


Clearing Jams

Careful selection of appropriate print media and proper loading allow you to avoid paper jams. See "Print Media Guidelines" for more information.

 **NOTE:** Before buying large quantities of any print media, it is recommended to try a sample first.

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

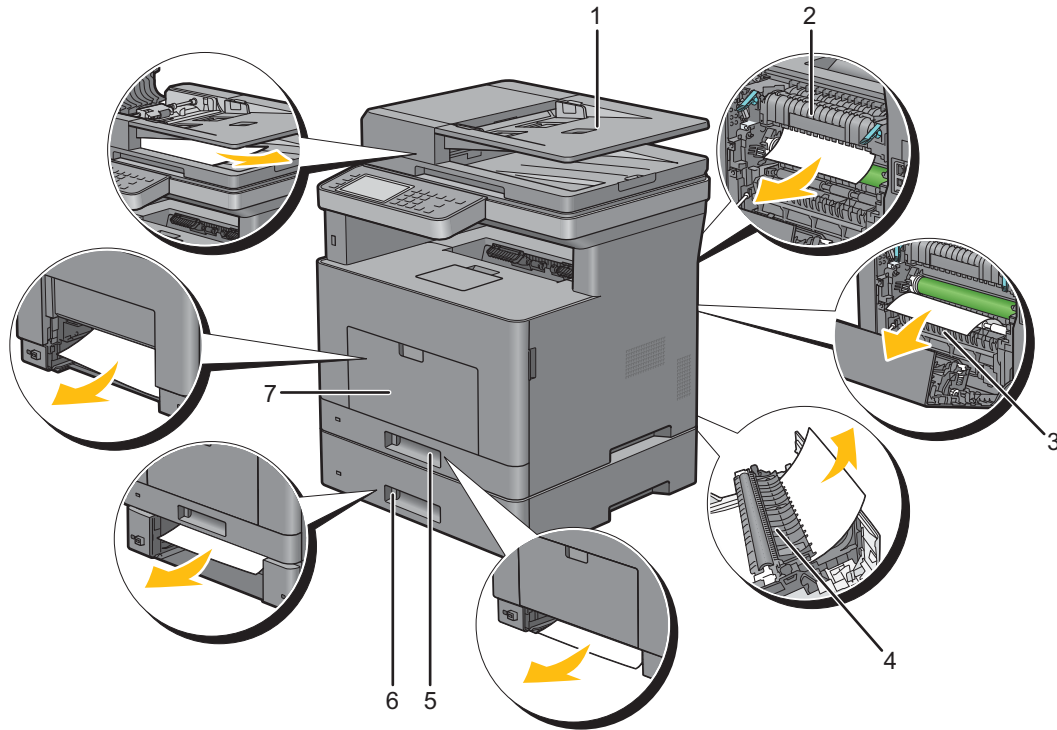
Avoiding Jams

- Use only recommended print media. See "Print Media Guidelines" for more information.
- See "Loading Print Media in Tray1 and the Optional 550-Sheet Feeder" and "Loading Print Media in the MPF" to load print media properly.
- Do not overload the print media sources. Ensure that the print media stack height does not exceed the maximum height indicated by the load-line labels in the tray.
- Do not load wrinkled, creased, damp, or curled print media.
- Flex, fan, and straighten print media before you load it. If a jam occurs with print media, try feeding one sheet at a time through the multipurpose feeder (MPF).
- Do not use print media that you have cut or trimmed yourself.
- Do not mix print media sizes, weights, or types in the same print media source.
- Ensure that the recommended print side is face up when you insert the print media.
- Keep print media stored in an acceptable environment. For more information, see "Storing Print Media."
- Do not remove the feeding tray during a print job.
- Push tray1 or the optional 550-sheet feeder (tray2) in firmly after loading.
- Ensure that all cables that connect to the printer are correctly attached.
- Overtightening the guides may cause jams.
- Wipe the retard rollers in the tray or MPF with a cloth that is slightly dampened with water if jams caused by misfeeding paper occur frequently.

Identifying the Location of Paper Jams

⚠ WARNING: Do not attempt to clear any jams using tools or instruments. This may permanently damage the printer.


The following illustration shows where paper jams may occur along the print media path.



1	Duplex Automatic Document Feeder (DADF)
2	Fusing Unit
3	Regi Roll
4	Duplexer
5	Tray1
6	Optional 550-Sheet Feeder
7	Multipurpose Feeder (MPF)

Clearing Paper Jams From the DADF

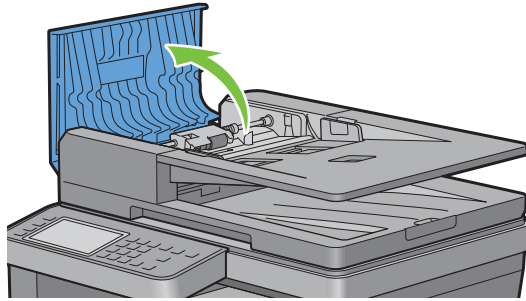
When a document jams while it passes through the DADF, remove the jam according to the following procedure.

 **NOTE:** To prevent document jams, use the document glass for thick, thin, or mixed documents.

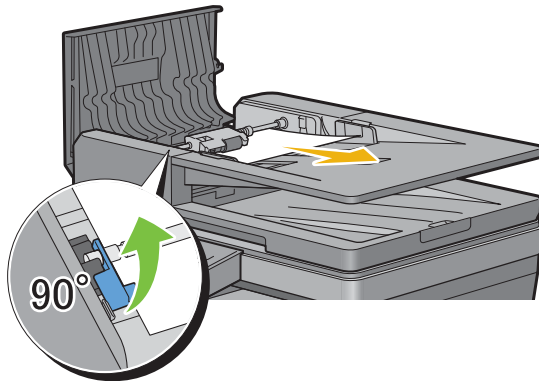
1 Remove the remaining documents from the DADF.

If the document is jammed in the paper feed area:

a Open the DADF cover.

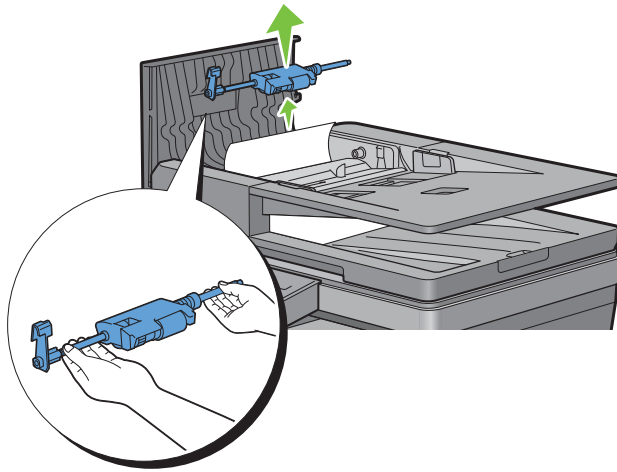


b Lift the release lever 90 degrees and remove the jammed document by carefully pulling it to the right.

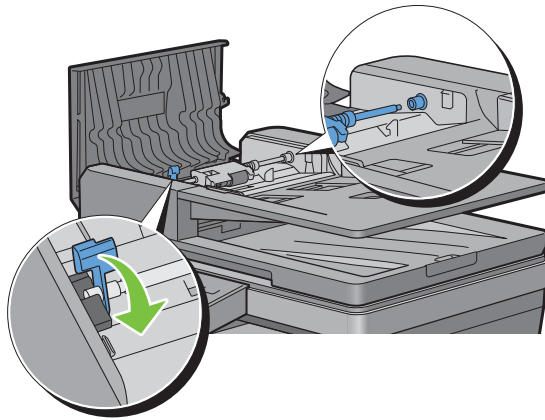


If you find it difficult to pull the document:

- c Remove the DADF feed roller assembly and remove the document by gently pulling it straight up.

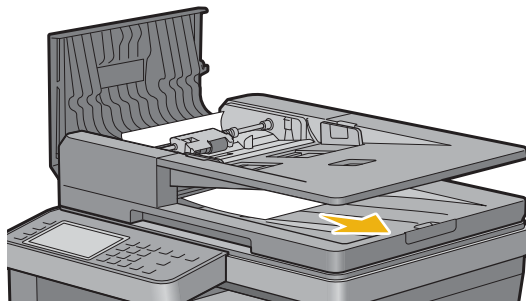


- d Insert the DADF feed roller assembly and press down the release lever.

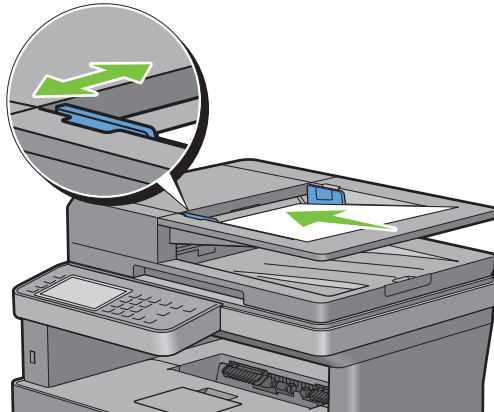


If the document is jammed in the paper exit area:

- e Remove the jammed document from the document output tray.



- f Close the DADF cover, and then load the documents back into the DADF.



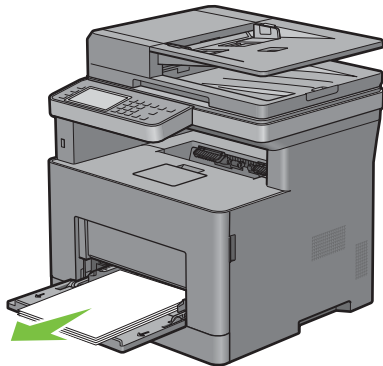
NOTE: Ensure that you adjust the document guides before printing a Legal-size document.

- 2 If you cannot see the jammed document or the jammed document do not move when you pulled, open the document cover.
- 3 Remove the document from the white sheet by carefully pulling it to the right.
- 4 Close the document cover, and then load the documents back into the DADF.
- 5 Tap *Start*.

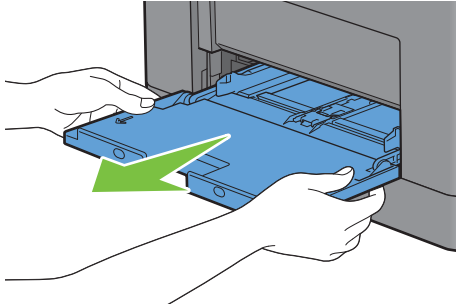
Clearing Paper Jams From the MPF

NOTE: To resolve the error displayed on the touch panel, you must clear all print media from the print media path.

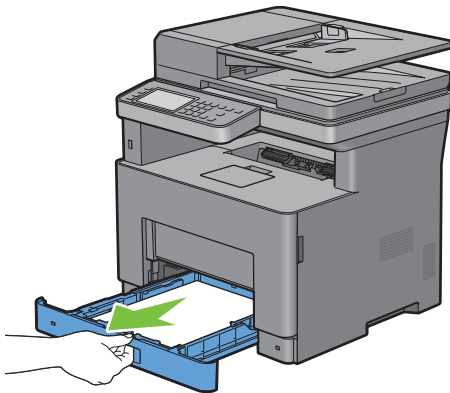
- 1 Remove any paper loaded on the MPF



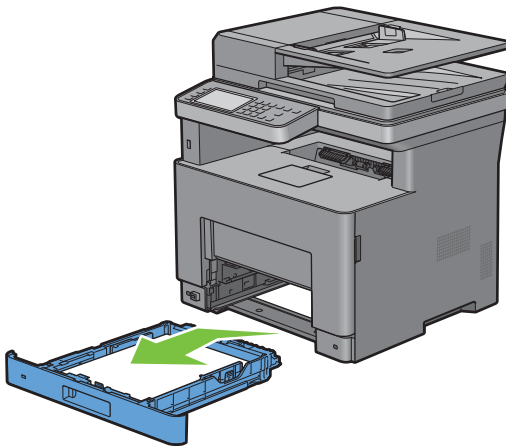
- 2 Grasp both sides of the MPF, and then pull it out of the printer.



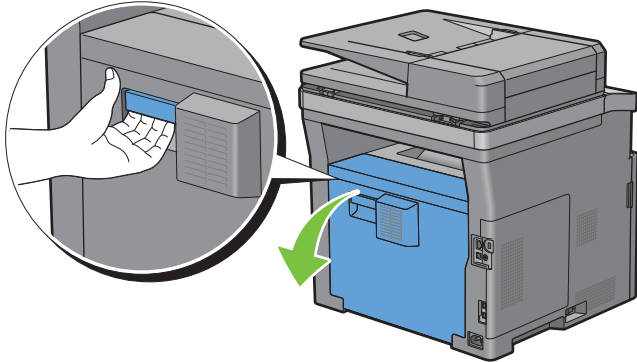
- 3 Pull tray1 out of the printer about 200 mm.



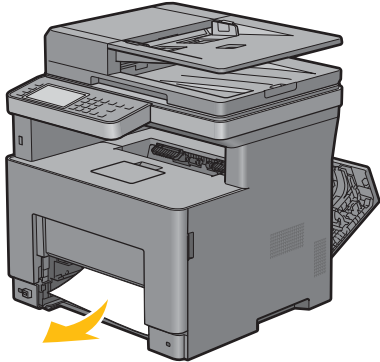
- 4 Hold tray1 with both hands, and remove it from the printer.



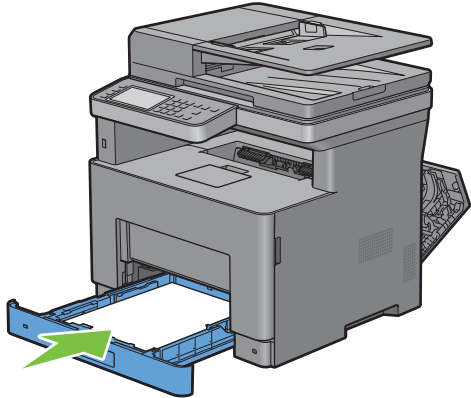
5 Pull the rear cover handle to open the rear cover.



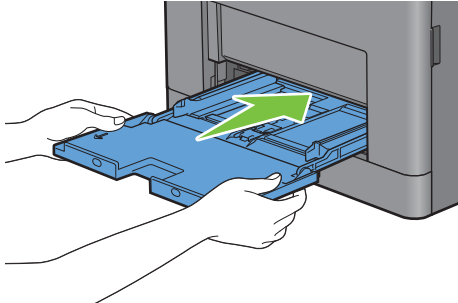
6 Remove the jammed paper.



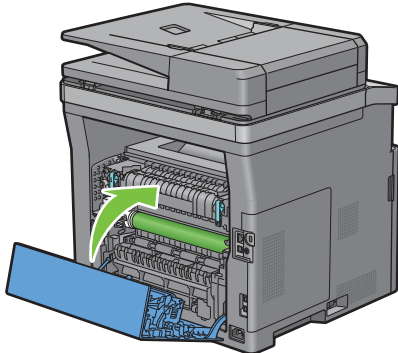
7 Insert tray1 into the printer, and push until it stops.




8 Insert the MPF into the printer.



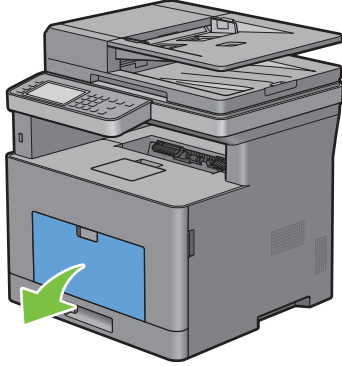
9 Close the rear cover.



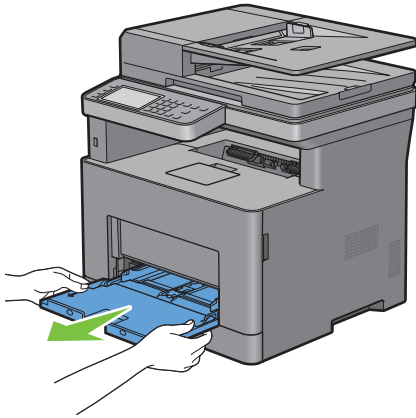
Clearing Paper Jams From Tray1

 **NOTE:** To resolve the error displayed on the touch panel, you must clear all print media from the print media path.

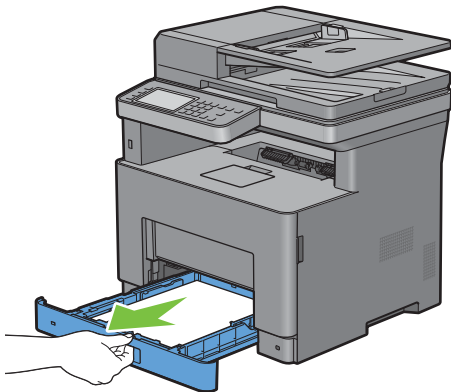
- 1 Gently pull open the MPF cover.



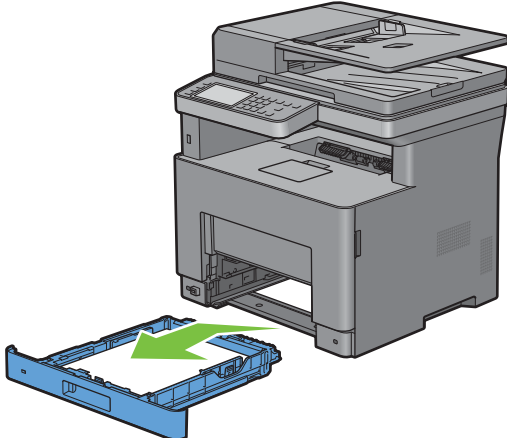
- 2 Grasp both sides of the MPF, and then pull the MPF from the printer.



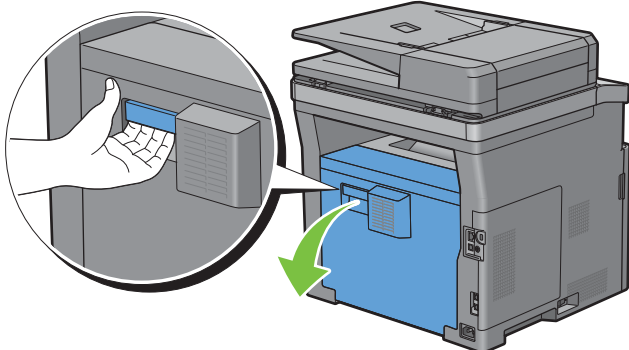
- 3 Pull tray1 out of the printer about 200 mm.



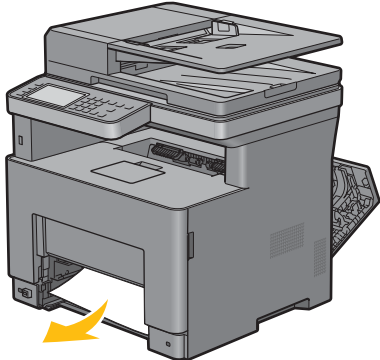
4 Hold tray1 with both hands, and remove it from the printer.



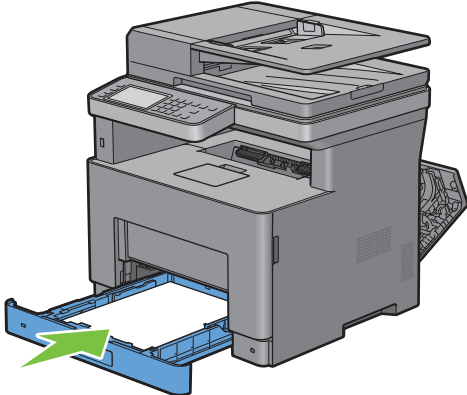
5 Pull the rear cover handle to open the rear cover.



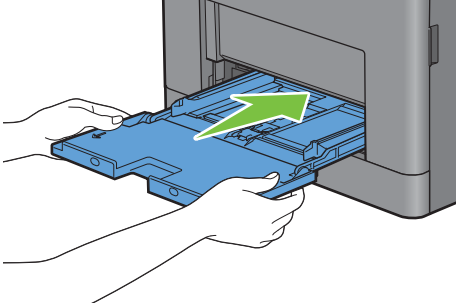
6 Remove the jammed paper.



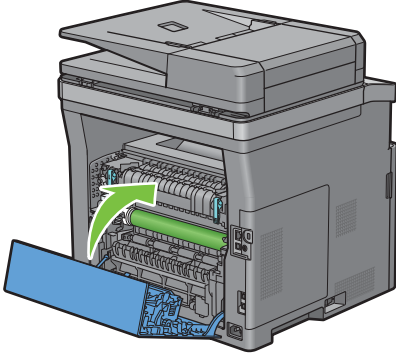
7 Insert tray1 into the printer, and push until it stops.



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




9 Close the rear cover.



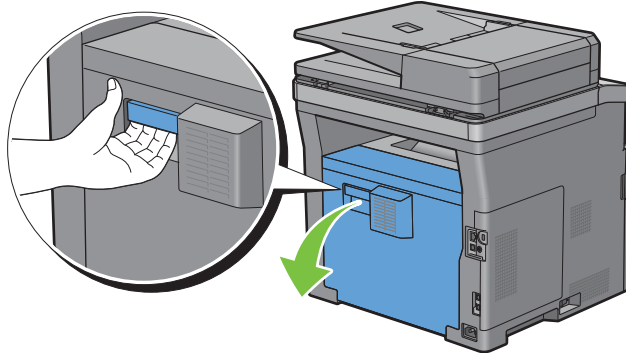
10 Tap Start.

Clearing Paper Jams From the Fusing Unit

 **NOTE:** To resolve the error displayed on the touch panel, you must clear all print media from the print media path.

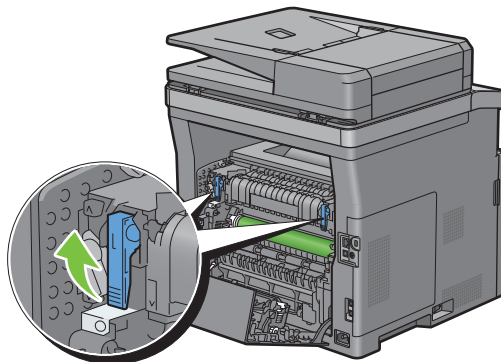
If status code: 050-130 appears:

- 1 Pull the rear cover handle to open the rear cover.

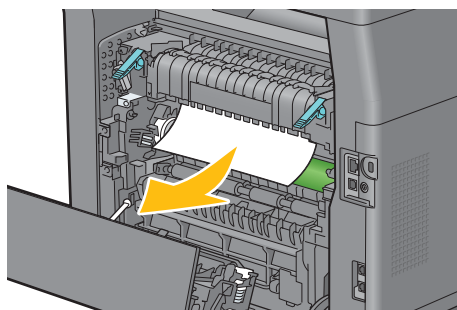


- 2 Lift the levers on both sides of the fusing unit.

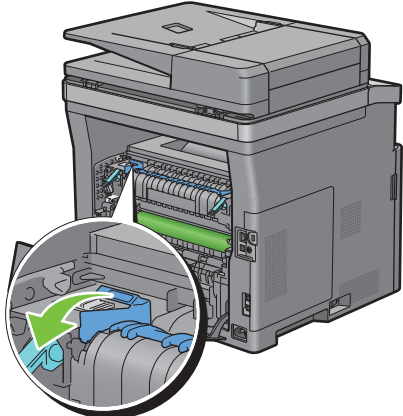
 **WARNING:** The fusing unit is hot. Do not touch it, doing so may cause burns.



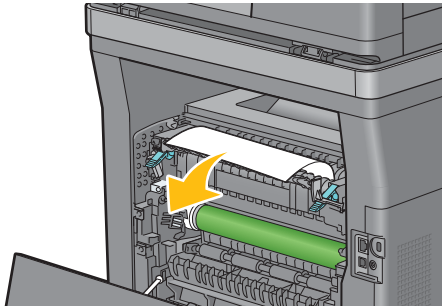
- 3 If the document is jammed under the fusing unit, remove the jammed document from under the fusing unit.



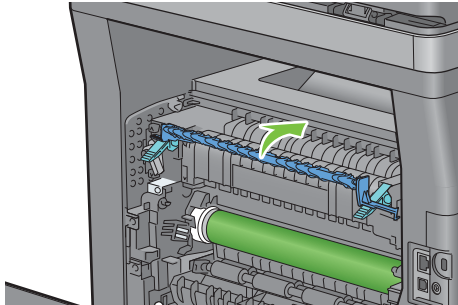
4 If the document is jammed above the fusing unit, raise the tab of the inner part, and turn it to open.



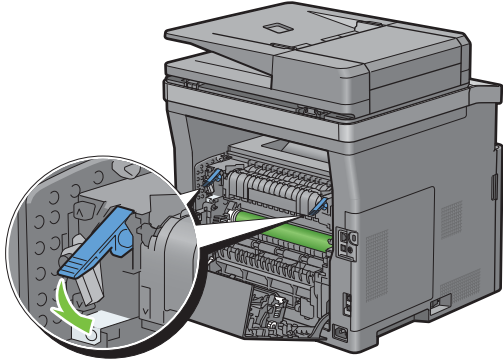
5 Remove the jammed document from above the fusing unit.



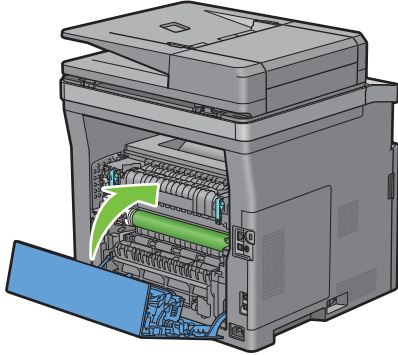
6 Replace the inner part.






7 Press down the levers on both sides of the fusing unit.



8 Close the rear cover.

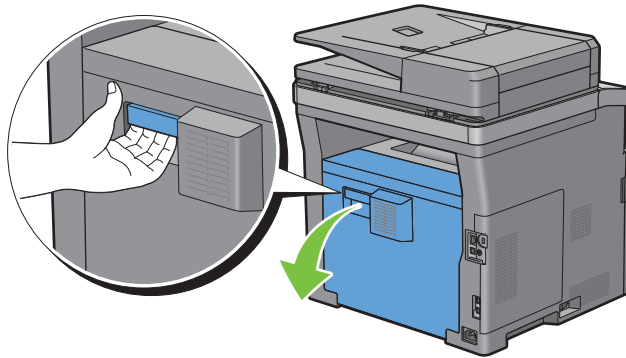


Clearing Paper Jams From the Duplexer

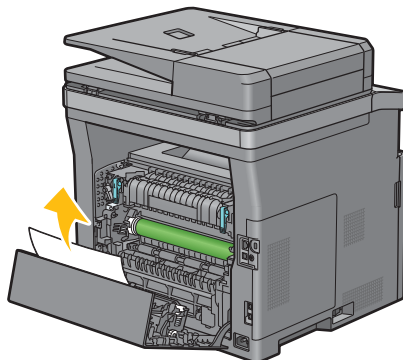
-  **CAUTION:** Ensure that nothing touches or scratches the surface (the roll made with sponge) of the transfer unit. Scratches, dirt, or oil from your hands on the roll of the transfer unit may reduce print quality.
-  **CAUTION:** Protect the drum of the drum cartridge against bright light. If the rear cover remains open for more than 3 minutes, print quality may deteriorate.
-  **NOTE:** To resolve the error displayed on the touch panel, you must clear all print media from the print media path.

If status code: 050-131 appears:

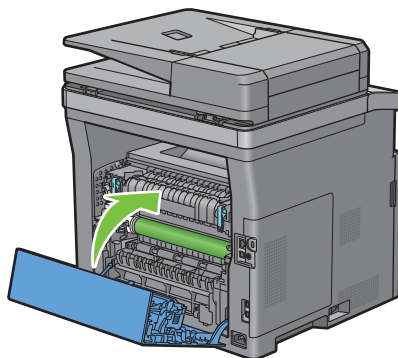
- 1 Pull the rear cover handle to open the rear cover.






- 2 Remove the jammed paper from the duplexer.



- 3 Close the rear cover.

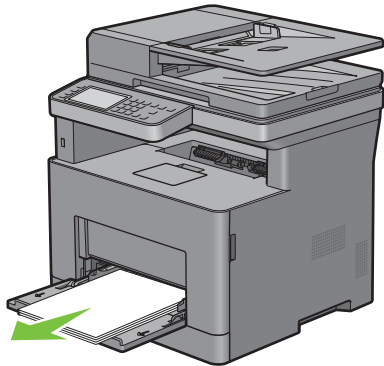


Clearing Paper Jams From the Regi Roll

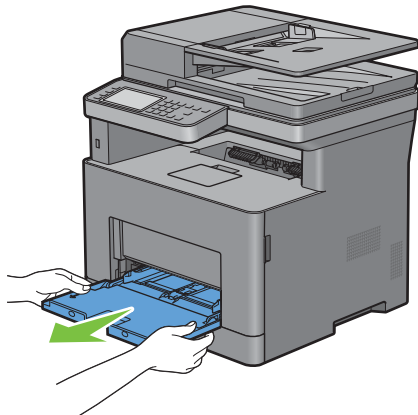
-  **CAUTION:** Ensure that nothing touches or scratches the surface (the roll made with sponge) of the transfer unit. Scratches, dirt, or oil from your hands on the roll of the transfer unit may reduce print quality.
-  **CAUTION:** Protect the drum of the drum cartridge against bright light. If the rear cover remains open for more than 3 minutes, print quality may deteriorate.
-  **NOTE:** To resolve the error displayed on the touch panel, you must clear all print media from the print media path.

If status code: 050-142 appears:

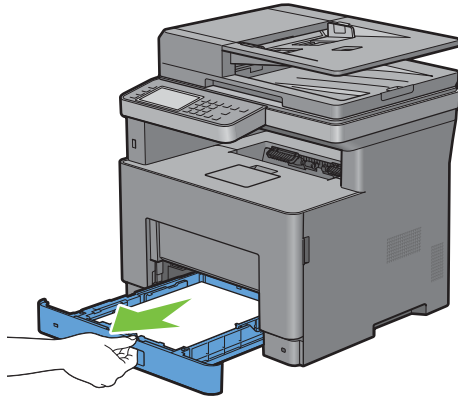
- 1 Open the MPF, or remove the remaining documents from the MPF.



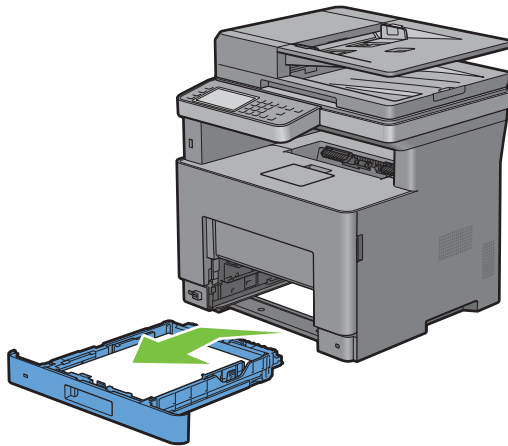
- 2 Grasp both sides of the MPF, and then pull the MPF from the printer.



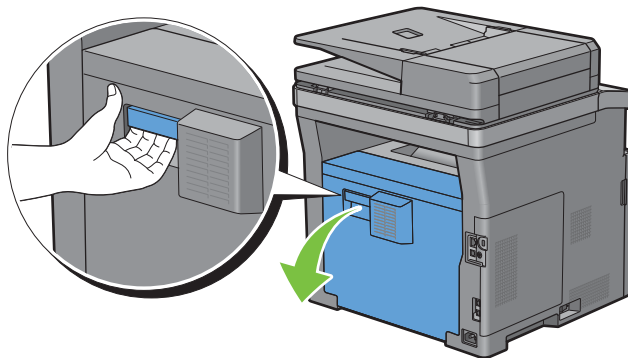
- 3 Pull tray1 from the printer about 200 mm.



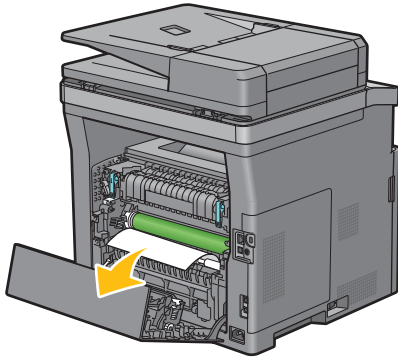
- 4 Hold tray1 with both hands, and remove it from the printer.



- 5 Pull the rear cover handle to open the rear cover.



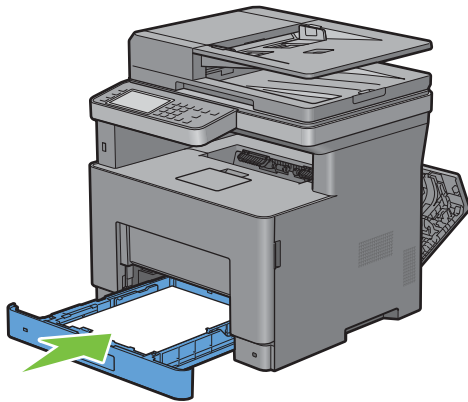
- 6 Remove the jammed paper from the regi roll.



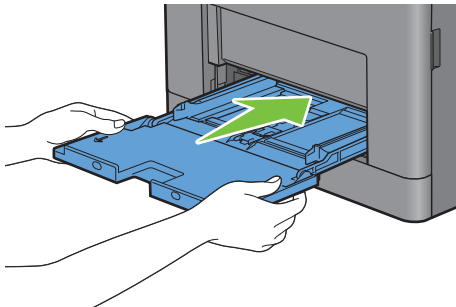
- 7 Insert tray1 into the printer, and push until it stops.



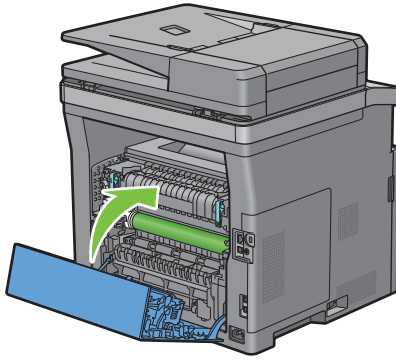
NOTE: Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.



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

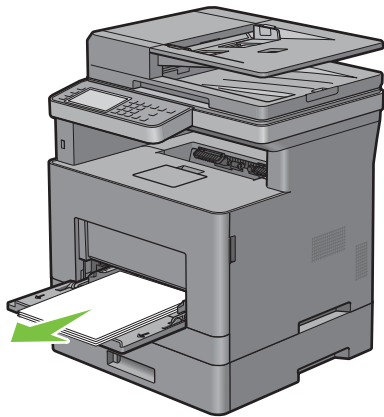


- 9 Close the rear cover.

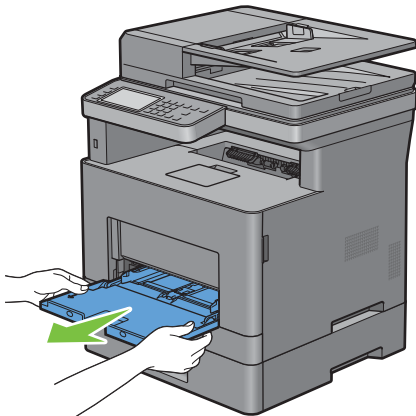


If status code: 050-132 appears:

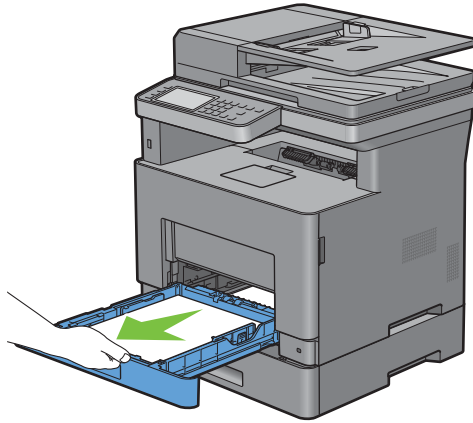
- 1 Open the MPF, or remove the remaining documents from the MPF.



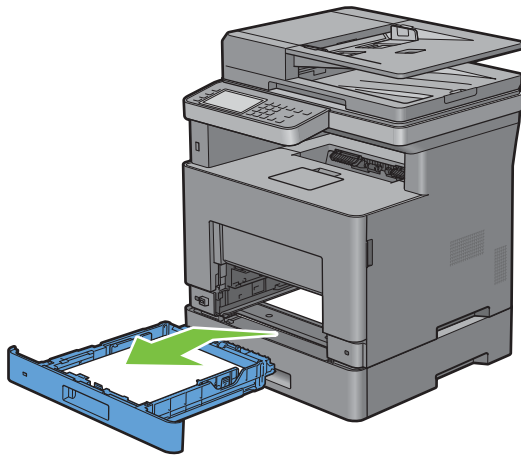
- 2 Grasp both sides of the MPF, and then pull the MPF from the printer.



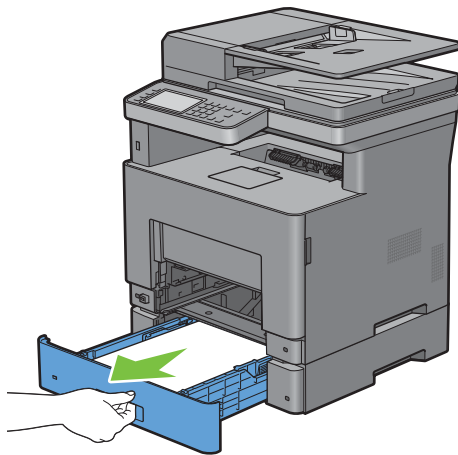
- 3 Pull tray1 from the printer about 200 mm.



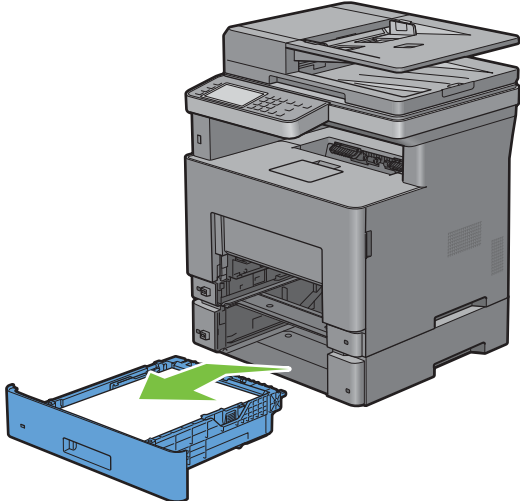
- 4 Hold tray1 with both hands, and remove it from the printer.



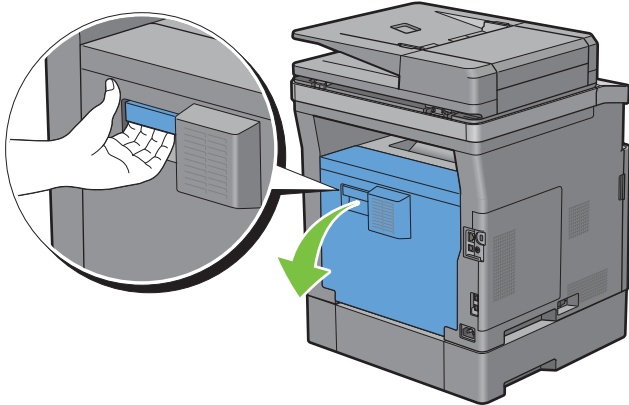
- 5 Pull the optional 550-sheet feeder from the printer about 200 mm.



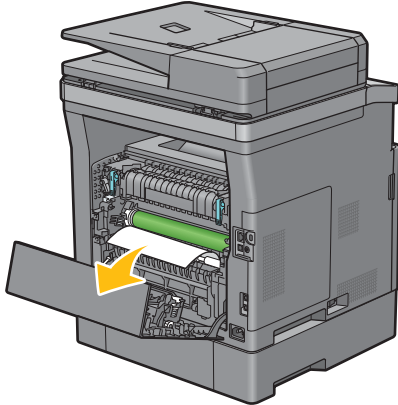
6 Hold the optional 550-sheet feeder with both hands, and remove it from the printer.



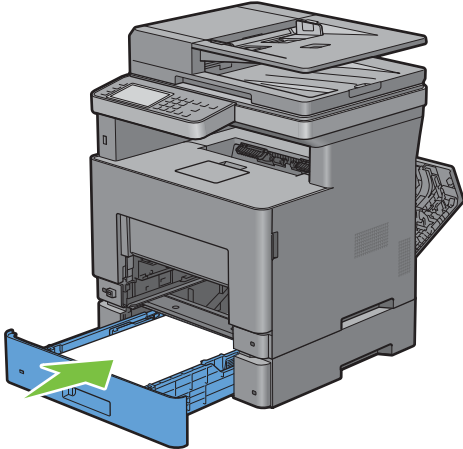
7 Pull the rear cover handle to open the rear cover.



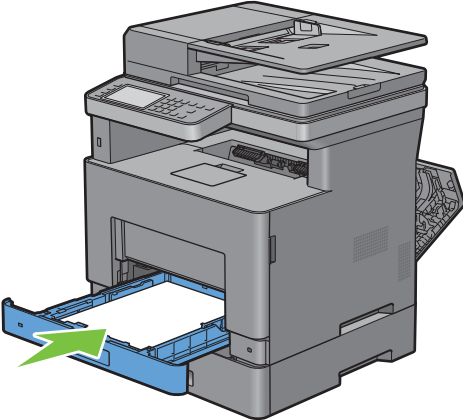
8 Remove the jammed paper.



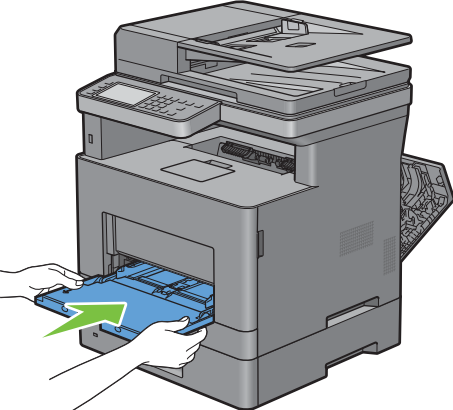
9 Insert the optional 550-sheet feeder into the printer, and push until it stops.



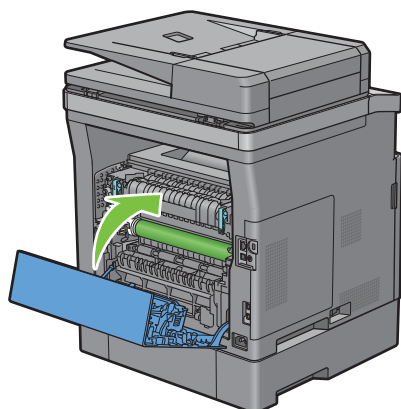
10 Insert tray1 into the printer, and push until it stops.



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



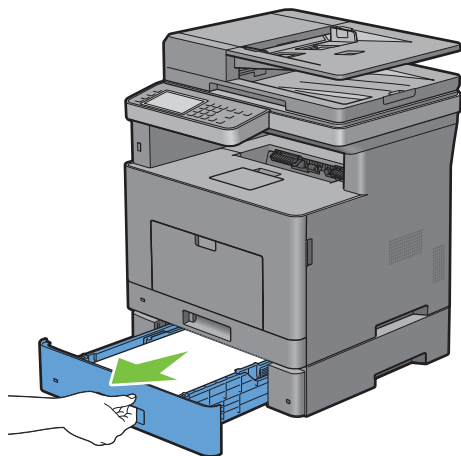
- 12 Close the rear cover.



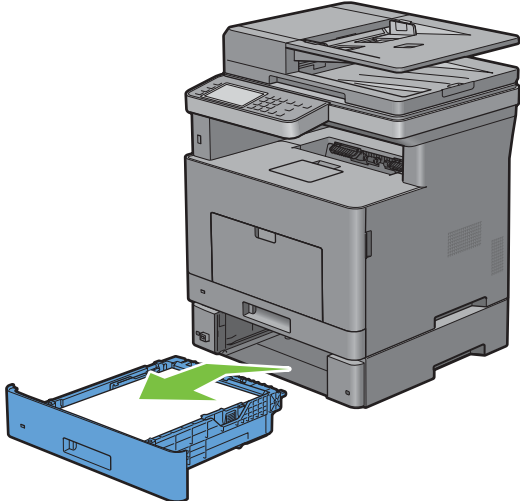
Clearing Paper Jams From the Optional 550-Sheet Feeder

 **NOTE:** To resolve the error displayed on the touch panel, you must clear all print media from the print media path.

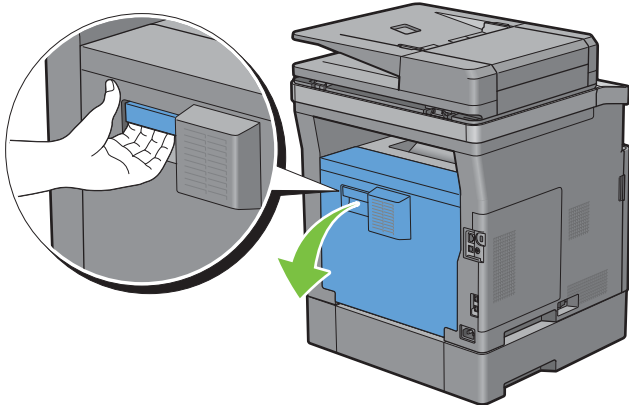
- 1 Pull the optional 550-sheet feeder out of the printer about 200 mm.



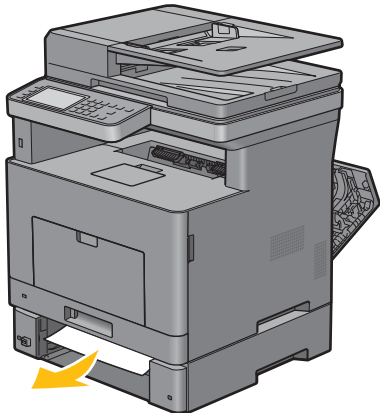
2 Hold the optional 550-sheet feeder with both hands, and remove it from the printer.



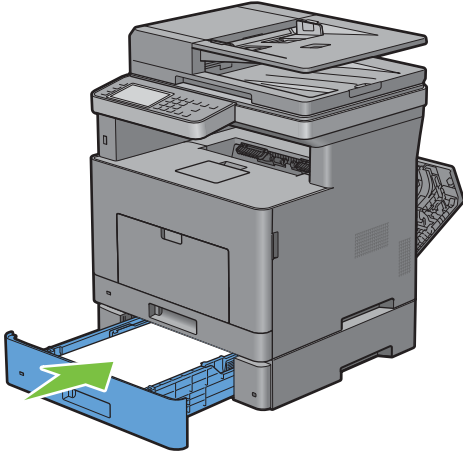
3 Pull the rear cover handle to open the rear cover.



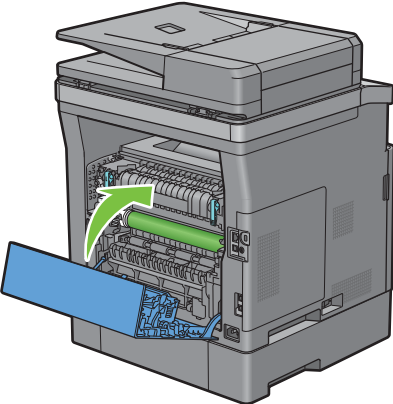
4 Remove the jammed paper.



5 Insert the optional 550-sheet feeder into the printer, and push until it stops.



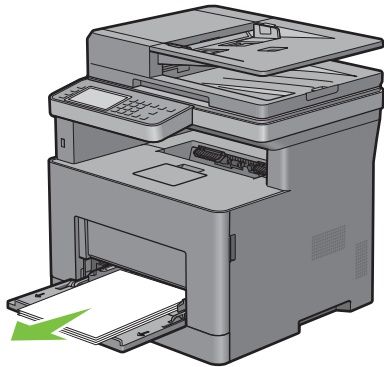
6 Close the rear cover.



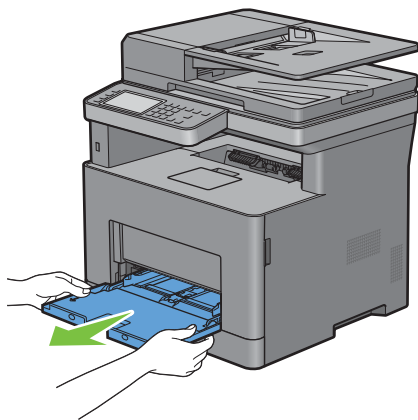
Clearing Paper Jams From the Trays

When status code 050-134 appears:

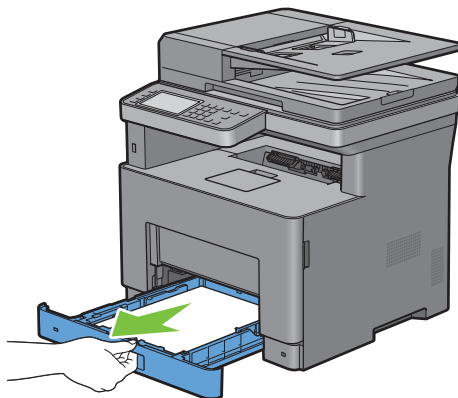
- 1 Open the MPF, or remove the remaining documents from the MPF.



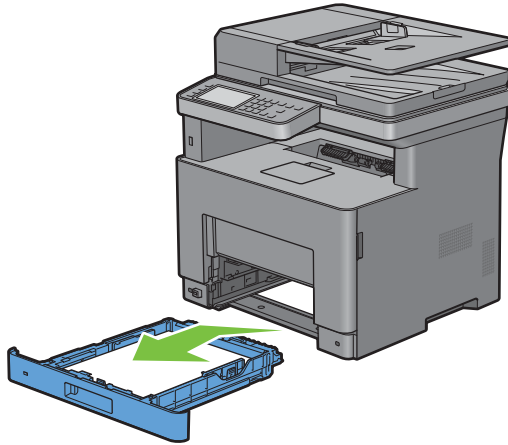
- 2 Grasp both sides of the MPF, and then pull the MPF from the printer.



- 3 Pull tray1 from the printer about 200 mm.

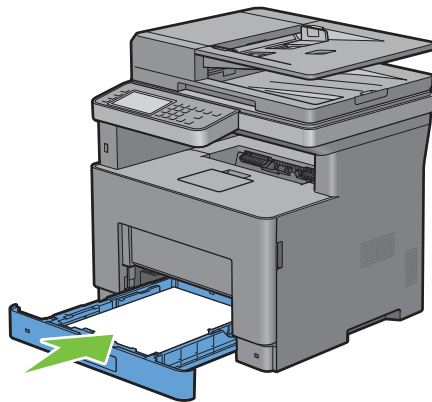


- 4 Hold tray1 with both hands, and remove it from the printer.

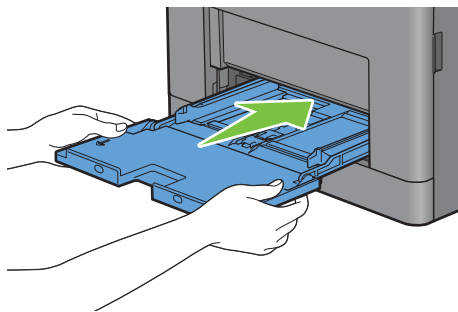


- 5 Remove the jammed paper.
- 6 Insert tray1 into the printer, and push until it stops.

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



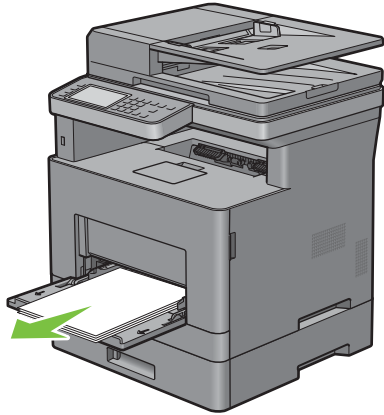
- 7 Insert the MPF into the printer, push until it stops, and close the MPF.



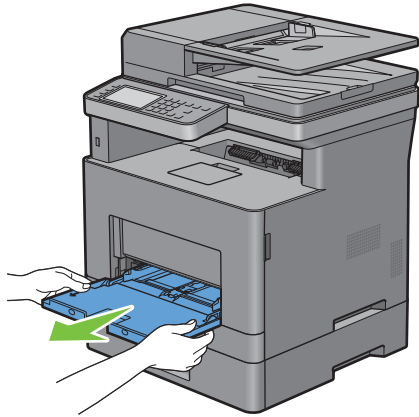
- 8 Tap OK on the touch panel.

When status code 050-133 appears:

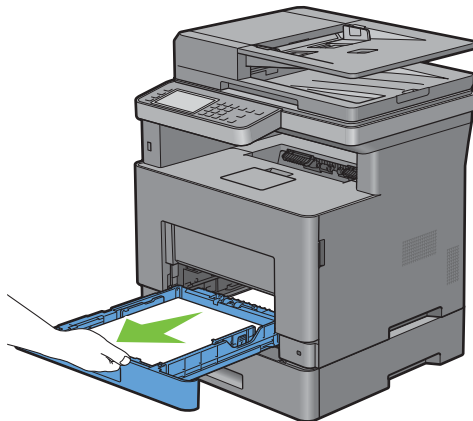
- 1 Open the MPF, or remove the remaining documents from the MPF.



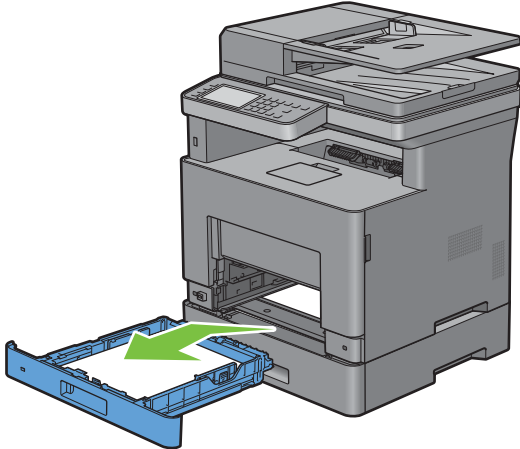
- 2 Grasp both sides of the MPF, and then pull the MPF from the printer.



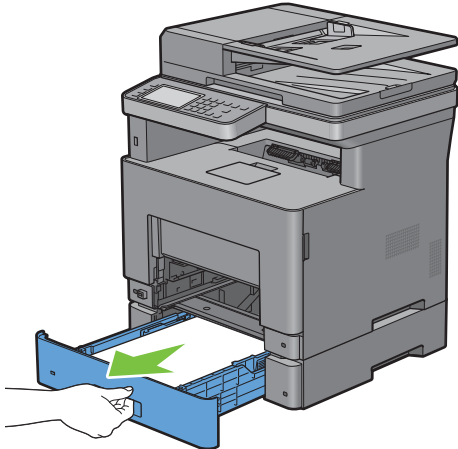
- 3 Pull tray1 from the printer about 200 mm.



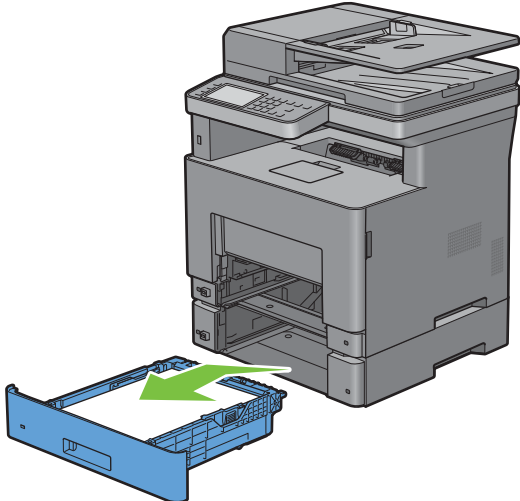
4 Hold trayl with both hands, and remove it from the printer.



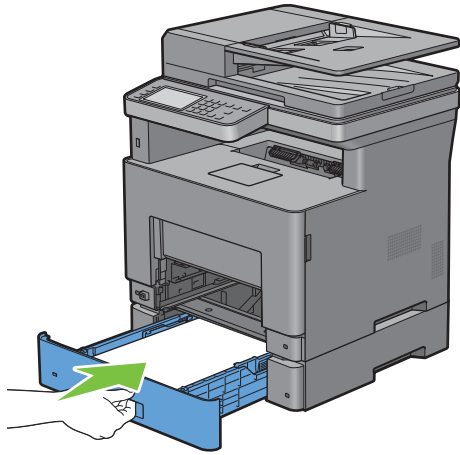
5 Pull the optional 550-sheet feeder from the printer about 200 mm.



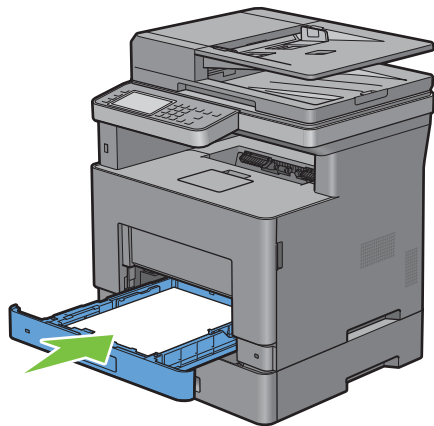
6 Hold the optional 550-sheet feeder with both hands, and remove it from the printer.



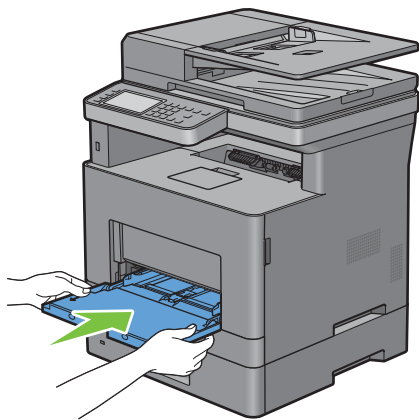
- 7 Remove the jammed paper.
- 8 Insert the optional 550-sheet feeder into the printer, and push until it stops.



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



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



- 11 Tap OK on the touch panel.

Troubleshooting

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Troubleshooting Guide

Basic Printer Problems

Some printer problems can be easily resolved. If a problem occurs with your printer, check each of the following:

- The power cable is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned on.
- The electrical outlet is not turned off at any switch or breaker.
- Other electrical equipment plugged into the outlet is working.
- All options are properly installed.


If you have checked all of the above and still have a problem, turn off the printer, wait for 10 seconds, and then turn on the printer. This often fixes the problem.



 **NOTE:** If error messages are displayed on the touch panel or on your computer screen, follow the on-screen instructions to resolve the printer problems. For details about error messages and status codes, see "Understanding Printer Messages."



Display Problems

Problem	Action
Menu settings changed from the operator panel have no effect.	Settings in the software program, the printer driver, or the printer utilities are overriding the settings made on the operator panel.

Printing Problems

 **NOTE:** If Panel Lock Control is set to Enable, you need to enter the four-digit password to enter the Admin Settings menu.

Problem	Action
Job did not print or incorrect characters printed.	Ensure that the top menu appears on the touch panel before you send a job to print. Press the  (Home) button to return to the top menu.
	Ensure that the print media is loaded in the printer. Press the  (Home) button to return to the top menu.
	Verify that the printer is using the correct Page Description Language (PDL).
	Verify that you are using the correct printer driver.
	Ensure that the correct USB or Ethernet cable is securely connected to the printer.
	Verify that the correct print media size is selected.
	If you are using a print spooler, verify that the spooler has not stalled.
	Print a Demo Page from the Report/List.
	Ensure that the printer is correctly working.
	Check the printer's interface from the Admin Settings.
Determine the host interface you are using. Print a panel settings report to verify that the current interface settings are correct.	

Problem	Action
	Check if the  icon is shown on the touch panel. If  is shown, cancel the envelope mode. For details on canceling the envelope mode, see "To Cancel the Envelope Mode."
Print media misfeeds or multiple feeds occur.	<p>Ensure that the print media you are using meets the specifications for your printer. See "Supported Paper Types" for more information.</p> <p>Fan the print media before loading it.</p> <p>Ensure that the print media is loaded correctly.</p> <p>Ensure that the width and length guides of the print media sources are adjusted correctly.</p> <p>Ensure that tray1, the optional 550-sheet feeder (tray2), or the multi-purpose feeder (MPF) unit is securely inserted.</p> <p>Do not overload tray1, the optional 550-sheet feeder, or the MPF.</p> <p>Do not force print media into the MPF when you load it; otherwise, it may skew or buckle.</p> <p>Ensure that the print media is not curled.</p> <p>Face the recommended print side up. See "Loading Print Media in Tray1 and the Optional 550-Sheet Feeder" for more information.</p> <p>Turn the print media over or around and try printing again to see if feeding improves.</p> <p>Do not mix print media types.</p> <p>Do not mix reams of print media.</p> <p>Remove the top and bottom curled sheets of a ream before loading the print media.</p> <p>Load print media only when tray1, the optional 550-sheet feeder, or the MPF is empty.</p> <p>Wipe the retard rollers in tray1, the optional 550-sheet feeder, or the MPF with a cloth moistened with water.</p>
The envelope is creased after printed.	Make sure that the envelope is loaded in the MPF as instructed in "Loading Envelopes in the MPF."
Page breaks in unexpected places.	Increase the value for Time-Out using the operator panel, the Tool Box , or Dell™ Printer Configuration Web Tool .
Print media does not stack neatly in the output tray.	Turn the print media stack over in tray1 or the MPF.
Printing takes time when printing from the Dell Document Hub.	Set Print Mode to High Speed in the printer menu. See "Print Mode" for more information.
Cannot print from tray1 or the optional 550-sheet feeder because the print media in tray1 or the optional 550-sheet feeder is curled.	Load the print media into the MPF.

Print Quality Problems

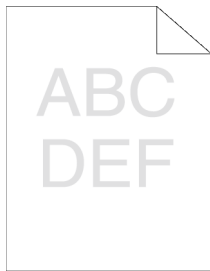


NOTE: Some of the following procedures that use the **Tool Box** can also be performed using the operator panel or **Dell Printer Configuration Web Tool**. For information on how to use the operator panel and **Dell Printer Configuration Web Tool**, see "Understanding the Printer Menus" and "Dell™ Printer Configuration Web Tool."




- The output is too light
- Toner smears or print comes off

- Random spots/Blurred images
- The entire output is blank
- Streaks appear on the output
- Pitched dots
- Vertical blanks
- Mottle
- Ghosting
- Light-induced fatigue
- Fog
- Bead-Carry-Out (BCO)
- Jagged characters
- Banding
- Auger mark
- Wrinkled/Stained paper
- Damage on the leading edge of paper

The output is too light



Action	Yes	No
<p>1 The toner cartridge may be low or need to be replaced. Confirm the amount of toner left in the toner cartridge.</p> <ul style="list-style-type: none"> a Check the toner level in the Status tab in the Status Monitor. b Replace the toner cartridge as necessary. <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 If you are using a non-Dell brand toner cartridge, enable the Non-Dell Toner option.</p> <ul style="list-style-type: none"> a Launch the Tool Box, and click Service Tools on the Printer Maintenance tab. b Ensure that the On check box under Non-Dell Toner is selected. <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Disable the Toner Saver in the printer driver.</p> <ul style="list-style-type: none"> a On the Others tab, ensure that Off is selected in the Toner Saver drop-down menu. <p>Does this solve your problem?</p>	The task is complete.	Go to action 4.

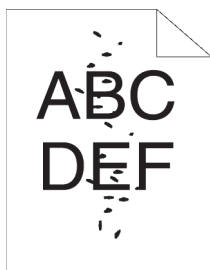
Action	Yes	No
<p>4 The print media surface may be uneven. Try changing the Paper Type setting in the printer driver. For example, change the plain paper to thick.</p> <p>a On the General tab, change the Paper Type setting.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 5.
<p>5 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 6.
<p>6 Ensure the transfer unit is correctly installed.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 7.
<p>7 Stir the developer in the drum cartridge.</p> <p>a Press the  (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Clean Developer.</p> <p>b After you stir the developer in the drum cartridge, print a Demo Page from Report/List.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 8.
<p>8 Clean the toner in the drum cartridge.</p> <p>a Press the  (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Toner Refresh.</p> <p> NOTE: Toner Refresh feature uses the toner, and shorten the life of the toner cartridge and the drum cartridge.</p> <p>b After you refresh the toner in the drum cartridge, print a Demo Page from Report/List.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 9.
<p>9 Replace the drum cartridge.</p> <p>a Replace the drum cartridge. See "Replacing the Drum Cartridge."</p> <p>b After you replace the drum cartridge, click Reports on the Printer Setting Reports tab.</p> <p>c Click Demo Page.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

Toner smears or print comes off



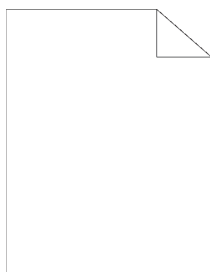
Action	Yes	No
<p>1 The print media surface may be uneven. Try changing the Paper Type setting in the printer driver. For example, change the plain paper to thick.</p> <p>a On the General tab, change the Paper Type setting.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Replace the drum cartridge.</p> <p>a Replace the drum cartridge. See "Replacing the Drum Cartridge."</p> <p>b After you replace the drum cartridge, test print your document again.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 4.
<p>4 Clean the transfer unit.</p> <p>a Press the i (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Clean Transfer Unit.</p> <p>b After you clean the transfer unit, press the i (Information) button and tap Report/List.</p> <p>c Tap Demo Page.</p> <p>The demo page is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 5.
<p>5 Replace the fusing unit, the transfer unit, and the retard roller.</p> <p>a Replace the fusing unit, the transfer unit, and the retard roller. See "Replacing the Fusing Unit, the Transfer Unit, and the Retard Roller."</p> <p>b After you replace the fusing unit, the transfer unit, and the retard roller, press the i (Information) button and tap Report/List.</p> <p>c Tap Demo Page.</p> <p>The demo page is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

Random spots/Blurred images



Action	Yes	No
<p>1 Ensure that the toner cartridge is installed correctly. See "Installing a Toner Cartridge." Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 Ensure that the drum cartridge is installed correctly. See "Installing a Drum Cartridge." Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Replace the drum cartridge. a Replace the drum cartridge. See "Replacing the Drum Cartridge." b After you replace the drum cartridge, press the i (Information) button and tap Report/List. c Tap Demo Page. The demo page is printed. Does this solve your problem?</p>	The task is complete.	Contact Dell.

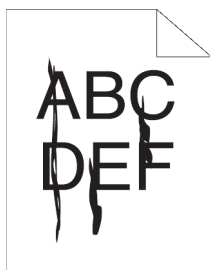
The entire output is blank



Action	Yes	No
<p>1 Print a Demo Page from Report/List. Ensure that the demo page is correctly printed. Does this solve your problem?</p>	Go to action 2.	Go to action 3.
<p>2 If you are printing a document, try to print another data from the computer. Does this solve your problem?</p>	The task is complete.	Go to action 8.

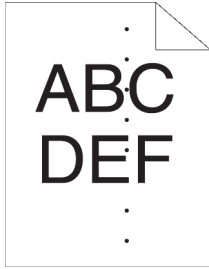
Action	Yes	No
<p>3 The toner cartridge may be low or need to be replaced. Confirm the amount of toner left in the toner cartridge.</p> <ul style="list-style-type: none"> a Check the toner level in the Status tab in the Status Monitor. b Replace the toner cartridge as necessary. <p>Does this solve your problem?</p>	The task is complete.	Go to action 4.
<p>4 If you are using a non-Dell brand toner cartridge, enable the Non-Dell Toner option.</p> <ul style="list-style-type: none"> a Launch the Tool Box, and click Service Tools on the Printer Maintenance tab. b Ensure that the On check box under Non-Dell Toner is selected. <p>Does this solve your problem?</p>	The task is complete.	Go to action 5.
<p>5 Disable the Toner Saver in the printer driver.</p> <ul style="list-style-type: none"> a On the Others tab, ensure that Off is selected in the Toner Saver drop-down menu. <p>Does this solve your problem?</p>	The task is complete.	Go to action 6.
<p>6 The print media surface may be uneven. Try changing the Paper Type setting in the printer driver. For example, change the plain paper to thick.</p> <ul style="list-style-type: none"> a On the General tab, change the Paper Type setting. <p>Does this solve your problem?</p>	The task is complete.	Go to action 7.
<p>7 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 8.
<p>8 Replace the drum cartridge.</p> <ul style="list-style-type: none"> a Replace the drum cartridge. See "Replacing the Drum Cartridge." b After you replace the drum cartridge, click Reports on the Printer Setting Reports tab. c Click Demo Page. <p>The demo page is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

Streaks appear on the output



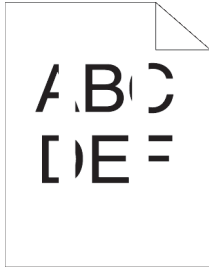
Action	Yes	No
<p>1 The toner cartridge may be low or need to be replaced. Confirm the amount of toner left in the toner cartridge.</p> <ul style="list-style-type: none"> a Check the toner level in the Status tab in the Status Monitor. b Replace the toner cartridge as necessary. <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 If you are using a non-Dell brand toner cartridge, enable the Non-Dell Toner option.</p> <ul style="list-style-type: none"> a Launch the Tool Box, and click Service Tools on the Printer Maintenance tab. b Ensure that the On check box under Non-Dell Toner is selected. <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Replace the drum cartridge.</p> <ul style="list-style-type: none"> a Replace the drum cartridge. See "Replacing the Drum Cartridge." b After you replace the drum cartridge, click Reports on the Printer Setting Reports tab. c Click Demo Page. <p>The demo page is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

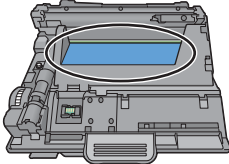



Pitched dots



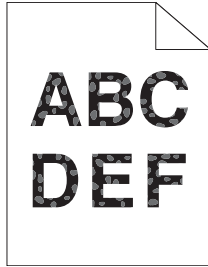
Action	Yes	No
<p>1 Locate the cause of the problem using the Pitch Configuration Chart.</p> <ul style="list-style-type: none"> a Launch the Tool Box, and click Chart Print on the Diagnosis tab. b Click Pitch Configuration Chart. <p>The Pitch Configuration Chart is printed.</p> <ul style="list-style-type: none"> c Compare the pitch of the spots on your output with that on the Pitch Configuration Chart, and locate the cause of the problem. <p>Is the cause of the problem located?</p>	<p>Proceed to the action corresponding to the location of the problem:</p> <ul style="list-style-type: none"> • Drum cartridge - 2 • Fusing unit - 3 	<p>Contact Dell.</p>
<p>2 Replace the drum cartridge.</p> <ul style="list-style-type: none"> a Replace the drum cartridge. See "Replacing the Drum Cartridge." b After you replace the drum cartridge, click Chart Print on the Diagnosis tab. c Click Pitch Configuration Chart. <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	<p>The task is complete.</p>	<p>Contact Dell.</p>
<p>3 Replace the fusing unit, the transfer unit, and the retard roller.</p> <ul style="list-style-type: none"> a Replace the fusing unit, the transfer unit, and the retard roller. See "Replacing the Fusing Unit, the Transfer Unit, and the Retard Roller." b After you replace the fusing unit, the transfer unit, and the retard roller, click Chart Print on the Diagnosis tab. c Click Pitch Configuration Chart. <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	<p>The task is complete.</p>	<p>Contact Dell.</p>

Vertical blanks



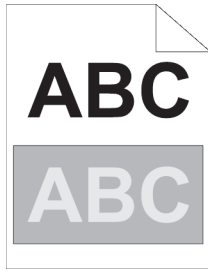
Action	Yes	No
<p>1 Ensure the light path is not covered.</p> <ul style="list-style-type: none"> a Remove the drum cartridge, and keep it in the dark place. b Clean the rear side of the drum cartridge with a dry cloth. 	The task is complete.	Go to action 2.
		
<p> NOTE: Be careful not to touch or damage the drum.</p>		
<ul style="list-style-type: none"> c Re-install the drum cartridge. d Press the  (Information) button and tap Report/List. e Tap Demo Page. <p>The demo page is printed.</p>		
<p>Does this solve your problem?</p>		
<p>2 Replace the drum cartridge.</p> <ul style="list-style-type: none"> a Replace the drum cartridge. See "Replacing the Drum Cartridge." b After you replace the drum cartridge, press the  (Information) button and tap Report/List. c Tap Demo Page. <p>The demo page is printed.</p>	The task is complete.	Contact Dell.
<p>Does this solve your problem?</p>		

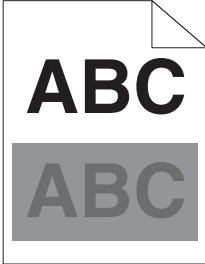
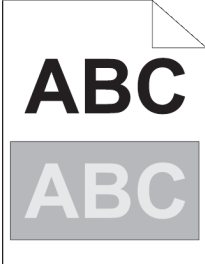
Mottle



Action	Yes	No
1 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer. Does this solve your problem?	The task is complete.	Go to action 2.
2 Raise the transfer unit voltage. a Press the i (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Adjust Transfer Unit . b Increase the voltage. See "Adjust Transfer Unit."	The task is complete.	Go to action 3.
3 Replace the drum cartridge. a Replace the drum cartridge. See "Replacing the Drum Cartridge." b After you replace the drum cartridge, press the i (Information) button and tap Report/List . c Tap Demo Page . The demo page is printed. Does this solve your problem?	The task is complete.	Contact Dell.

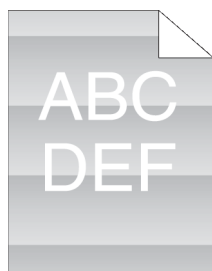
Ghosting



Action	Yes	No
<p>1 Identify the type of ghosting.</p> <p>a Positive ghost</p>  <p>b Negative ghost</p>  <p>Is the type of the problem identified?</p>	<p>Proceed to the action corresponding to the type of ghosting.</p> <p>Positive ghost - 2a</p> <p>Negative ghost - 2c</p>	<p>Contact Dell.</p>
<p>2a Specify Decrease Ghosting to On.</p> <p>a Press the i (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Decrease Ghosting.</p> <p>b Tap On.</p> <p>c Tap OK.</p> <p>Does this solve your problem?</p>	<p>The task is complete.</p>	<p>Go to action 2b.</p>
<p>2b Lower the transfer unit voltage.</p> <p>a Press the i (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Adjust Transfer Unit.</p> <p>b Decrease the voltage. See "Adjust Transfer Unit."</p> <p>Does this solve your problem?</p>	<p>The task is complete.</p>	<p>Go to action 3.</p>
<p>2c Increase the transfer unit voltage.</p> <p>a Press the i (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Adjust Transfer Unit.</p> <p>b Increase the voltage. See "Adjust Transfer Unit."</p> <p>Does this solve your problem?</p>	<p>The task is complete.</p>	<p>Go to action 3.</p>
<p>3 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer.</p> <p>Does this solve your problem?</p>	<p>The task is complete.</p>	<p>Go to action 4.</p>

Action	Yes	No
<p>4 Replace the drum cartridge.</p> <p>a Replace the drum cartridge. See "Replacing the Drum Cartridge."</p> <p>b After you replace the drum cartridge, launch the Tool Box, and click Chart Print on the Diagnosis tab.</p> <p>c Click Pitch Configuration Chart.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell

Light-induced fatigue



Action	Yes	No
<p>1 Check the light fatigue pattern using the Pitch Configuration Chart.</p> <p>a Launch the Tool Box, and click Chart Print on the Diagnosis tab.</p> <p>b Click Pitch Configuration Chart.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does the pattern on the output match with that on the Pitch Configuration Chart?</p>	Go to action 2.	Contact Dell.
<p>2 If the cause of the trouble is identified as the drum cartridge, replace the drum cartridge. See "Replacing the Drum Cartridge."</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

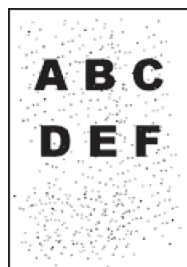
Fog



Action	Yes	No
<p>1 Check if you are using a non-Dell brand toner cartridge.</p>	Go to action 2a.	Go to action 3.

Action	Yes	No
<p>2a Enable the Non-Dell Toner option.</p> <ul style="list-style-type: none"> a Launch the Tool Box, and click Service Tools on the Printer Maintenance tab. b Ensure that the On check box under Non-Dell Toner is selected. <p>Does this solve your problem?</p>	The task is complete.	Go to action 2b.
<p>2b Replace the drum cartridge and the toner cartridge.</p> <ul style="list-style-type: none"> a Remove the drum cartridge. See "Removing the Drum Cartridge." b Install a drum cartridge and a toner cartridge using a Dell toner. c After you replace the drum cartridge and the toner cartridge, click Reports on the Printer Setting Reports tab. d Click Demo Page. <p>The demo page is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.
<p>3 Replace the drum cartridge.</p> <ul style="list-style-type: none"> a Replace the drum cartridge. See "Replacing the Drum Cartridge." b After you replace the drum cartridge, click Reports on the Printer Setting Reports tab. c Click Demo Page. <p>The demo page is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

Bead-Carry-Out (BCO)



Action	Yes	No
<p>1 If the printer is installed in a high altitude location, set the altitude of the location.</p> <ul style="list-style-type: none"> a Launch the Tool Box, and click Service Tools on the Printer Maintenance tab. b Under Adjust Altitude, select the value close to the altitude of the location where the printer is installed. c Click Reports on the Printer Setting Reports tab. d Click Demo Page. <p>The demo page is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.

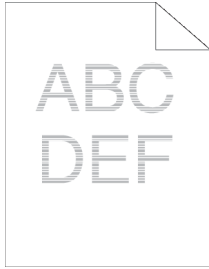
Action	Yes	No
<p>2 Replace the drum cartridge.</p> <ul style="list-style-type: none"> a Replace the drum cartridge. See "Replacing the Drum Cartridge." b Click Reports on the Printer Setting Reports tab. c Click Demo Page. <p>The demo page is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

Jagged characters



Action	Yes	No
<p>1 Set Screen to Fineness in the printer driver.</p> <ul style="list-style-type: none"> a On the Graphics tab, set Screen to Fineness. <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 Enable Print Page Mode in the printer driver.</p> <ul style="list-style-type: none"> a On the Others tab, set Print Page Mode under Image Options: to On. <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 If using a downloaded font, ensure that the font is recommended for the printer, operating system, and the application being used.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

Banding



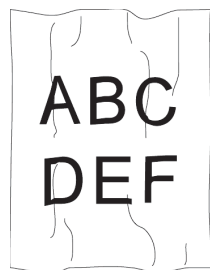
Action	Yes	No
<p>1 Locate the cause of the problem using the Pitch Configuration Chart.</p> <ul style="list-style-type: none"> a Launch the Tool Box, and click Chart Print on the Diagnosis tab. b Click Pitch Configuration Chart. <p>The Pitch Configuration Chart is printed.</p> <p>Is the cause of the problem located?</p>	<p>Proceed to the action corresponding to the location of the problem:</p> <ul style="list-style-type: none"> • Drum cartridge - 2 • Fusing unit - 3 	Contact Dell.
<p>2 Replace the drum cartridge.</p> <ul style="list-style-type: none"> a Replace the drum cartridge. See "Replacing the Drum Cartridge." b After you replace the drum cartridge, click Chart Print on the Diagnosis tab. c Click Pitch Configuration Chart. <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.
<p>3 Replace the fusing unit, the transfer unit, and the retard roller.</p> <ul style="list-style-type: none"> a Replace the fusing unit, the transfer unit, and the retard roller. See "Replacing the Fusing Unit, the Transfer Unit, and the Retard Roller." b After you replace the fusing unit, the transfer unit, and the retard roller, click Chart Print on the Diagnosis tab. c Click Pitch Configuration Chart. <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

Auger mark



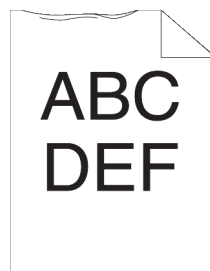
Action	Yes	No
<p>1 Replace the drum cartridge. See "Replacing the Drum Cartridge."</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

Wrinkled/Stained paper



Action	Yes	No
1 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer. Does this solve your problem?	The task is complete.	If printing on an envelope, go to action 2. If printing on print media other than envelopes, go to action 5.
2 Ensure that the printer is set to the envelope mode. See "Printing on Envelopes – Envelope Mode." Does this solve your problem?	The task is complete.	Go to action 3.
3 Check the wrinkle. Is the wrinkle within 30 mm of the four edges of the envelope?	This type of wrinkle is considered normal. Your printer is not at fault.	Go to action 4.
4 Load the envelopes in the MPF properly. For details, see "Loading Envelopes in the MPF." Does this solve your problem?	The task is complete.	Go to action 5.
5 Adjust the paper guides properly. Does this solve your problem?	The task is complete.	Go to action 6.
6 Replace the print media with the freshly unpackaged, undamaged one. Does this solve your problem?	The task is complete.	Contact Dell.


Damage on the leading edge of paper



Action	Yes	No
1 Adjust the paper guides properly. Does this solve your problem?	The task is complete.	Go to action 2.

Action	Yes	No
2 When you use the MPF, reverse the paper and then try again. When you use any of the trays, change the paper and then try again. Does this solve your problem?	The task is complete.	(MPF) Go to action 3. (trays) Contact Dell.
3 Change the paper with another one and then try again. Does this solve your problem?	The task is complete.	Go to action 4.
4 Use any of the trays in place of the MPF. Does this solve your problem?	The task is complete.	Contact Dell.

Jam/Alignment Problems

 **NOTE:** Some of the following procedures that use the **Tool Box** can also be performed using the operator panel or **Dell Printer Configuration Web Tool**. For information on how to use the operator panel and **Dell Printer Configuration Web Tool**, see "Understanding the Printer Menus" and "Dell™ Printer Configuration Web Tool."

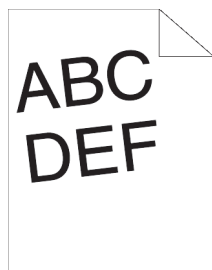
- The top and side margins are incorrect
- Images are skewed
- Tray1/Optional 550-Sheet Feeder Misfeed Jam
- MPF Misfeed Jam
- Regi Jam (Exit Sensor On JAM)
- Exit Jam (Exit Sensor Off JAM)
- Tray1/Optional 550-Sheet Feeder Multi-feed Jam
- MPF Multi-feed Jam

The top and side margins are incorrect



Action	Yes	No
1 Adjust the paper guides properly. Does this solve your problem?	The task is complete.	Go to action 2.
2 Use any of the trays in place of the MPF. Does this solve your problem?	The task is complete.	Go to action 3.
3 Ensure that the margins are set correctly on the application being used. Does this solve your problem?	The task is complete.	Contact Dell.

Images are skewed



Action	Yes	No
1 Adjust the paper guides properly. Does this solve your problem?	The task is complete.	Go to action 2.
2 Use any of the trays in place of the MPF. Does this solve your problem?	The task is complete.	Go to action 3.
3 Replace the print media with the freshly unpackaged, undamaged one. Does this solve your problem?	The task is complete.	Contact Dell.

Tray1/Optional 550-Sheet Feeder Misfeed Jam


Action	Yes	No
1 Ensure that tray1 or the optional 550-sheet feeder is properly inserted. Does this solve your problem?	The task is complete.	Proceed to the action corresponding to the type of the print media being used: <ul style="list-style-type: none"> • Thick - 2a • Thin - 2b • Rough Surface - 2c If using paper other than the above, go to action 2d, 2e.
2a Use thick paper that is 216 g/m ² or less. Does this solve your problem?	The task is complete.	Go to action 3a.
2b Use thin paper that is 60 g/m ² or more. Does this solve your problem?	The task is complete.	Go to action 3a.
2c Load rough surface paper one sheet at a time. Does this solve your problem?	The task is complete.	Go to action 3b.
2d Ensure that the print media is not curled. Does this solve your problem?	The task is complete.	Go to action 3a.
2e Is the print media damp?	Go to action 3c.	Go to action 3a.
3a Fan the print media. Does this solve your problem?	The task is complete.	Go to action 3b.
3b Wipe the retard roller in tray1 or the optional 550-sheet feeder with a cloth moistened with water. Does this solve your problem?	The task is complete.	Go to action 4b.

Action	Yes	No
3c Turn over the print media. Does this solve your problem?	The task is complete.	Go to action 4a.
4a Use print media that is not damp. Does this solve your problem?	The task is complete.	Go to action 3a.
4b Replace the drum cartridge. Does this solve your problem?	The task is complete.	Contact Dell.


MPF Misfeed Jam

Action	Yes	No
1 Ensure that the MPF is properly inserted. Does this solve your problem?	The task is complete.	Proceed to the action corresponding to the type of the print media being used: <ul style="list-style-type: none"> • Thick - 2a • Thin - 2b • Rough Surface - 2c • Envelope - 2d If using paper other than the above, go to action 2e.
2a Use thick paper that is 216 g/m ² or less. Does this solve your problem?	The task is complete.	Go to action 3a.
2b Use thin paper that is 60 g/m ² or more. Does this solve your problem?	The task is complete.	Go to action 3a.
2c Load rough surface paper one sheet at a time. Does this solve your problem?	The task is complete.	Go to action 3b.
2d Ensure that the envelope is properly loaded in the MPF as instructed in "Loading Envelopes in the MPF." Does this solve your problem?	The task is complete.	Go to action 3c.
2e Is the print media damp?	Go to action 3d.	Go to action 3a.
3a Fan the print media. Does this solve your problem?	The task is complete.	Go to action 3b.
3b Wipe the retard roller in the MPF with a cloth moistened with water. Does this solve your problem?	The task is complete.	Go to action 4b.
3c If the envelope is deformed, correct it or use another envelope. Does this solve your problem?	The task is complete.	Go to action 3a.
3d Turn over the print media. Does this solve your problem?	The task is complete.	Go to action 4a.
4a Use print media that is not damp. Does this solve your problem?	The task is complete.	Go to action 3a.
4b Replace the drum cartridge. Does this solve your problem?	The task is complete.	Contact Dell.

Regi Jam (Exit Sensor On JAM)

Action	Yes	No
1 Ensure that the drum cartridge is installed correctly. Does this solve your problem?	The task is complete.	Go to action 2.
2 Replace the drum cartridge. See "Replacing the Drum Cartridge." Does this solve your problem?	The task is complete.	Go to action 3.
3 Ensure that the fusing unit is set properly. Does this solve your problem?	The task is complete.	Go to action 4.
4 Replace the fusing unit, the transfer unit, and the retard roller. a Replace the fusing unit, the transfer unit, and the retard roller. See "Replacing the Fusing Unit, the Transfer Unit, and the Retard Roller." b After you replace the fusing unit, the transfer unit, and the retard roller, press the  (Information) button and tap Report/List. c Tap Demo Page. The demo page is printed. Does this solve your problem?	The task is complete.	Contact Dell.

Exit Jam (Exit Sensor Off JAM)

Action	Yes	No
1 Ensure the fusing unit is installed correctly. Does this solve your problem?	The task is complete.	Go to action 2.
2 Replace the fusing unit, the transfer unit, and the retard roller. a Replace the fusing unit, the transfer unit, and the retard roller. See "Replacing the Fusing Unit, the Transfer Unit, and the Retard Roller." b After you replace the fusing unit, the transfer unit, and the retard roller, press the  (Information) button and tap Report/List. c Tap Demo Page. The demo page is printed. Does this solve your problem?	The task is complete.	Contact Dell.

Tray1/Optional 550-Sheet Feeder Multi-feed Jam


Action	Yes	No
1 Ensure that tray1 or the optional 550-sheet feeder is properly inserted. Does this solve your problem?	The task is complete.	If using rough surface paper, go to action 2. If using other type of print media, go to action 3.
2 Load rough surface paper one sheet at a time. Does this solve your problem?	The task is complete.	Go to action 4.
3 Use print media that is not damp. Does this solve your problem?	The task is complete.	Go to action 4.

Action	Yes	No
4 Fan the print media. Does this solve your problem?	The task is complete.	Go to action 5.
5 Wipe the retard roller in tray1 or the optional 550-sheet feeder where the multi-feed occurred with a cloth moistened with water. Does this solve your problem?	The task is complete.	Contact Dell.

MPF Multi-feed Jam

Action	Yes	No
1 Ensure the media type you are using. If using rough surface paper, go to action 2. If using other type of print media, go to action 3.	-	-
2 Load rough surface paper one sheet at a time. Does this solve your problem?	The task is complete.	Go to action 4.
3 Use print media that is not damp. Does this solve your problem?	The task is complete.	Go to action 4.
4 Fan the print media. Does this solve your problem?	The task is complete.	Go to action 5.
5 Wipe the retard roller in the MPF where the multi-feed occurred with a cloth moistened with water. Does this solve your problem?	The task is complete.	Go to action 6.
6 Decrease the number of print media to be loaded to the MPF. Does this solve your problem?	The task is complete.	Contact Dell.

Noise



Action	Yes	No
1 Replace the fusing unit, the transfer unit, and the retard roller. <ul style="list-style-type: none"> a Replace the fusing unit, the transfer unit, and the retard roller. See "Replacing the Fusing Unit, the Transfer Unit, and the Retard Roller." b After you replace the fusing unit, the transfer unit, and the retard roller, press the  (Information) button and tap Report/List. c Tap Demo Page. The demo page is printed. Does this solve your problem?	The task is complete.	Go to action 2.
2 Replace the drum cartridge. Does this solve your problem?	The task is complete.	Go to action 3.
3 Replace the toner cartridge. See "Replacing the Toner Cartridge."	The task is complete. (The toner cartridge has been damaged. Replace it with a new one.)	Contact Dell.

Copy Problems

Problem	Action
A document loaded in the DADF cannot be copied.	Ensure that the DADF cover is firmly closed. Ensure that the release lever is properly positioned.
Vertical blanks or streaks appear on the output when scanned using the DADF.	Clean the DADF glass.
Vertical lines appear on the outputs when you copy using the DADF.	Clean the DADF glass.

Fax Problems

Problem	Action
The printer is not working, there is no display and the buttons are not working.	Unplug the power cable and plug it in again. Ensure that there is power to the electrical receptacle.
No dial tone sounds.	Check that the phone line is connected properly. See "Connecting to the Telephone Line." Check that the phone socket in the wall is working by plugging in another phone. Diagnose the fax connection. See "Diagnosing the Fax Connection."
Faxes are not sent correctly to the numbers stored in the memory.	Print a Phone Book list and ensure that the numbers are stored in the memory correctly.
The document does not feed into the printer.	Ensure that the document is not wrinkled and you are putting it in correctly. Check that the document is of the right size, not too thick or thin. Ensure that the DADF cover is firmly closed.
Faxes are not received automatically.	The FAX mode should be selected. Ensure that there is paper in the paper tray. Check to see if the display shows MFP Memory Full. If the time interval specified for the following features is too long, change the time interval shorter such as 30 seconds. <ul style="list-style-type: none"> • Auto Rec Fax • Auto Rec TEL/FAX • Auto Rec Ans/FAX Diagnose the fax connection. See "Diagnosing the Fax Connection."
The printer does not send faxes.	Sending Fax should show up on the display. Check the other fax machine you are sending to, to see if it can receive your fax. Check the dialing type for Tone or Pulse. Ensure that the document is loaded in the DADF or on the document glass. Diagnose the fax connection. See "Diagnosing the Fax Connection."
The incoming fax has blank spaces or is received in poor quality.	Check your printer by making a copy. The toner cartridge may be empty. Replace the toner cartridge. See "Replacing the Toner Cartridge." A noisy phone line can cause line errors. Set the fax modem speed to a slower speed. The fax machine sending you the fax may be faulty.

Problem	Action
Some of the words on an incoming fax are stretched.	The fax machine sending you the fax had a temporary document jam.
There are lines on the documents you send.	Check the surface of the document glass and DADF glass for marks and clean it. See "Cleaning the Scanner."
Vertical lines appear on the documents when you send using the DADF.	Clean the DADF glass.
The printer dials a number, but the connection with another fax machine fails.	The other fax machine may be turned off, out of paper, or cannot answer incoming calls. Speak with the other machine operator and ask her/him to sort out the problem.
Documents are not stored in the memory.	There may not be enough memory to store the document. If the display shows a MFP Memory Full message, delete any documents you no longer need from the memory and then restore the document, or wait for the job in progress (e.g., a fax transmission or reception) to complete.
Blank areas appear at the bottom of each page or on other pages, with a small strip of text at the top.	You may have chosen the wrong paper settings in the user option setting. See "Print Media Guidelines."
The printer will not send or receive faxes.	<p>Ensure that the country code is set correctly. Press the  (Information) button and tap the Tools tab→tap Admin Settings→Fax Settings→Fax Line Settings→Country.</p> <p>Check the dialing type for Tone or Pulse.</p> <p>Check that the cables are connected properly.</p> <p>If the telephone line cord is connected to the printer via any device such as an answering machine and a computer, remove the device and directly connect the telephone line cord to the printer.</p> <p>Ensure that Junk Fax Setup is set to off.</p>
An error often occurs during a fax transmission or reception.	Reduce the modem speed. Press the  (Information) button and tap the Tools tab→tap Admin Settings→Fax Settings→Transmission Defaults→Modem Speed.
The printer receive faxes, but it does not print.	<p>Check the toner level.</p> <p>Ensure that there is paper in the paper tray.</p> <p>Ensure that Received Fax Forward is set to off.</p> <p>Check whether the printer is in the secure receiving mode. If this mode is turned on, enter the correct password or turn off this mode to print faxes in memory.</p>

Scanning Problems

Problem	Action
The scanner does not work.	<p>Ensure that you place the document to be scanned facing down from the document glass, or facing up in the DADF.</p> <p>There may not be enough available memory to hold the document you want to scan. Lower the scan resolution rate and then try scanning again.</p> <p>Check that the USB or Ethernet cable is connected properly.</p> <p>Ensure that the USB or Ethernet cable is not defective. Switch the cable with a known good cable. If necessary, replace the cable.</p>

Problem	Action
	<p>If using the network TWAIN or Windows Image Acquisition (WIA) driver, check that the Ethernet cable is connected properly and the IP address of the printer is set correctly. To check the IP address, see "Verifying the IP Settings."</p> <p>Check that the scanner is configured correctly. Check the application you want to use to make certain that the scanner job is being sent to the correct port.</p> <p>Ensure that the scanner sharing feature is disabled when you use Mac OS X before you scan documents via an ICA compatible application such as Image Capture. The printer does not support the scanner sharing feature of Mac OS X. Select a printer which is directly connected to the computer via USB or wired/wireless LAN and scan documents.</p>
The printer scans very slowly.	<p>Graphics are scanned more slowly than text when using the Scan to Email or Scan to Network Folder feature.</p> <p>Communication speed becomes slow in scan mode because of the large amount of memory required to analyze and reproduce the scanned image.</p> <p>Scanning images at a high resolution takes more time than scanning at a low resolution.</p>
Document misfeeds or multiple feeds occur in the DADF.	<p>Check whether the DADF roller assembly is installed properly.</p> <p>Ensure the document's paper type meets the specifications for the printer. See "Supported Paper Types" for more information.</p> <p>Check whether the document is properly loaded in the DADF.</p> <p>Ensure that the document guides are adjusted properly.</p> <p>Ensure that the number of document sheets do not exceed the maximum capacity of the DADF.</p> <p>Ensure that the document is not curled.</p> <p>Fan the document well before loading it in the DADF.</p>
Vertical blanks or streaks appear on the output when scanned using the DADF.	Clean the DADF glass.
Vertical lines appear on the output when scanned using the DADF.	Clean the DADF glass.
A smear appears at the same location on the output when scanned using the document glass.	Clean the document glass.
Images are skewed.	Ensure that the document is loaded straight in the DADF or on the document glass.
Diagonal lines appear jagged when scanned using the DADF.	If the document uses thick media, try scanning it from the document glass.
<p>Message appears on your computer screen:</p> <ul style="list-style-type: none"> • "Device can't be set to the H/W mode you want." • "Port is being used by another program." • "Port is Disabled." • "Scanner is busy receiving or printing data. When the current job is completed, try again." • "Invalid handle." • "Scanning has failed." 	<p>There may be a copying or printing job in progress. When the current job is complete, try the job again.</p> <p>The selected port is currently being used. Restart your computer and try again.</p> <p>The cable may be improperly connected or the printer may be turned off.</p> <p>The scanner driver is not installed or an operating environment is not set up properly.</p> <p>Ensure that the port is properly connected and the printer is turned on. Then restart your computer.</p> <p>Check that the USB or Ethernet cable is connected properly.</p>

Problem	Action
The printer does not properly transfer scan data to a specified destination via the Scan to Email or Scan to Network Folder feature.	<p>Check if the following settings have been set correctly on the Dell Printer Configuration Web Tool.</p> <p>Scan to Network Folder</p> <p>Check the following settings under Address Book→ Server Address:</p> <ul style="list-style-type: none"> • Server Address • Share Name • Server Path • Login Name • Login Password <p>Scan to Email</p> <p>Check the following setting under Address Book→ E-Mail Address:</p> <ul style="list-style-type: none"> • Address
Cannot scan using Windows Image Acquisition (WIA) on a Microsoft® Windows Server® 2003 computer.	<p>Enable Windows Image Acquisition (WIA) on the computer.</p> <p>To enable Windows Image Acquisition (WIA):</p> <ol style="list-style-type: none"> 1 Click Start, point to Administrative Tools, and then click Services. 2 Right-click Windows Image Acquisition (WIA), and then click Start.
Cannot scan using TWAIN or Windows Image Acquisition (WIA) on a Windows Server® 2008 or Windows Server® 2008 R2 computer.	<p>Install the Desktop Experience feature on the computer.</p> <p>To install Desktop Experience:</p> <ol style="list-style-type: none"> 1 Click Start, point to Administrative Tools, and then click Server Manager. 2 Under Features Summary, click Add Features. 3 Select the Desktop Experience check box, click Next, and then click Install. 4 Restart the computer.
Cannot scan using TWAIN or Windows Image Acquisition (WIA) on a Windows Server® 2012 or Windows Server® 2012 R2 computer.	<p>Install the Desktop Experience feature on the computer.</p> <p>To install Desktop Experience:</p> <ol style="list-style-type: none"> 1 Click Server Manager from the Start screen. The Server Manager screen appears. 2 Under Manage, click Add Roles and Features. Add Roles and Features Wizard appears. 3 Click Next to skip the Before you begin page. 4 Ensure that Role-based or feature-based installation is selected, and then click Next. 5 Ensure that Select a server from the server pool is selected, select the server under Server Pool, and then click Next. 6 Click Next to skip the Select server roles page. 7 Select the Desktop Experience check box under User Interfaces and Infrastructure, and then click Next. 8 Click Confirmation from the list on the left. 9 Select the Restart the destination server automatically if required check box, and then click Install. 10 Restart the computer.

Digital Certificate Problems

Symptom	Cause	Action
The certificate import button is disabled.	SSL communication is disabled.	Create a self-signed certificate and enable SSL.
The certificate details button is disabled.		
The certificate cannot be imported.	The time setting is incorrect.	Confirm validity period of the certificate as well as the time setting of the device.
	The certificate file is incorrect.	Confirm whether the password is correct.
		Confirm whether the file type is PKCS#7/#12 or x509CACert (extension: p7b/p12/pfx/cer/crt).
		Confirm whether the attribute information (key Usage/Extended key usage) of the certificate to be imported is set correctly.
	The browser is incorrect.	Use Internet Explorer®.
016-404 is displayed when trying to use security functions that require certificates.	The certificate data stored in internal memory is either deleted, corrupt, or is not readable.	Import the certificate and enable the security settings again.
A certificate cannot be set with "Certificate Details".	The validity period is invalid.	The validity period of the certificate is invalid. Confirm whether the time setting of the machine is correct, and whether the validity period of the certificate has expired.
	The certificate path is invalid.	The certificate chain (path validation) of the imported certificate may not be correctly validated. Confirm whether all of the high-level certificates (Trusted/Intermediate) have been imported and are not deleted, and whether the validity period has expired.
Although a certificate was imported, it is not displayed when selecting with "Local Device".	The type of the certificate is incorrect.	To import a certificate for use with the device (own device), import the secret key and a certificate of the PKCS#12 (p12/pfx) format as a pair.
Server validation is not operating correctly.	The certificate chain is incorrect when importing.	Although importing a root certificate (Trusted) to use for server authentication, an Intermediate certificate may be required when validating the path. When executing a certificate file with the certification authority, create the certificate with a format including all paths and then import that certificate.

Problems With Installed Optional Accessory

If an option does not operate correctly following installation or stops working:

- Turn off the printer, wait for 10 seconds, and then turn on the printer. If this does not fix the problem, unplug the printer, and check the connection between the option and the printer.
- Print the system settings report to see if the option is listed in the Printer Options list. If the option is not listed, re-install it. See "Report / List."
- Ensure the option is selected in the printer driver you are using.

The following table lists printer's option and corrective action for related problem. If the suggested corrective action does not correct the problem, call customer service.

Problem	Action
550-sheet feeder	<ul style="list-style-type: none">• Ensure the 550-sheet feeder is correctly installed on the printer. Re-install the feeder. See "Removing the Optional 550-Sheet Feeder" and "Installing the Optional 550-Sheet Feeder."• Ensure the print media is loaded correctly. See "Loading Print Media in Tray1 and the Optional 550-Sheet Feeder" for more information.

Wi-Fi Direct Problems

Problem	Action
The device cannot discover the printer.	The printer may be connected to another device via Wi-Fi Direct. Disconnect the printer and the device. See "Disconnecting Wi-Fi Direct Network."
The printer cannot disconnect from the device even when the procedure in "Disconnecting Wi-Fi Direct Network" has been performed.	The device may be automatically reconnecting to the printer. Reset the passphrase for Wi-Fi Direct and disconnect the device. See "Resetting the Passphrase."
The network mode of the printer cannot be set to Ad-hoc mode.	Ensure that Wi-Fi Direct is set to Disable .
Wi-Fi Direct cannot be set to Enable .	Ensure that the network mode is set to Infrastructure mode.

Scanner Driver/Printer Utility Problems

Problem	Action
Unable to retrieve the Address Book data from the printer on the Address Book Editor.	<p>Check that the USB or Ethernet cable is connected properly.</p> <p>Ensure that the printer is turned on.</p> <p>Ensure that the scanner driver is installed on your computer. (The Address Book Editor retrieves the Address Book data via the scanner driver when the printer is connected using a USB cable.)</p>
The TWAIN driver cannot connect to the printer.	<p>Check that the USB or Ethernet cable is connected properly.</p> <p>If using the network connection, check that IP address of the printer is set correctly. To check the IP address, see "Scanning Using the TWAIN Driver."</p> <p>Check whether the printer is turned on. If the printer is turned on, reboot it by turning off the printer and then on again.</p> <p>If a scan application is running, close the application once, restart the application, and then try scanning again.</p>

Problem	Action
The scanner driver has not been registered on your computer and cannot be accessed from ScanButton Manager.	Install the scanner driver. If the scanner driver is installed, uninstall it and then re-install it again. After the installation of the scanner driver is completed, re-install the ScanButton Manager.
Failed to scan your document on the printer via ScanButton Manager.	<p>Ensure that your computer and the printer is properly connected with the USB cable.</p> <p>Check whether the printer is turned on. If the printer is turned on, reboot it by turning off the printer and then on again.</p> <p>If a scan application is running, close the application once, restart the application, and then try scanning again.</p> <p>Network connection cannot be used. Connect with the USB cable.</p> <p>Uninstall ScanButton Manager from Control Panel→ Add or Remove Programs (Programs and Features in Windows Vista® and Windows® 7) on your computer and then re-install it again.</p>
Failed to create an image file via ScanButton Manager.	Uninstall ScanButton Manager from Control Panel → Add or Remove Programs on your computer and then re-install it again.
Failed to initialize ScanButton Manager.	Uninstall ScanButton Manager from Control Panel → Add or Remove Programs on your computer and then re-install it again.
Failed to execute ScanButton Manager.	Uninstall ScanButton Manager from Control Panel → Add or Remove Programs on your computer and then re-install it again.
An unexpected error occurred on ScanButton Manager.	Uninstall ScanButton Manager from Control Panel → Add or Remove Programs on your computer and then re-install it again.

Other Problems

Problem	Action
Condensation has occurred inside the printer.	This usually occurs within several hours after you heat the room in winter. This also occurs when the printer is operating in a location where relative humidity reaches 85% or more. Adjust the humidity or relocate the printer to an appropriate environment.
A problem has occurred when using Dell Document Hub.	Visit www.dell.com/dochub for information about Dell Document Hub.

Contacting Service

When you call for printer service, be prepared to describe the problem you are experiencing or the error message that appears.

You need to know the model type and Service Tag number of your printer. See the label located inside the front cover of your printer and write down the Service Tag number. For details on the location of the Service Tag, see "Express Service Code and Service Tag."

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Dell™ Technical Support Policy

Technician-assisted technical support requires the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the operating system, software program and hardware drivers to the original default configuration as shipped from Dell, as well as the verification of appropriate functionality of the printer and all Dell-installed hardware. In addition to this technician assisted technical support, online technical support is available at Dell Support. Additional technical support options may be available for purchase.

Dell provides limited technical support for the printer and any Dell-installed software and peripherals. Support for third-party software and peripherals is provided by the original manufacturer, including those purchased and/or installed through Software & Peripherals (DellWare), ReadyWare, and Custom Factory Integration (CFI/DellPlus).

Online Services

You can learn about Dell products and services on the following websites:

www.dell.com

www.dell.com/ap (Asian/Pacific countries only)

www.dell.com/jp (Japan only)

www.euro.dell.com (Europe only)

www.dell.com/la (Latin American and Caribbean countries)

www.dell.ca (Canada only)

You can access Dell Support through the following websites and e-mail addresses:

- Dell Support websites
dell.com/support
support.jp.dell.com (Japan only)
support.euro.dell.com (Europe only)
- Dell Support e-mail addresses
mobile_support@us.dell.com
support@us.dell.com
la-techsupport@dell.com (Latin America and Caribbean countries only)
apsupport@dell.com (Asian/Pacific countries only)
- Dell Marketing and Sales e-mail addresses
apmarketing@dell.com (Asian/Pacific countries only)
sales_canada@dell.com (Canada only)

Warranty and Return Policy

Dell Inc. ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. For information about the Dell warranty for your printer, see dell.com/support.

Recycling Information

It is recommended that customers dispose of their used computer hardware, monitors, printers, and other peripherals in an environmentally sound manner. Potential methods include reuse of parts or whole products and recycling of products, components, and/or materials.

For specific information on Dell's worldwide recycling programs, see www.dell.com/recyclingworldwide.

Contacting Dell

You can access Support for Home at dell.com/support. Select your region, enter the Service Tag of your printer and click Submit to access help tools and information.

You can contact Dell electronically using the following addresses:

- World Wide Web
 - www.dell.com
 - www.dell.com/ap (Asian/Pacific countries only)
 - www.dell.com/jp (Japan only)
 - www.euro.dell.com (Europe only)
 - www.dell.com/la (Latin American and Caribbean countries)
 - www.dell.ca (Canada only)
- Electronic Support Service
 - mobile_support@us.dell.com
 - support@us.dell.com
 - la-techsupport@dell.com (Latin America and Caribbean countries only)
 - apsupport@dell.com (Asian/Pacific countries only)
 - support.jp.dell.com (Japan only)
 - support.euro.dell.com (Europe only)
- Electronic Quote Service
 - apmarketing@dell.com (Asian/Pacific countries only)
 - sales_canada@dell.com (Canada only)