Maintaining Your Printer

30 Maintaining Your Printer 431

31 Clearing Jams 457

30

Maintaining Your Printer

You need to complete certain tasks to maintain optimum print quality.

NOTE: The images used in this manual are those of the Dell™ Cloud Multifunction Printer | H815dw unless otherwise mentioned.

Determining the Status of Supplies

If your printer is connected to the network, the **Dell™ Printer Configuration Web Tool** can provide instant feedback on remaining toner level. Type the printer's IP address in your web browser to view this information. To use the **E-Mail Alert Setup** feature that notifies you when the printer requires new supplies, type the desired e-mail address in the e-mail list box.

On the touch panel screen, you can also confirm the following:

- Any supply or maintenance items that require attention replacing (However, the printer can only display information about one item at a time).
- Amount of toner remaining in the toner cartridge.

Conserving Supplies

You can change several settings in your printer driver to conserve toner cartridge and paper.

Supply	Setting	Function
Toner cartridge	**Toner Saver** in the **Others** tab	This check box allows the users to select a print mode that uses less toner. The image quality will be lower when this feature is used.
Print media	**Multiple Up** in the **Layout** tab	The printer prints two or more pages on one side of a sheet.
Print media	**Duplex** in the **General** tab	The printer prints on both sides of a sheet of paper.

Ordering Supplies

You can order consumables (toner cartridge and drum cartridge) from Dell on the Internet when using a networked printer. Type the IP address of your printer in your web browser, launch the **Dell Printer Configuration Web Tool**, and click the **Order Supplies at:** to order consumables for your printer.

You can also order consumables by the following method.

1. Click **Start→ All Programs→ Dell Printers→ Dell Cloud Multifunction Printer - H815dw** or **Dell Smart Multifunction Printer - S2815dn→ Dell Supplies Management System**.

   The **Dell Supplies Management System** window appears.

2. Select your printer from the **Select Printer Model** list.
3. If you are ordering from the web:
   a. Select a URL from the **Select Reorder URL** list.
   b. Click **Visit Dell printer supplies ordering web site**.

   NOTE: When you cannot get information from the printer automatically by two-way communication, a window that prompts you to type the Service Tag appears. Type your Dell printer Service Tag in the field provided. Your Service Tag number is located inside the front cover of your printer.

   If you are ordering by phone, call the number that appears in the **Order by Phone** section.

Storing Print Media

To avoid potential paper feeding problems and uneven print quality, there are several things you can do:

- To achieve the best possible print quality, store print media in an environment where the temperature is approximately 21 °C (70 °F) and the relative humidity is 40 %.
- Store cartons of print media on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of print media out of the original carton, ensure that they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of the print media packages.

Storing Consumables

Store consumables in their original packaging until you need to use them. Do not store consumables in:

- Temperatures greater than 40 °C (104 °F).
- An environment with extreme changes in humidity or temperature.
- Direct sunlight.
- Dusty places.
- A car for a long period of time.
- An environment where corrosive gases are present.
- A humid environment.

Replacing the Toner Cartridge

WARNING: Before performing any of the following procedures, read and follow the safety instructions in the *Important Information*.

Dell toner cartridge is available only through Dell. You can order cartridge online at **http://www.dell.com/supplies** or by phone. To order by phone, see "Contacting Dell."

It is recommended to use Dell toner cartridge for your printer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.

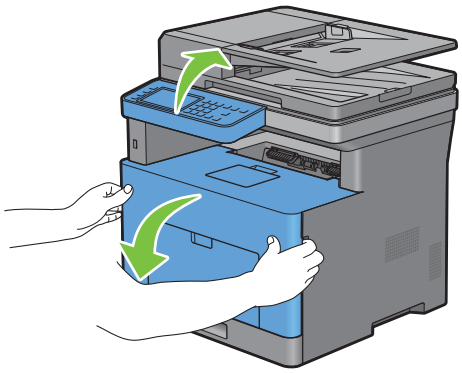
WARNING: Never throw used toner cartridge into fire. The residual toner could explode resulting in burns and injuries.

WARNING: Do not shake the used toner cartridge. This may cause toner spills.

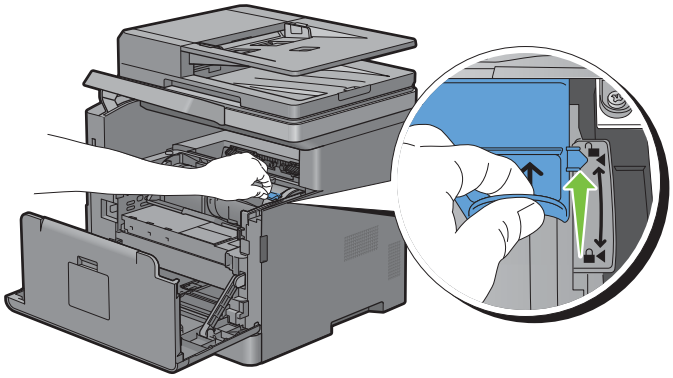
Removing the Toner Cartridge

NOTE: Ensure that you remove all the paper from the MPF and close the MPF cover before removing the toner cartridge.

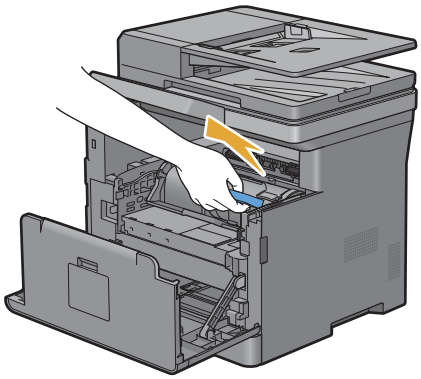
1 After flipping up the operator panel until it clicks, grasp the grips on both sides of the front cover, and then pull it down to open.



2 Grasp the toner cartridge lock lever, and then raise it upward to unlock.



3 Grasp the handle on the toner cartridge, and then pull it out.

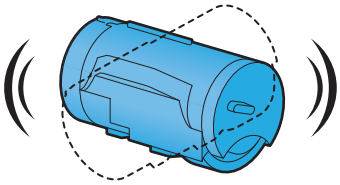


WARNING: Do not shake the toner cartridge. This may cause toner spills.

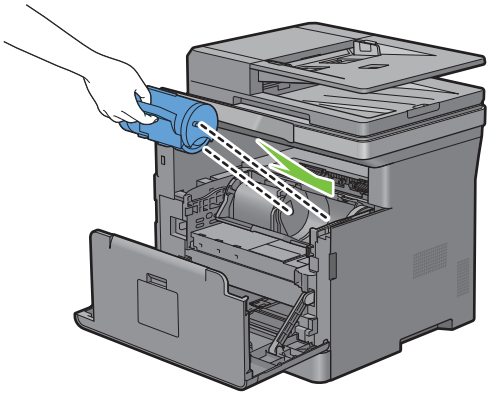
Installing a Toner Cartridge

1 Unpack a new toner cartridge.

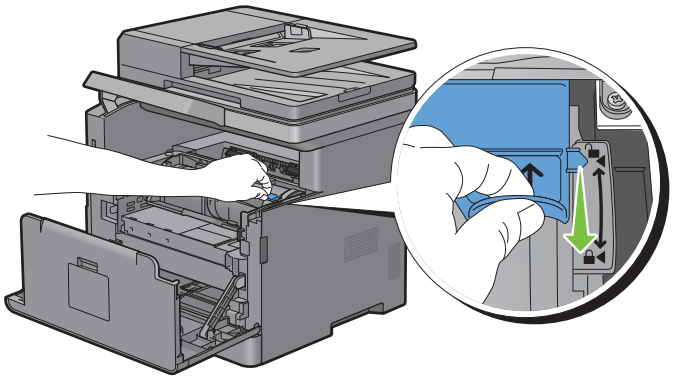
2 Shake the new toner cartridge five or six times to distribute the toner evenly.



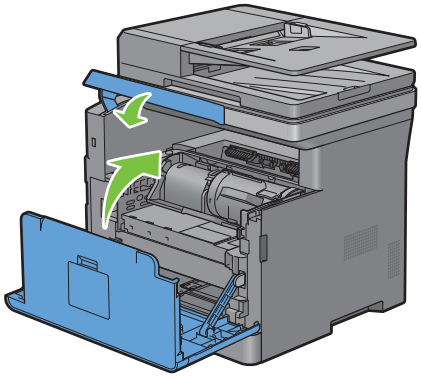
3 Make sure that the two tabs of the toner cartridge align with the grooves on the printer, and then insert it into the printer until it clicks into place.



4 Grasp the toner cartridge lock lever, and then pull it down until it stops.



5 Close the front cover, and put back the operator panel to the original position.



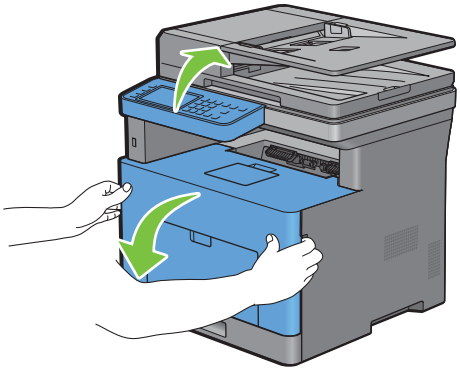
Replacing the Drum Cartridge

WARNING: Before performing any of the following procedures, read and follow the safety instructions in the *Important Information*.

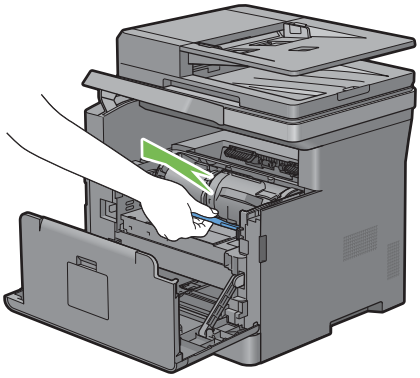
CAUTION: Protect the drum cartridge against bright light. If the front side cover remains open for more than 3 minutes, print quality may deteriorate.

Removing the Drum Cartridge

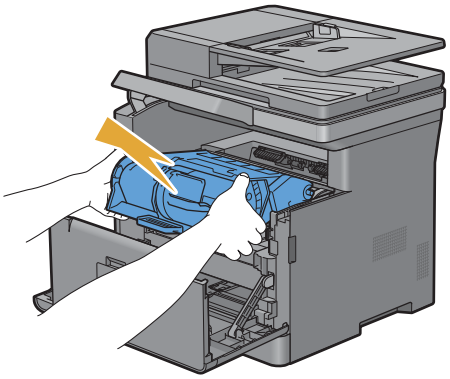
1 After flipping up the operator panel until it clicks, grasp the grips on both sides of the front cover, and then pull it down to open.



2 Grasp the handle on the front of the drum cartridge, and then pull it out halfway with one hand.



3 Hold both sides of the drum cartridge with your hands, and then pull it out completely.

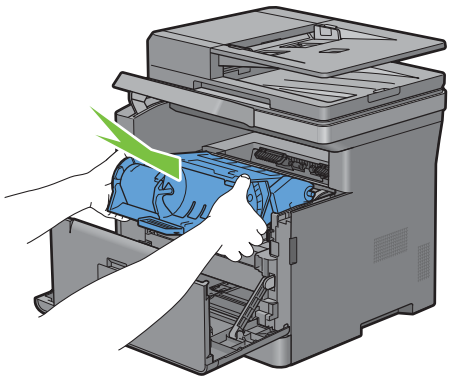


Installing a Drum Cartridge

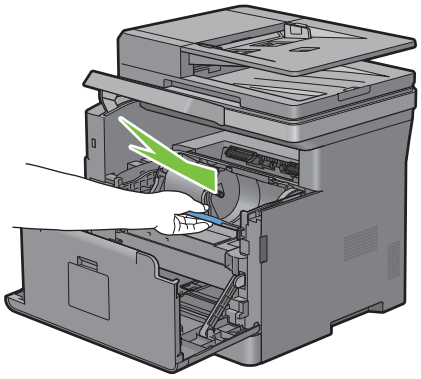
1 Unpack a new drum cartridge.

CAUTION: The protective cover of the drum comes off while inserting the drum cartridge into the cartridge slot. You do not need to remove it in advance.

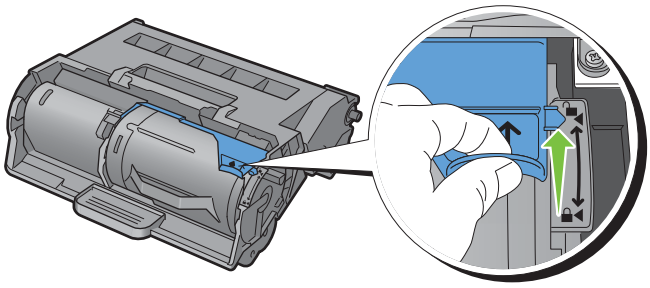
2 Hold both sides of the drum cartridge with your hands, insert the drum cartridge into the cartridge slot, and then push it in halfway.



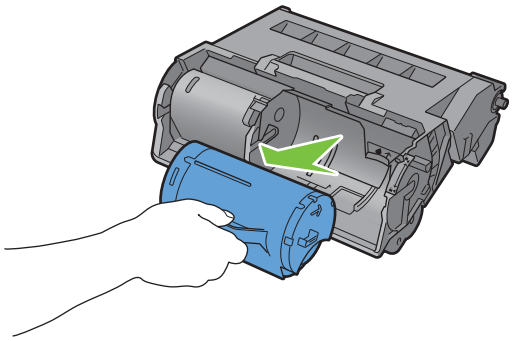
3 Grasp the handle on the front of the drum cartridge, and then push and install the drum cartridge until it stops.



4 To remove the toner cartridge from the old drum cartridge, grasp the toner cartridge lock lever, and then raise it upward to unlock.



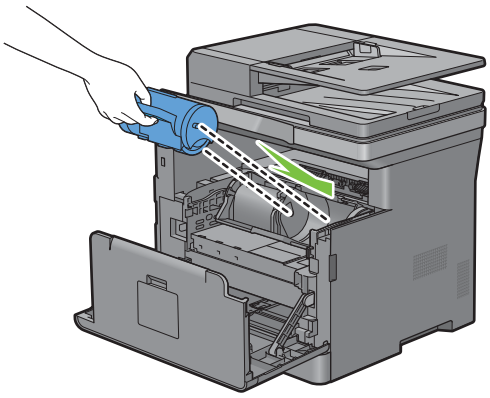
5 Grasp the handle on the toner cartridge, and then pull it out of the old drum cartridge.



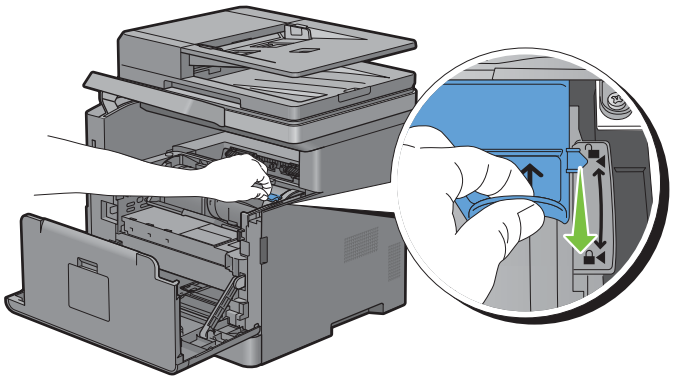
WARNING: Do not shake the toner cartridge. This may cause toner spills.

WARNING: Keep the removed toner cartridge on a level surface.

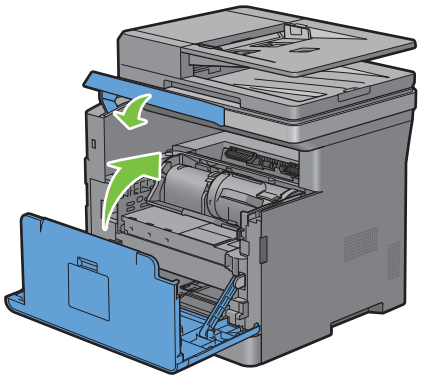
6 Install the removed toner cartridge to the new drum cartridge in the printer. Make sure that the two tabs of the toner cartridge align with the grooves on the printer, and then insert it into the printer until it clicks into place.



7 Grasp the toner cartridge lock lever, and then pull it down until it stops.



8 Close the front cover, and put back the operator panel to the original position.



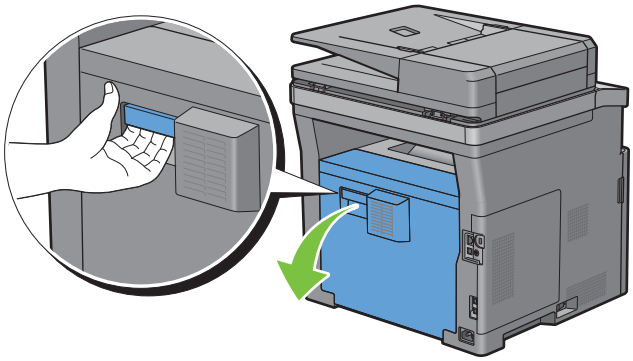
Replacing the Fusing Unit, the Transfer Unit, and the Retard Roller

You need to replace all three parts (the fusing unit, transfer unit, and retard roller) at a time. Both the transfer unit and the retard roller for replacement come with a new fusing unit.

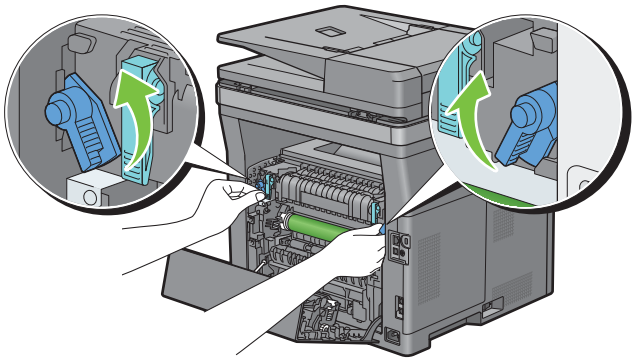
WARNING: Before performing any of the following procedures, read and follow the safety instructions in the *Important Information*.

Removing the Fusing Unit

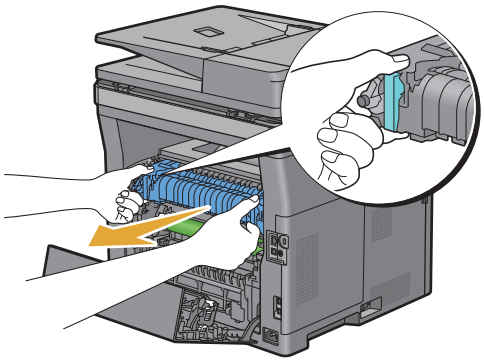
1. Turn off the printer, and wait for 40 minutes.
2. Pull the rear cover handle to open the rear cover.



3. Raise the two gray levers on the both sides of the fusing unit to unlock.



4. Grasp the grips on both sides of the fusing unit, and then pull out the unit.



Installing a Fusing Unit

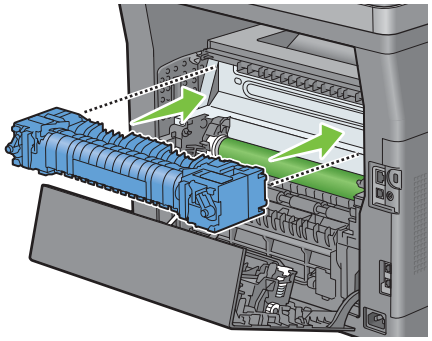
1 Unpack a new fusing unit.

2 Remove the packing material from the fusing unit.

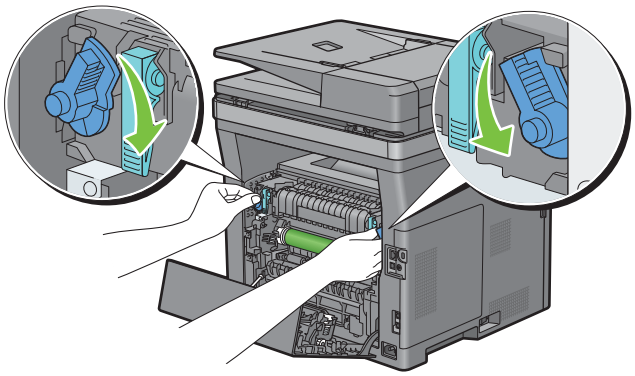
3 Insert the fusing unit into the printer until it clicks into place.

NOTE: Hold both sides of the fusing unit with your hands.

NOTE: Make sure that the fusing unit is firmly set in the slots and cannot be moved easily.



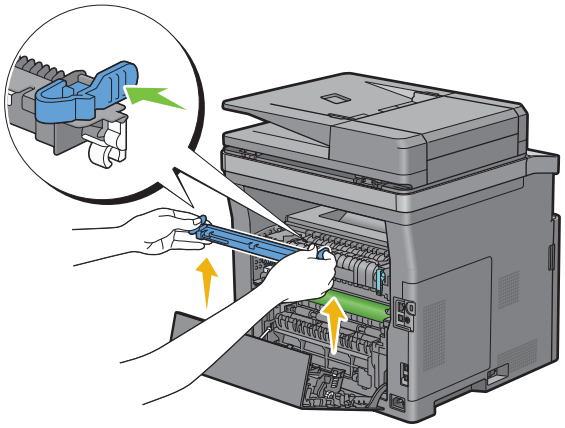
4 Lower the two gray levers to lock the fusing unit.



NOTE: After replacing the fusing unit, be sure to initialize its life counter by following the instructions in the accompanying manual.

Removing the Transfer Unit

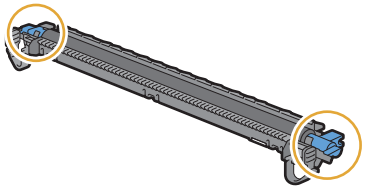
1 Push the tabs on both sides of the transfer unit inward, and then lift it out of the printer.



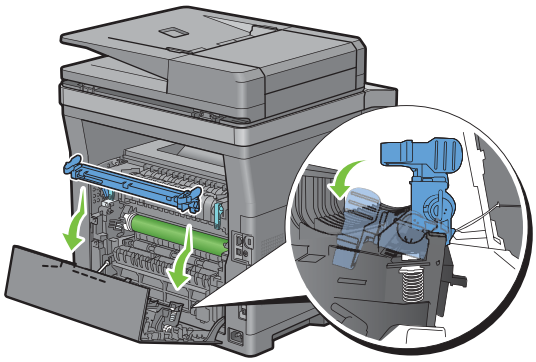
Installing a Transfer Unit

1 Unpack a new transfer unit.

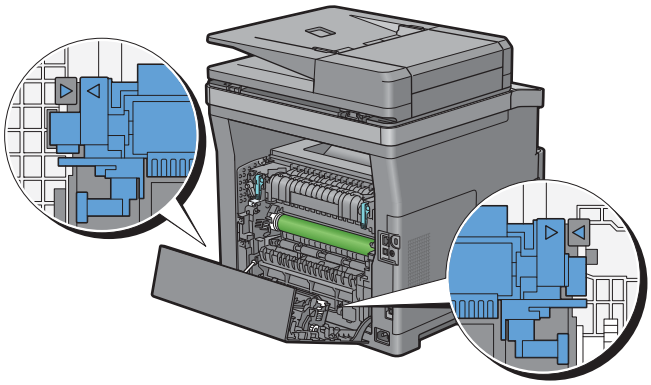
2 Hold the transfer unit by both its ends.



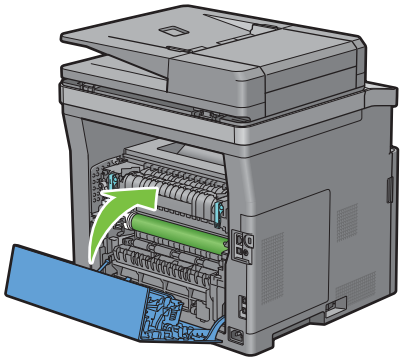
3 Put the receptacles (white) on both ends of the transfer unit to the short bars near the arrow marks of the duplexer. And tilt the transfer unit toward the rear cover.



4 Make sure that the arrow marks on the transfer unit and the printer face each other, and then press the two tabs on transfer unit inward to lock.

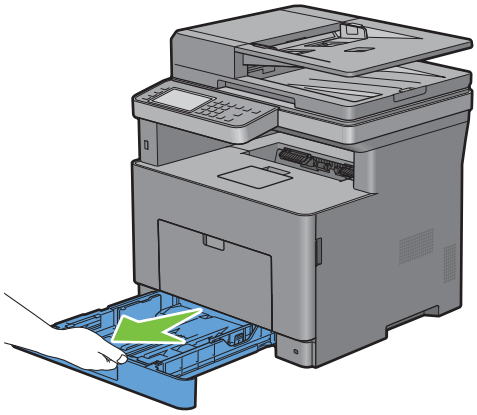


5 Close the rear cover.

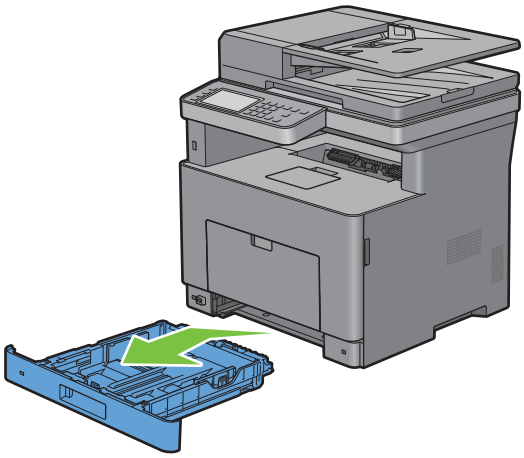


Removing the Retard Roller in Tray1

1 Pull tray1 out of the printer about 200 mm.

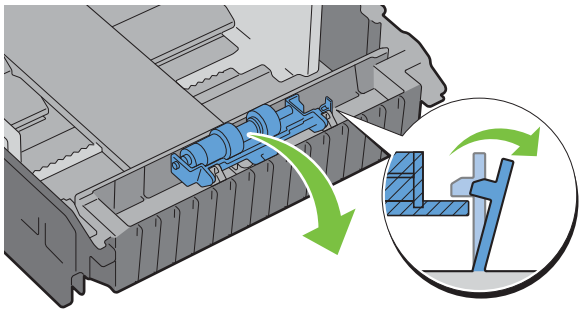


2 Hold tray1 with both hands, and remove it from the printer.

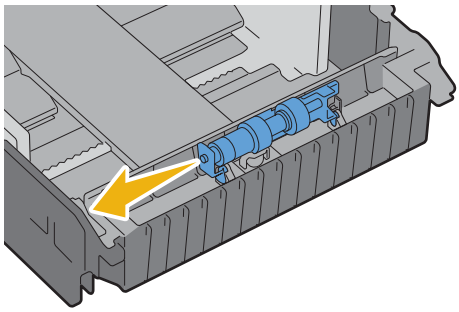


NOTE: Be sure to remove all the paper from tray1 before removing the retard roller.

3 Slightly pressing down the lock lever on tray1 to the right with one hand, raise the retard roller with the other hand.



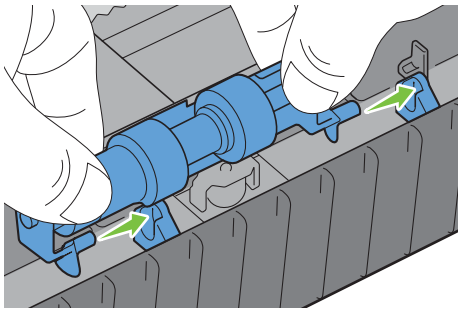
4 Slide the retard roller to the left to remove it from tray1.



Installing a Retard Roller in Tray1

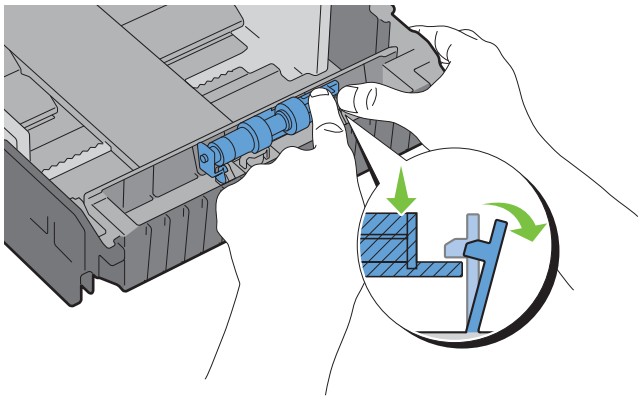
1 Unpack a new retard roller.

2 Hold the both ends of the new retard roller, and attach it by sliding the two axles of the retard roller into the holes on tray1.

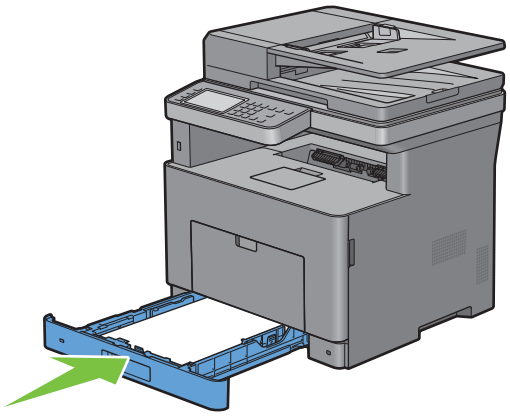


NOTE: Be careful not to touch the rubber rollers.

3 While pressing the lock lever on tray1 slightly to the right, press down the retard roller until it clicks, and then release the lock lever.



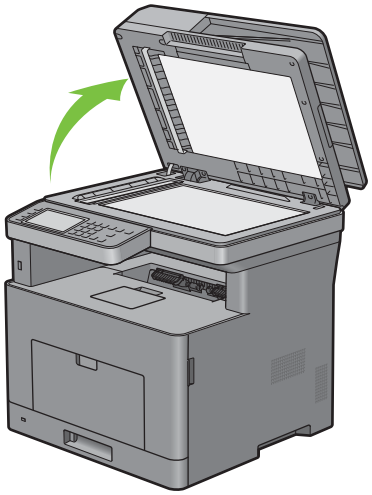
4 Load paper in tray1, and then insert the tray into the printer and push until it stops.



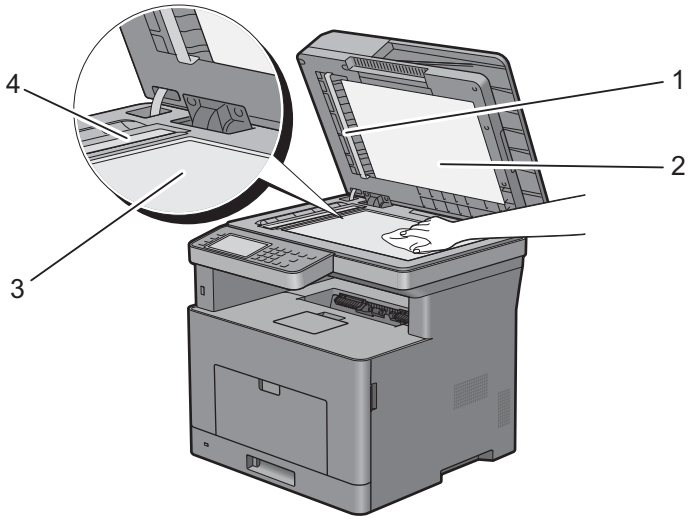
Cleaning the Scanner

Keeping the scanner clean helps ensure the best possible copies. It is recommended to clean the scanner at the start of each day and during the day, as needed.

1. Slightly dampen a soft lint-free cloth or paper towel with water.
2. Open the document cover.



3. Wipe the surface of the document glass and DADF glass until it is clean and dry.



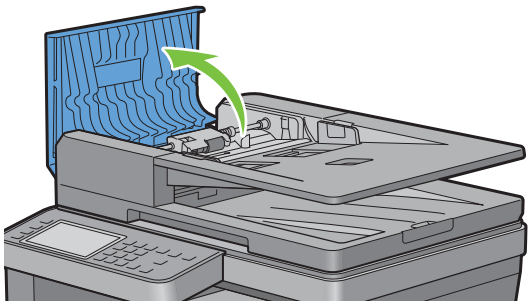
1	White Sheet **NOTE:** Handle with care.
2	White Document Cover
3	Document Glass
4	DADF Glass

4. Wipe the underside of the white document cover and white sheet until it is clean and dry.
5. Close the document cover.

Cleaning the DADF Feed Roller

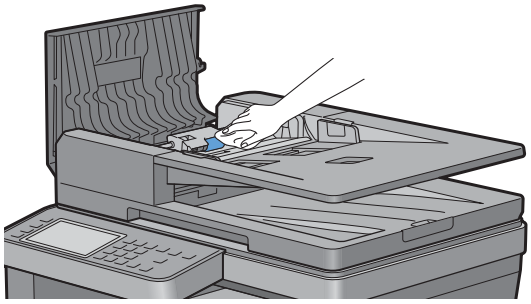
Keeping the DADF feed roller clean helps ensure the best possible copies. It is recommended to clean the DADF feed roller at regular intervals.

1 Open the DADF cover.



2 Wipe the DADF feed roller with a dry soft lint-free cloth or paper towel until it is clean.

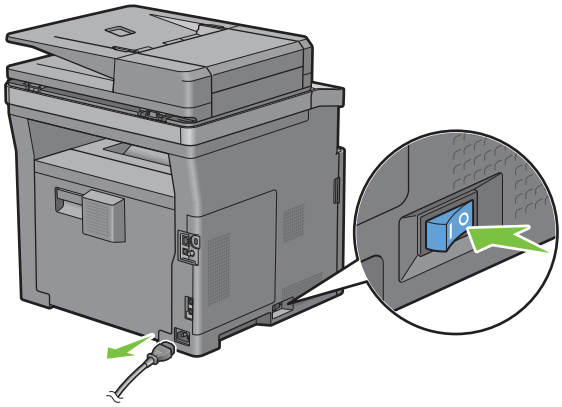
If the DADF feed roller gets soiled with ink stains, paper from the DADF may also be soiled. In this case, slightly dampen a soft lint-free cloth or paper towel with a neutral detergent or water, and then remove the contamination from the DADF feed roller until it is clean and dry.



Cleaning Inside the Printer

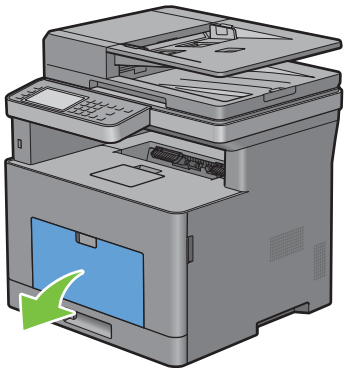
Clean the feed roller inside the printer if print media does not feed correctly.

1 Turn off the printer and disconnect the power cable.

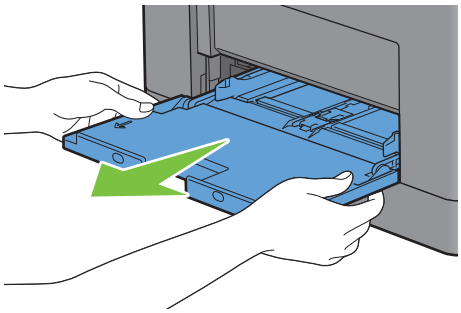


NOTE: The data in the memory are cleared when the printer is turned off.

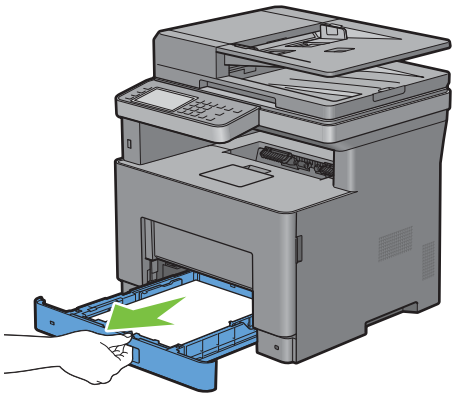
2 Gently pull open the MPF cover.



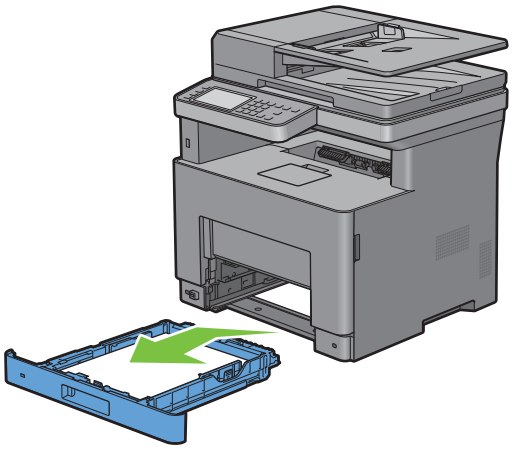
3 Grasp both sides of the MPF, and then pull the MPF from the printer.



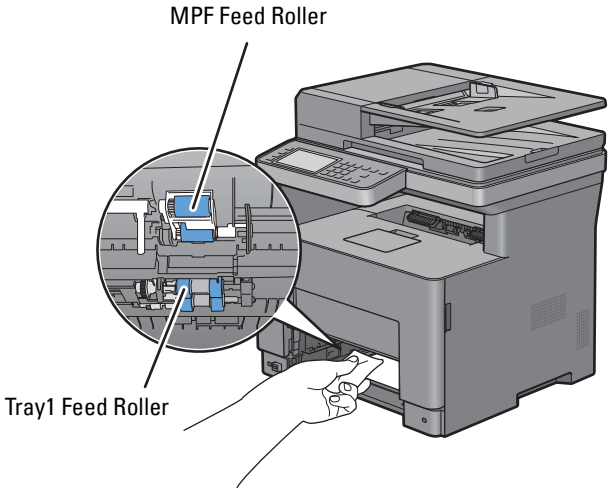
4 Pull tray1 out of the printer about 200 mm.



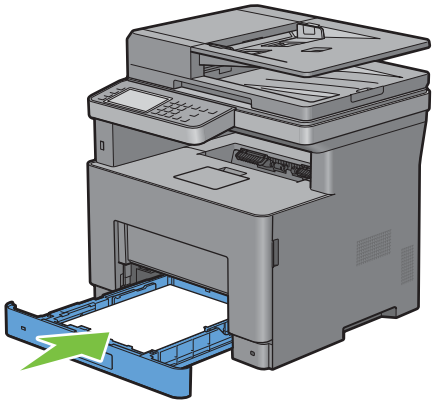
5 Hold tray1 with both hands, and remove it from the printer.



6 Wipe the feed roller inside the printer with a cloth moistened with water.

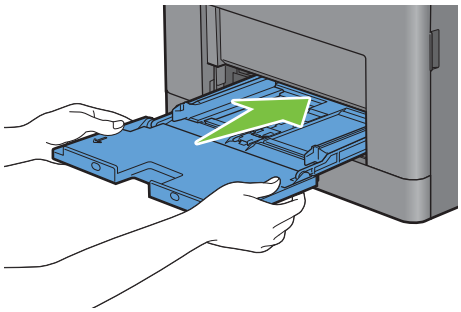


7 Insert tray1 into the printer, and push until it stops.



NOTE: Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

8 Insert the MPF into the printer, push until it stops, and close the cover.



Moving the Printer

This section describes how to move the printer.

WARNING: Two people are required to move the printer.

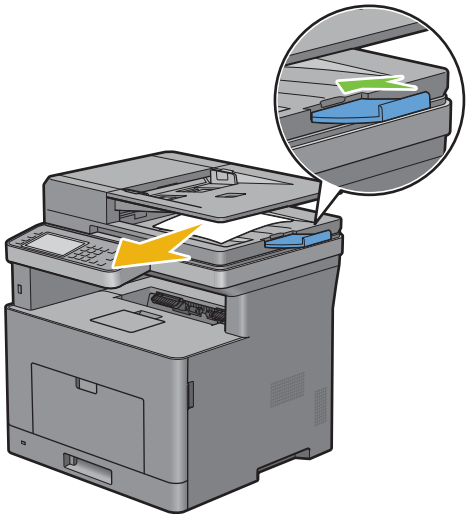
WARNING: To prevent you from dropping the printer and getting backache or injuries, lift the printer by firmly gripping the recessed areas on both sides of the printer. Never lift the printer by gripping any other areas.

NOTE: If the optional 550-sheet feeder has been installed, uninstall the optional 550-sheet feeder before moving the printer. If the optional 550-sheet feeder is not fixed securely to the printer, it may fall to the ground and cause injuries. For details on how to uninstall the optional 550-sheet feeder, see "Removing the Optional 550-Sheet Feeder."

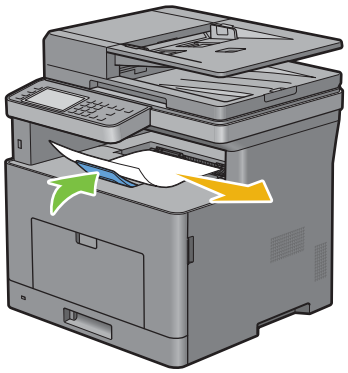
1 Turn off the printer and disconnect the power cable, interface cable, and any other cables.

NOTE: The data in the memory are cleared when the printer is turned off.

2 Remove any paper in the document output tray and slide the document stopper inside the DADF.

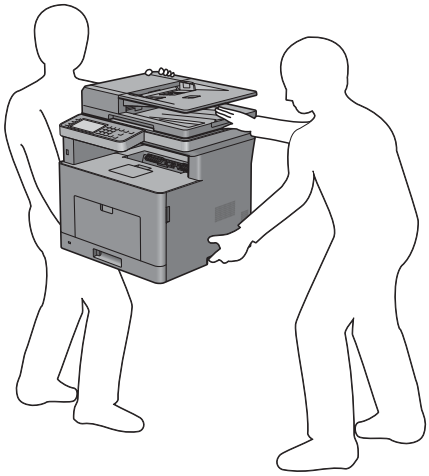


3 Remove any paper in the output tray and retract the output tray extension.



4 Lift the printer and move it gently.

NOTE: If you move the printer over a long distance, remove the toner cartridge from the printer to prevent toner from spilling, and pack the printer inside a box.

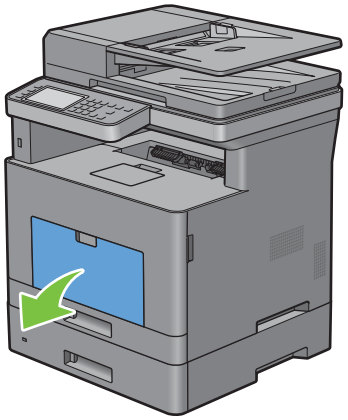


Removing the Optional 550-Sheet Feeder

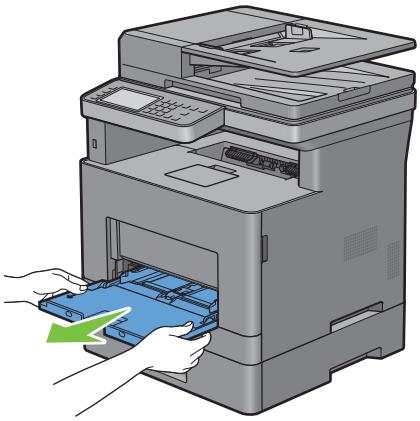
WARNING: When you remove the optional 550-sheet feeder (Tray2), be sure to turn off the printer, unplug the power cable, and disconnect all cables from the rear of the printer before starting these tasks.

1 Ensure that the printer is turned off, and then disconnect all cables from the rear of the printer.

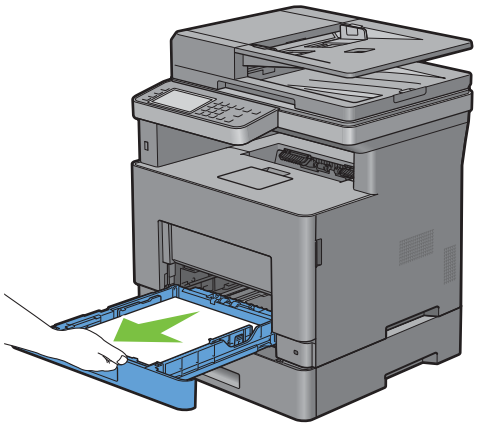
2 Gently pull open the MPF cover.



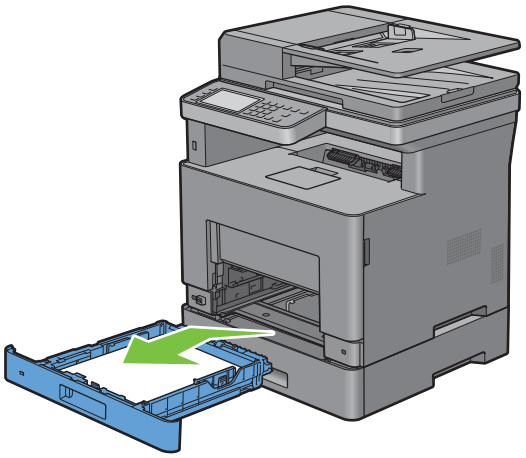
3 Grasp both sides of the MPF, and then pull the MPF from the printer.



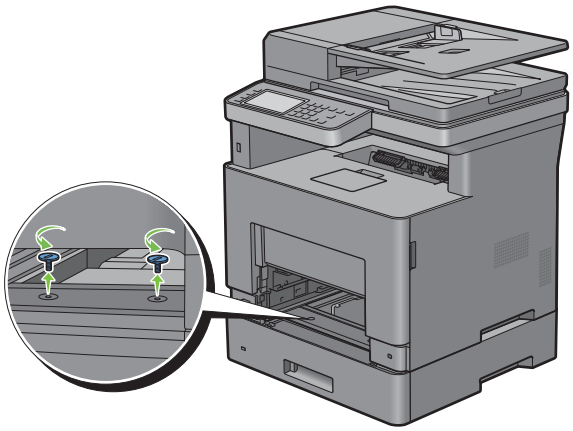
4 Pull tray1 out of the printer about 200 mm.



5 Hold tray1 with both hands, and remove it from the printer.

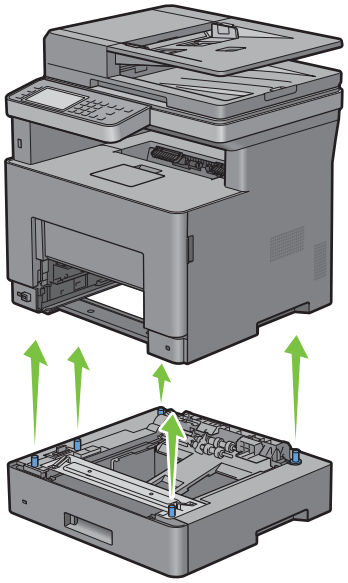


6 Remove the two screws joining the printer and the optional 550-sheet feeder by unscrewing them with a coin or similar object.

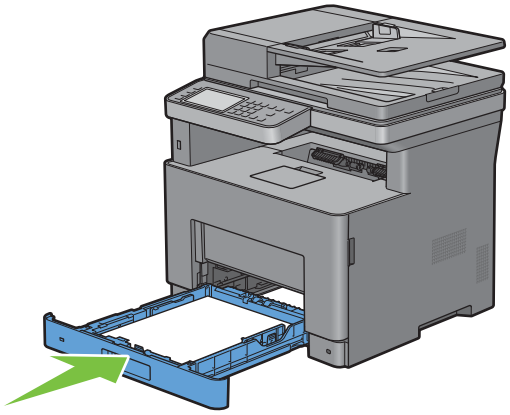


7 Gently lift the printer off the optional 550-sheet feeder, and place it on a level surface.

WARNING: Two people are required to lift the printer.

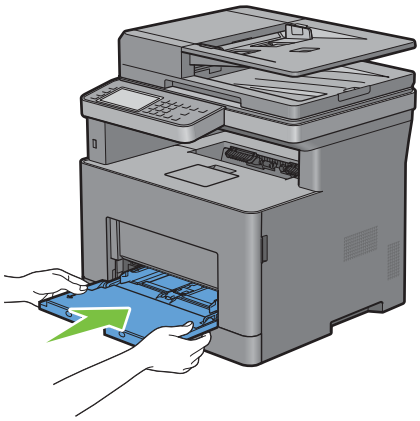


8 Insert tray1 into the printer, and push until it stops.



CAUTION: Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

9 Insert the MPF into the printer, push until it stops, and close the MPF.



10 Re-connect all cables into the rear of the printer and turn on the printer.