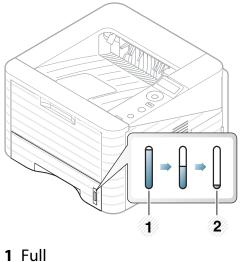


Paper quantity indicator shows the amount of paper in the tray.





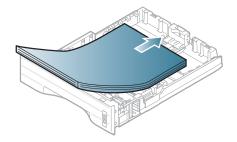


Loading paper in the tray/ optional tray

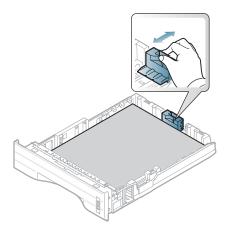
- Pull out the paper tray (see "Tray overview" on page 30).
- Flex or fan the edge of the paper stack to separate the pages before loading papers.



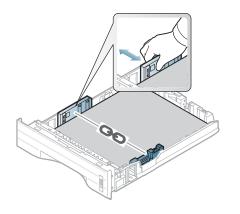
Place paper with the side you want to print on facing down.



Slide the paper length guide until it lightly touches the end of the paper stack.



Squeeze the paper width guide and slide it to the edge of the paper stack without causing it to bend.

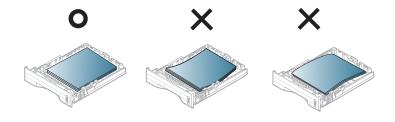




- Do not push the paper width guide too far causing the media to warp.
- If you do not adjust the paper width guide, it may cause paper jams.



• Do not use a paper with a leading-edge curl, it may cause a paper jam or the paper can be wrinkled.



- **6** Insert the tray back into the machine.
- Set the paper type and size for tray 1 (see "Setting the paper size and type" on page 40).



The settings set from the machine driver override the settings on the control panel.

- **a** To print from an application, open an application and start the print menu.
- **b** Open **Printing Preferences** (see "Opening printing preferences" on page 43).
- c Press the **Paper** tab in **Printing Preferences**, and select an appropriate paper type.



Loading in multi-purpose tray

The multi-purpose tray can hold special sizes and types of print material, such as postcards, note cards, and envelopes.

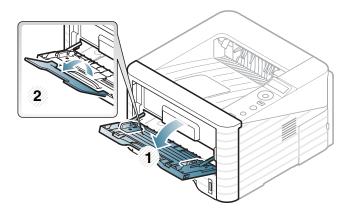
- The machine does not have a display screen: 1 sheet of 80 g/ m² (20 lbs bond)
- **The machine has the display screen:** 50 sheets of 80 g/m² (20 lbs bond)



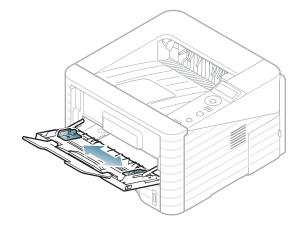
Tips on using the multi-purpose tray

- To prevent paper jams, do not add paper while printing when there is still paper in the multi-purpose tray.
- Print media should be loaded face up with the top edge going into the multi-purpose tray first and be placed in the center of the tray.
- To ensure printing quality and to prevent paper jams, only load the available paper (see "Print media specifications" on page 83).
- Flatten any curl on postcards, envelopes, and labels before loading them into the multi-purpose tray.
- When printing on special media, you must follow the loading guidelines (see "Printing on special media" on page 35).
- When papers overlap when printing using the multipurpose tray, open tray 1 and remove the overlapping papers then try printing again.
- When paper does not feed well while printing, push the paper in manually until it starts feeding automatically.

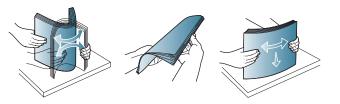
Open the multi-purpose tray and unfold the multi-purpose tray extension, as shown.



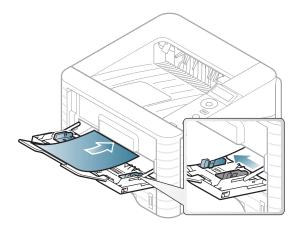
2 Adjust the multi-purpose tray paper width guides to the width of the paper.



3 Flex or fan the edge of the paper stack to separate the pages before loading paper.



Load the paper. Squeeze the multi-purpose tray paper width guides and adjust them to the width of the paper.



5 Set the paper type and size from the control panel (see "Setting the paper size and type" on page 40).



The settings set from the machine's driver override the settings on the control panel.

- **a** To print from an application, open an application and start the print menu.
- **b** Open **Printing Preferences** (see "Opening printing preferences" on page 43).
- c Press the **Paper** tab in **Printing Preferences** and select an appropriate paper type.

For example, if you want to use a label, set the paper type to **Label**.

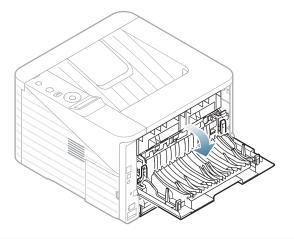
- d Select MP Tray in paper source, then press OK.
- e Start printing in application.



 When using special media, we recommend you feed one sheet at a time (see "Print media specifications" on page 83).

Printing the special media (Face up)

If special media are printed out with curl, wrinkles, crease, or black bold lines, open the rear cover and try printing again. Keep the rear cover opened during printing.



Printing on special media

The table below shows the special media usable in each tray.

The media types are shown in the **Printing Preferences**. Select the proper media type to get the highest printing quality.

To see for paper weights for each sheet, refer to "Print media specifications" on page 83.

Types	Tray 1	Optional tray	Multi-purpose tray
Plain	?	?	?
Thick	?	?	?

Types	Tray 1	Optional tray	Multi-purpose tray
Thicker			?
Thin	?	?	?
Bond	?	?	?
Color			?
CardStock	?	?	?
Labels			?
Transparency			?
Envelope			?
Preprinted			?
Cotton			?
Recycled	?	?	?
Archive	?	?	?

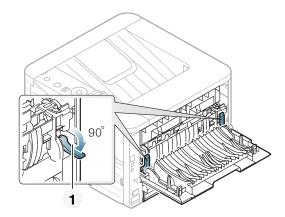
(?: Included, Blank: Not available)

Envelope

Printing successfully on envelopes depends upon the quality of the envelopes.

If envelopes are printed out with wrinkles, crease, or black bold lines, open the rear cover and pull down the pressure lever on the right side about 90 degrees and try printing again. Keep the rear cover opened during printing.

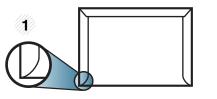
To print an envelope, place it as shown in the following figure.

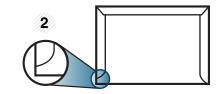


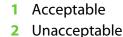
1 Pressure lever

- When selecting envelopes, consider the following factors:
 - Weight: should not exceed 90 g/m² otherwise; jams may occur.
 - **Construction:** should lie flat with less than 6 mm curl and should not contain air.
 - **Condition:** should not be wrinkled, nicked, nor damaged.
 - **Temperature:** should resist the heat and pressure of the machine during operation.
- Use only well-constructed envelopes with sharp and wellcreased folds.
- Do not use stamped envelopes.
- Do not use envelopes with clasps, snaps, windows, coated lining, self-adhesive seals, or other synthetic materials.
- Do not use damaged or poorly made envelopes.

• Be sure the seam at both ends of the envelope extends all the way to the corner of the envelope.



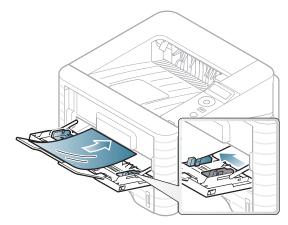




- Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the machine's fusing temperature for 0.1 second (about 170°C (338 °F)). The extra flaps and strips might cause wrinkling, creasing, or jams, and may even damage the fuser.
- For the best print quality, position margins no closer than 15 mm from the edges of the envelope.
- Avoid printing over the area where the envelope's seams meet.

Transparency

To avoid damaging the machine, use only transparencies designed for use in laser printers.

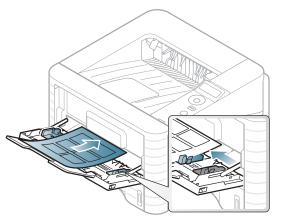


- Must withstand the machine's fusing temperature.
- Place them on a flat surface after removing them from the machine.
- Do not leave unused transparencies in the paper tray for long.
 Dust and dirt may accumulate on them, resulting in spotty printing.
- To avoid smudging caused by fingerprints, handle them carefully.
- To avoid fading, do not expose printed transparencies to prolonged sunlight.
- Ensure that transparencies are not wrinkled, curled, or have any torn edges.

- Do not use transparencies that separate from the backing sheet.
- To prevent transparencies from sticking to each other, do not let the printed sheets stack up as they are being printed out.
- Recommended media: Transparency for a color laser printer by Xerox, such as 3R 91331(A4), 3R 2780 (Letter)

Labels

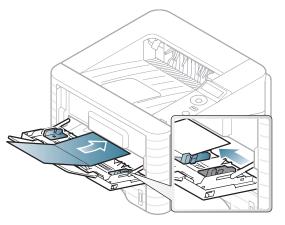
To avoid damaging the machine, use only labels designed for use in laser printers.



- When selecting labels, consider the following factors:
 - **Adhesives:** Should be stable at your machine's fusing temperature. Check your machine's specifications to view the fusing temperature (about 170°C (338°F)).

- **Arrangement:** Only use labels with no exposed backing between them. Labels can peel off sheets that have spaces between the labels, causing serious jams.
- **Curl:** Must lie flat with no more than 13 mm of curl in any direction.
- **Condition:** Do not use labels with wrinkles, bubbles, or other indications of separation.
- Make sure that there is no exposed adhesive material between labels. Exposed areas can cause labels to peel off during printing, which can cause paper jams. Exposed adhesive can also cause damage to machine components.
- Do not run a sheet of labels through the machine more than once. The adhesive backing is designed for only a single pass through the machine.
- Do not use labels that are separating from the backing sheet or are wrinkled, bubbled, or otherwise damaged.

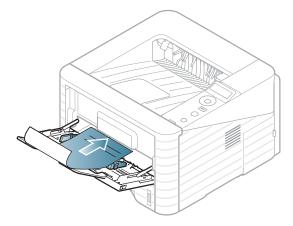
Card stock/ Custom-sized paper



• In the software application, set margins at least 6.4 mm (0.25 inches) away from the edges of the material.

Preprinted paper

When loading preprinted paper, the printed side should be facing up with an uncurled edge at the front. If you experience problems with paper feeding, turn the paper around. Note that print quality is not guaranteed.



- Must be printed with heat-resistant ink that will not melt, vaporize, or release hazardous emissions when subjected to the machine's fusing temperature for 0.1 second (about 170°C (338°F)).
- Must be non-flammable and should not adversely affect machine rollers.
- Before you load preprinted paper, verify that the ink on the paper is dry. During the fusing process, wet ink can come off preprinted paper, reducing print quality.



After loading paper in the paper tray, set the paper size and type using the control panel buttons.



- The settings set from the machine's driver override the settings on the control panel.
- For models that do not have the display screen on the control panel, this feature is not applicable.
- Press 🗐 (**Menu**) button on the control panel.
- Press **Paper** > **OK** > Select the tray you want > **OK**.
- Press **Paper Size** > **OK** > Select the option you want > **OK**.
- Press **Paper Type** > **OK** > Select the option you want > **OK**
- Press (Cancel) to return to ready mode.
- If you want to use special-sized paper such as billing paper, select **Custom** in the **Paper** tab in the **Printing Preferences** (see "Opening printing preferences" on page 43).

Printing



If you are a Macintosh, Linux, or Unix OS user, refer to the Advanced Guide.

The following **Printing Preferences** window is for Notepad in Windows 7.

- 1 Open the document you want to print.
- **7** Select **Print** from the **File** menu.
- **2** Select your machine from the **Select Printer** list.

Select Printer	
Status: Ready Location: Comment:	Print to file Preferences Fing Printer
Page Range All Selection Current Page Pages:	Number of gopies: 1 +
O Pages:	Collate

4 The basic print settings including the number of copies and print range are selected within the **Print** window.



To take advantage of the advanced printing features, click **Properties** or **Preferences** from the **Print** window (see "Opening printing preferences" on page 43).

To start the print job, click OK or Print in the Print window.



Canceling a print job

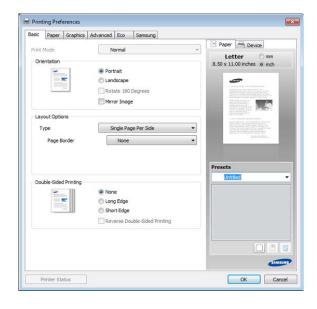
If the print job is waiting in the print queue or print spooler, cancel the job as follows:

- You can access this window by simply double-clicking the machine icon () in the Windows task bar.
- You can also cancel the current job by pressing (Cancel) on the control panel.

Opening printing preferences

- The **Printing Preferences** window that appears in this user's guide may differ depending on the machine in use. However, the composition of the **Printing Preferences** window is similar.
- When you select an option in **Printing Preferences**, you may see a warning mark or i. An i. mark means you can select that certain option but it is not recommended, and an or mark means you cannot select that option due to the machine's setting or environment.
- 1 Open the document you want to print.
- **7** Select **Print** from the file menu.
- Select your machine from the **Select Printer**.

Click Properties or Preferences.





You can check the machine's current status using the **Printer Status** button (see Advanced Guide).

Using a favorite setting

The **Presets** option, which is visible on each preferences tab except for the **Samsung** tab, allows you to save the current preferences for future use.

To save a **Presets** item, follow these steps:

Change the settings as needed on each tab.

-	-	
	-	
	- 1	

Enter a name for the item in the **Presets** input box.



Click 🔲 (**Add**). When you save **Presets**, all current driver settings are saved.



Select more options and click I (**Update**), settings will be added to the Presets you made. To use a saved setting, select it from the **Presets** drop-down list. The machine is now set to print according to the settings you have selected. To delete saved settings, select it from the **Presets** drop-down list and click ((**Delete**).

You can also restore the printer driver's default settings by selecting **Default Preset** from the **Presets** drop-down list.



Using help

Click the option you want to know on the **Printing Preferences** window and press **F1** on your keyboard.



Eco printing

The **Eco** function cuts toner consumption and paper usage. The **Eco** function allows you to save print resources and lead you to eco-friendly printing.

If you press the **Eco** button from the control panel, eco mode is enabled. The default setting of eco mode is duplex (long edge), 2-up, skip blank pages, and toner save.

Setting eco mode on the control panel



- The settings set from the machine's driver override the settings on the control panel.
- For models that do not have the display screen on the control panel, this feature is not applicable.

Press System Setup > OK > Eco Setup > OK.

- Press OK select the mode you want.
 - **Default Mode:** Select this to turn on or off the eco mode. (Duplex (long edge)/Toner save/2-up/Skip blank pages)
 - **Off**: Set the eco mode off.
 - **On**: Set the eco mode on.

If you set the eco mode on with a password from the SyncThru[™] Web Service (**Settings** tab > **Machine Settings** > **System** > **Eco** > **Settings**), the **Onforce** message appears. You have to enter the password to change the eco mode status.

Change Temp.: Select the eco template.

•

- **Default Eco:** The default setting of eco mode is duplex, 2-up, skip blank pages, and toner save.
- Custom Eco: Follow the settings from Syncthru[™] Web Service. Before you select this item, you must set the eco function in SyncThru[™] Web Service> Settings tab
 Machine Settings > System > Eco > Settings.

Setting eco mode on the driver

Open the Eco tab to set eco mode. When you see the eco image (*Mg*), that means the eco mode is currently enabled.

Eco options

- **Printer Default:** Follows the settings from the machine's control panel.
- None: Disables eco mode.
- Eco Printing: Enables eco mode. Activate the various eco items you want to use.
- **Password:** If the administrator fixed to enable the eco mode, you have to enter the password to change the status.

Result simulator

Result Simulator shows the results of reduced emission of carbon dioxide, used electricity, and the amount of saved paper in accordance with the settings you selected.



- The results are calculated on the basis that the total number of printed paper is one hundred without a blank page when the eco mode is disabled.
- Refer to the calculation coefficient about CO2, energy, and paper from IEA, the index of Ministry of Internal Affairs and Communication of Japan and www.remanufacturing.org.uk. Each model has a different index.
- The power consumption in printing mode refers to the average printing power consumption of this machine.

• The actual saved or reduced amount may differ depending on the operating system used, computing performance, application software, connection method, media type, media size, job complexity, etc.



3. Maintenance

This chapter provides information about purchasing supplies, accessories and maintenance parts available for your machine.

 Ordering supplies and accessories 	48
Available supplies	49
Available accessories	50
Available maintenance parts	51
Redistributing toner	52
Replacing the toner cartridge	54
Upgrading a memory module	56
Monitoring the supplies life	58
Setting the toner low alert	59
Cleaning the machine	60

Ordering supplies and accessories



Available accessories may differ from country to country. Contact your sales representatives to obtain the list of available supplies, and maintenance parts.

To order Samsung-authorized supplies, accessories, and maintenance parts, contact your local Samsung dealer or the retailer where you purchased your machine. You can also visit **www.samsung.com/supplies**, and then select your country/region to obtain the contact information for service.

Available supplies

When supplies reach the end of their life spans, you can order the following types of supplies for your machine:

Туре	Average yield ^a	Part name
Standard yield toner cartridge	Approx. 2,000 pages	MLT-D205S
High yield toner cartridge	Approx. 5,000 pages	MLT-D205L
Extra high yield toner cartridge ^b	Approx. 10,000 pages	MLT-D205E

a. Declared yield value in accordance with ISO/IEC 19752.

b. The toner cartridge is available only for ML-371x Series.



Depending on the options and job mode used, the toner cartridge's lifespan may differ.



When purchasing new toner cartridges or other supplies, these must be purchased in the same country as the machine you are using. Otherwise, new toner cartridges or other supplies will be incompatible with your machine due to different configurations of toner cartridges and other supplies according to the specific country conditions.



Samsung does not recommend using non-genuine Samsung toner cartridge such as refilled or remanufactured toner. Samsung cannot guarantee non-genuine Samsung toner cartridge's quality. Service or repair required as a result of using non-genuine Samsung toner cartridges will not be covered under the machine's warranty. You can purchase and install accessories to enhance your machine's performance and capacity.



Some features and optional goods may not be available depending on models or countries (see "Features by models" on page 7).

Accessory	Function	Part name
Memory module	Extends your machine's memory capacity.	CLP-MEM201: 128 MBCLP-MEM202: 256 MB
Tray 2	If you are experiencing frequent paper supply problems, you can attach an additional tray.	ML-S3710A
IEEE 1284 parallel connector	 Allows you to use various interface. When installing the printer driver with an IEEE1284 parallel connector, the machine might not be found and after installing the printer driver, only basic printing features are available. If you want to check the machine's status or set the settings, connect the machine to a computer with a USB cable or a network. If you use the IEEE 1284 parallel connector, you can not use the USB cable. 	ML-PAR100

Available maintenance parts

To purchase maintenance parts, contact the source where you bought the machine. Replacing maintenance parts can be performed only by an authorized service provider, dealer, or the retailer where you bought the machine. The warranty does not cover the replacement of any maintenance parts once it has reached its "Average yield".

Maintenance parts are replaced at specific intervals to avoid print quality and paper feed problems resulting from worn parts, see table below. The purpose of which is to maintain your machine in top working condition. The maintenance parts below should be replaced when the life span of each item has been met.

Parts	Average yield ^a
Transfer roller	Approx. 100,000 pages
Fuser unit	Approx. 90,000 pages
Pickup roller	Approx. 90,000 pages
Retard roller	Approx. 60,000 pages

a. It will be affected by the operating system used, computing performance, application software, connecting method, media type, media size and job complexity.

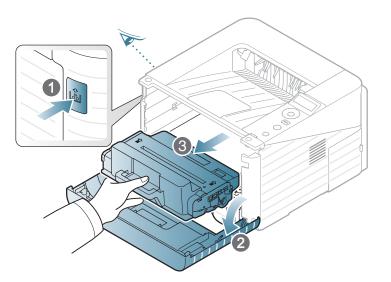
Redistributing toner

When the toner cartridge is near the end of its life:

- White streaks or light printing occurs and/or density variation side to side.
- The **Status** LED blinks red.

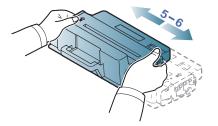
If this happens, you can temporarily improve print quality by redistributing the remaining toner in the cartridge. In some cases, white streaks or light printing will still occur even after you have redistributed the toner.

Open the front cover and pull the toner cartridge out.



Hold the toner cartridge by the handle and slowly insert the cartridge into the opening in the machine.

2 Thoroughly roll the cartridge five or six times to distribute the toner evenly inside the cartridge.



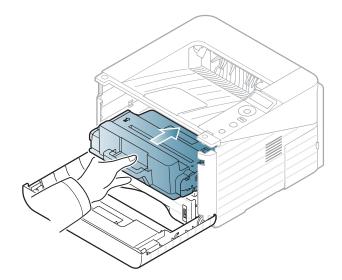
	-	A
F	-	
1	3	\gg
	9	1

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water: hot water sets toner into fabric.

-	_
_	

Do not touch the green underside of the toner cartridge. Use the handle on the cartridge to avoid touching this area.

Redistributing toner



4 Close the front cover. Ensure that the cover is securely closed.

Replacing the toner cartridge

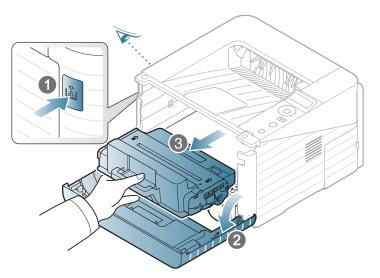


Click this link to open an animation about replacing a toner cartridge.

When a toner cartridge has reached the end of life, the machine will stop printing.

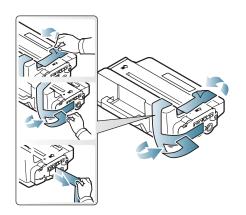


Open the front cover and pull the toner cartridge out.

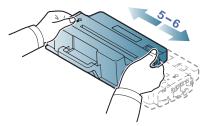




Remove the label from the toner cartridge as shown below.



Thoroughly shake side to side the cartridge five or six times to distribute the toner evenly inside the cartridge.





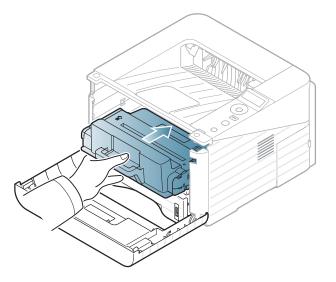
If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water: hot water sets toner into fabric.



Do not touch the green underside of the toner cartridge. Use the handle on the cartridge to avoid touching this area.

Replacing the toner cartridge

5 Hold the toner cartridge by the handle and slowly insert the cartridge into the opening in the machine.



6 Close the front cover. Make sure that the cover is securely closed.

Upgrading a memory module

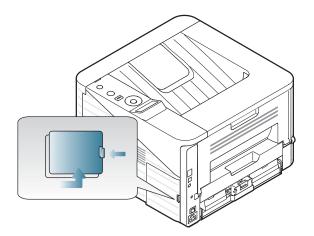
Your machine has a dual in-line memory module (DIMM). Use this memory module slot to install additional memory.

Order information is provided for additional memory module. (See "Available accessories" on page 50.)



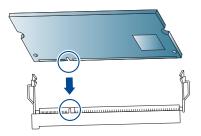
Installing a memory module

- Turn the machine off and unplug all cables from the machine.
- Grasp the control board cover and remove it.



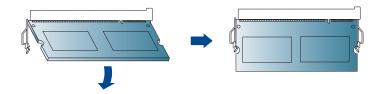
Remove the new memory module from its bag.

4 Holding the memory module by the edges, align the memory module on the slot at about a 30-degree tilt. Make sure that the notches of the module and the grooves on the slot fit each other.





- The notches and grooves illustrated above may not match those on an actual memory module and its slot.
- Press the memory module into the slot with care until you hear a 'click'.





Do not press the memory module strongly or the module may be damaged. If the module does not seem to fit into the slot properly, carefully try the previous procedure again.

Upgrading a memory module

3. Maintenance 57

6 Replace the control board cover.

7 Reconnect the power cord and machine cable and turn the machine on.

Monitoring the supplies life

To view the supply life indicators, follow the steps below:

- **1** Press 🔚 (**Menu**) on the control panel.
- **7** Press System Setup > OK > Maintenance > OK.
- **?** Press **Supplies Info > OK**.
- Press **OK** to select the option you want.



For models that do not support the display screen on the control panel, this feature is not applicable.

Setting the toner low alert

Setting the toner low alert

If the amount of toner in the cartridge is low, a message or LED informing the user to change the toner cartridge appears. You can set the option for whether or not this message or LED appears.

- Press 🔚 (**Menu**) on the control panel.
- **Press System Setup > OK > Maintenance > OK.**
- **?** Press **Toner Low Alert** > **OK**.
- **Z** Select the option you want, then press **OK**.



For models that do not support the display screen on the control panel, this feature is not applicable.

Cleaning the machine

If printing quality problems occur or if you use your machine in a dusty enviroment, you need to clean your machine regularly to keep it in the best printing condition and use your machine longer.

- Cleaning the cabinet of the machine with cleaning materials containing large amounts of alcohol, solvents, or other strong substances can discolor or distort the cabinet.
 - If your machine or the surrounding area is contaminated with toner, we recommend you use a cloth or tissue dampened with water to clean it. If you use a vacuum cleaner, toner blows in the air and might be harmful to you.



Cleaning the outside

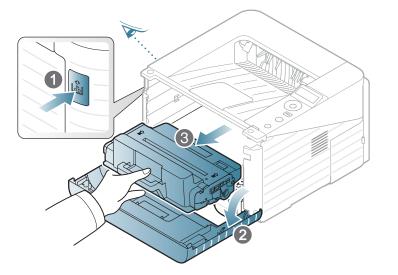
Clean the machine cabinet with a soft, lint-free cloth. Dampen the cloth slightly with water, but be careful not to let any water drip onto or into the machine.



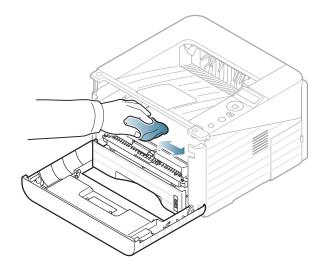
Cleaning the inside

During the printing process, paper, toner, and dust particles can accumulate inside the machine. This buildup can cause print quality problems, such as toner specks or smearing. Cleaning the inside of the machine clears and reduces these problems.

Open the front cover and pull the toner cartridge out. Set it on a clean flat surface.



- To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover it with a piece of paper, if necessary.
 - Do not touch the green surface underside of the toner cartridge. Use the handle on the cartridge to avoid touching this area.



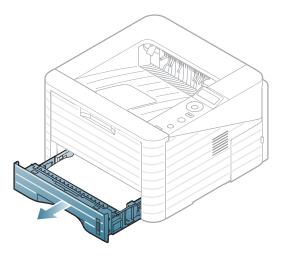
While cleaning the inside of the machine, be careful not to damage the transfer roller or any other inside parts. Do not use solvents such as benzene or thinner. Printing quality problems can occur and cause damage to the machine.

Reinsert the toner cartridge and close the front cover.

Cleaning the pickup roller

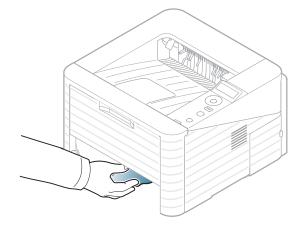
Turn the machine off and unplug the power cord. Wait for the machine to cool down.

Pull out tray 1.



Cleaning the machine

3 Clean the pickup roller with a soft, lint-free cloth.



4 Insert the tray back into the machine.



4. Troubleshooting

This chapter gives helpful information for what to do if you encounter an error.

•	Tips for avoiding paper jams	65
•	Clearing paper jams	66
•	Understanding the status LED	72

Understanding display messages 75

This chapter gives helpful information for what to do if you encounter an error.

If your machine has a display screen, check the message on the display screen first to solve the error. If you cannot find a solution to your problem in this chapter, refer to the **Troubleshooting** chapter in the Advanced User's Guide.

If you cannot find a solution in the User's Guide or the problem persists, call for service.

Tips for avoiding paper jams

By selecting the correct media types, most paper jams can be avoided. To avoid paper jams, refer to the following guidelines:

- Ensure that the adjustable guides are positioned correctly (see "Tray overview" on page 30).
- Do not overload the tray. Ensure that the paper level is below the paper capacity mark on the inside of the tray.
- Do not remove paper from the tray while your machine is printing.
- Flex, fan, and straighten paper before loading.
- Do not use creased, damp, or highly curled paper.
- Do not mix paper types in a tray.
- Use only recommended print media (see "Print media specifications" on page 83).

Clearing paper jams



To avoid tearing the paper, pull the jammed paper out slowly and gently.



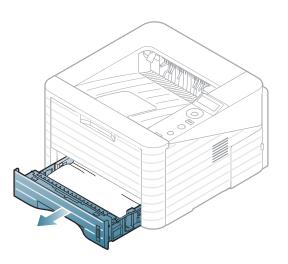


Click this link to open an animation about clearing a jam.

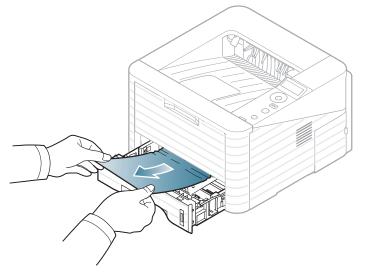
Open and close the front cover. The jammed paper is automatically ejected from the machine.

If the paper does not exit, go to the next step.

Pull out tray 1.



Remove the jammed paper by gently pulling it straight out.



If the paper does not move when you pull, or if you do not see the paper in this area, check the fuser area around the toner cartridge (see "Inside the machine" on page 68).

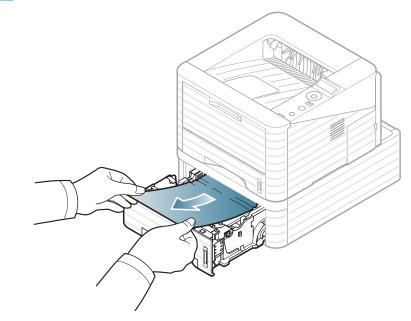
Insert tray 1 back into the machine until it snaps into place. Printing automatically resumes.





Click this link to open an animation about clearing a jam.

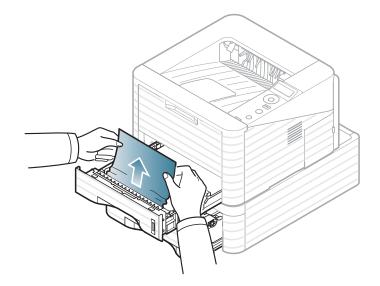
- Pull out optional tray 2.
- Remove the jammed paper from the machine.



If the paper does not move when you pull or if you do not see the paper in this area, stop and go to the next step.

Q Pull tray 1 half-way out.

Pull the paper straight up and out.



Insert the trays back into the machine. Printing automatically resumes.

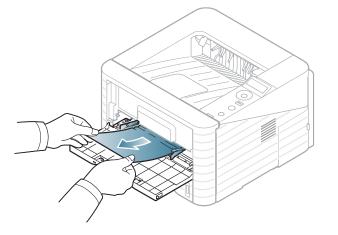


In the multi-purpose tray



Click this link to open an animation about clearing a jam.

If the paper is not feeding properly, pull the paper out of the machine.



Open and close the front cover to resume printing.

Inside the machine

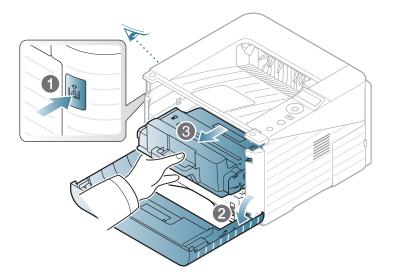


Click this link to open an animation about clearing a jam.

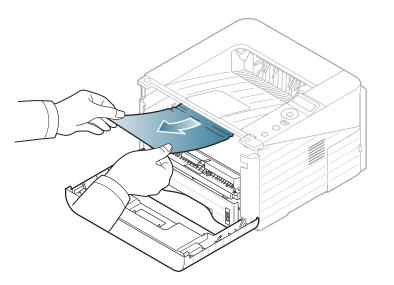


The fuser area is hot. Take care when removing paper from the machine.

Open the front cover and pull the toner cartridge out.



Remove the jammed paper by gently pulling it straight out.



3 Replace the toner cartridge and close the front cover. Printing automatically resumes.

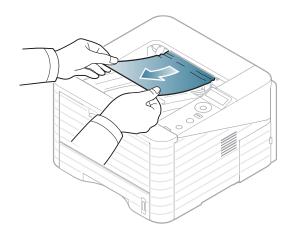
In the exit area



- Click this link to open an animation about clearing a jam.
- Open and close the front cover. The jammed paper is automatically ejected from the machine.

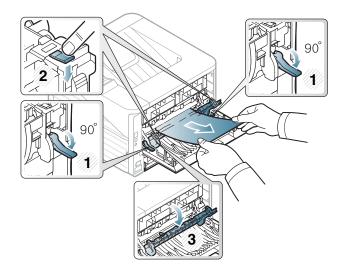
If you do not see the jammed paper, go to the next step.

Gently pull the paper out of the output tray.



If you do not see the jammed paper or if there is any resistance when you pull, stop and go to the next step.

- Open the rear cover.
- Remove the jammed paper as shown in the following figure.



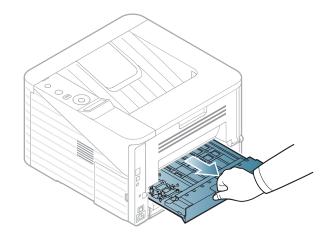


In the duplex unit area

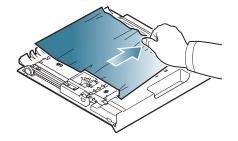


Click this link to open an animation about clearing a jam.

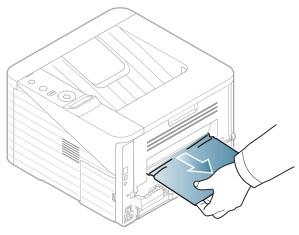
Pull the duplex unit out of the machine.



Remove the jammed paper from the duplex unit.

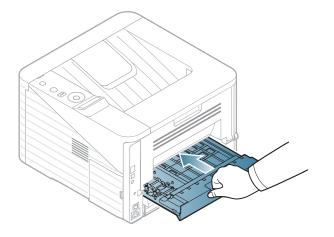


If the paper does not come out with the duplex unit, remove the paper from the bottom of the machine.

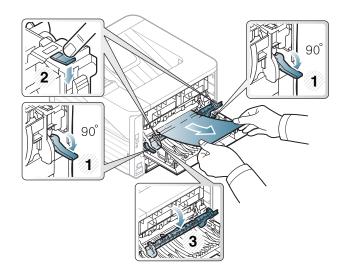


If you still do not see the paper, go to the next step.

Insert the duplex unit into the machine.



5 Remove the jammed paper as shown in the following figure.



6 Close the rear cover. Printing automatically resumes.

The color of the LED indicates the machine's current status.

- Some LEDs may not be available depending on model or country.
- To resolve the error, look at the error message and its instructions from the troubleshooting part.
- You also can resolve the error with the guideline from the computers's Samsung Printer Status or Smart Panel program window.
- If the problem persists, call a service representative.

Status LED

Status			Description	
Off			The machine is off-line.	
	Green	Blinking	 When the backlight slowly blinks, the machine is receiving data from the computer. When the backlight blinks rapidly, the machine is printing data. The machine is on-line and can be used. 	
		On		
		Blinking	 A minor error has occurred and the machine is waiting for the error to be cleared. Check the display message. When the problem is cleared, the machine resumes. For some models that does not support the display screen on the control panel, this feature is not applicable. Small amount of toner is left in the cartridge. The estimated cartridge life of toner is close. Prepare a new cartridge for replacement. You may temporarily increase the printing quality by redistributing the toner (see "Redistributing toner" on page 52). 	
	Red	On	 A toner cartridge has almost reached its estimated cartridge life^a. It is recommended to replace the toner cartridge (see "Replacing the toner cartridge" on page 54). The cover is opened. Close the cover. There is no paper in the tray. Load paper in the tray. The machine has stopped due to a major error. Check the display message (see "Understanding display messages" on page 75). A paper jam has occurred (see "Clearing paper jams" on page 66). 	

Understanding the status LED

a. Estimated cartridge life means the expected or estimated toner cartridge life, which indicates the average capacity of print-outs and is designed pursuant to ISO/ IEC 19752. The number of pages may be affected by operating environment, printing interval, graphics, media type and media size. Some amount of toner may remain in the cartridge even when red LED is on and the printer stops printing.



Jam LED/ WPS LED

Status			Description
8∿ (Jam LED)	Orange	On	A paper jam has occurred (see "Clearing paper jams" on page 66).
(WPS LED)	Blue	On	When the machine is connected to a wireless network, WPS LED lights on blue (see Advanced Guide).

Understanding display messages

Messages appear on the control panel display to indicate the machine's status or errors. Refer to the tables below to understand the messages' and their meaning, and correct the problem, if necessary.

Checking display messages



- If a message is not in the table, reboot the power and try the printing job again. If the problem persists, call a service representative.
- When you call for service, provide the service representative with the contents of display message.
- Some messages may not appear on the display depending on the options or models.
- [error number] indicates the error number.

Message	Meaning	Suggested solutions
Paper Jam in Tray 2	Paper has jammed in the optional tray.	Clear the jam (see "In optional tray2" on page 67).
Paper Jam in MP tray	Paper has jammed in the multi-purpose tray.	Clear the jam (see "In the multi-purpose tray" on page 68).
Paper Jam inside machine	Paper has jammed in the inside machine.	Clear the jam (see "Inside the machine" on page 68).
Paper Jam in exit area	Paper has jammed in the paper exit area.	Clear the jam (see "In the exit area" on page 69).
Paper Jam bottom of duplex	Paper has jammed in the duplex area.	Clear the jam (see "In the duplex unit area" on page 70).

Paper Jam-related messages

Message	Meaning	Suggested solutions
Paper Jam in Tray 1	Paper has jammed in the paper feed area.	Clear the jam (see "In tray 1" on page 66).

Toner-related messages

Message	Meaning	Suggested solutions
Install Toner	A toner cartridge is not installed.	Install a toner cartridge.
Not Compatible	The toner cartridge you have installed is not for your machine.	Install a Samsung-genuine toner cartridge, designed for your machine.
Toner cartridge		

Understanding display messages

Massaga	Mooning	Suggested solutions
Message	Meaning	Suggested solutions
	The indicated toner cartridge has almost reached its estimated cartridge life. The machine might stop printing. Estimated cartridge life means the expected or estimated toner cartridge	 You can choose Stop or Continue as shown on the control panel. If you select Stop, the printer stops printing and you cannot print any more without changing the cartridge. If you select Continue, the printer keeps printing but the printing quality cannot be guaranteed. Replace the toner cartridge for the best print quality when this message appears. Using a cartridge beyond this stage can result in printing quality issues (see "Replacing the toner cartridge" on page 54).
	life, which indicates the average capacity of print-outs and is designed pursuant to ISO/IEC 19752 (see "Available supplies" on page 49). The number of pages may be affected by operating environment, printing interval, media type, percentage of image area, and media size. Some amount of toner may remain in the cartridge even when replace new cartridge appears and the machine stops printing.	
Replace new cartridge		Samsung does not recommend using non-genuine Samsung toner cartridge such as refilled or remanufactured. Samsung cannot guarantee non-genuine Samsung toner cartridge's quality. Service or repair required as a result of using non- genuine Samsung toner cartridges will not be covered under the machine warranty.
		 If the machine stops printing, replace the toner cartridge (See "Replacing the toner cartridge" on page 54).
Prepare new cartridge	Small amount of toner is left in the indicated cartridge. The estimated cartridge life of toner is close.	Prepare a new cartridge for a replacement. You may temporarily increase the printing quality by redistributing the toner (see "Redistributing toner" on page 52).

Tray-related messages

Message	Meaning	Suggested solutions
Paper Empty in Tray 1	There is no paper in tray 1.	Load paper in tray 1 (see "Loading paper in the tray/ optional tray" on page 31).
Paper Empty in Tray 2	There is no paper in tray 2.	Load paper in tray 2 (see "Loading paper in the tray/ optional tray" on page 31).
Paper Empty in MP tray	There is no paper in the multi-purpose tray.	Load paper in the multi- purpose tray (see "Loading in multi- purpose tray" on page 33).
Output bin full Remove paper	The output tray is full.	Remove papers from the output tray, the printer resumes printing.

Network-related messages

Message	Meaning	Suggested solutions
Network Problem IP Conflict	The network IP address you have set is being used by someone else.	Check the IP address and reset it if necessary (see Advanced Guide).
802.1x Network Error	Fail to authenticate.	Check the network authentication protocol. If the problem persists, contact your network administrator.

Message	Meaning	Suggested solutions
Error [error number] Turn off then on	The machine unit cannot be controlled.	Reboot the power and try the printing job again. If the problem persists, please call for service.

Misc. messages

Message	Meaning	Suggested solutions
Door Open Close it	The front cover or rear cover is not securely latched.	Close the cover until it locks into place.
Error [error number] Call for service	A system error has occurred	Reboot the power and try the printing job again. If the problem persists, please call for service.



5. Appendix

This chapter provides product specifications and information concerning applicable regulations.

- Specifications 81
- Regulatory information 91
- Copyright 101





General specifications



The specification values listed below are subject to change without notice. See **www.samsung.com/printer** for possible changes in information.

	ltems	Description
Dimension	Width x Length x Height	 ML-331xD: 366 x 368 x 240.6 mm (14.40 x 14.48 x 9.47 inches) without optional tray ML-331xND/ML-371xD/ML-371xND/ML-371xDW: 366 x 368 x 252.9 mm (14.40 x 14.48 x 9.96 inches) without optional tray
Weight	Machine with consumables	 ML-331x Series: 9.74 kg (21.47 lbs) ML 371x Series: 9.95 kg (21.04 lbs)
	Des de ma de	• ML-371x Series: 9.95 kg (21.94 lbs)
	Ready mode	26 dB (A)
Noise Level ^a	Print mode	• ML-331x Series: 51 dB (A)
	rintinode	• ML-371x Series: 52 dB (A)
Temperature	Operation	10 to 32°C (50 to 90°F)
	Storage (packed)	-20 to 40°C (-4 to 104°F)
Humidity	Operation	20 to 80% RH
	Storage (packed)	10 to 90% RH

Items		Description
Power rating ^b	110 volt models	AC 110 - 127 V
	220 volt models	AC 220 - 240 V
Power consumption	Average operating mode	Less than 550 W
	Ready mode	Less than 60 W
	Power save mode	Less than 3.5 W
	Power off mode	Less than 0.4 W (0.1 W ^c)
Wireless ^d	Module	U98Z058

a. Sound Pressure Level, ISO 7779. Configuration tested: basic machine installation, A4 paper, simplex printing.

b. See the rating label on the machine for the correct voltage (V), frequency (hertz) and type of current (A) for your machine.

c. For the machine that has a power switch.

d. Wireless model only (see "Features by models" on page 7).

Print media specifications

Type	Size	Dimensions	Print media weight/Capacity ^a		
Туре	5120	Dimensions	Tray1 / Optional tray	Multi-purpose tray ^b	
Plain paper	Letter Legal US Folio A4 Oficio JIS B5 ISO B5 Executive A5	 216 x 279 mm (8.5 x 11 inches) 216 x 356 mm (8.5 x 14 inches) 216 x 330 mm (8.5 x 13 inches) 210 x 297 mm (8.27 x 11.69 inches) 216 x 343 mm (8.5 x 13.5 inches) 216 x 343 mm (7.17 x 10.12 inches) 182 x 257 mm (7.17 x 10.12 inches) 176 x 250 mm (6.93 x 9.84 inches) 184 x 267 mm (7.25 x 10.5 inches) 148 x 210 mm (5.83 x 8.27 inches) 105 x 148 mm (4.13 x 5.83 inches) 	 70 to 90 g/m² (19 to 24 lbs bond) 250 sheets of 80 g/m² (20 lbs bond) for tray1. 520 sheets of 80 g/m² (20 lbs bond) for optional tray. 	 70 to 90 g/m² (19 to 24 lbs bond) The machine does not have a display screen: 1 sheet of 80 g/m² (20 lbs bond) The machine has a display screen: 50 sheets of 80 g/m² (20 lb bond) 	
	A6	 150 sheets of 75 g/m² (20 lbs bond) 			

5. Appendix	84
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Туре	Size	Dimensions	Print media weight/Capacity ^a		
			Tray1 / Optional tray	Multi-purpose tray ^b	
Envelope	Envelope Monarch	98 x 191 mm (3.87 x 7.5 inches)	Not available in tray1/optional tray.	75 to 90 g/m ² (20 to 24 lbs bond)	
	Envelope No. 10	105 x 241 mm (4.12 x 9.5 inches)			
Livelope	Envelope DL	110 x 220 mm (4.33 x 8.66 inches)			
	Envelope C5	162 x 229 mm (6.38 x 9.02 inches)			
	Envelope C6	114 x 162 mm (4.49 x 6.38 inches)			
Thick paper	Refer to the Plain paper section	Refer to the Plain paper section	91 to 105 g/m ² (24 to 28 lbs bond)	91 to 105 g/m ² (24 to 28 lbs bond)	
Thicker paper	Refer to the Plain paper section	Refer to the Plain paper section	Not available in tray1/optional tray.	164 to 220 g/m ² (44 to 58 lbs bond)	
Thin paper	Refer to the Plain paper section	Refer to the Plain paper section	60 to 70 g/m ² (16 to 19 lbs bond)	60 to 70 g/m ² (16 to 19 lbs bond)	
Transparency	Letter, A4	Refer to the Plain paper section	Not available in tray1/optional tray.	138 to 146 g/m ² (36.81 to 38.91 lbs bond)	

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Туре	Size	Dimensions	Print media weight/Capacity ^a		
туре	Jize		Tray1 / Optional tray	Multi-purpose tray ^b	
Labels ^c	Letter, Legal, US Folio, A4, JIS B5, ISO B5, Executive, A5	Refer to the Plain paper section	Not available in tray1/optional tray.	120 to 150 g/m ² (32 to 40 lbs bond)	
Card stock	Letter, Legal, US Folio, A4, JIS B5, ISO B5, Executive, A5	Refer to the Plain paper section	121 to 163 g/m ² (32 to 43 lbs bond)	121 to 163 g/m ² (32 to 43 lbs bond)	
Bond paper	Refer to the Plain paper section	Refer to the Plain paper section	106 to 120 g/m ² (28 to 32 lbs bond)	106 to 120 g/m ² (28 to 32 lbs bond)	
Minimum size (custom)		 Multi-purpose tray: 76 x 127 mm (3 x 5 inches) Tray 1: 105 x 148.5 mm (4.13 x 5.85 inches) 	60 to 163 g/m ² (16 to 43 lbs bond Not available in optional tray.	d) ^d , ^e	
Maximum size (custom)		216 x 356 mm (8.5 x 14 inches)	1		

a. Maximum capacity may differ depending on media weight, thickness, and environmental conditions.

b. The machine does not have a display screen: 1 sheet for multi-purpose tray.

c. The smoothness of the labels used in this machine is 100 to 250 (sheffield). This means the numeric level of smoothness.

d. The paper types available in multi-purpose tray: Plan, Thick, Thicker, Thin, Cotton, Colored, Pre-printed, Recycled, Envelope, Transparency, Labels, Cardstock, Bond, Archive

e. The paper types available in tray 1: Plan, Thick, Thin, Recycled, Cardstock, Bond, Archive

System requirements

Microsoft[®] Windows[®]

Operating system	Requirement (recommended)			
Operating system	CPU	RAM	free HDD space	
Windows [®] 2000	Intel® Pentium® II 400 MHz (Pentium III 933 MHz)	64 MB (128 MB)	600 MB	
Windows [®] XP	Intel® Pentium® III 933 MHz (Pentium IV 1 GHz)	128 MB (256 MB)	1.5 GB	
Windows Server® 2003	Intel® Pentium® III 933 MHz (Pentium IV 1 GHz)	128 MB (512 MB)	1.25 GB to 2 GB	
Windows Server® 2008	Intel® Pentium® IV 1 GHz (Pentium IV 2 GHz)	512 MB (2 GB)	10 GB	
Windows Vista®	Intel® Pentium® IV 3 GHz	512 MB (1 GB)	15 GB	
Windows [®] 7	Intel® Pentium® IV 1 GHz 32-bit or 64-bit processor or higher	1 GB (2 GB)	16 GB	
windows 7	 Support for DirectX[®] 9 graphics with 128 MB memory (to enable the Ae DVD-R/W Drive 	ero theme).		
Windows Server® 2008 R2	Intel® Pentium® IV 1 GHz (x86) or 1.4 GHz (x64) processors (2 GHz or faster)	512 MB (2 GB)	10 GB	

5. Appendix 87

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 - Internet Explorer 5.0 or higher is the minimum requirement for all Windows operating systems.
 - Users who have administrator rights can install the software.
 - Windows Terminal Services is compatible with your machine.

Macintosh

Operating system	Requirements (Recommended)			
	СРՍ	RAM	Free HDD space	
Mac OS X 10.3 ~ 10.4	 Intel[®] processors PowerPC G4/ G5 	 128 MB for a powerPC based Mac (512 MB) 512 MB for an Intel-based Mac (1 GB) 	1 GB	
Mac OS X 10.5	 Intel[®] processors 867 MHz or faster Power PC G4/ G5 	512 MB (1 GB)	1 GB	
Mac OS X 10.6	Intel [®] processors	1 GB (2 GB)	1 GB	

Linux

ltems	Requirements
	Fedora 4 ~ 12 (32/ 64 bit)
	OpenSuSE® 10.2, 10.3, 11.0, 11.1, 11.2 (32/64 bit)
	SuSE 10.0, 10.1 (32 bit)
Operating system	Ubuntu 5.04, 5.10, 6.04, 6.10, 7.04, 7.10, 8.04, 8.10, 9.04, 9.10 (32/64 bit)
Operating system	Mandriva 2005, 2006, 2007, 2008, 2009, 2009.1 (32/64 bit)
	Debian 4.0, 5.0 (32/64 bit)
	Redhat® Enterprise Linux WS 4, 5 (32/64 bit)
	SuSE Linux Enterprise Desktop 10, 11 (32/64 bit)
СРО	Pentium IV 2.4GHz (Intel Core™2)
RAM	512 MB (1 GB)
Free HDD space	1 GB (2 GB)

Unix

ltems	Requirements	
	Sun Solaris 9, 10 (x86, SPARC)	
Operating system	HP-UX 11.0, 11i v1, 11i v2, 11i v3 (PA-RISC, Itanium)	
	IBM AIX 5.1, 5.2, 5,3, 5.4	

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ltems	Requirements
Free HDD space	Up to 100 MB



Network environment



Network and wireless models only (see "Features by models" on page 7)

You need to set up the network protocols on the machine to use it as your network machine. The following table shows the network environments supported by the machine.

ltems	Specifications	
Network interface	 Ethernet 10/100/1000 Base-TX 802.11b/g/n Wireless LAN 	
Network operating system	 Windows 2000/Server 2003 /Server 2008/XP/Vista/7/Server 2008 R2 Various Linux OS Mac OS X 10.3 ~ 10.6 Unix 	

Items	Specifications
Network protocols	 TCP/IPv4 DHCP, BOOTP DNS, WINS, Bonjour, SLP, UPnP Standard TCP/IP Printing (RAW), LPR, IPP, WSD SNMPv 1/2/3, HTTP (S), IPSec TCP/IPv6 (DHCP, DNS, RAW, LPR, SNMPv 1/2/3, HTTP (S), IPSec)
Wireless security	 Authentication: Open System, Shared Key, WPA Personal, WPA2 Personal (PSK), WPA Enterprise, WPA2 Enterprise Encryption: WEP64, WEP128, TKIP, AES

This machine is designed for a normal work environment and certified with several regulatory statements.



Laser safety statement

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, chapter 1 Subchapter J for Class I(1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1 : 2007.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance or prescribed service condition.

- Wavelength: 800 nm
- Beam divergence
 - Paraller: 12 degrees
 - Perpendicular: 35 degrees
- Maximum power or energy output: 15 mW

Warning

Never operate or service the printer with the protective cover removed from laser/scanner assembly. The reflected beam, although invisible, can damage your eyes.

When using this product, these basic safety precautions should always be followed to reduce risk of fire, electric shock, and injury to persons:





警告使用者:

此爲甲類資訊技術設備,於居住環境中使用時,可能會造成射頻擾動, 在此種情況下,使用者會被要求採取某此適當的對策.

Ozone safety



This product's ozone emission rate is under 0.1 ppm. Because ozone is heavier than air, keep the product in a place with good ventilation.

Recycling

China only



Recycle or dispose of the packaging material for this product in an environmentally responsible manner.

Power saver



This printer contains advanced energy conservation technology that reduces power consumption when it is not in active use.

When the printer does not receive data for an extended period of time, power consumption is automatically lowered.

ENERGY STAR and the ENERGY STAR mark are registered U.S. marks.

For more information on the ENERGY STAR program see http://www.energystar.gov

回收和再循环

为了保护环境,我公司已经为废弃的产品建立了回收和再循环系统。 我们会为您无偿提供回收同类废旧产品的服务。 当您要废弃您正在使用的产品时,请您及时与工厂取得联系, 我们会及时为您提供服务。



Correct disposal of this product (Waste electrical & electronic equipment)

(Applicable in the european union and other european countries with separate collection systems)



This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.



Radio frequency emissions

FCC information to the user

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or experienced radio TV technician for help.



Change or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

Canadian radio interference regulations

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interferencecausing equipment standard entitled "Digital Apparatus", ICES-003 of the Industry and Science Canada.

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", ICES-003 édictée par l'Industrie et Sciences Canada. United states of america

Federal communications commission (FCC)

Intentional emitter per FCC Part 15

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz/5 GHz Band, may be present (embedded) in your printer system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the United States of America if an FCC ID number is on the system label.

The FCC has set a general guideline of 20 cm (8 inches) separation between the device and the body, for use of a wireless device near the body (this does not include extremities). This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your printer, is well below the RF exposure limits as set by the FCC.

This transmitter must not be collocated or operation in conjunction with any other antenna or transmitter.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.



Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact manufacturer for service.

FCC statement for wireless LAN use:

Taiwan only

低功率電波輻射性電機管理辦法

- 第十二條 經型式認證合格之低功率射頻電機,非經許可, 公司、商號或使用者均不得擅自變更頻率、 加大功率或變更原設計之特性及功能。
- 第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信; 經發現有干擾現象時,應立即停用,
 並改善至無干擾時方得繼續使用。
 前項合法通信,指依電信法規定作業之無線電通信。
 低功率射頻電機須忍受合法通信或工業、
 科學及醫療用電波輻射性電機設備之干擾。



While installing and operating this transmitter and antenna combination the radio frequency exposure limit of 1m W/ cm2 may be exceeded at distances close to the antenna installed. Therefore, the user must maintain a minimum distance of 20cm from the antenna at all times. This device cannot be colocated with another transmitter and transmitting antenna.



Russia only





Germany only

Das Gerät ist nicht für die Benutzung am Bildschirmarbeitsplatz gemäß BildscharbV vorgesehen.