been idle for the specified amount of time in seconds. 📎 **Note** – Print Timeout Time appears only in some printer models.
Note: An asterisk (*) next to a value indicates the factory default setting.	

3.6   Image

Menu Item	Description
Auto Fit On Off*	Select the best available paper size and orientation setting for an image. 📎 **Note** – When set to On, this menu item overrides the scaling and orientation settings for the image.
Invert Off* On	Invert bitonal monochrome images. 📎 **Note** – This menu item does not apply to GIF or JPEG image formats.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
Scaling 　　Anchor Top Left 　　Best Fit* 　　Anchor Center 　　Fit Height / Width 　　Fit Height 　　Fit Width	Adjust the image to fit the printable area. 　✎ **Note** 　　– When Auto Fit is set to On, Scaling is automatically set to Best Fit.
Orientation 　　Portrait* 　　Landscape 　　Reverse Portrait 　　Reverse Landscape	Specify the orientation of text and graphics on the page.
Note: An asterisk (*) next to a value indicates the factory default setting.	

4. Paper

4.1 Tray Configuration

Menu Item	Description
Default Source Tray [x] (1*) Manual Paper Manual Envelope	Set the paper source for all print jobs.
Paper Size / Type Tray [x] (1*) Manual Paper Manual Envelope	Specify the paper size or paper type loaded in each paper source.
Substitute Size Off Letter/A4 All Listed*	Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source. ✏ **Note** – Off prompts the user to load the required paper size. – Letter/A4 prints an A4-size document on letter when loading letter, and letter-size jobs on A4 paper size when loading A4. – All Listed substitutes Letter/A4.
Note: An asterisk (*) next to a value indicates the factory default setting.	

4.2 Media Configuration

Universal Setup

Menu Item	Description
Units of Measure Inches Millimeters	Specify the unit of measurement for the universal paper. ✏ **Note** – Inches is the U.S. factory default setting. Millimeters is the international factory default setting.
Portrait Width 3.00–14.17 inches (8.50*) 76–360 mm (216*)	Set the portrait width of the universal paper.
Portrait Height 3.00–14.17 inches (14*) 76–360 mm (356*)	Set the portrait height of the universal paper.
Feed Direction Short Edge* Long Edge	Set the printer to pick paper from the short edge or long edge direction. ✏ **Note** – Long Edge appears only when the longest edge is shorter than the maximum width supported.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Media Types

Menu Item	Description
Plain Paper Card Stock Recycled Glossy Labels Bond Envelope Letterhead Preprinted Colored Paper Light Heavy Rough/Cotton Custom Type [x]	Specify the texture, weight, and orientation of the paper loaded. 📝 **Note** – Custom Type is supported only in some printer models.

5. Network/Ports

5.1 Network Overview

Menu Item	Description
Active Adapter Auto* Standard to Network Wireless	Specify how a network is connected.
Network Status	Show the printer network status and connectivity settings.
Display Network Status on Printer Off On*	Show the network status on the display.
Speed, Duplex	Show the speed of the currently active network card.
IPv4	Show the IPv4 address.
All IPv6 Addresses	Show all IPv6 addresses.
Reset Print Server Start	Reset all active network connections to the printer. 📝 Note – This setting removes all network configuration settings.
Network Job Timeout Off On* (90 seconds)	Set the time before the printer cancels a network print job. 📝 Note – Network Job Timeout Time appears only in some printer models.
Network Job Timeout Disabled Enabled*	
Network Job Timeout Time 10–255 seconds (90*)	
Banner Page Off* On	Print a banner page.
Enable Network Connections Enable* Disable	Enable or disable all network connections.
Enable LLDP On Off*	Enable Link Layer Discovery Protocol (LLDP) in the printer.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.2　Wireless

Menu Item	Description
Setup On Printer Panel 　Choose Network 　Add Wi-Fi Network 　• Network Name 　• Network Mode 　　Infrastructure 　• Wireless Security Mode 　　Disabled* 　　WEP 　　WPA2/WPA - Personal 　　WPA2 - Personal	Determine the wireless network that the printer connects to. 　📎 **Note** 　– This menu item appears as Wireless Connection Setup in the Embedded Web Server.
Wi-Fi Protected Setup 　Start Push Button Method 　Start PIN Method	Establish a wireless network and enable network security. 　📎 **Note** 　– Start Push Button Method connects the printer to a wireless network when buttons on both the printer and the access point (wireless router) are pressed within a given time. 　– Start PIN Method connects the printer to a wireless network when a PIN on the printer is entered into the wireless settings of the access point.
Enable Wi-Fi Direct 　On 　Off*	Set the printer to connect directly to Wi-Fi devices.
Compatibility 　802.11b/g/n (2.4GHz) 　802.11a/b/g/n/ac (2.4GHz/5GHz)* 　802.11a/n/ac (5GHz)	Specify the wireless standard for the wireless network.
Wireless Security Mode 　Disabled* 　WEP 　WPA2/WPA - Personal 　WPA2 - Personal 　802.1x - RADIUS	Set the type of security for connecting the printer to wireless devices.
WEP Authentication Mode 　Auto* 　Open 　Shared	Set the type of Wireless Encryption Protocol (WEP) used by the printer. 　📎 **Note** 　– This menu item appears only if Wireless Security Mode is set to WEP.
Set WEP Key	Specify a WEP password for secure wireless connection. 　📎 **Note** 　– This menu item appears only if Wireless Security Mode is set to WEP.
WPA2-Personal 　AES*	Enable wireless security through WPA2. 　📎 **Note** 　– This menu item appears only if Wireless Security Mode is set to WPA2-Personal.
Set PSK	View the network addresses.

Menu Item	Description
WPA2/WPA-Personal AES*	Set the password for secure wireless connection. 🖉 **Note** – This menu item appears only if Wireless Security Mode is set to WPA2/WPA-Personal or WPA2-Personal.
PS SmartSwitch Off On*	Enable wireless security through WPA2/WPA. 🖉 **Note** – This menu item appears only when Wireless Security Mode is set to WPA2/WPA-Personal.
802.1x Encryption Mode WPA+ WPA2*	Enable wireless security through 802.1x standard. 🖉 **Note** – This menu item appears only when Wireless Security Mode is set to 802.1x - Radius.

IPv4
Enable DHCP
  On*
  Off
	Enable Dynamic Host Configuration Protocol (DHCP).
	🖉 **Note**
	  – DHCP is a standard protocol that allows a server to distribute IP addressing and configuration information dynamically to clients.

IPv4
Set Static IP Address
  IP Address
  Netmask
  Gateway
	Set the static IP address of your printer.

IPv6
Enable IPv6
  On*
  Off
	Enable IPv6 in the printer.

IPv6
Enable DHCPv6
  Off*
  On
	Enable DHCPv6 in the printer.

IPv6
Stateless Address Autoconfiguration
  Off
  On*
	Set the network adapter to accept the automatic IPv6 address configuration entries provided by a router.

IPv6 DNS Address	Specify the DNS server address.
IPv6 Manually Assigned IPV6 Address	Assign the IPv6 address. 🖉 **Note** – This menu item appears only in some printer models.
IPv6 Manually Assigned IPV6 Router	Assign the IPv6 router address. 🖉 **Note** – This menu item appears only in some printer models.
IPv6 Address Prefix 0–128 (64*)	Specify the address prefix.
IPv6 All IPv6 Addresses	Show all IPv6 addresses.

Menu Item	Description
IPv6 　All IPv6 Router Addresses	Show all IPv6 router addresses.
Network Address 　UAA 　LAA	View the network addresses.
PCL SmartSwitch 　On* 　Off	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. 📝 **Note** 　– If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch 　On* 　Off	Set the printer to switch automatically to PostScript emulation when a print job requires it, regardless of the default printer language. 📝 **Note** 　– If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Mac Binary PS 　Auto* 　On 　Off	Set the printer to process Macintosh binary PostScript print jobs. 📝 **Note** 　– On processes raw binary PostScript print jobs. 　– Off filters print jobs using the standard protocol.

5.3　Ethernet

Menu Item	Description
Network Speed	Show the speed of an active network adapter.
IPv4 　Enable DHCP 　　On* 　　Off	Enable Dynamic Host Configuration Protocol (DHCP). 📝 **Note** 　– DHCP is a standard protocol that allows a server to distribute IP addressing and configuration information to clients in a dynamic manner.
IPv4 　Set Static IP Address 　　IP Address 　　Netmask 　　Gateaway	Set the static IP address of your printer.
IPv6 　Enable IPv6 　　Off 　　On*	Enable IPv6 in the printer.
IPv6 　Enable DHCPv6 　　Off* 　　On	Enable DHCPv6 in the printer.

Menu Item	Description
IPv6 Stateless Address Autoconfiguration Off On*	Set the network adapter to accept the automatic IPv6 address configuration entries provided by a router.
IPv6 DNS Address	Specify the DNS server address.
IPv6 Manually Assigned IPV6 Address	Assign the IPv6 address. 📝 **Note** – This menu item appears only in some printer models.
IPv6 Manually Assigned IPv6 Router	Assign the IPv6 address. 📝 **Note** – This menu item appears only in some printer models.
IPv6 Address Prefix 0–128 (64*)	Specify the address prefix.
IPv6 All IPv6 Addresses	Show all IPv6 addresses.
IPv6 All IPv6 Router Addresses	Show all IPv6 router addresses.
Network Address UAA LAA	Show the printer Media Access Control (MAC) addresses: Locally Administered Address (LAA) and Universally Administered Address (UAA). 📝 **Note** – You can change the printer LAA manually.
PCL SmartSwitch Off On*	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. 📝 **Note** – If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language. 📝 **Note** – If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering Off On*	Temporarily store jobs on the printer hard disk before printing. 📝 **Note** – This menu item appears only when a hard disk is installed. – This menu item appears only in some printer models.
Mac Binary PS **Auto*** On Off	Set the printer to process Macintosh binary PostScript print jobs. 📝 **Note** – On processes raw binary PostScript print jobs. – Off filters print jobs using the standard protocol.
Energy Efficient Ethernet Off On Auto*	Reduce power consumption when the printer does not receive data from the Ethernet network.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.4 TCP/IP

> 📝 **Note**
>
> – This menu appears only in network printers or printers attached to print servers.

Menu Item	Description
Set Hostname	Set the current TCP/IP host name.
Domain Name	Set the domain name. 📝 **Note** – This menu item appears only in some printer models.
Allow DHCP/BOOTP to update NTP server On* Off	Allow the DHCP and BOOTP clients to update the NTP settings of the printer.
Zero Configuration Name	Specify a service name for the zero configuration network. 📝 **Note** – This menu item appears only in some printer models.
Enable Auto IP On* Off	Assign an IP address automatically.
DNS Server Address	Specify the current Domain Name System (DNS) server address.
Backup DNS Server Address	Specify the backup DNS server addresses.
Backup DNS Server Address 2	
Backup DNS Server Address 3	
Domain Search Order	Specify a list of domain names to locate the printer and its resources that reside in different domains on the network. 📝 **Note** – This menu item appears only in some printer models.
Enable DDNS Off On*	Update the Dynamic DNS settings.
DDNS TTL	Specify the current DDNS settings.
Default TTL	
DDNS Refresh Time	
Enable mDNS On Off*	Update multicast DNS settings.
WINS Address	Specify a server address for Windows Internet Name Service (WINS).
Enable BOOTP Off* On	Allow the BOOTP to assign a printer IP address.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
Restricted Server List	Specify an IP address for the TCP connections. 📎 **Note** – This menu item appears only in some printer models. – Use a comma to separate each IP address. – You can add up to 50 IP addresses.

Restricted Server List Options
    Block All Ports*
    Block Printing Only
    Block Printing and HTTP Only
	Specify how the IP addresses in the list can access the printer functionality.
	
	📎 **Note**
	
	 – This menu item appears only in some printer models.

MTU	Specify a maximum transmission unit (MTU) parameter for the TCP connections.
Raw Print Port 1-65535(9100*)	Specify a raw port number for printers connected on a network.

Outbound Traffic Maximum Speed
    Disabled*
    Enabled
	Enable the printer maximum transfer rate.

Enable TLSv1.0
    Off*
    On
	Enable the TLSv1.0 protocol.

Enable TLSv1.1
    Off
    On*
	Enable the TLSv1.1 protocol.

SSL Cipher List	Specify the cipher algorithms to use for the SSL or the TLS connections.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.5　SNMP

📎 **Note**

 – This menu appears only in network printers or printers that are attached to print servers.

Menu Item	Description

SNMP Versions 1 and 2c
    Enabled
        Off
        On*
    Allow SNMP Set
        Off
        On*
    Enable PPM MIB
        Off
        On*
    SNMP Community
	Configure Simple Network Management Protocol (SNMP) versions 1 and 2c to install print drivers and applications.

Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
SNMP Version 3 　Enabled 　　Off 　　On* 　Set Read/Write Credentials 　　User Name 　　Password 　Set Read-only Credentials 　　User Name 　　Password 　Authentication Hash 　　MD5 　　SHA1* 　Minimum Authentication Level 　　No Authentication, No Privacy 　　Authentication, No Privacy 　　Authentication, Privacy* 　Privacy Algorithm 　　DES 　　AES-128*	Configure SNMP version 3 to install and update the printer security.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.6　IPSec

> 📝 **Note**
>
> – This menu appears only in network printers or printers that are attached to print servers.

Menu Item	Description
Enable IPSec 　Off* 　On	Enable Internet Protocol Security (IPSec).
Base Configuration 　Default* 　Compatibility 　Secure	Set the IPSec base configuration. 📝 **Note** – This menu item appears only when Enable IPSec is set to On.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
DH (Diffie-Hellman) Group Proposal modp2048 (14)* modp3072 (15) modp4069 (16) modp6144 (17)	Set the IPSec encryption. 📝 **Note** – DH (Diffie-Hellman) Group Proposal appears only when Base Configuration is set to Compatibility. – IKE SA Lifetime (Hours) and IPSec SA Lifetime (Hours) appear only when Base Configuration is set to Secure.
IKE SA Lifetime (Hours) 1 2 4 8 24*	
IPSec SA Lifetime (Hours) 1 2 4 8* 24	
Proposed Encryption Method 3DES AES*	Specify the encryption and authentication methods to connect to a network securely. 📝 **Note** – This menu item appears only when Base Configuration is set to Compatibility.
Proposed Authentication Method SHA1 SHA256* SHA512	
IPSec Device Certificate	Specify an IPSec certificate. 📝 **Note** – This menu item appears only when Enable IPSec is set to On.

Pre-Shared Key Authenticated Connections
Host [x]
  Address
  Key
	Configure the authenticated connections of the printer.
	
	📝 **Note**
	– These menu items appear only when Enable IPSec is set to On.

Certificate Authenticated Connections Host [x] Address[/subnet] Address[/subnet]	
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.7 802.1x

📝 **Note**

– This menu appears only in network printers or printers that are attached to print servers.

Menu Item	Description
Active Off* On	Let the printer join networks that require authentication before allowing access.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.8   LPD Configuration

> 📝 **Note**
>
> – This menu appears only in network printers or printers that are attached to print servers.

Menu Item	Description
LPD Timeout 0–65535 seconds (90*)	Set the time-out value to stop the Line Printer Daemon (LPD) server from waiting indefinitely for hung or invalid print jobs.
LPD Banner Page Off* On	Print a banner page for all LPD print jobs. 📝 **Note** – A banner page is the first page of a print job used as a separator of print jobs and to identify the originator of the print job request.
LPD Trailer Page Off* On	Print a trailer page for all LPD print jobs. 📝 **Note** – A trailer page is the last page of a print job.
LPD Carriage Return Conversion Off* On	Enable carriage return conversion. 📝 **Note** – Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.9   HTTP/FTP Settings

Menu Item	Description
Enable HTTP Server Off On*	Access the Embedded Web Server to monitor and manage the printer.
HEnable HTTPS Off On*	Configure the Hypertext Transfer Protocol Secure (HTTPS) settings.
Force HTTPS Connections On Off*	Force the printer to use the HTTPS connections.
Enable HTTP Server Off On*	Send files using FTP.
Local Domains	Specify domain names for HTTP and FTP servers. 📝 **Note** – This menu item appears only in the Embedded Web Server.
HTTP Proxy IP Address	Configure the HTTP and FTP server settings. 📝 **Note** – HTTP Proxy IP Address and FTP Proxy IP Address appear only in the Embedded Web Server.
FTP Proxy IP Address	
HTTP Default IP Port 1–65535 (80*)	
HTTPS Device Certificate	
FTP Default IP Port 1–65535 (21*)	
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
Timeout for HTTP/FTP Requests 1–299 (30*)	Specify the amount of time before the server connection stops.
Retries for HTTP/FTP Requests 1–299 (3*)	Set the number of retries to connect to the HTTP/FTP server.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.10 USB

Menu Item	Description
PCL SmartSwitch Off On*	Set the printer to switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language. 📝 **Note** – If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language. 📝 **Note** – If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Mac Binary PS On Auto* Off	Set the printer to process Macintosh binary PostScript print jobs. 📝 **Note** – When set to On, the printer processes raw binary PostScript print jobs from computers using the Macintosh operating system. – When set to Auto, the printer processes print jobs from computers using either Windows or Macintosh operating systems – When set to Off, the printer filters PostScript print jobs using the standard protocol.
Enable USB Port Disable Enable*	Enable the standard USB port.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.11 Restrict external network access

Menu Item	Description
Restrict external network access Off* On	Restrict access to network sites.
External network address	Specify the network addresses with restricted access.
E-mail address for notification	Specify an e-mail address to send a notification of logged events.
Ping frequency 1–300 (10*)	Specify the network query interval in seconds.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
Subject	Specify the subject and message of the notification e-mail.
Message	
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.12 Wi-Fi Direct

✐ **Note**

– This menu appears only when a direct Wi-Fi network is the active network.

Menu Item	Description
SSID	Specify the service set identifier (SSID) of the Wi-Fi network.
Preferred Channel Number Auto 1–11 (6*)	Show the PSK on the Network Setup Page.
Set PSK	Set the preshared key (PSK) to authenticate and validate users on a Wi-Fi connection.
Show PSK on Setup Page Off On*	Show the PSK on the Network Setup Page.
Group Owner IP Address	Specify the IP address of the group owner.
Auto-Accept Push Button Requests Off On*	Accept requests to connect to the network automatically. ✐ **Note** – Accepting clients automatically is not secure.
Note: An asterisk (*) next to a value indicates the factory default setting.	

5.13 Google Cloud Print

Menu Item	Description
Registration Register	Register the printer to the Google Cloud Print server.
Options Enable Google Cloud Print Off On*	Print directly from your Google account.
Options Enable Local Discovery Off On*	Allow the registered user and other users on the same subnet to send jobs to the printer locally.
Options Enable SSL Peer Verification Off On*	Verify authenticity of the peer certificate to connect to your Google account.
Options Always Print As Image Off On*	Set the printer to process files as images for faster printing.
Note: An asterisk (*) next to a value indicates the factory default setting.	

6. Security

6.1 Login Methods

Public

Menu Item	Description

Manage Permissions
Function Access
  Manage Bookmarks
  Held Jobs Access
  Cancel Jobs at the Device
  Change Language
  Internet Printing Protocol (IPP)
  B/W Print
  Color Print
	Control access to the printer functions.

Manage Permissions
Administrative Menus
  Security Menu
  Network/Ports Menu
   Paper Menu
  Reports Menu
  Function Configuration Menus
  Supplies Menu
  SE Menu
  Device Menu
	Control access to the printer menus.

Manage Permissions
Device Management
  Remote Management
  Firmware Updates
  Embedded Web Server Access
  Import / Export All Settings
  Out of Service Erase
	Control access to the printer management options.

Local Accounts

Menu Item	Description
Add User User Name/Password User Name Password PIN	Create local accounts to manage access to the printer functions.

Manage Groups/Permissions
Add Group
  Import Access Controls
    Function Access
    Administrative Menus
    Device Management
All Users
  Import Access Controls
    Function Access
    Administrative Menus
    Device Management
Admin
    Function Access
    Administrative Menus
    Device Management
	Control group or user access to the printer functions, applications, and security settings.

6.2　Certificate Management

Menu Item	Description
Configure Certificate Defaults 　Common Name 　Organization Name 　Unit Name 　Country/Region 　Province Name 　City Name 　Subject Alternate Name	Set the default values for generated certificates.
Device Certificates	Generate, delete, or view device certificates.
Manage CA Certificates	Load, delete, or view Certificate Authority (CA) certificates.

6.3　Login Restrictions

Menu Item	Description
Login failures 　1–10 (3*)	Specify the number of failed login attempts before the user gets locked out.
Failure time frame 　1–60 minutes (5*)	Specify the time frame between failed login attempts before the user gets locked out.
Lockout time 　1–60 minutes (5*)	Specify the lockout duration.
Web Login Timeout 　1–120 minutes (10*)	Specify the delay for a remote login before the user is logged off automatically.
Note: An asterisk (*) next to a value indicates the factory default setting.	

6.4　Confidential Print Setup

Menu Item	Description
Max Invalid PIN 　2–10 (0*)	Set the number of times an invalid PIN can be entered. 📝 **Note** – A value of zero turns off this setting. – When the limit is reached, the print jobs for that user name and PIN are deleted.
Confidential Job Expiration 　Off* 　1 Hour 　4 Hours 　24 Hours 　1 Week	Set the expiration time for confidential print jobs. 📝 **Note** – If this menu item is changed while confidential print jobs reside in the printer memory, then the expiration time for those print jobs does not change to the new default value. – If the printer is turned off, then all confidential jobs held in the printer memory are deleted.
Repeat Job Expiration 　Off* 　1 Hour 　4 Hours 　24 Hours 　1 Week	Set the expiration time for a print job that you want to repeat.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu Item	Description
Verify Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time that the printer prints a copy for the user to examine its quality, before printing the remaining copies.
Reserve Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time that the printer stores print jobs for printing later.
Require All Jobs to be Held Off* On	Set the printer to hold all print jobs.
Keep duplicate documents Off* On	Allow the storage of documents with the same file name.
Note: An asterisk (*) next to a value indicates the factory default setting.	

6.5   Erase Temporary Data Files

Menu Item	Description
Stored in onboard memory Off* On	Delete all files stored on the printer memory.
Note: An asterisk (*) next to a value indicates the factory default setting.	

6.6   Miscellaneous

Menu Item	Description
Protected Features Off* On	Allow the user to print.
Security Reset Jumper Enable "Guest" access* No Effect	Specify user access to the printer. ✐ **Note** – The jumper is located beside a lock icon on the controller board. – Enable "Guest" access gives anyone access to all aspects of the printer. – No Effect may make access to the printer impossible when the required security information is unavailable.
Minimum Password Length 0-32	Specify the password length.
Note: An asterisk (*) next to a value indicates the factory default setting.	

7. Cloud Connector

Cloud Connector

Menu Item	Description
Enable/Disable Connectors	Enable a cloud service provider.

8. Reports

8.1 Menu Settings Page

Menu Item	Description
Menu Settings Page	Print a report that contains the printer menus.

8.2 Device

Menu Item	Description
Device Information	Print a report that contains information about the printer.
Device Statistics	Print a report about printer usage and supply status.
Profile List	Print a list of profiles that are stored in the printer.
Asset Report	Print a report that contains the printer serial number and model name.

8.3 Print

Menu Item	Description

Print Fonts
    PCL Fonts
    PostScript Fonts
	Print samples and information about the fonts that are available in each printer language.

Print Demo Demo Page	Print a demo page that is used as a diagnostic tool for print problems.

8.4 Network

Menu Item	Description
Network Setup Page	Print a page that shows the configured network and wireless settings on the printer. 📝 **Note** – This menu item appears only in network printers or printers connected to print servers.
Wi-Fi Direct Connected Clients	Print a page that shows the list of devices that are connected to the printer using Wi-Fi Direct. 📝 **Note** – This menu item appears only when Enable Wi-Fi Direct is set to On.

9. Troubleshooting

Menu Item	Description
Print Quality Test Pages	Print sample pages to identify and correct print quality defects.

Maintain the printer

7

Checking the status of parts and supplies

1 From the control panel, navigate to:

Settings → Reports → Device → Device Statistics

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

2 From the Supply Information section of the pages printed, check the status of parts and supplies.

Configuring supply notifications

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

> **✎ Note**

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

2 Click Settings → Device → Notifications.

3 From the Supplies menu, click Custom Supply Notifications.

4 Select a notification for each supply item.

5 Apply the changes.

Setting up e-mail alerts

Configure the printer to send e-mail alerts when supplies are low, when paper must be changed or added, or when there is a paper jam.

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

> **✎ Note**

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

2 Click Settings → Device → Notifications → E-mail Alert Setup, and then configure the settings.

3 Click Setup E-mail Lists and Alerts, and then configure the settings.

4 Apply the changes.

Viewing reports

1 From the control panel, navigate to:

Settings → Reports

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

2 Select the report that you want to view.

Ordering parts and supplies

📝 Note

– All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

⚠ Warning Potential Damage

– **Failure to maintain optimum printer performance, or to replace parts and supplies, may cause damage to your printer.**

Using genuine Sindoh parts and supplies

Your Sindoh printer is designed to function best with genuine Sindoh parts and supplies. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components. It can also affect warranty coverage. Damage caused by the use of third-party parts and supplies is not covered by the warranty. All life indicators are designed to function with Sindoh parts and supplies, and may deliver unpredictable results if third-party parts and supplies are used. Imaging component usage beyond the intended life may damage your Sindoh printer or its associated components.

⚠ Warning Potential Damage

– **Supplies and parts without Return Program agreement terms may be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies or parts. Resetting counters on the supply or part without proper remanufacturing can cause damage to your printer. After resetting the supply or part counter, your printer may display an error indicating the presence of the reset item.**

Ordering print cartridges

📝 Note

– The estimated cartridge yield is based on the ISO/IEC 19798 standard.
– Extremely low print coverage for extended periods of time may negatively affect actual yield.

Replacing parts and supplies

Replacing a print cartridge

– If the tray is extended, then remove it before replacing a cartridge.

1 Open the front door, and then firmly push it down.

2 Pull out the print cartridge tray.

3 Remove the used print cartridge.

4 Unpack the new print cartridge.

⚠ **Warning** Potential Damage

– **Do not expose the underside of the print cartridge to direct light. Extended exposure to light may cause print quality problems.**
– **Do not touch the underside of the print cartridge. Doing so may affect the quality of future print jobs.**

5 Insert the new print cartridge.

6 Insert the print cartridge tray, and then close the door.

Replacing the waste toner bottle

1 Remove the used waste toner bottle.

📎 **Note**

– To avoid spilling the toner, place the bottle in an upright position.

2 Unpack the new waste toner bottle.

3 Insert the new waste toner bottle.

Replacing the tray

1 Remove the used tray.

2 Unpack the new tray.

3 Insert the new tray.

Replacing the manual feeder

1 Remove the tray.

2 Unpack the new tray.

3 Unpack the new manual feeder.

4 Insert the new manual feeder.

5 Insert the tray.

Replacing the pick tires

1 Turn off the printer.

2 Unplug the power cord from the electrical outlet, and then from the printer.

3 Open the front door, and then firmly push it down.
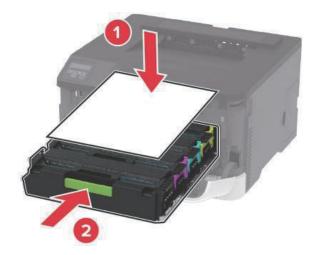
4 Pull out the print cartridge tray.

5 To avoid stray toner contamination, place a sheet of paper on the top of the print cartridge tray, and then insert the print cartridge tray.

6 Close the front door.

7 Remove the tray.

8 Remove the waste toner bottle.
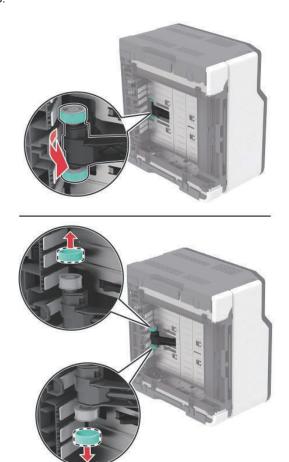
9 Position the printer on its side.
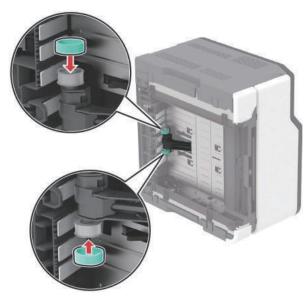
10 Remove the used pick tires.
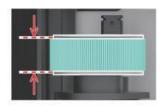
11 Unpack the new pick tires.

📝 **Note**

– To avoid contamination, make sure that your hands are clean.

12 Insert the new pick tires.

13 Return the printer to its original position, and then insert the waste toner bottle.

14 Insert the tray.

15 Open the front door, and then firmly push it down.

16 Pull out the print cartridge tray.

17 Remove the paper, and then insert the print cartridge tray.

18 Close the front door.

19 Connect the power cord to the printer, and then to the electrical outlet.

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

20 Turn on the printer.

Resetting the supply usage counters

1 From the control panel, navigate to:

Settings → Device → Maintenance >→ Config Menu → Supply Usage And Counters

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

2 Select the supply counter that you want to reset.

> ⚠ **Warning** Potential Damage
>
> – **Supplies and parts without Return Program agreement terms may be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies or parts. Resetting counters on the supply or part without proper remanufacturing can cause damage to your printer. After resetting the supply or part counter, your printer may display an error indicating the presence of the reset item.**

Cleaning the printer

⚠ **CAUTION** : **SHOCK HAZARD**

To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

> 📝 **Note**
>
> – Perform this task after every few months.
> – Damage to the printer caused by improper handling is not covered by the printer warranty.

1 Turn off the printer, and then unplug the power cord from the electrical outlet.

2 Remove paper from the standard bin.

3 Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.

4 Wipe the outside of the printer with a damp, soft, lint-free cloth.

> 📝 **Note**
>
> – Do not use household cleaners or detergents, as they may damage the finish of the printer.
> – Make sure that all areas of the printer are dry after cleaning.

5 Connect the power cord to the electrical outlet, and then turn on the printer.

⚠ **CAUTION** : **POTENTIAL INJURY**

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

Saving energy and paper

Configuring the power save mode settings

● **Sleep mode**

1 From the control panel, navigate to:

Settings → Device → Power Management → Timeouts → Sleep Mode

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

2 Specify the amount of time that the printer stays idle before it enters Sleep Mode.

● **Hibernate mode**

1 From the control panel, navigate to:

Settings → Device → Power Management → Timeouts → Hibernate Timeout

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

2 Select the amount of time that the printer stays idle before it enters Hibernate mode.

✎ **Note**

    – For Hibernate Timeout to work, set Hibernate Timeout on Connection to Hibernate.

    – The Embedded Web Server is disabled when the printer is in Hibernate mode.

● **Adjusting the brightness of the display**

✎ **Note**

    – This setting is available only in some printer models.

1 From the home screen, touch Settings → Device → Preferences.

2 In the Screen Brightness menu, adjust the setting.

● **Conserving supplies**

– Print on both sides of the paper.

✎ **Note**

    – Two-sided printing is the default setting in the print driver.

– Print multiple pages on a single sheet of paper.

– Use the preview feature to see how the document looks like before printing it.

– Print one copy of the document to check its content and format for accuracy.

Moving the printer to another location

⚠ **CAUTION** : **POTENTIAL INJURY**
If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.

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

⚠ **CAUTION** : **POTENTIAL INJURY**
When moving the printer, follow these guidelines to avoid personal injury or printer damage:

– Make sure that all doors and trays are closed.

– Turn off the printer, and then unplug the power cord from the electrical outlet.

– Disconnect all cords and cables from the printer.

– If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.

– If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.

– If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.

– Always use the handholds on the printer to lift it.

– Any cart used to move the printer must have a surface able to support the full footprint of the printer.

– Any cart used to move the hardware options must have a surface able to support the dimensions of the options.

– Keep the printer in an upright position.

–   Avoid severe jarring movements.

–   Make sure that your fingers are not under the printer when you set it down.

–   Make sure that there is adequate clearance around the printer.

> ✎ **Note**
>
> – Damage to the printer caused by improper moving is not covered by the printer warranty.

P300dn
User's Guide

Troubleshoot a problem

8

1. The printer is not responding

Action	Yes	No
Step 1 Check if the power cord is connected to the electrical outlet. ⚠ **CAUTION** : **POTENTIAL INJURY** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible. **Is the printer responding?**	The problem is solved.	Go to step 2.
Step 2 Check if the electrical outlet is turned off by a switch or breaker. **Is the electrical outlet turned off by a switch or breaker?**	Turn on the switch or reset the breaker.	Go to step 3.
Step 3 Check if the printer is on. **Is the printer on?**	Go to step 4.	Turn on the printer.
Step 4 Check if the printer is in Sleep or Hibernate mode. **Is the printer in Sleep or Hibernate mode?**	Press the power button to wake the printer.	Go to step 5.
Step 5 Check if the cables connecting the printer and the computer are inserted to the correct ports. **Are the cables inserted to the correct ports?**	Go to step 6.	Insert the cables to the correct ports.
Step 6 Turn off the printer, install the hardware options, and then turn on the printer. For more information, see the documentation that came with the option. **Is the printer responding?**	The problem is solved.	Go to step 7.
Step 7 Install the correct print driver. **Is the printer responding?**	The problem is solved.	Go to step 8.
Step 8 Turn off the printer, wait for about 10 seconds, and then turn on the printer. **Is the printer responding?**	The problem is solved.	Contact customer support.

2. Network connection problems

Cannot open Embedded Web Server

Action	Yes	No
Step 1 Check if the printer is on. **Is the printer on?**	Go to step 2.	Turn on the printer.

Step 2
Make sure that the printer IP address is correct.
 	
📎 **Note**
  – View the IP address on the home screen.
  – An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 	
Is the printer IP address correct?
	Go to step 3.	Type the correct printer IP address in the address field.

Step 3 Check if you are using a supported browser: • Internet Explorer version 11 or later • Microsoft Edge • Safari version 6 or later • Google Chrome™ version 32 or later • Mozilla Firefox version 24 or later **Is your browser supported?**	Go to step 4.	Install a supported browser.
Step 4 Check if the network connection is working. **Is the network connection working?**	Go to step 5.	Contact your administrator.
Step 5 Make sure that the cable connections to the printer and print server are secure. For more information, see the documentation that came with the printer. **Are the cable connections secure?**	Go to step 6.	Secure the cable connections.
Step 6 Check if the web proxy servers are disabled. **Are the web proxy servers disabled?**	Go to step 7.	Contact your administrator.
Step 7 Access the Embedded Web Server. **Did the Embedded Web Server open?**	Go to step 8.	Contact customer upport.

3. Issues with supplies

3.1 Replace cartridge, printer region mismatch

To correct this problem, purchase a cartridge with the correct region that matches the printer region, or purchase a worldwide cartridge.

– The first number in the message after 42 indicates the region of the printer.

– The second number in the message after 42 indicates the region of the cartridge.

Printer and print cartridge regions

Region	Numeric code
Worldwide or Undefined region	0
North America (United States, Canada)	1
European Economic Area, Western Europe, Nordic countries, Switzerland	2
Asia Pacific	3
Latin America	4
Rest of Europe, Middle East, Africa	5
Australia, New Zealand	6
Invalid region	9

✎ Note

– To find the region settings of the printer and print cartridge, print the Print Quality Test Pages. From the control panel, navigate to: Settings → Troubleshooting → Print Quality Test Pages.

3.2 Non-Sindoh supply

The printer has detected a non-Sindoh supply or part installed in the printer.
Your Sindoh printer is designed to function best with genuine Sindoh supplies and parts. Use of third- party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components.

All life indicators are designed to function with Sindoh supplies and parts and may deliver unpredictable results if third-party supplies or parts are used. Imaging component usage beyond the intended life may damage your Sindoh printer or associated components.

⚠ Warning **Potential Damage:**

– **Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts may not be covered by the warranty.**

To accept any and all of these risks and to proceed with the use of non-genuine supplies or parts in your printer, do either of the following:

For touch-screen printer models, press ▶ twice, and then press ↰ twice.

For non-touch-screen printer models, press and hold X and OK simultaneously for 15 seconds.

If you do not want to accept these risks, then remove the third-party supply or part from your printer and install a genuine Sindoh supply or part. For more information, see "Using genuine Sindoh parts and supplies" on P. 7-3.

For touch-screen printer models, if the printer does not print after pressing ▶ twice, and then pressing ↰ twice, then reset the supply usage counter.

For non-touch-screen printer models, if the printer does not print after pressing and holding X and [OK] simultaneously for 15 seconds, then reset the supply usage counter.

1 From the control panel, navigate to:

Settings → Device → Maintenance → Config Menu → Supply Usage And Counters

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

2 Select the part or supply that you want to reset.

3 To clear the message, do either of the following:

– For touch-screen printer models, press [▶] twice, and then press [↩] twice.

– For non-touch-screen printer models, press and hold X and [OK] simultaneously for 15 seconds.

📝 **Note**
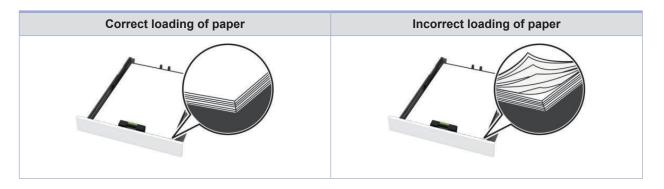
– If you are unable to reset the supply usage counters, then return the item to the place of purchase.

4. Clearing jams

4.1 Avoiding jams

Load paper properly

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

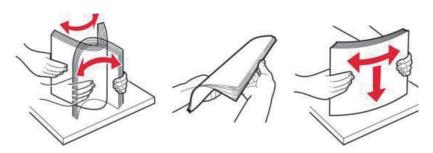| Correct loading of paper	Incorrect loading of paper

– Do not load or remove a tray while the printer is printing.
– Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
– Do not slide paper into the tray. Load paper as shown in the illustration.

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

Use recommended paper

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

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

4.2 Identifying jam locations

> ✎ **Note**
>
> – When Jam Assist is set to On, the printer might attempt to flush blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
> – When Jam Recovery is set to On or Auto, the printer reprints jammed pages.

No.	Jam locations
1	Standard bin
2	Manual feeder
3	Trays
4	Door B
5	Door E

4.3 Paper jam in the standard tray

1 Open door B.

⚠️ **CAUTION** : **HOT SURFACE**

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

2 Remove the jammed paper.

📝 **Note**

– Make sure that all paper fragments are removed.

3 Close the door.

4 Remove the tray and the manual feeder.

5 Remove the jammed paper.

⟨📝 **Note**⟩

– Make sure that all paper fragments are removed.

6 Insert the manual feeder and the tray.

4.4　Paper jam in the standard tray

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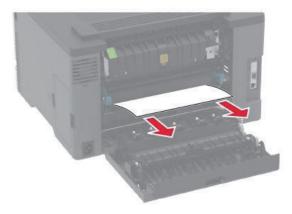
⚠ **CAUTION** : **HOT SURFACE**
　　　　　　The inside of the printer might be hot. To reduce the risk of injury from a hot component,
　　　　　　allow the surface to cool before touching it.

2 Remove the jammed paper.

⟨📝 **Note**⟩

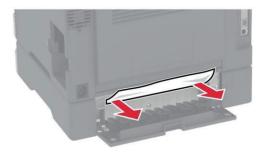– Make sure that all paper fragments are removed.

3 Close the door.

4 Open door E.

5 Remove the jammed paper.

> 📎 **Note**
>
> – Make sure that all paper fragments are removed.

6 Close the door.

7 Remove the optional tray.

8 Remove the jammed paper.

> 📎 **Note**
>
> – Make sure that all paper fragments are removed.

9 Insert the tray.

4.5   Paper jam in the standard bin

Remove the jammed paper.

> 📎 **Note**
>
> – Make sure that all paper fragments are removed.

4.6   Paper jam in the manual feeder

1 Remove the tray and the manual feeder.

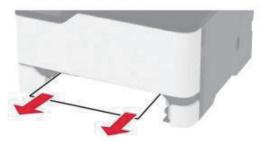
2 Remove the jammed paper.

> 📎 **Note**
>
> – Make sure that all paper fragments are removed.

3 Insert the manual feeder and the tray.

4.7   Paper jam in door B

1   Open door B.

⚠ **CAUTION** :   **HOT SURFACE**

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

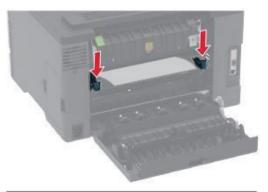**2**   Remove the jammed paper from any of the following areas:

📝 **Note**

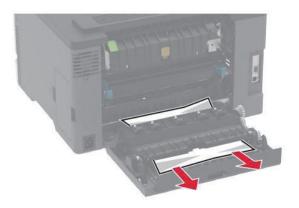– Make sure that all paper fragments are removed.

Fuser area

Below the fuser area

8-13

Duplex unit

3 Close the door.

5. Paper feed problems

5.1 Envelope seals when printing

Action	Yes	No
Step 1 1) Use an envelope that has been stored in a dry environment. ⬭ Note – Printing on envelopes with high moisture content can seal the flaps. 2) Send the print job. **Does the envelope seal when printing?**	Go to step 2.	The problem is solved.
Step 2 1) Make sure that paper type is set to Envelope. From the control panel, navigate to: Settings → Paper → Tray Configuration → Paper Size/Type For non-touch-screen printer models, press [OK] to navigate through the settings. 2) Send the print job. **Does the envelope seal when printing?**	Contact customer support.	The problem is solved.

5.2 Collated printing does not work

Action	Yes	No
Step 1 1) From the printer control panel, navigate to: Settings → Print → Layout → Collate For non-touch-screen printer models, press [OK] to navigate through the settings. 2) Select On [1,2,1,2,1,2]. 3) Print the document. **Is the document collated correctly?**	The problem is solved.	Go to step 2.
Step 2 1) From the document that you are trying to print, open the Print dialog, and then select Collate. 2) Print the document. **Is the document collated correctly?**	The problem is solved.	Go to step 3.
Step 3 1) Reduce the number of pages to print. 2) Print the document. **Are the pages collated correctly?**	The problem is solved.	Contact customer support.

5.3   Tray linking does not work

Action	Yes	No
Step 1 1) Check if the trays contain the same paper size and paper type. 2) Check if the paper guides are positioned correctly. 3) Print the document. **Do the trays link correctly?**	The problem is solved.	Go to step 2.
Step 2 1) From the control panel, navigate to: Settings → Paper → Tray Configuration → Paper Size/Type For non-touch-screen printer models, press OK to navigate through the settings. 2) Set the paper size and paper type to match the paper loaded in the linked trays. 3) Print the document. **Do the trays link correctly?**	The problem is solved.	Go to step 3.
Step 3 1) Make sure that Tray Linking is set to Automatic. For more information, see "Linking trays" on page 26. 2) Print the document. **Do the trays link correctly?**	The problem is solved.	Contact customer support.

5.4   Paper frequently jams

Action	Yes	No
Step 1 1) Remove the tray. 2) Check if paper is loaded correctly. ⬛ **Note** – Make sure that the paper guides are positioned correctly. – Make sure that the stack height is below the maximum paper fill indicator. – Make sure to print on recommended paper size and type. 3) Insert the tray. 4) Print the document. **Do paper jams occur frequently?**	Go to step 2.	The problem is solved.
Step 2 1) From the control panel, navigate to: Settings → Paper → Tray Configuration → Paper Size/Type For non-touch-screen printer models, press OK to navigate through the settings. 2) Set the correct paper size and type. 3) Print the document. **Do paper jams occur frequently?**	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 1) Load paper from a fresh package. 📝 **Note** – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2) Print the document. **Do paper jams occur frequently?**	Contact customer support.	The problem is solved.

5.5 Jammed pages are not reprinted

Action	Yes	No
1) From the control panel, navigate to: Settings → Device → Notifications → Jam Content Recovery For non-touch-screen printer models, press OK to navigate through the settings. 2) In the Jam Recovery menu, select On or Auto. 3) Print the document. **Are the jammed pages reprinted?**	The problem is solved.	Contact customer support.

6.   Printing problems

6.1   Print jobs do not print

Action	Yes	No
Step 1 1) From the document you are trying to print, open the Print dialog, and then check if you have selected the correct printer. 2) Print the document. **Is the document printed?**	The problem is solved.	Go to step 2.
Step 2 1) Check if the printer is on. 2) PResolve any error messages that appear on the display. 3) Print the document. **Is the document printed?**	The problem is solved.	Go to step 3.
Step 3 1) Check if the ports are working and if the cables are securely connected to the computer and the printer. For more information, see the setup documentation that came with the printer. 2) Print the document. **Is the document printed?**	The problem is solved.	Go to step 4.
Step 4 1) Turn off the printer, wait for about 10 seconds, and then turn on the printer. 2) Print the document. **Is the document printed?**	The problem is solved.	Go to step 5.
Step 5 1) Remove, and then reinstall the print driver. 2) Print the document. **Is the document printed?**	The problem is solved.	Contact customer support.

6.2   Confidential and other held documents do not print

Action	Yes	No
Step 1 1) From the control panel, check if the documents appear in the Held Jobs list. 📝 **Note** – If the documents are not listed, then print the documents using the Print and Hold options. 2) Print the document. **Are the documents printed?**	The problem is solved.	Go to step 2.

Action	Yes	No
Step 2 The print job may contain a formatting error or invalid data. Delete the print job, and then send it again. **Are the documents printed?**	The problem is solved.	Go to step 3.
Step 3 If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates. **For Windows users** 1) Open the Printing Preferences dialog. 2) From the Print and Hold tab, click Use Print and Hold, and then click Keep duplicate documents. 3) Enter a PIN, and then save the changes. 4) Send the print job. **For Macintosh users** 1) Save and name each job differently. 2) Send the job individually. **Are the documents printed?**	The problem is solved.	Go to step 4.
Step 4 1) Delete some held jobs to free up printer memory. 2) Print the documents. **Are the documents printed?**	The problem is solved.	Contact customer support.

6.3 Job prints from the wrong tray or on the wrong paper

Action	Yes	No
Step 1 1) Check if you are printing on the correct paper. 2) Print the document. **Is the document printed on the correct paper?**	The problem is solved.	Go to step 2.
Step 2 1) Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog. ⊘ Note – You can also change the settings on the printer control panel. Navigate to: Settings → Paper → Tray Configuration → Paper Size/Type For non-touch-screen printer models, press OK to navigate through the settings. 2) Make sure that the settings match the paper loaded. 3) Print the document. **Is the document printed on the correct paper?**	The problem is solved.	Go to step 3.

Action	Yes	No
Step 3 1) Check if the trays are linked. For more information, see "Linking trays" on page 26. 2) Print the document. **Is the document printed from the correct tray?**	The problem is solved.	Contact customer upport.

6.4 Slow printing

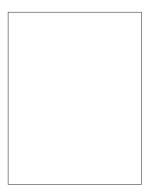| Action	Yes	No
Step 1 Make sure that the printer cable is securely connected to the printer and to the computer, print server, option, or other network device. **Is the printer printing slow?**	Go to step 2.	The problem is solved.

Step 2
1) Make sure that the printer is not in Quiet Mode.
    ● From the control panel, navigate to:
      Settings → Device → Maintenance → Config Menu → Operations → Quiet Mode
 	
For non-touch-screen printer models, press <kbd>OK</kbd> to navigate through the settings.
 	
2) Print the document.
 	
Is the printer printing slow?
	Go to step 3.	The problem is solved.

Step 3 1) Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog. 2) Set the resolution to 4800 CQ. 3) Print the document. **Is the printer printing slow?**	Go to step 4.	The problem is solved.

Step 4
1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.
 	
📎 Note
  – Make sure that the setting matches the paper loaded.
  – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type.
 	
    For non-touch-screen printer models, press <kbd>OK</kbd> to navigate through the settings.
  – Heavier paper prints more slowly.
  – Paper narrower than letter, A4, and legal may print more slowly.
 	
2) Print the document.
 	
Is the printer printing slow?
	Go to step 5.	The problem is solved.

Action	Yes	No

Step 5
1) Make sure that the printer settings for texture and weight match the paper being loaded.
    Settings → Paper → Media Configuration → Media Types
    For non-touch-screen printer models, press OK to navigate through the settings.
 	
📝 Note
– Rough paper textures and heavy paper weights may print more slowly.
 	
2) Print the document.
 	
Is the printer printing slow?
	Go to step 6.	The problem is solved.

Step 6 Remove held jobs. **Is the printer printing slow?**	Go to step 7.	The problem is solved.
Step 7 1) Make sure that the printer is not overheating. 📝 Note – Allow the printer to cool down after a long print job. – Observe the recommended ambient temperature for the printer. For more information, see "Selecting a location for the printer" on P. 3-2. 2) Print the document. **Is the printer printing slow?**	GContact customer support.	The problem is solved.

6.5   Print quality problems

Print quality is poor

❖ Blank or white pages

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Is the printer printing blank or white pages?**	Contact customer support.	The problem is solved.

❖ **Dark print**

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No

Step 1
1) Perform Color Adjust.
   From the control panel, navigate to:
   Settings → Print → Quality → Advanced Imaging → Color Adjust
 	
2) Print the document.
 	
Is the print too dark?
	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 1) Depending on your operating system, reduce toner darkness from the Printing Preferences or Print dialog. ⊘ **Note** – You can also change the setting on the printer control panel. Navigate to: Settings → Print → Quality → Toner Darkness 2) Print the document. **Is the print too dark?**	Go to step 3.	The problem is solved.
Step 3 1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. ⊘ **Note** – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to: Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Is the print too dark?**	Go to step 4.	The problem is solved.
Step 4 Check if the paper has texture or rough finishes. **Are you printing on textured or rough paper?**	Go to step 5.	Go to step 6.
Step 5 1) Replace textured or rough paper with plain paper. 2) Print the document. **Is the print too dark?**	Go to step 6.	The problem is solved.
Step 6 1) Load paper from a fresh package. ⊘ **Note** – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2) Print the document. **Is the print too dark?**	Contact customer support.	The problem is solved.

❖ **Ghost images**

📝 Note

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
Step 1 1) Load the tray with the correct paper type. 2) Print the document. **Do ghost images appear on prints?**	Go to step 2.	The problem is solved.
Step 2 1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. 📝 Note – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Do ghost images appear on prints?**	Go to step 3.	The problem is solved.
Step 3 1) Perform Color Adjust. From the control panel, navigate to: Settings → Print → Quality → Advanced Imaging → Color Adjust 2) Print the document. **Do ghost images appear on prints?**	Go to step 4.	The problem is solved.

Action	Yes	No
Step 4 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Do ghost images appear on prints?**	Contact customer support.	The problem is solved.

❖ **Gray or colored background**

📝 **Note**

   – Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No

Step 1
1) Perform Color Adjust.
   From the control panel, navigate to:
   Settings → Print → Quality → Advanced Imaging → Color Adjust
2) Print the document.
Does gray or colored background appear on prints?
	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Does gray or colored background appear on prints?**	Contact customer support.	The problem is solved.

❖ **Incorrect margins**

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

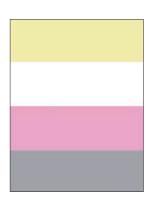| Action	Yes	No
Step 1 1) Adjust the paper guides to the correct position for the paper loaded. 2) Print the document. **Are the margins correct?**	The problem is solved.	Go to step 2.
Step 2 1) Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog. 📝 **Note** – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Are the margins correct?**	The problem is solved.	Go to step 3.

❖ **Light print**

📎 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
Step 1 1) Perform Color Adjust. From the control panel, navigate to: Settings → Print → Quality → Advanced Imaging → Color Adjust 2) Print the document. **Is the print light?**	Go to step 2.	The problem is solved.
Step 2 1) Depending on your operating system, increase toner darkness from the Printing Preferences or Print dialog. 📎 Note – You can also change the setting on the printer control panel. Navigate to Settings → Print → Quality → Toner Darkness 2) Print the document. **Is the print light?**	Go to step 3.	The problem is solved.
Step 3 1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. 📎 Note – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Is the print light?**	Go to step 4.	The problem is solved.
Step 4 Check if paper has texture or rough finishes. **Are you printing on textured or rough paper?**	Go to step 5.	Go to step 7.

Action	Yes	No
Step 5 1) Replace textured or rough paper with plain paper. 2) Print the document. **Is the print light?**	Go to step 7.	The problem is solved.
Step 6 1) Load paper from a fresh package. 📎 **Note** – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2) Print the document. **Is the print light?**	Go to step 7.	The problem is solved.
Step 7 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Is the print light?**	Contact customer support.	The problem is solved.

❖ **Missing colors**

📎 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridge of the missing color. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Are some colors missing on prints?**	Contact customer support.	The problem is solved.

❖ **Mottled print and dots**

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
Step 1 Check the printer for leaked toner contamination. **Is the printer free of leaked toner?**	Go to step 2.	Contact customer support.
Step 2 1) From the control panel, navigate to: Settings → Paper → Tray Configuration → Paper Size/Type 2) Check if the paper size and paper type settings match the paper loaded. 📝 **Note** – Make sure that paper does not have texture or rough finishes. **Do the settings match?**	Go to step 4.	Go to step 3.

Action	Yes	No
Step 3 1) Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog. 🖉 **Note** – Make sure that the settings match the paper loaded. 2) Print the document. **Is the print mottled?**	Go to step 4.	The problem is solved.
Step 4 1) Load paper from a fresh package. 🖉 **Note** – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2) Print the document. **Is the print mottled?**	Go to step 5.	The problem is solved.
Step 5 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Is the print mottled?**	Contact customer support.	The problem is solved.

❖ **Paper curl**

🖉 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No

Step 1
1) Check if the paper loaded is supported.
   🖉 Note
  – If paper is not supported, then load a supported paper.
2) Print the document.
Is the paper curled?
	Go to step 2.	The problem is solved.

Step 2
1) Check if the printer is using a genuine and supported Sindoh toner cartridge.
   🖉 Note
  – If the cartridge is not supported, then install a supported one.
2) Print the document.
Is the paper curled?
	Go to step 3.	The problem is solved.

Step 3 1) Adjust the guides in the tray to the correct position for the paper loaded. 2) Print the document. **Is the paper curled?**	Go to step 4.	The problem is solved.

Step 4
1) Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.
   🖉 Note
  – Make sure that the settings match the paper loaded.
  – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type
2) Print the document.
Is the paper curled?
	Go to step 5.	The problem is solved.

Step 5 1) Remove paper, flip it over, and then reload paper. 2) Print the document. **Is the paper curled?**	Go to step 6.	The problem is solved.

Step 6
1) Load paper from a fresh package.
   🖉 Note
  – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.
2) Print the document.
Is the paper curled?
	Contact customer support.	The problem is solved.

❖ Print crooked or skewed

> 📝 **Note**
>
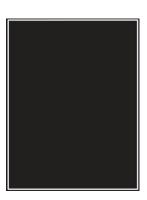> – Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to
>   Settings → Troubleshooting → Print Quality Test Pages.
>   For non-touch-screen printer models, press 🆗 to navigate through the settings.

Action	Yes	No
Step 1 1) Adjust the paper guides in the tray to the correct position for the paper loaded. 2) Print the document. **Is the print crooked or skewed?**	Go to step 2.	The problem is solved.
Step 2 1) Load paper from a fresh package. 📝 **Note** – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2) Print the document. **Is the print crooked or skewed?**	Go to step 3.	The problem is solved.
Step 3 1) Check if the paper loaded is supported. 📝 **Note** – If paper is not supported, then load a supported paper. 2) Print the document. **Is the print crooked or skewed?**	Contact customer support.	The problem is solved.

❖ Solid color or black images

📝 **Note**
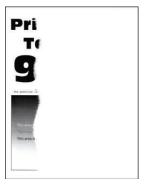
– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridge of the missing color. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Is the printer printing solid color or black images?**	Contact customer support.	The problem is solved.

❖ Text or images cut off

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
Step 1 1) Adjust the paper guides in the tray to the correct position for the paper loaded. 2) Print the document. **Are text or images cut off?**	Go to step 2.	The problem is solved.
Step 2 1) Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog. ⊘ Note – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Are text or images cut off?**	Go to step 3.	The problem is solved.
Step 3 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Are text or images cut off?**	Contact customer support.	The problem is solved.

❖ **Toner easily rubs off**

⊘ **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
Step 1 1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. 📎 **Note** – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to: Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Does toner easily rub off?**	Go to step 2.	The problem is solved.
Step 2 1) Check if the paper weight is supported. 📎 **Note** – If paper weight is not supported, then load a supported one. 2) Print the document. **Does toner easily rub off?**	Go to step 3.	The problem is solved.
Step 3 1) Load paper from a fresh package. 📎 **Note** – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2) Print the document. **Does toner easily rub off?**	Contact customer support.	The problem is solved.

❖ **Uneven print density**

📎 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Is the print density uneven?**	Contact customer support.	The problem is solved.

❖ **Horizontal dark lines**

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

– If horizontal dark lines keep appearing on the prints, then see the "Repeating defects" topic.

Action	Yes	No
Step 1 1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. 📝 **Note** – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Do dark lines appear on prints?**	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 1) Load paper from a fresh package. 📝 **Note** – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. 2) Print the document. **Do dark lines appear on prints?**	Go to step 3.	The problem is solved.
Step 3 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Do dark lines appear on prints?**	Contact customer support.	The problem is solved.

❖ **Vertical dark lines**

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
Step 1 1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. 📝 Note – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Do vertical dark lines appear on prints?**	Go to step 2.	The problem is solved.
Step 2 1) Load paper from a fresh package. 📝 Note – Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. 2) Print the document. **Do vertical dark lines appear on prints?**	Go to step 3.	The problem is solved.
Step 3 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Do vertical dark lines appear on prints?**	Contact customer support.	The problem is solved.

❖ **Horizontal white lines**

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

– If horizontal dark lines keep appearing on the prints, then see the "Repeating defects" topic.

Action	Yes	No

Step 1
1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.
 	
📝 **Note**
  – Make sure that the setting matches the paper loaded.
  – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type
 	
2) Print the document.
 	
Do horizontal white lines appear on prints?
	Go to step 2.	The problem is solved.

Step 2 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Do horizontal white lines appear on prints?**	Contact customer support.	The problem is solved.

❖ **Vertical white lines**

📝 **Note**

  – Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
Step 1 1) Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. 📝 **Note** – Make sure that the setting matches the paper loaded. – You can also change the setting on the printer control panel. Navigate to Settings → Paper → Tray Configuration → Paper Size/Type 2) Print the document. **Do vertical white lines appear on prints?**	Go to step 2.	The problem is solved.
Step 2 Check if you are using the recommended paper type. 1) Load the paper source with the recommended paper type. 2) Print the document. **Do vertical white lines appear on prints?**	Go to step 3.	The problem is solved.
Step 3 1) Open the front door, and then firmly push it down. 2) Pull out the print cartridge tray. 3) Remove, and then insert the print cartridges. 4) Insert the print cartridge tray, and then close the door. 5) Print the document. **Do vertical white lines appear on prints?**	Contact customer support.	The problem is solved.

❖ **Repeating defects**

📝 **Note**

– Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings → Troubleshooting → Print Quality Test Pages.

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

Action	Yes	No
1) Using the Print Quality Test Pages, measure the distance between the repeating defects on the affected color page. 2) Check if the repeating defects match any of the following measurements: **Print cartridges** – 25.70 mm (1.01 in.) – 35.30 mm (1.39 in.) – 75.6 mm (2.98 in.) – 26.7 mm (1.05 in.) **Fuser** – 56.5 mm (2.22 in.) **Transfer module** – 25.10 mm (0.99 in.) – 59.70 mm (2.35 in.) – 28.30 mm (1.11 in.) – 65 mm (2.56 in.) – 44 mm (1.73 in.) **Do the repeating defects match any of the measurements?**	Take note of the distance, and then contact customer support.	Take note of the distance, and then contact customer support.

7. Color quality problems

7.1 Modifying the colors in printed output

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

1 From the printer control panel, navigate to:

Settings → Print → Quality → Advanced Imaging → Color Correction

2 From the Color Correction menu, select Manual → Color Correction Content.

3 Choose the appropriate color conversion setting.

Object type	Color conversion tables
RGB Image **RGB Text** **RGB Graphics**	– Vivid–Produces brighter, more saturated colors and may be applied to all incoming color formats. – sRGB Display–Produces an output that approximates the colors displayed on a computer monitor. Black toner usage is optimized for printing photographs. – Display-True Black–Produces an output that approximates the colors displayed on a computer monitor. This setting uses only black toner to create all levels of neutral gray. – sRGB Vivid–Provides an increased color saturation for the sRGB Display color correction. Black toner usage is optimized for printing business graphics. – Off
CMYK Image **CMYK Text** **CMYK Graphics**	– US CMYK–Applies color correction to approximate the Specifications for Web Offset Publishing (SWOP) color output. – Euro CMYK–Applies color correction to approximate Euroscale color output. – Vivid CMYK–Increases the color saturation of the US CMYK color correction setting. – Off

7.2 FAQ about color printing

What is RGB color?

RGB color is a method of describing colors by indicating the amount of red, green, or blue used to produce a certain color. Red, green, and blue light can be added in various amounts to produce a large range of colors observed in nature. Computer screens, scanners, and digital cameras use this method to display colors.

What is CMYK color?

CMYK color is a method of describing colors by indicating the amount of cyan, magenta, yellow, and black used to reproduce a particular color. Cyan, magenta, yellow, and black inks or toners can be printed in various amounts to produce a large range of colors observed in nature. Printing presses, inkjet printers, and color laser printers create colors in this manner.

How is color specified in a document to be printed?

Software programs are used to specify and modify the document color using RGB or CMYK color combinations. For more information, see the software program Help topics.

How does the printer know what color to print?

When printing a document, information describing the type and color of each object is sent to the printer and is passed through color conversion tables. Color is translated into the appropriate amounts of cyan, magenta, yellow, and black toner used to produce the color you want. The object information determines the application of color conversion tables. For example, it is possible to apply one type of color conversion table to text while applying a different color conversion table to photographic images.

What is manual color correction?

When manual color correction is enabled, the printer employs user-selected color conversion tables to process objects. Manual color correction settings are specific to the type of object being printed (text, graphics, or images). It is also specific to how the color of the object is specified in the software program (RGB or CMYK combinations). To apply a different color conversion table manually, see "Modifying the colors in printed output" on page 136.

If the software program does not specify colors with RGB or CMYK combinations, then manual color correction is not useful. It is also not effective if the software program or the computer operating system controls the adjustment of colors. In most situations, setting the Color Correction to Auto generates preferred colors for the documents.

How can I match a particular color (such as a corporate logo)?

From the printer Quality menu, nine types of Color Samples sets are available. These sets are also available from the Color Samples page of the Embedded Web Server. Selecting any sample set generates multiple-page prints consisting of hundreds of colored boxes. Each box contains a CMYK or RGB combination, depending on the table selected. The observed color of each box is obtained by passing the CMYK or RGB combination labeled on the box through the selected color conversion table.

By examining Color Samples sets, you can identify the box with color closest to the color being matched. The color By examining Color Samples sets, you can identify the box with color closest to the color being matched. The color combination labeled on the box can then be used for modifying the color of the object in a software program. For more information, see the software program Help topics. Manual color correction may be necessary to use the selected color conversion table for the particular object.

Selecting which Color Samples set to use for a particular color-matching problem depends on:

– The Color Correction setting being used (Auto, Off, or Manual)
– The type of object being printed (text, graphics, or images)
– How the color of the object is specified in the software program (RGB or CMYK combinations)

If the software program does not specify colors with RGB or CMYK combinations, then the Color Samples pages are not useful. Additionally, some software programs adjust the RGB or CMYK combinations specified in the program through color management. In these situations, the printed color may not be an exact match of the Color Samples pages.

7.3 The print appears tinted

Action	Yes	No

Step 1
Perform Color Adjust.
1) From the control panel, navigate to:
    Settings → Print → Quality → Advanced Imaging → Color Adjust
 	
    For non-touch-screen printer models, press OK to navigate through the settings.
2) Print the document.
 	
Does the print appear tinted?
	Go to step 2.	The problem is solved.

Action	Yes	No

Step 2
1) From the control panel, navigate to:
    Settings → Print → Quality → Advanced Imaging → Color Balance
    For non-touch-screen printer models, press OK to navigate through the settings.
2) Adjust the settings.
3) Print the document.
Does the print appear tinted?
	Contact customer support.	The problem is solved.

8. Contacting customer support

Before contacting customer support, make sure to have the following information:

– Printer problem
– Error message
– Printer model type and serial number

P300dn
User's Guide

Notices

9

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

📝 **Note**

– Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	One-sided: 53 (P300dn) Two-sided: 52 (P300dn)
Ready	14

Values are subject to change.

Product disposal

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

Static sensitivity notice

This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol.

To prevent damage from electrostatic discharge when performing maintenance tasks such as clearing paper jams or replacing supplies, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer even if the symbol is not present.

ENERGY STAR

Any product bearing the ENERGY STAR® emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as of the date of manufacture.

Temperature information

Ambient operating temperature	10 to 32.2°C (50 to 90°F)
Shipping temperature	-40 to 43.3°C (-40 to 110°F)
Storage temperature and relative humidity	1.1 to 32.2°C (34 to 90°F) 8 to 80% RH

Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

Class: IIIb (3b) AlGaAs

Nominal output power (milliwatts): 8

Wavelength (nanometers): 770–800

Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 400 (P300dn) Two-sided: 275 (P300dn)
Copy	The product is generating hard-copy output from hard-copy original documents.	N/A
Scan	The product is scanning hard-copy documents.	N/A
Ready	The product is waiting for a print job.	17 (P300dn)
Sleep Mode	The product is in a high-level energy-saving mode.	1.19 (P300dn)
Hibernate	The product is in a low-level energy-saving mode.	N/A
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.1

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Values are subject to change.

Sleep Mode

This product is designed with an energy-saving mode called Sleep Mode. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the Sleep Mode Timeout.

Factory default Sleep Mode Timeout for this product (in minutes):	15

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

This product is designed with an ultra-low power operating mode called Hibernate mode. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

– Using the Hibernate Timeout
– Using the Schedule Power modes

Factory default Hibernate Timeout for this product in all countries or regions	3 days

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total energy usage

It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Sindoh

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