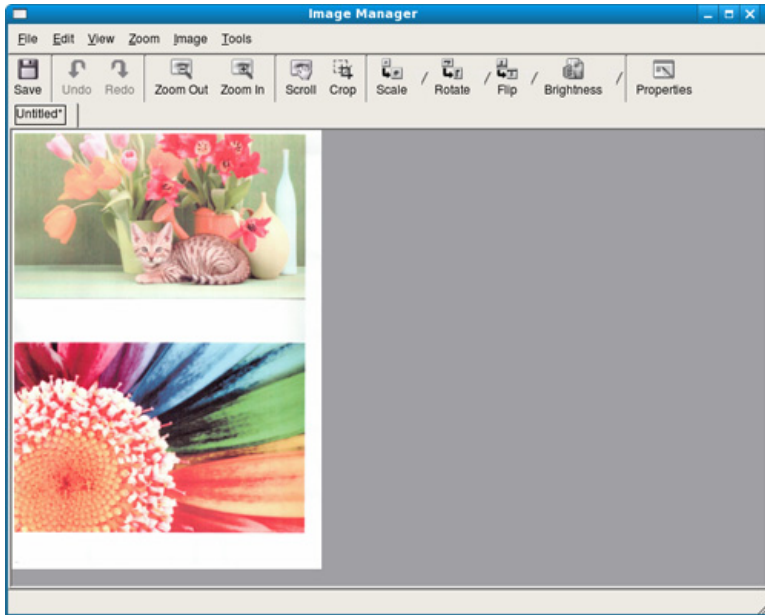# Scan features

Editing an image with Image Manager

The Image Manager application provides you with menu commands and tools to edit your scanned image.

Fax features

 - For basic faxing features, refer to the **Basic Guide** (see "Basic faxing" on page 66).
 - This function is not supported for M207x Series (see "Control panel overview" on page 25).

Automatic redialing

When the number you have dialed is busy or there is no answer when you send a fax, the machine automatically redials the number. The redial time depends on the country's factory default setting.

 When the display shows **Retry Redial?**, press ◀▶ (**Start**) button to redial the number without waiting. To cancel the automatic redialing, press ⊗ (**Cancel** or **Stop/Clear**).

To change the time interval between redials and the number of redial attempts.

1 Press ☎ (fax) > 🗐 (**Menu**)> **Fax Setup** > **Sending** on the control panel.

2 Select **Redial Times** or **Redial Term** you want.

3 Select the option you want.

Redialing the fax number

1 Press 🔲 (**Redial/Pause**) button on the control panel.

2 Select the fax number you want.

Ten recently sent fax numbers with ten received Caller IDs are shown.

3 When an original is loaded in the document feeder, the machine automatically begins to send.

If an original is placed on the scanner glass, select **Yes** to add another page. Load another original and press **OK**. When you have finished, select **No** when **Another Page?** appears.

Confirming a transmission

When the last page of your original has been sent successfully, the machine beeps and returns to ready mode.

When something goes wrong while sending your fax, an error message appears on the display. If you receive an error message, press ⊗ (**Cancel** or **Stop/Clear**) to clear the message and try to send the fax again.

Fax features

 | You can set your machine to print a confirmation report automatically each time sending a fax is completed. Press ![fax icon] (fax) > ![menu icon] (**Menu**) > **Fax Setup** > **Sending** > **Send Report** on the control panel.

Sending a fax in the computer

 | • This feature may not be available depending on model or optional goods (see "Features by models" on page 7).

You can send a fax from your computer without going to the machine.

To send a fax from your computer, the **Samsung Network PC Fax** program must be installed. This program will be installed when you installed the printer driver.

1 Open the document to be sent.

2 Select **Print** from the **File** menu.

The **Print** window will be displayed. It may look slightly different depending on your application.

3 Select **Samsung Network PC Fax** from the **Print** window

4 Click **Print** or **OK**.

5 Enter the recipients' numbers and select the option

 | Select the **Help** menu or click the ![button icon] button from the window and click on any option you want to know about.

6 Click **Send**.

Delaying a fax transmission

You can set your machine to send a fax at a later time when you will not be present. You cannot send a color fax using this feature.

1 Place a single document face down on the document glass, or load the documents face up into the document feeder.

2 Press ![fax icon] (fax) on the control panel.

3 Adjust the resolution and the darkness to suit your fax needs.

4 Press ![menu icon] (**Menu**) > **Fax Feature** > **Delay Send** on the control panel.
Or select **Fax** > **Delayed Send** > **To** on the touch screen.

5 Enter the number of the receiving fax machine and press **OK**.

6 The display asks you to enter another fax number to send the document.

Fax features

7 To enter more fax numbers, press **OK** when **Yes** highlights and repeat steps 5.

> - You can add up to 10 destinations.
> - Once you entered a group dial number, you cannot enter another group dial numbers anymore.

8 Enter the job name and the time.

> If you set a time earlier than the current time, the fax will be sent at that time on the following day.

9 The original is scanned into memory before transmission.

The machine returns to ready mode. The display reminds you that you are in ready mode and that a delayed fax is set.

> You can check the list of delayed fax jobs.
>
> Press 📇 (**Menu**) > **System Setup** > **Report** > **Schedule Jobs** on the control panel.

Adding documents to a reserved fax

1 Place a single document face down on the document glass, or load the documents face up into the document feeder.

2 Press 📠 (fax) > 📇 (**Menu**) > **Fax Feature** > **Add Page** on the control panel.

3 Select the fax job and press **OK**.

When you have finished, select **No** when **Another Page?** appears. The machine scans the original into memory.

4 Press ⊗ (**Cancel** or **Stop/Clear**) to return to ready mode.

Canceling a reserved fax job

1 Press 📠 (fax) > 📇 (**Menu**) > **Fax Feature** > **Cancel Job** on the control panel.

2 Select the fax job you want and press **OK**.

3 Press **OK** when **Yes** highlights.

The selected fax is deleted from memory.

4 Press ⊗ (**Stop/Clear**) to return to ready mode.

Fax features

Sending a priority fax

This function is used when a high priority fax need to be sent ahead of reserved operations. The original is scanned into memory and immediately transmitted when the current operation is finished.

1 Place a single document face down on the document glass, or load the documents face up into the document feeder.

2 Press (**Fax**) > (**Menu**) > **Fax Feature** > **Priority Send** on the control panel.

Or select **Fax** > **Priority Send** > **To** on the touch screen.

3 Enter the destination fax number and press **OK**.

4 Enter the job name and press **OK**.

5 If an original is placed on the scanner glass, select **Yes** to add another pages. Load another original and press **OK**.

When you have finished, select **No** when **Another Page?** appears.

The machine starts to scan and send a fax to destinations.

Forwarding a sent fax to another destination

You can set the machine to forward the received or sent fax to other destination by a fax, an email or a server. If you are out of office but have to receive the fax, this feature may be useful.

> • When you forward a fax by an email, you must first set the mail server and IP address in SyncThru™ Web Service (see "Using SyncThru™ Web Service" on page 271).
> • Though you sent or received a color fax, the data is forwarded in grayscale.

1 Place a single document face down on the document glass, or load the documents face up into the document feeder.

2 Press (fax) > (**Menu**) > **Fax Feature** > **Forward** > **Fax** > **Send Forward** > **On** on the control panel.

Or select **Setup** > **Machine Setup** > **Fax Setup** > **Forward** > **Fax**, **Email**, or **Server** > **Send Forward** > **On** on the touch screen.

> **Forward** options may not be available depending on model or optional goods (see "Variety feature" on page 10).

Fax features

3 Enter the destination fax number, email address, or server address and press **OK**.

4 Press ⊗ (**Cancel** or **Stop/Clear**) to return to ready mode. Subsequent sent faxes will be forwarded to the specified fax machine.

Forwarding a received fax

You can set the machine to forward the received or sent fax to other destination by a fax, an email or a server. If you are out of office but have to receive the fax, this feature may be useful.

> Though you sent or received a color fax, the data is forwarded in grayscale.

1 Press (fax) > ⊡ (**Menu**) > **Fax Feature** > **Forward** > **Fax**, **E-mail**, or **Server** > **Receive Forward** or **RCV Forward** > **Forward** on the control panel.

Or select **Setup** > **Machine Setup** > **Fax Setup** > **Forward** > **Fax**, **Email**, or **Server** > **Receive Forward** or **RCV Forward** > **On** on the touch screen.

> • **Forward** options may not be available depending on model or optional goods (see "Variety feature" on page 10).
> • To set the machine to print out a fax when fax forwarding has been completed, select **Forward&Print**.

2 Enter the destination fax number, email address, or server address and press **OK**.

3 Enter the starting tim and ending time, then press **OK**.

4 Press ⊗ (**Cancel** or **Stop/Clear**) to return to ready mode. Subsequent sent faxes will be forwarded to the specified fax machine.

Fax features

Sending faxes on both sides of paper

> • This is available only when you load originals into the document feeder.
>
> • Some menus may not appear on the display depending on options or models. If so, it is not applicable to your machine.
>
> • This feature may not be available depending on model or optional goods (see "Features by models" on page 7).

1 Place a single document face down on the document glass, or load the documents face up into the document feeder.

2 Press (fax) > **Duplex** on the control panel.

Or select **Fax** > Select the menu you want > Select **Duplex** from the sub-menus > on the touch screen.

- **Off:** Send faxes in normal mode.

- **2 Side:** Send faxes on both sides of the original.

- **2->1Side ROT2:** Send faxes on both sides of the original and prints each one on a separate sheet, but the information on the back side of the printout is rotated 180°.

3 Press **OK**.

Receiving a fax in the computer

> • This feature may not be available depending on model or optional goods (see "Features by models" on page 7).
>
> • To use this feature, set the option on the control panel:
>
>   Press (fax) > (**Menu**) > **Fax Feature** > **Forward** > **PC** > **On** the control panel.
>   Or select **Setup** > **Machine Setup** > **Next** > **Fax Setup** > **Forward** > **PC** > **On** on the touch screen.

1 Open the Samsung Easy Printer Manager.

2 Select the appropriate machine from the **Printer List**.

3 Select **Fax to PC Settings** menu.

4 Use **Enable Fax Receiving from Device** to change the fax settings.

- **Image Type:** Convert the received faxes to PDF or TIFF.

- **Save Location:** Select location to save the converted faxes.

- **Prefix:** Select prefix.

- **Print received fax:** After receiving the fax, set prints information for the received fax.

Fax features

• **Notify me when complete:** Set to show the popup window to notify receiving a fax.

• **Open with default application:** After receiving the fax, open it with default application.

• **None:** After receiving a fax, the machine does not notify the user or opens the application.

5 Press **Save** > **OK**.

Changing the receive modes

1 Press ☎ (fax) > ▤ (**Menu**) > **Fax Setup** > **Receiving** > **Receive Mode** on the control panel.

Or select **Setup** > **Machine Setup** > **Next** > **Default Setting** > **Fax Default** > **Common** > **Receive Mode** on the touch screen.

2 Select the option you want.

• **Fax:** Answers an incoming fax call and immediately goes into the fax reception mode.

• **Tel:** Receives a fax by pressing 📞(**On Hook Dial**) and then ◈ (**Start**) button.

• **Ans/Fax:** Is for when an answering machine attached to your machine. Your machine answers an incoming call, and the caller can leave a message on the answering machine. If the fax machine senses a fax tone on the line, the machine automatically switches to Fax mode to receive the fax.

 To use the **Ans/Fax** mode, attach an answering machine to the EXT socket on the back of your machine.

• **DRPD:** You can receive a call using the Distinctive Ring Pattern Detection (DRPD) feature. Distinctive Ring is a telephone company service which enables an user to use a single telephone line to answer several different telephone numbers. For further details, see "Receiving faxes using DRPD mode" on page 261.

 This setting may not be available depending on your country.

3 Press **OK**.

4 Press ⊗ (**Cancel** or **Stop/Clear**) to return to ready mode.

Fax features

Receiving manually in Tel mode

You can receive a fax call by pressing 📞(**On Hook Dial**) button and then

pressing ◆ (**Start**) when you hear a fax tone. If your machine has a handset,

you can answer calls using the handset (see "Features by models" on page 7).

Receiving in Answering Machine/Fax mode

To use this mode, you must attach an answering machine to the EXT socket on the back of your machine. If the caller leaves a message, the answering machine stores the message. If your machine detects a fax tone on the line, it automatically starts to receive the fax.

> • If you have set your machine to this mode and your answering machine is switched off, or no answering machine is connected to EXT socket, your machine automatically goes into Fax mode after a predefined number of rings.
> • If the answering machine has a user-selectable ring counter, set the machine to answer incoming calls within 1 ring.
> • If the machine is in Tel mode, disconnect or switch off the answering machine with the fax machine. Otherwise, the outgoing message from the answering machine will interrupt your phone conversation.

Receiving faxes with an extension telephone

When you are using an extension telephone connected to the EXT socket, you can receive a fax from someone you are talking to on the extension telephone, without going to the fax machine.

When you receive a call on the extension phone and hear fax tones, press the keys ***9*** on the extension phone. The machine receives the fax.

9 is the remote receive code preset at the factory. The first and the last asterisks are fixed, but you can change the middle number to whatever you want.

> While you are talking over the telephone connected to the EXT socket, copy and scan features are not available.

Receiving faxes using DRPD mode

This setting may not be available depending on your country. Distinctive Ring is a telephone company service which enables an user to use a single telephone line to answer several different telephone numbers. This feature is often used by answering services who answer telephones for many different clients and need to know which number someone is calling in on to properly answer the phone.

Fax features

> This setting may not be available depending on your country.

1 Select ☎ (fax) > ⊡ (**Menu**) > **Fax Setup** > **Receiving** > **DRPD Mode** > **Waiting Ring** on the control panel.

Or select **Setup** > **Machine Setup** > **Next** > **Default Setting** > **Fax Default** > **Common** > **Receive Mode** > **DRPD** on the touch screen.

2 Call your fax number from another telephone.

3 When your machine begins to ring, do not answer the call. The machine requires several rings to learn the pattern.

When the machine completes learning, the display shows **Completed DRPD Setup**. If the DRPD setup fails, **Error DRPD Ring** appears.

4 Press **OK** when DRPD appears and start over from step 2.

> • DRPD must be set up again if you re-assign your fax number, or connect the machine to another telephone line.
>
> • After DRPD has been set up, call your fax number again to verify that the machine answers with a fax tone. Then have a call placed to a different number assigned to that same line to be sure the call is forwarded to the extension telephone or answering machine plugged into the EXT socket.

Receiving in secure receiving mode

> This feature may not be available depending on model or optional goods (see "Features by models" on page 7).

You may need to prevent your received faxes from being accessed by unauthorized people. Turn on secure receiving mode, then all incoming faxes go into memory. You can print the incoming faxes with entering the password.

> To use the secure receiving mode, activate the menu from ☎ (fax) > ⊡ (**Menu**) > **Fax Feature** > **Secure Receive** on the control panel.
>
> Or select **Setup** > **Machine Setup** > **Next** > **Fax Setup** > **Secure Receive** on the touch screen.

Printing received faxes

1 Select ☎ (fax) > ⊡ (**Menu**) > **Fax Feature** > **Secure Receive** > **Print** on the control panel.

Or select **Setup** > **Machine Setup** > **Next** > **Fax Setup** > **Secure Receive** > **Print** on the touch screen.

2 Enter a four-digit password and press **OK**.

Fax features

3 The machine prints all of the faxes stored in memory.

Printing faxes on both sides of the paper

> • Some menus may not appear on the display depending on options or models. If so, it is not applicable to your machine.
>
> • This feature may not be available depending on model or optional goods (see "Features by models" on page 7).

1 Place a single document face down on the document glass, or load the documents face up into the document feeder.

2 Press ☎ (fax) > ⊞ (**Menu**) > **Fax Setup** > **Receiving** > **Duplex Print** on the control panel.

- **Off:** Prints in Normal mode.

- **Long Edge:** Prints pages to be read like a book.
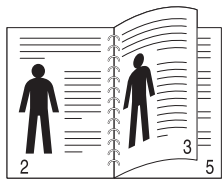
- **Short Edge:** Prints pages to be read by flipping like a note pad.
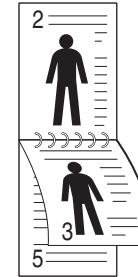
3 Press **OK**.

4 Press ⊗ (**Cancel** or **Stop/Clear**) to return to ready mode.

Receiving faxes in memory

Since your machine is a multi-tasking device, it can receive faxes while you are making copies or printing. If you receive a fax while you are copying or printing, your machine stores incoming faxes in its memory. Then, as soon as you finish copying or printing, the machine automatically prints the fax.

> If fax is received and being printed, other copy and print jobs cannot be processed at the same time.

Fax features

Printing sent fax report automatically

 You can set the machine to print a report with detailed information about the previous 50 communication operations, including time and dates.

1 Press (fax) >   (**Menu**) > **Fax Setup** > **Auto Report** > **On** on the control panel.

2 Press (**Cancel** or **Stop/Clear**) to return to ready mode.

Using shared folder features

This feature allows you to use the machine's memory as a shared folder. The advantage of this feature is that you can conveniently use the shared folder through your computer's window.

> • This feature may not be available depending on model or optional goods (see "Features by models" on page 7).
> • You can use this feature in the models that have a mass storage device (see "Variety feature" on page 10).
> • The administrator can set the ID and password to restrict the user's access and also set the maximum number of simultaneous users.

Creating a shared folder

1 Open the Windows Explore window from the computer.

2 Enter the printer's ₩₩[ip address] (example: ₩₩169.254.133.42) in the address field, and press the Enter key or click **Go**.

3 Create a new folder under **nfsroot** directory.

Using the shared folder

You can use the shared folder in the same way exactly like the normal computer. Create, edit and delete the folder or file as a normal Windows folder. You also store the scanned data in the shared folder. You can directly print files stored on a the shared folder. You can print TIFF, BMP, JPEG and PRN files.

Using memory/hard drive features

 You can use this feature in the models that have a mass storage device (HDD) or memory (see "Variety feature" on page 10).

Setting up the optional memory

From the printer driver

After installing the optional memory, you can use advanced printing features, such as proofing a job and specifying of printing a private job in the **Print** window. Select **Properties** or **Preference**, and configure the printing mode.

From the control panel

If your machine has optional memory or an optional hard drive, you can use these features from the (**Menu**) button > **System Setup** > **Job Management**.

- **Active Job:** All of the print jobs waiting to be printed are listed in the active job queue in the order you sent them to the printer. You can delete a job from the queue before printing, or promote a job to print sooner.

- **File Policy:** You can choose the file policy for generating file name before you proceed with the job through optional memory. If the optional memory already has the same name when you entered a new file name, you can rename or overwrite it.

- **Stored Job:** You can print or delete a stored job.

 - Some menus may not appear on the display depending on options or models. If so, it is not applicable to your machine.

- After installing the hard drive, you can also print the predefined document templates from the (**Menu**) button > **System Setup** > **Form Menu**.

5. Useful Management Tools

This chapter introduces management tools provided to help you make full use of your machine.
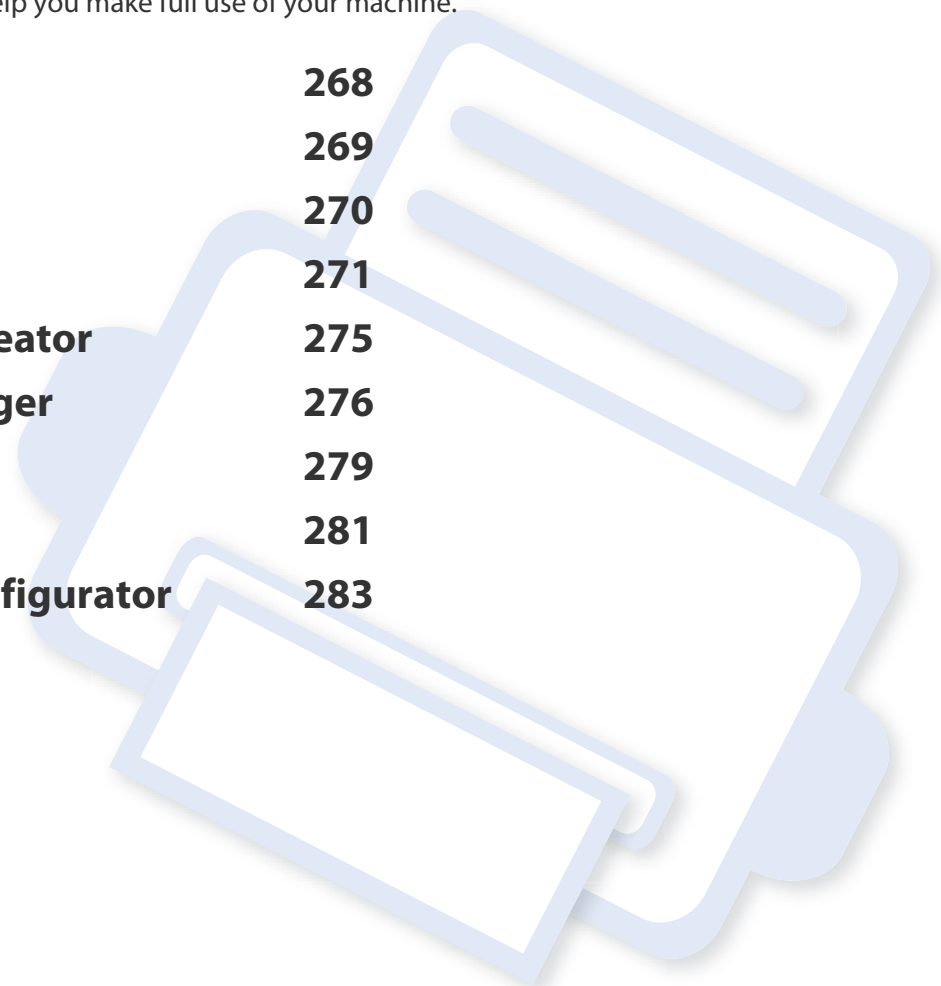
Easy Capture Manager

 - This feature may not be available depending on model or optional goods (see "Software" on page 8).
 - Available for Windows OS users only (see "Software" on page 8).

Capture your screen and launch Easy Capture Manager by simply pressing the Print Screen key. Now you can easily print your captured screen as captured or edited.

Samsung AnyWeb Print

 - This feature may not be available depending on model or optional goods (see "Software" on page 8).
 - Available for Windows and Mac OS users only (see "Software" on page 8).

This tool helps you screen-capture, preview, scrap, and print Windows Internet Explorer pages more easily, than when you use an ordinary program. Click **Start** > **All programs** > **Samsung Printers** > **Samsung AnyWeb Print** > **Download the latest version** to link to the website where the tool is available for download.

Easy Eco Driver

- Available for Windows OS users only.
- This feature may not be available depending on model or optional goods (see "Features by models" on page 7).

With the Easy Eco Driver, you can apply Eco features to save paper and toner before printing. To use this application, **Start Easy Eco Driver before printing job** checkbox in the printer properties should be checked.

Easy Eco Driver also allows you simple editing such as removing images and texts, changing fonts, and more. You can save frequently used settings as a preset.

How to use:

1 Open a document to print.

2 Print the document.

A preview window appears.

3 Select the options you want to apply to the document.

You can see the preview of the applied features.

4 Click **Print**.

Using SyncThru™ Web Service

> • Internet Explorer 6.0 or higher is the minimum requirement for SyncThru™ Web Service.
>
> • SyncThru™ Web Service explanation in this user's guide may differ from your machine depending on its options or models.
>
> • Network model only (see "Software" on page 8).

Accessing SyncThru™ Web Service

1 Access a web browser, such as Internet Explorer, from Windows.

Enter the machine IP address of your printer (http://xxx.xxx.xxx.xxx) in the address field and press the Enter key or click **Go**.

2 Your machine's embedded website opens.

Logging into SyncThru™ Web Service

Before configuring options in SyncThru™ Web Service, you need to log-in as an administrator. You can still use SyncThru™ Web Service without logging in but you won't have access to **Settings** tab and **Security** tab.

1 Click **Login** on the upper right of the SyncThru™ Web Service website.

2 Type in the **ID** and **Password** then click **Login**.

• **ID: admin**

• **Password: sec00000**

Using SyncThru™ Web Service

SyncThru™ Web Service overview

| Information | Settings | Security | Maintenance |

 Some tabs may not appear depending on your model.

Information tab

This tab gives you general information about your machine. You can check things, such as remaining amount of toner. You can also print reports, such as an error report.

- **Active Alerts:** Shows the alerts that have occurred in the machine and their severity.

- **Supplies:** Shows how many pages are printed and amount of toner left in the cartridge.

- **Usage Counters:** Shows the usage count by print types: simplex and duplex.

- **Current Settings:** Shows the machine's and network's information.

- **Print information:** Prints reports such as system related reports, e-mail address, and font reports.

Settings tab

This tab allows you to set configurations provided by your machine and network. You need to log-in as an administrator to view this tab.

- **Machine Settings** tab**:** Sets options provided by your machine.

- **Network Settings** tab**:** Shows options for the network environment. Sets options such as TCP/IP and network protocols.

Security tab

This tab allows you to set system and network security information. You need to log-in as an administrator to view this tab.

- **System Security:** Sets the system administrator's information and also enables or disables machine features.

- **Network Security:** Sets settings for HTTPs, IPSec, IPv4/IPv6 filtering, 802.1x, and Authentication servers.

- **User Access Control:** Classifies users into several groups according to each user's role. Each user's authorization, authentication and accounting will be controlled by the group's role definition.

Using SyncThru™ Web Service

Maintenance tab

This tab allows you to maintain your machine by upgrading firmware and setting contact information for sending emails. You can also connect to Samsung website or download drivers by selecting the **Link** menu.

- **Firmware Upgrade:** Upgrade your machine's firmware.

- **Contact Information:** Shows the contact information.

- **Link:** Shows links to useful sites where you can download or check information.

6 E-mail notification setup

You can receive emails about your machine's status by setting this option. By setting information such as IP address, host name, e-mail address and SMTP server information, the machine status (toner cartridge shortage or machine error) will be sent to a certain person's e-mail automatically. This option may be used more frequently by a machine administrator.

> Some menus may not appear in the display depending on options or models. If so, it is not applicable to your machine.

1 Start a web browser, such as Internet Explorer, from Windows.

Enter the machine IP address (http://xxx.xxx.xxx.xxx) in the address field and press the Enter key or click **Go**.

2 Your machine's embedded website opens.

3 From the **Settings** tab, select **Machine Settings** > **E-mail Notification**.

> If you have not configured outgoing server environment, go to **Settings** > **Network Settings** > **Outgoing Mail Server(SMTP)** to configure network environment before setting e-mail notification.

Using SyncThru™ Web Service

4 Select **Enable** check box to use the **E-mail Notification**.

5 Click **Add** button to add e-mail notification user.

Set the recipient name and e-mail address(es) with notification items you want to receive an alert for.

6 Click **Apply**.

 If the firewall is activated, the e-mail may not be sent successfully. In that case, contact the a network administrator.

Setting the system administrator's information

This setting is necessary for using the e-mail notification option.

 Some menus may not appear in the display depending on options or models. If so, it is not applicable to your machine.

1 Start a web browser, such as Internet Explorer, from Windows.

Enter the machine IP address (http://xxx.xxx.xxx.xxx) in the address field and press the Enter key or click **Go**.

2 Your machine's embedded website opens.

3 From the **Security** tab, select **System Security** > **System Administrator**

4 Enter the name of the administrator, phone number, location, and email address.

5 Click **Apply**.

Using Samsung Easy Document Creator

Samsung Easy Document Creator is an application to help users scan, compile, and save documents in multiple formats, including .epub format. These documents can be shared via social networking sites or fax. Whether you're a student needing to organize research from the library or a stay-at-home mom sharing scanned pictures from last year's birthday party, Samsung Easy Document Creator will provide you with the necessary tools.

The Samsung Easy Document Creator provides features below:

- **Image Scanning:** Use for scanning single or mulitple pictures.

- **Document Scanning:** Use for scanning documents with text or text and images.

- **Text Converting:** Use for scanning documents that need to be saved in an editable text format.

- **Book Scanning:** Use for scanning books with the flatbed scanner.

- **SNS Upload:** Provides an easy and quick way to upload scanned image or existing images to a variety of social networking sites (SNS).

- E-Book Conversion**:** Provides the ability to scan multiple documents in as one e-book or convert existing files into an e-book format.

- **Plug-in:** Scan, fax, and convert to E-Book directly from the Microsoft Office program.

 Click the **Help** ( ) button from the window and click on any option you want to know about.

Using Samsung Easy Printer Manager

> • This feature may not be available depending on model or optional goods (see "Software" on page 8).
> • Available for Windows and Mac OS users only (see "Software" on page 8).
> • For Windows, Internet Explorer 6.0 or higher is the minimum requirement for **Samsung Easy Printer Manager**.

Samsung Easy Printer Manager is an application that combines Samsung machine settings into one location. Samsung Easy Printer Manager combines device settings as well as printing environments, settings/actions and launching. All of these features provide a gateway to conveniently use your Samsung machine. Samsung Easy Printer Manager provides two different user interfaces for the user to choose from: the basic user interface and the advanced user interface. Switching between the two interfaces is easy: just click a button.

Understanding Samsung Easy Printer Manager

To open the program:

For Windows,

Select **Start** > **Programs** or **All Programs** > **Samsung Printers** > **Samsung Easy Printer Manager** > **Samsung Easy Printer Manager**.

For Mac,

Open the **Applications** folder > **Samsung** folder > **Samsung Easy Printer Manager**.

The Samsung Easy Printer Manager interface is comprised of various basic sections as described in the table that follows:

> The screenshot may differ depending on operating system you are using.
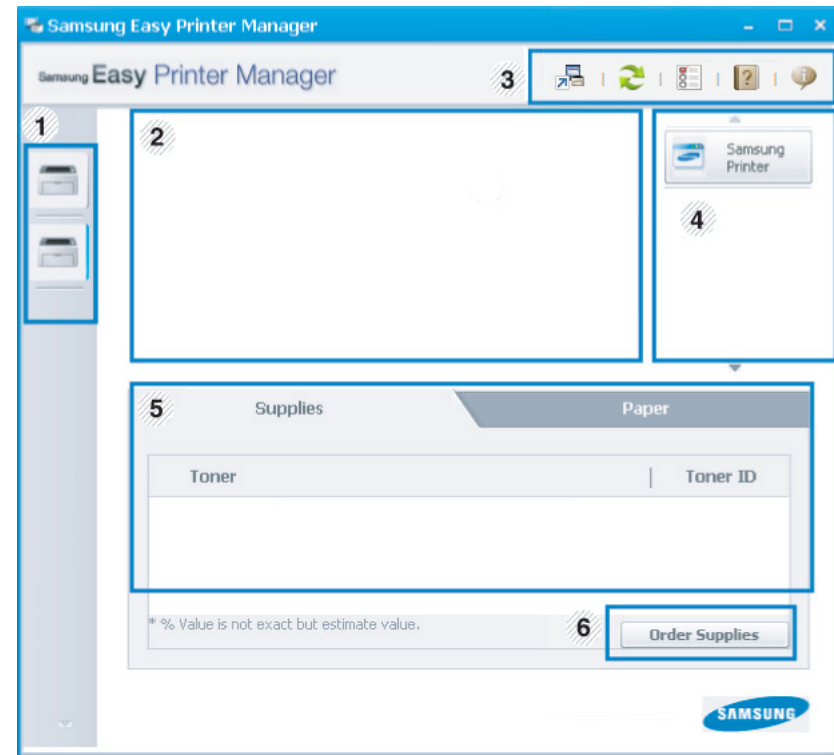
1	Printer list	The Printer List displays printers installed on your computer and network printers added by network discovery (Windows only).

Using Samsung Easy Printer Manager

2	Printer information	This area gives you general information about your machine. You can check information, such as the machine's model name, IP address (or Port name), and machine status. You can view the online **User's Guide**. **Troubleshooting button:** This button opens the **Troubleshooting Guide** when an error occurs. You can directly open the necessary section in the user's guide.
3	Application information	Includes links for changing to the advanced settings, preference, help, and about. The ⬈ button is used to change the user interface to the **advanced settings user interface** (see "Advanced settings user interface overview" on page 278).

4	Quick links	Displays **Quick links** to machine specific functions. This section also includes links to applications in the advanced settings. If you connect your machine to a network, the SyncThru™ Web Service icon is enabled.
5	Contents area	Displays information about the selected machine, remaining toner level, and paper. The information will vary based on the machine selected. Some machines do not have this feature.
6	Order supplies	Click on the **Order** button from the supply ordering window. You can order replacement toner cartridge(s) from online.

Select the **Help** menu or click the ? button from the window and click on any option you want to know about.

Using Samsung Easy Printer Manager

Advanced settings user interface overview

The advanced user interface is intended to be used by the person responsible for managing the network and machines.

> Some menus may not appear in the display depending on options or models. If so, it is not applicable to your machine.

Device Settings

You can configure various machine settings such as machine setup, paper, layout, emulation, network, and print information.

Scan to PC Settings

This menu includes settings to create or delete scan to PC profiles.

• **Scan Activation:** Determines whether or not scanning is enabled on the device.

• **Basic** tab**:** Contains settings related general scan and device settings.

• **Image** tab**:** Contains settings related to image altering.

Fax to PC Settings

This menu includes settings related to the basic fax functionality of the selected device.

• **Disable:** If **Disable** is **On**, incoming faxes will not be received on this device.

• **Enable Fax Receiving from Device:** Enables faxing on the device and allow more options to be set.

Alert Settings (Windows only)

This menu includes settings related to error alerting.

• **Printer Alert:** Provides settings related to when alerts will be received.

• **Email Alert:** Provides options relating to receiving alerts via email.

• **Alert History:** Provides a history of device and toner related alerts.

Job Accounting

Provides querying of quota information of the specified job accounting user. This quota information can be created and applied to devices by job accounting software such as SyncThru™ or CounThru™ admin software.

Using Samsung Printer Status

The Samsung Printer Status is a program that monitors and informs you of the machine status.

> - The **Samsung Printer Status** window and its contents shown in this user's guide may differ depending on the machine or operating system in use.
> - Check the operating system(s) that are compatible with your machine (see "Specifications" on page 108).
> - Available for Windows OS users only (see "Software" on page 8).

Samsung Printer Status overview

If an error occurs while operating, you can check the error from the Samsung Printer Status. Samsung Printer Status is installed automatically when you install the machine software.

You can also launch Samsung Printer Status manually. Go to the **Printing Preferences**, click the **Basic** tab > **Printer Status** button.

These icons appear on the Windows task bar:

Icon	Mean	Description
	Normal	The machine is in ready mode and experiencing no errors or warnings.
	Warning	The machine is in a state where an error might occur in the future. For example, it might be in toner low status, which may lead to toner empty status.
	Error	The machine has at least one error.

1	**Toner Level**	You can view the level of toner remaining in each toner cartridge. The machine and the number of toner cartridge(s) shown in the above window may differ depending on the machine in use. Some machines do not have this feature.
2	**Option**	You can set printing job alert related settings.

Using Samsung Printer Status

3	**Order Supplies**	You can order replacement toner cartridge(s) from online.
4	**User's Guide**	You can view the online User's Guide. ![icon] This button opens the **Troubleshooting Guide** when an error occurs. You can directly open the troubleshooting section in the user's guide.
5	**Close**	Close the window.

Using Smart Panel

Smart Panel is a program that monitors and informs you of the machine's status, and allows you to customize the machine's settings. You can download Smart Panel from the Samsung website (see "Installing the Smart Panel" on page 137).

> • The Smart Panel window and its contents shown in this user's guide may differ depending on the machine or operating system in use.
> • Check the operating system(s) that are compatible with your machine (see "Specifications" on page 108).
> • The Smart Panel is available for Linux OS users only (see "Software" on page 8).

Smart Panel overview

If an error occurs while operating, you can check the error from the Smart Panel. You can also launch Smart Panel manually.

Double-click the Smart Panel icon(   ) in the Notification Area.

1	**Toner Level**	You can view the level of toner remaining in each toner cartridge. The machine and the number of toner cartridge(s) shown in the above window may differ depending on the machine in use. If you cannot see this feature, it is not applicable to your machine.
2	**Buy Now**	You can order replacement toner cartridge(s) from online.
3	**User's Guide**	You can view the online User's Guide. > This button opens the **Troubleshooting Guide** when an error occurs. You can directly open the troubleshooting section in the user's guide.
4	**Printer Setting**	You can configure various machine settings in the Printer Settings Utility window. Some machines do not have this feature. > If you connect your machine to a network, the SyncThru™ Web Service window appears instead of the Printer Settings Utility.

Using Smart Panel

12 Changing Smart Panel's settings

Right-click in Linux on the Smart Panel icon and select **Configure smart panel**.
Select the settings you want from the **Configure smart panel** window.

Using the Linux Unified Driver Configurator

The Unified Driver Configurator is a tool primarily intended for configuring machine devices. You need to install Unified Linux Driver to use Unified Driver Configurator (see "Installation for Linux" on page 137).

After the driver is installed on your Linux system, the Unified Driver Configurator icon will automatically be created on your desktop.

Opening Unified Driver Configurator

1 Double-click the **Unified Driver Configurator** on the desktop.

 You can also click the **Startup** Menu icon and select **Samsung Unified Driver** > **Unified Driver Configurator**.

2 Click each button on the left to switch to the corresponding configuration window.
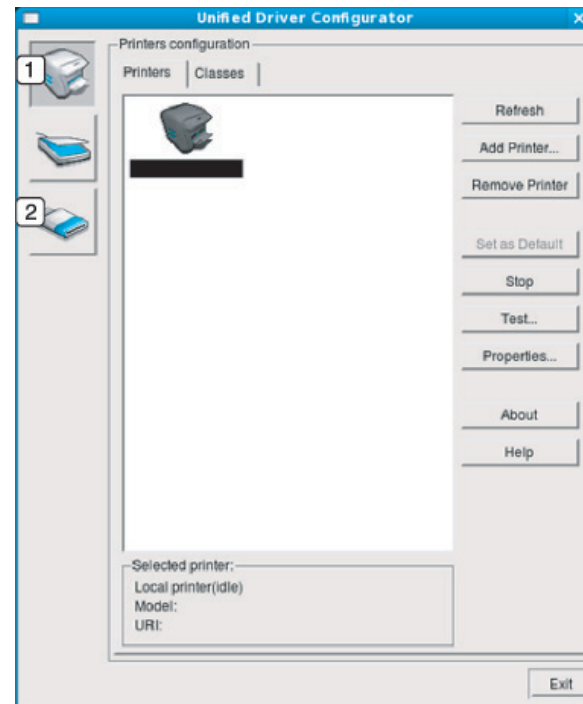
1 Printer Configuration
2 Port Configuration

 To use the on screen help, the **Help** or button from the window.

3 After changing the configurations, click **Exit** to close the **Unified Driver Configurator**.

Using the Linux Unified Driver Configurator

10 Printers configuration

Printers configuration has the two tabs: **Printers** and **Classes**.

Printers tab

View the current system's printer configuration by clicking on the machine icon button on the left side of the **Unified Driver Configurator** window.
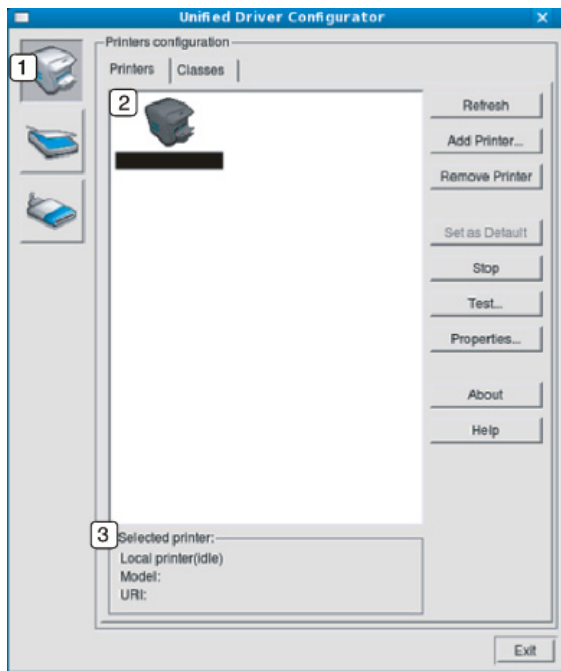
1	Switches to **Printers configuration**.

2	Shows all of the installed machines.
3	Shows the status, model name, and URI of your machine.

The printer control buttons are, as follows:

- **Refresh:** Renews the available machines list.

- **Add Printer:** Allows you to add a new machines.

- **Remove Printer:** Removes the selected machine.

- **Set as Default:** Sets the current selected machine as a default machine.

- **Stop/Start:** Stops/starts the machine.

- **Test:** Allows you to print a test page to ensure the machine is working properly.

- **Properties:** Allows you to view and change the printer's properties.

Using the Linux Unified Driver Configurator

Classes tab

The Classes tab shows a list of available machine classes.
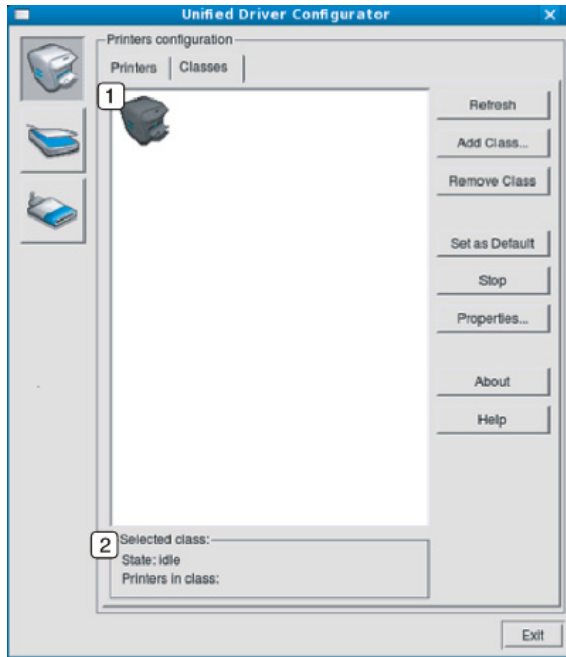
1	Shows all of the machine classes.
2	Shows the status of the class and the number of machines in the class.

• **Refresh:** Renews the classes list.

• **Add Class:** Allows you to add a new machine class.

• **Remove Class:** Removes the selected machine class.

Ports configuration

In this window, you can view the list of available ports, check the status of each port and release a port that is stalled in a busy state when its owner has terminated the job for any reason.
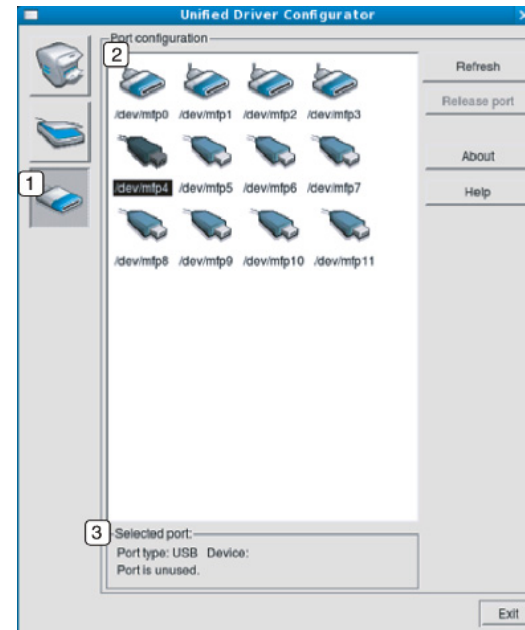
1	Switches to **Ports configuration**.
2	Shows all of the available ports.
3	Shows the port type, device connected to the port, and status.

• **Refresh:** Renews the available ports list.

• **Release port:** Releases the selected port.

6. Troubleshooting

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

Paper feeding problems

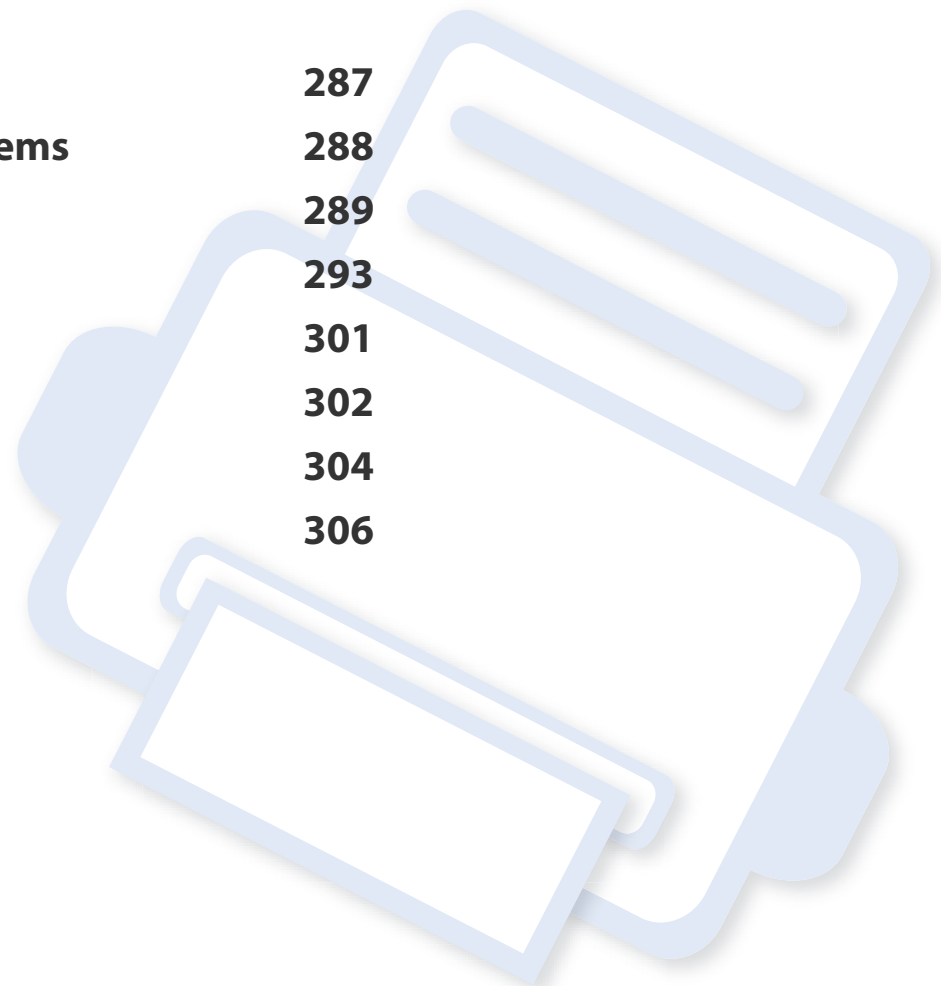| Condition	Suggested solutions
Paper jams during printing.	Clear the paper jam.
Paper sticks together.	• Check the maximum paper capacity of the tray. • Make sure that you are using the correct type of paper. • Remove paper from the tray and flex or fan the paper. • Humid conditions may cause some paper to stick together.
Multiple sheets of paper do not feed.	Different types of paper may be stacked in the tray. Load paper of only one type, size, and weight.
Paper does not feed into the machine.	• Remove any obstructions from inside the machine. • Paper has not been loaded correctly. Remove paper from the tray and reload it correctly. • There is too much paper in the tray. Remove excess paper from the tray. • The paper is too thick. Use only paper that meets the specifications required by the machine.
The paper keeps jamming.	• There is too much paper in the tray. Remove excess paper from the tray. If you are printing on special materials, use the manual feeding in tray. • An incorrect type of paper is being used. Use only paper that meets the specifications required by the machine. • There may be debris inside the machine. Open the front cover and remove any debris.
Envelopes skew or fail to feed correctly.	Ensure that the paper guides are against both sides of the envelopes.

Power and cable connecting problems

 Click this link to open an animation about solving power problems.

Condition	Suggested solutions
The machine is not receiving power, or the connection cable between the computer and the machine is not connected properly.	• Connect the machine to the electricity supply first. If the machine has a (**Power/Wakeup**) button on the control, press it. • Disconnect the machine's cable and reconnect it.

Printing problems

Condition	Possible cause	Suggested solutions
The machine does not print.	The machine is not receiving power.	Connect the machine to the electricity supply first. If the machine has a 🔘 (**Power/Wakeup**) button on the control, press it.
	The machine is not selected as the default machine.	Select your machine as your default machine in Windows.
	Check the machine for the following: • The cover is not closed. Close the cover. • Paper is jammed. Clear the paper jam (see "Clearing paper jams" on page 96). • No paper is loaded. Load paper (see "Loading paper in the tray" on page 43). • The toner cartridge is not installed. Install the toner cartridge (see "Replacing the toner cartridge" on page 78). • Make sure the protect cover and sheets are removed from the toner cartridge (see "Replacing the toner cartridge" on page 78). If a system error occurs, contact your service representative.	
	The connection cable between the computer and the machine is not connected properly.	Disconnect the machine cable and reconnect it (see "Rear view" on page 24).
	The connection cable between the computer and the machine is defective.	If possible, attach the cable to another computer that is working properly and print a job. You can also try using a different machine cable.
	The port setting is incorrect.	Check the Windows printer settings to make sure that the print job is sent to the correct port. If the computer has more than one port, make sure that the machine is attached to the correct one.

Printing problems

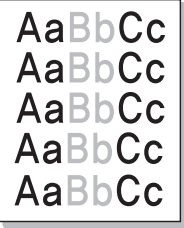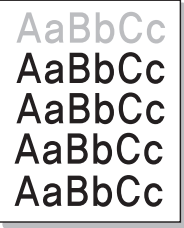| Condition	Possible cause	Suggested solutions
The machine does not print.	The machine may be configured incorrectly.	Check the **Printing Preferences** to ensure that all of the print settings are correct.
	The printer driver may be incorrectly installed.	Uninstall and reinstall the machine's driver.
	The machine is malfunctioning.	Check the display message on the control panel to see if the machine is indicating a system error. Contact a service representative.
	The document size is so big that the hard disk space of the computer is insufficient to access the print job.	Get more hard disk space and print the document again.
	The output tray is full.	Once the paper is removed from the output tray, the machine resumes printing.
The machine selects print materials from the wrong paper source.	The paper option that was selected in the **Printing Preferences** may be incorrect.	For many software applications, the paper source selection is found under the **Paper** tab within the **Printing Preferences** (see "Opening printing preferences" on page 56). Select the correct paper source. See the printer driver help screen (see "Using help" on page 57).
A print job is extremely slow.	The job may be very complex.	Reduce the complexity of the page or try adjusting the print quality settings.
Half the page is blank.	The page orientation setting may be incorrect.	Change the page orientation in your application (see "Opening printing preferences" on page 56). See the printer driver help screen (see "Using help" on page 57).
	The paper size and the paper size settings do not match.	Ensure that the paper size in the printer driver settings matches the paper in the tray. Or, ensure that the paper size in the printer driver settings matches the paper selection in the software application settings you use (see "Opening printing preferences" on page 56).
The machine prints, but the text is wrong, garbled, or incomplete.	The machine cable is loose or defective.	Disconnect the machine cable and reconnect. Try a print job that you have already printed successfully. If possible, attach the cable and the machine to another computer that you know works and try a print job. Finally, try a new machine cable.

Printing problems

Condition	Possible cause	Suggested solutions
	The wrong printer driver was selected.	Check the application's printer selection menu to ensure that your machine is selected.
	The software application is malfunctioning.	Try printing a job from another application.
	The operating system is malfunctioning.	Exit Windows and reboot the computer. Turn the machine off and back on again.
Pages print, but they are blank.	The toner cartridge is defective or out of toner.	Redistribute the toner, if necessary. If necessary, replace the toner cartridge. • See "Redistributing toner" on page 76. • See "Replacing the toner cartridge" on page 78.
	The file may have blank pages.	Check the file to ensure that it does not contain blank pages.
	Some parts, such as the controller or the board, may be defective.	Contact a service representative.
The machine does not print PDF files correctly. Some parts of graphics, text, or illustrations are missing.	Incompatibility between the PDF file and the Acrobat products.	Printing the PDF file as an image may enable the file to print. Turn on **Print As Image** from the Acrobat printing options. It will take longer to print when you print a PDF file as an image.
The print quality of photos is not good. Images are not clear.	The resolution of the photo is very low.	Reduce the photo size. If you increase the photo size in the software application, the resolution will be reduced.
Before printing, the machine emits vapor near the output tray.	Using damp paper can cause vapor during printing.	This is not a problem. Just keep printing.

Printing problems
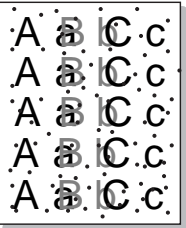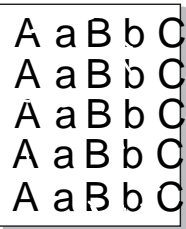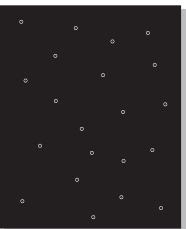
Condition	Possible cause	Suggested solutions
The machine does not print special-sized paper, such as billing paper.	Paper size and paper size setting do not match.	Set the correct paper size in the **Custom** in **Paper** tab in **Printing Preferences** (see "Opening printing preferences" on page 56).
The printed billing paper is curled.	The paper type setting does not match.	Change the printer option and try again. Go to **Printing Preferences**, click **Paper** tab, and set type to **Thick** (see "Opening printing preferences" on page 56).

Printing quality problems

If the inside of the machine is dirty or paper has been loaded improperly, there might be a reduction in print quality. See the table below to clear the problem.

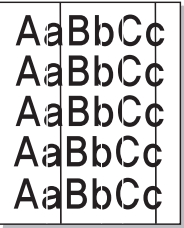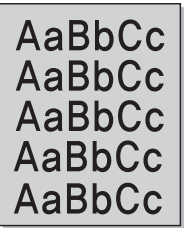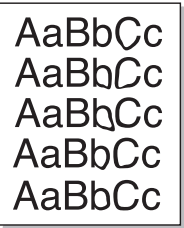| Condition	Suggested solutions
Light or faded print AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	• If a vertical white streak or faded area appears on the page, the toner supply is low. Install a new toner cartridge (see "Replacing the toner cartridge" on page 78). • The paper may not meet paper specifications; for example, the paper may be too moist or rough. • If the entire page is light, the print resolution setting is too low or the toner save mode is on. Adjust the print resolution and turn the toner save mode off. See the help screen of the printer driver. • A combination of faded or smeared defects may indicate that the toner cartridge needs cleaning. Clean the inside of your machine (see "Cleaning the machine" on page 82). • The surface of the LSU part inside the machine may be dirty. Clean the inside of your machine (see "Cleaning the machine" on page 82). If these steps do not correct the problem, contact a service representative.
The top half of the paper is printed lighter than the rest of the paper AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	**The toner might not adhere properly to this type of paper.** • Change the printer option and try again. Go to **Printing Preferences**, click the **Paper** tab, and set the paper type to **Recycled** (see "Opening printing preferences" on page 56).
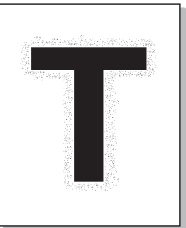
Printing quality problems

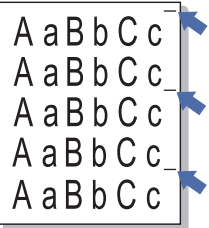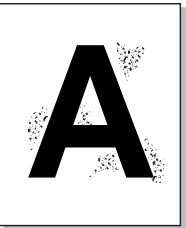| Condition	Suggested solutions
Toner specks AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	• The paper may not meet specifications; for example, the paper may be too moist or rough. • The transfer roller may be dirty. Clean the inside of your machine (see "Cleaning the machine" on page 82). • The paper path may need cleaning. Contact a service representative (see "Cleaning the machine" on page 82).
Dropouts A a B b C A a B b C A a B b C A a B b C A a B b C	If faded areas, generally rounded, occur randomly on the page: • A single sheet of paper may be defective. Try reprinting the job. • The moisture content of the paper is uneven or the paper has moist spots on its surface. Try a different brand of paper. • The paper lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different kind or brand of paper. • Change the printer option and try again. Go to **Printing Preferences**, click the **Paper** tab, and set type to **Thick** (see "Opening printing preferences" on page 56). If these steps do not correct the problem, contact a service representative.
White Spots (image of page with white spots)	If white spots appear on the page: • The paper is too rough and a lot of dirt from paper falls to the inner components within the machine, so the transfer roller may be dirty. Clean the inside of your machine (see "Cleaning the machine" on page 82). • The paper path may need cleaning. Clean the inside of your machine (see "Cleaning the machine" on page 82). If these steps do not correct the problem, contact a service representative.

Printing quality problems

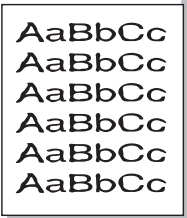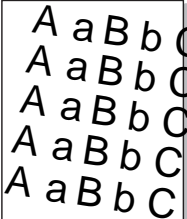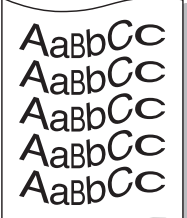| Condition	Suggested solutions
Vertical lines AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	If black vertical streaks appear on the page: • The surface (drum part) of the toner cartridge inside the machine has probably been scratched. Remove the toner cartridge and install a new one (see "Replacing the toner cartridge" on page 78). If white vertical streaks appear on the page: • The surface of the LSU part inside the machine may be dirty. Clean the inside of your machine (see "Cleaning the machine" on page 82). If these steps do not correct the problem, contact a service representative.
Black or color background AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	If the amount of background shading becomes unacceptable: • Change to a lighter weight paper. • Check the environmental conditions: very dry conditions or a high level of humidity (higher than 80% RH) can increase the amount of background shading. • Remove the old toner cartridge and install a new one (see "Replacing the toner cartridge" on page 78). • Thoroughly redistribute the toner (see "Redistributing toner" on page 76).
Toner smear AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	• Clean the inside of the machine (see "Cleaning the machine" on page 82). • Check the paper type and quality. • Remove the toner cartridge and install a new one (see "Replacing the toner cartridge" on page 78).

Printing quality problems

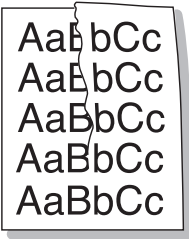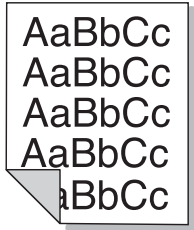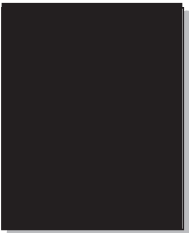| Condition	Suggested solutions
Vertical repetitive defects AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	If marks repeatedly appear on the printed side of the page at even intervals: • The toner cartridge may be damaged. If you still have the same problem, remove the toner cartridge and, install a new one (see "Replacing the toner cartridge" on page 78). • Parts of the machine may have toner on them. If the defects occur on the back of the page, the problem will likely correct itself after a few more pages. • The fusing assembly may be damaged. Contact a service representative.
Background scatter A	Background scatter results from bits of toner randomly distributed on the printed page. • The paper may be too damp. Try printing with a different batch of paper. Do not open packages of paper until necessary so that the paper does not absorb too much moisture. • If background scatter occurs on an envelope, change the printing layout to avoid printing over areas that have overlapping seams on the reverse side. Printing on seams can cause problems. Or select **Thick** from the **Printing Preferences** window (see "Opening printing preferences" on page 56). • If background scatter covers the entire surface area of a printed page, adjust the print resolution through your software application or in **Printing Preferences** (see "Opening printing preferences" on page 56). Ensure the correct paper type is selected. For example: If Thicker Paper is selected, but Plain Paper actually used, an overcharging can occur causing this copy quality problem. • If you are using a new toner cartridge, redistribute the toner first (see "Redistributing toner" on page 76).
Toner particles are around bold characters or pictures T	The toner might not adhere properly to this type of paper. • Change the printer option and try again. Go to **Printing Preferences**, click the **Paper** tab, and set the paper type to **Recycled** (see "Opening printing preferences" on page 56). • Ensure the correct paper type is selected. For example: If Thicker Paper is selected, but Plain Paper actually used, an overcharging can occur causing this copy quality problem.
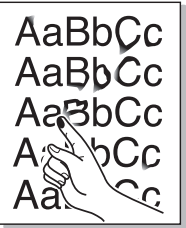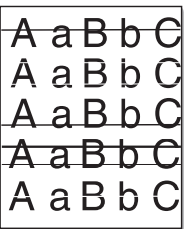
Printing quality problems

Condition	Suggested solutions
Misformed characters AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	• If characters are improperly formed and producing hollow images, the paper stock may be too slick. Try different paper.
Page skew A a B b C A a B b C A a B b C A a B b C A a B b C A a B b C	• Ensure that the paper is loaded properly. • Check the paper type and quality. • Ensure that the guides are not too tight or too loose against the paper stack.
Curl or wave AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	• Ensure that the paper is loaded properly. • Check the paper type and quality. Both high temperature and humidity can cause paper curl. • Turn the stack of paper over in the tray. Also try rotating the paper 180° in the tray.
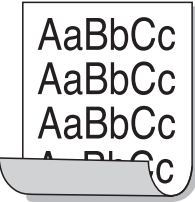
Printing quality problems

Condition	Suggested solutions
Wrinkles or creases AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	• Ensure that the paper is loaded properly. • Check the paper type and quality. • Turn the stack of paper over in the tray. Also try rotating the paper 180° in the tray.
Back of printouts are dirty AaBbCc AaBbCc AaBbCc AaBbCc aBbCc	• Check for leaking toner. Clean the inside of the machine (see "Cleaning the machine" on page 82).
Solid color or black pages	• The toner cartridge may not be installed properly. Remove the cartridge and reinsert it. • The toner cartridge may be defective. Remove the toner cartridge and install a new one (see "Replacing the toner cartridge" on page 78). • The machine may require repairing. Contact a service representative.

Printing quality problems

Condition	Suggested solutions
Loose toner AaBbCc AaBbCc AaBbCc A⬚bCc Aa⬚Cc	• Clean the inside of the machine (see "Cleaning the machine" on page 82). • Check the paper type and quality. • Remove the toner cartridge and then, install a new one (see "Replacing the toner cartridge" on page 78). If the problem persists, the machine may require repair. Contact a service representative.
Character voids A	Character voids are white areas within parts of characters that should be solid black: • You may be printing on the wrong surface of the paper. Remove the paper and turn it around. • The paper may not meet paper specifications.
Horizontal stripes A a B b C A a B b C A a B b C A a B b C A a B b C	If horizontally aligned black streaks or smears appear: • The toner cartridge may be installed improperly. Remove the cartridge and reinsert it. • The toner cartridge may be defective. Remove the toner cartridge and install a new one (see "Replacing the toner cartridge" on page 78). If the problem persists, the machine may require repairing. Contact a service representative.

Printing quality problems

Condition	Suggested solutions
Curl AaBbCc AaBbCc AaBbCc	If the printed paper is curled or paper does not feed into the machine: • Turn the stack of paper over in the tray. Also try rotating the paper 180° in the tray. • Change the printer's paper option and try again. Go to **Printing Preferences**, click the **Paper** tab, and set type to **Thin** (see "Opening printing preferences" on page 56).
• An unknown image repetitively appears on a few sheets • Loose toner • Light print or contamination occurs	Your machine is probably being used at an altitude of 1,000 m (3,281 ft) or above. The high altitude may affect the print quality, such as loose toner or light imaging. Change the altitude setting for your machine (see "Altitude adjustment" on page 221).

Copying problems

Condition	Suggested solutions
Copies are too light or too dark.	Adjust the darkness in copy feature to lighten or darken the backgrounds of copies (see "Changing the settings for each copy" on page 61).
Smears, lines, marks, or spots appear on copies.	• If the defects are on the original, adjust darkness in copy feature to lighten the background of your copies. • If there are no defects on the original, clean the scan unit (see "Cleaning the scan unit" on page 86).
Copy image is skewed.	• Ensure that the original is aligned with the registration guide. • The transfer roller may be dirty. Clean the inside of your machine (see "Cleaning the machine" on page 82).
Blank copies print out.	Ensure that the original is face down on the scanner glass or face up in the document feeder. If these steps do not correct the problem, contact a service representative.
Image rubs off the copy easily.	• Replace the paper in the tray with paper from a new package. • In high humidity areas, do not leave paper in the machine for extended periods of time.
Frequent copy paper jams occur.	• Fan the paper, then turn it over in the tray. Replace the paper in the tray with a fresh supply. Check/adjust the paper guides, if necessary. • Ensure that the paper is the proper type and weight (see "Print media specifications" on page 110). • Check for copy paper or pieces of copy paper remaining in the machine after a paper jam has been cleared.
Toner cartridge produces fewer copies than expected before running out of toner.	• Your originals may contain pictures, solids, or heavy lines. For example, your originals may be forms, newsletters, books, or other documents that use more toner. • The scanner lid may be left open while copies are being made. • Turn the machine off and back on.

Scanning problems

Condition	Suggested solutions
The scanner does not work.	• Make sure that you place the original to be scanned face down on the scanner glass, or face up in the document feeder (see "Loading originals" on page 51).
	• There may not be enough available memory to hold the document you want to scan. Try the Prescan function to see if that works. Try lowering the scan resolution rate.
	• Check that the machine printer cable is connected properly.
	• Make sure that the machine printer cable is not defective. Switch the printer cable with a known good cable. If necessary, replace the printer cable.
	• Check that the scanner is configured correctly. Check scan setting in the SmarThru Office or the application you want to use to make certain that the scanner job is being sent to the correct port (for example, USB001).
The unit scans very slowly.	• Check if the machine is printing received data. If so, scan the document after the received data has been printed.
	• Graphics are scanned more slowly than text.
	• Communication speed slows in scan mode because of the large amount of memory required to analyze and reproduce the scanned image. Set your computer to the ECP printer mode through BIOS setting. It will help to increase the speed. For details about how to set BIOS, refer to your computer user's guide.

Scanning problems

Condition	Suggested solutions
Message appears on your computer screen: • 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.	• There may be a copying or printing job in progress. Try your job again when that job is finished. • The selected port is currently being used. Restart your computer and try again. • The machine printer cable may be improperly connected or the power may be off. • The scanner driver is not installed or the operating environment is not set up properly. • Ensure that the machine is properly connected and the power is on, then restart your computer. • The USB cable may be improperly connected or the power may be off.

Faxing problems

Condition	Suggested solutions
The machine is not working, there is no display, or the buttons are not working.	• Unplug the power cord and plug it in again. • Ensure that there is power being supplied to the electrical outlet. • Ensure that the power is turned on.
No dial tone.	• Check that the phone line is properly connected (see "Rear view" on page 24). • Check that the phone socket on the wall is working by plugging in another phone.
The numbers stored in memory do not dial correctly.	Make sure that the numbers are stored in memory correctly. To check that, print an address book list.
The original does not feed into the machine.	• Make sure that the paper is not wrinkled and you are inserting it in correctly. Check that the original is the right size, not too thick or thin. • Make sure that the document feeder is firmly closed. • The document feeder rubber pad may need to be replaced. Contact a service representative (see "Available maintenance parts" on page 73).
Faxes are not received automatically.	• The receiving mode should be set to fax (see "Changing the receive modes" on page 260). • Make sure that there is paper in the tray (see "Print media specifications" on page 110). • Check to see if the display shows any error message. If it does, clear the problem.
The machine does not send.	• Make sure that the original is loaded in the document feeder or on the scanner glass. • Check the fax machine you are sending to, to see if it can receive your fax.
The incoming fax has blank spaces or is of poor-quality.	• The fax machine sending you the fax may be faulty. • A noisy phone line can cause line errors. • Check your machine by making a copy. • A toner cartridge has almost reached its estimated cartridge life. Replace the toner cartridge (see "Replacing the toner cartridge" on page 78).

Faxing problems

Condition	Suggested solutions
Some of the words on an incoming fax are stretched.	The fax machine sending the fax had a temporary document jam.
There are lines on the originals you sent.	Check your scan unit for marks and clean it (see "Cleaning the scan unit" on page 86).
The machine dials a number, but the connection with the other 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 them to solve the problem on their side.
Faxes do not store in memory.	There may not be enough memory space to store the fax. If the display indicating the memory status shows, delete any faxes you no longer need from the memory, and then try to store the fax again. Call for service.
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. Check the paper size and type again.

Operating system problems

Common Windows problems

Condition	Suggested solutions
"File in Use" message appears during installation.	Exit all software applications. Remove all software from the startup group, then restart Windows. Reinstall the printer driver.
"General Protection Fault", "Exception OE", "Spool 32", or "Illegal Operation" messages appear.	Close all other applications, reboot Windows and try printing again.
"Fail To Print", "A printer timeout error occurred" message appear.	These messages may appear during printing. Just keep waiting until the machine finishes printing. If the message appears in ready mode or after printing has completed, check the connection and/or whether an error has occurred.

 Refer to the Microsoft Windows User's Guide that came with your computer for further information on Windows error messages.

Operating system problems

Common Mac problems

Condition	Suggested solutions
The machine does not print PDF files correctly. Some parts of graphics, text, or illustrations are missing.	Printing the PDF file as an image may enable the file to print. Turn on **Print As Image** from the Acrobat printing options. It will take longer to print when you print a PDF file as an image.
Some letters are not displayed normally during cover page printing.	Mac OS cannot create the font while printing the cover page. The English alphabet and numbers are displayed normally on the cover page.
When printing a document in Mac with Acrobat Reader 6.0 or higher, colors print incorrectly.	Make sure that the resolution setting in your machine driver matches the one in Acrobat Reader.

 Refer to the Mac User's Guide that came with your computer for further information on Mac error messages.

Operating system problems

Common Linux problems

Condition	Suggested solutions
The machine does not print.	• Check if the printer driver is installed in your system. Open Unified Driver Configurator and switch to the **Printers** tab in the **Printers configuration** window to look at the list of available machines. Make sure that your machine is displayed on the list. If not, open **Add new printer wizard** to set up your device. • Check if the machine is started. Open **Printers configuration** and select your machine from the printers list. Look at the description in the **Selected printer** pane. If its status contains **Stopped**, press the **Start** button. Normal operation of the machine should be restored. The "stopped" status might be activated when some problems in printing occur. • Check if your application has special print options such as "-oraw". If "-oraw" is specified in the command line parameter, then remove it to print properly. For Gimp front-end, select "print" -> "Setup printer" and edit the command line parameter in the command item.
Some color images come out all black.	This is a known bug in Ghostscript (until GNU Ghostscript version 7.05) when the base color space of the document is indexed color space and it is converted through CIE color space. Because Postscript uses CIE color space for Color Matching System, you should upgrade Ghostscript on your system to at least GNU Ghostscript version 7.06 or later. You can find recent Ghostscript versions at www.ghostscript.com.
Some color images come out in unexpected color.	This is a known bug in Ghostscript (until GNU Ghostscript version 7.xx) when the base color space of the document is indexed RGB color space and it is converted through CIE color space. Because Postscript uses CIE color space for Color Matching System, you should upgrade Ghostscript on your system to at least GNU Ghostscript version 8.xx or later. You can find recent Ghostscript versions at www.ghostscript.com.
The machine does not print whole pages, and output is printed on half the page.	It is a known problem that occurs when a color machine is used on version 8.51 or earlier of Ghostscript, 64-bit Linux OS, and has been reported to bugs.ghostscript.com as Ghostscript Bug 688252.The problem is solved in AFPL Ghostscript v. 8.52 or above. Download the latest version of AFPL Ghostscript from http://sourceforge.net/projects/ghostscript/ and install it to solve this problem.

Operating system problems

Condition	Suggested solutions
I cannot scan via Gimp Front-end.	Check if Gimp Front-end has Xsane:Device dialog. on the Acquire menu. If not, you should install Xsane plug-in for Gimp on the your computer. You can find Xsane plug-in package for Gimp on Linux distribution CD or Gimp home page. For the detailed information, refer to the Help for Linux distribution CD or Gimp Front-end application. If you wish to use another kind of scan application, refer to application's Help.
"Cannot open port device file" error message appears when printing a document.	Avoid changing print job parameters (e.q., via LPR GUI) while a print job is in progress. Known versions of CUPS server break the print job whenever print options are changed and then try to restart the job from the beginning. Since Unified Linux Driver locks the port while printing, the abrupt termination of the driver keeps the port locked and unavailable for subsequent print jobs. If this situation occurs, try to release the port by selecting **Release port** in the **Port configuration** window.
The machine does not appear on the scanners list.	• Ensure your machine is attached to your computer, connected properly via the USB port, and is turned on. • Ensure the scanner driver for your machine is installed in your system. Open Unified Linux Driver configurator, switch to Scanners configuration, then press Drivers. Make sure that driver with a name corresponding to your machine's name is listed in the window. • Ensure the port is not busy. Since functional components of machine (printer and scanner) share the same I/O interface (port), the situation of simultaneous access of different user applications to the same port is possible. To avoid possible conflicts, only one of them at a time is allowed to gain control over the device. The other user will encounter "device busy" response. This usually happens when starting a scan procedure. An appropriate message box appears. To identify the source of the problem, open the Ports configuration and select the port assigned to your scanner, port's symbol /dev/mfp0 corresponds to LP:0 designation displayed in the scanners' options, /dev/mfp1 relates to LP:1, and so on. USB ports start at /dev/mfp4, so scanner on USB:0 relates to /dev/mfp4 respectively and so forth sequentially. In the Selected port pane, you can see if the port is occupied by another application. If this is the case, you should either wait for completion of the current job or press the Release port button, if you are sure that the present port application is not functioning properly.
The machine does not scan.	• Ensure a document is loaded into the machine, ensure your machine is connected to the computer. • If there is an I/O error while scanning.

Operating system problems

 📝 Refer to the Linux User's Guide that came with your computer for further information on Linux error messages.

Common PostScript problems

The following situations are PS language specific and may occur when several printer languages are used.

Problem	Possible cause	Solution
The PostScript file cannot be printed	The PostScript driver may not be installed correctly.	• Install the PostScript driver (see "Software Installation" on page 134). • Print a configuration page and verify that the PS version is available for printing. • If the problem persists, contact a service representative.
Limit Check Error report prints	The print job was too complex.	You might need to reduce the complexity of the page or install more memory.
A PostScript error page prints	The print job may not be PostScript.	Make sure that the print job is a PostScript job. Check to see whether the software application expected a setup or PostScript header file to be sent to the machine.
The optional tray is not selected in the driver	The printer driver has not been configured to recognize the optional tray.	Open the PostScript driver properties, select the **Device Options** tab, and set the tray option.
When printing a document in Mac with Acrobat Reader 6.0 or higher, colors print incorrectly	The resolution setting in the printer driver may not be matched with the one in Acrobat Reader.	Make sure that the resolution setting in your printer driver matches the one in Acrobat Reader.