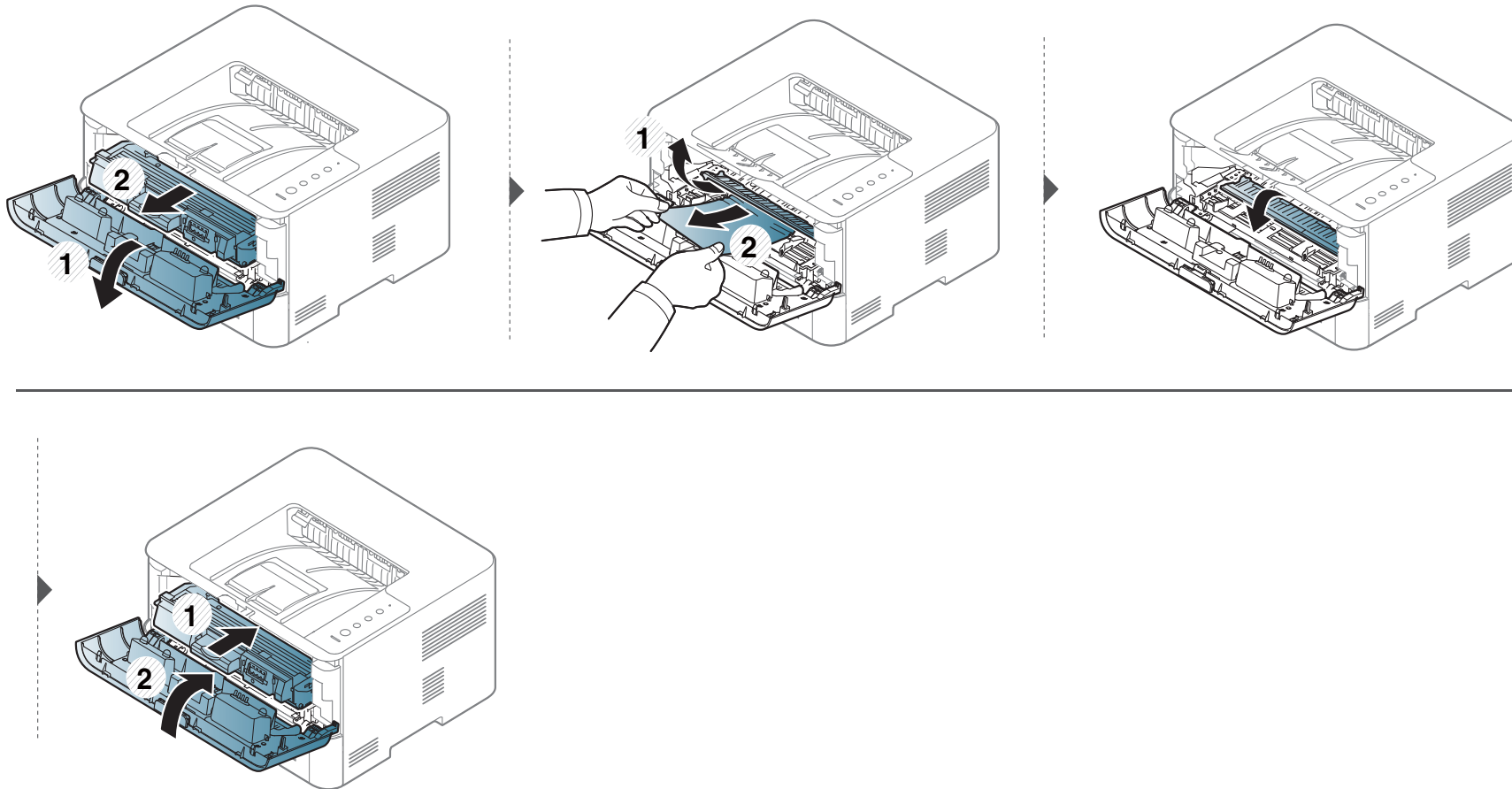# Clearing paper jams

Inside the machine
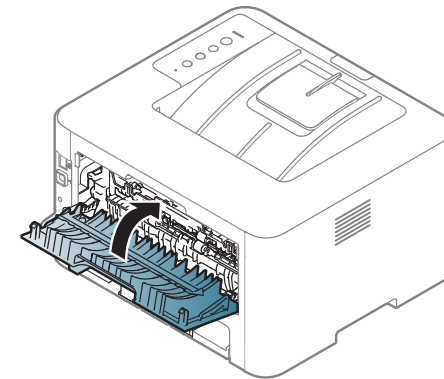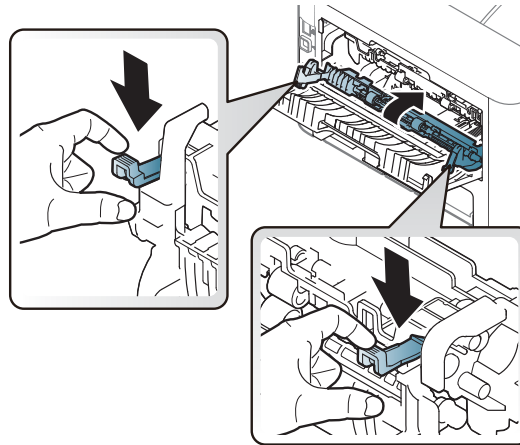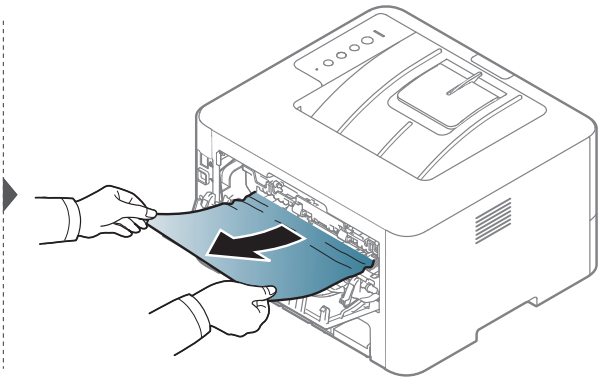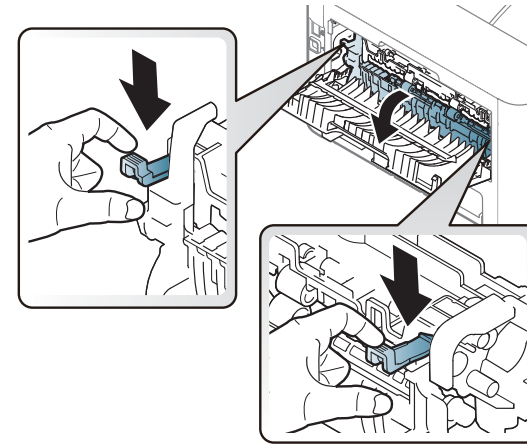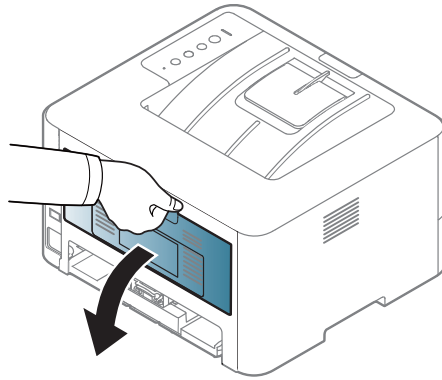
> • The fuser area is hot. Take care when removing paper from the machine.
> • Before opening the front cover, close the output support first.

Clearing paper jams

Clearing paper jams

In the duplex area
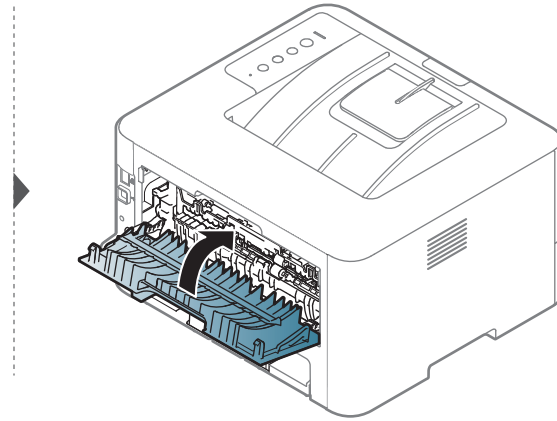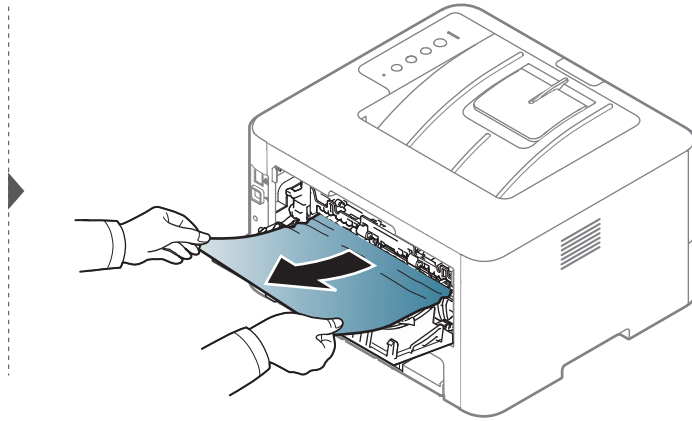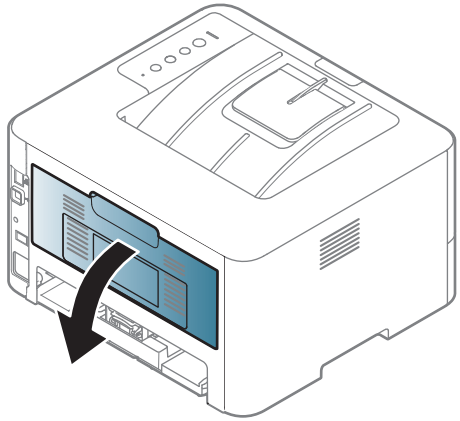
Clearing paper jams

If you do not see the paper in this area, stop and go to next step:
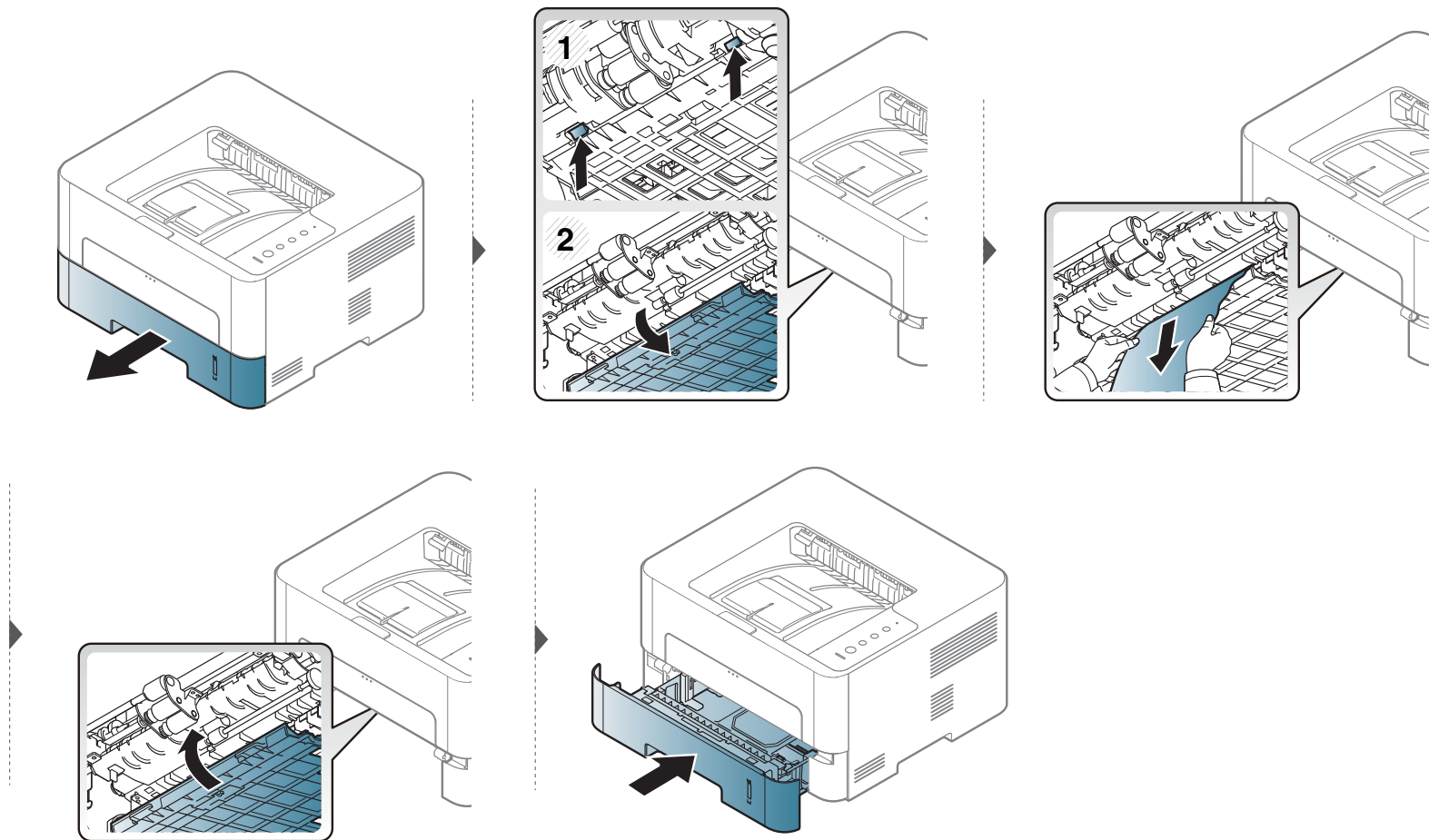
Understanding the LED

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

> • Some LEDs may not be available depending on model or country (see "Control panel overview" on page 19).
> • To resolve the error, look at the error message and its instructions from the troubleshooting part (see "Troubleshooting" on page 195).
> • You also can resolve the error with the guideline from the computers' Samsung Printer Status program window (see "Using Samsung Printer Status" on page 187).
> • If the problem persists, call a service representative.

Understanding the LED

Status LED

Status			Description
↔/⚠ **(Status LED)**	**Off**		• The machine is off-line.
			• The machine is in power save mode.
	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.
		On	• The machine is on-line and can be used.
	Red	**Blinking**	A minor error has occurred and the machine is waiting for the error to be cleared. When the problem is cleared, the machine resumes.
		On	• The cover is opened. Close the cover.
			• There is no paper in the tray when receiving or printing data. Load paper in the tray.
			• The machine has stopped due to a major error. Reboot the power and try the printing job again. If the problem persists, please call for service.
			• An imaging unit has almost reached its estimated cartridge life[a]. It is recommended to replace the imaging unit (see "Replacing the imaging unit" on page 52).
	Orange	**Blinking**	Upgrading firmware.
		On	A paper jam has occurred (see "Clearing paper jams" on page 59).

a. When the imaging unit has reached its end of life, the machine will stop printing. In this case, you can choose to stop or continue printing from the SyncThru™ Web Service (**Settings** > **Machine Settings** > **System** > **Setup** > **Supplies Management** > **Imaging Unit Stop**) or Samsung Easy Printer Manager (**Device Settings** > **System** > **Supplies Management** > **Imaging Unit Stop**). Turning off this option and continuing to print may damage the device's system.

Understanding the LED

Toner LED/ WPS LED/ Power LED/ Eco LED

Status			Description
⬚ **(Toner LED)**	**Orange**	**Blinking**	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 49).
		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 50).
		Off	All toner cartridges are at normal capacity.
⬚ **(WPS LED)[b]**	**Blue**	**Blinking**	The machine is connecting to a wireless network.
		On	The machine is connected to a wireless network (see "Wireless network setup" on page 113).
		Off	The machine is disconnected from a wireless network.
⬚ **(Power LED)**	**Blue**	**On**	The machine is in power save mode.
		Off	The machine is in ready mode or the machine's power is off.
⬚ **(Eco LED)**	**Green**	**On**	Eco mode is on (see "Eco printing" on page 41).
		Off	Eco mode is off.

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 orange LED is on and the printer stops printing.
b. Wireless model only (see "Features by model" on page 6).

5. Appendix

This chapter provides product specifications and information concerning applicable regulations.
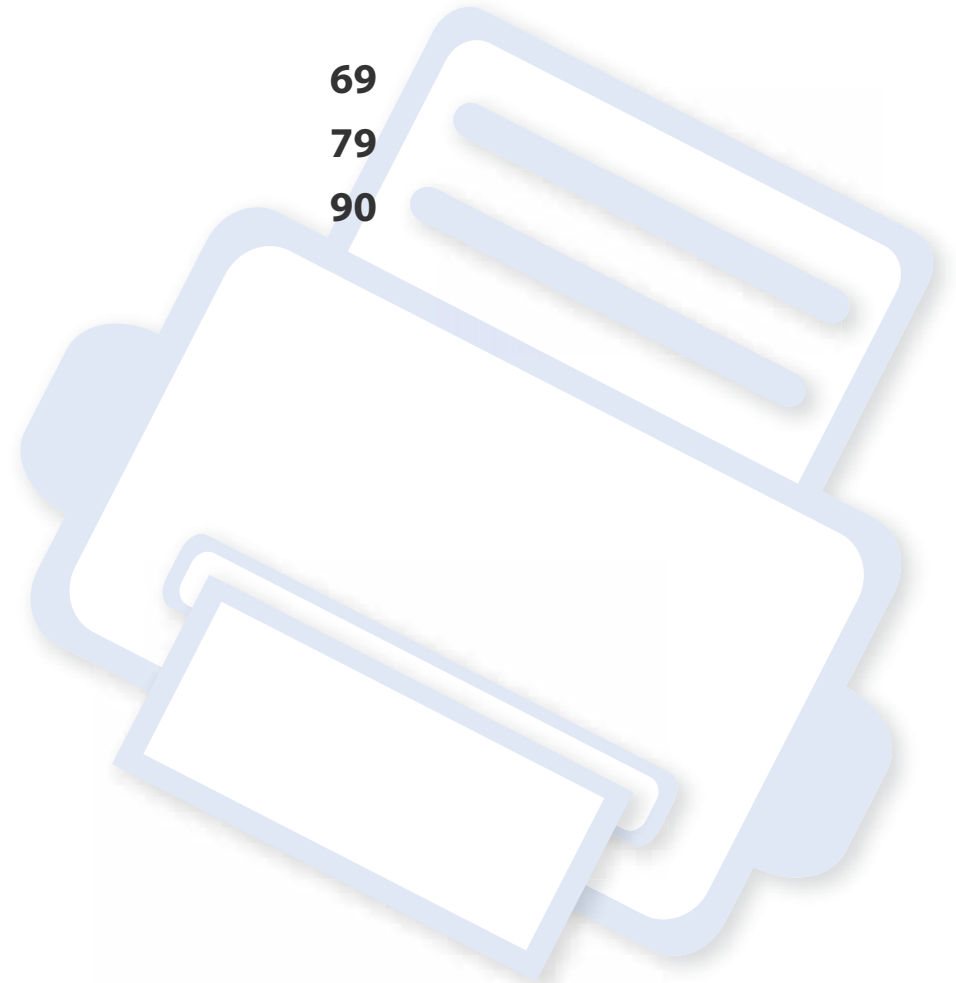
Specifications

General specifications

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

Items		Description
Dimension	**Width x Length x Height**	368 x 334.5 x 202 mm (14.49 x 13.17 x 7.95 inches)
Weight	**Machine with consumables**	7.0 kg (15.43 lbs)
Noise Level[a] [b]	**Ready mode**	Less than 26 dB (A)
	Print mode	Less than 50 dB (A)
Temperature	**Operation**	10 to 30℃
	Storage (packed)	-20 to 40℃
Humidity	**Operation**	20 to 80% RH
	Storage (packed)	10 to 90% RH
Power rating[c]	**110 volt models**	AC 110 - 127 V
	220 volt models	AC 220 - 240 V

Specifications

Items		Description
Power consumption[d]	**Average operating mode**	Less than 400 W
	Ready mode	Less than 45 W
	Power save mode	Less than 0.9 W
	Power off mode[e]	Less than 0.2 W (0.1 W[f])
	Network Standby Mode (All Port Activation)	Less than 1.16 W
Wireless [g]	**Module**	SPW-B4319S

a. Sound Pressure Level, ISO 7779. Configuration tested: basic machine installation, A4 paper, simplex printing.
b. China only: If the equipment's noise is louder than 63 db (A), the equipment should be placed in region of relatively independent advice.
c. See the rating label on the machine for the correct voltage (V), frequency (hertz) and type of current (A) for your machine.
d. The power consumption may be affected by the machine's status, setting conditions, operating environment, and measuring equipment and method the country uses.
e. Power consumption can be completely avoided only when the power cable is not connected.
f. For the machine that has a power switch.
g. Wireless model only (see "Features by model" on page 6).

Specifications

Print media specifications

Type	Size	Dimensions	Print media weight/Capacity[a]	
			Tray	Manual feeder[b]
Plain paper	Letter	216 x 279 mm (8.5 x 11 inches)	60 to 163 g/m^2 (16 to 43 lbs bond) • 250 sheets of 80 g/m^2 (21 lbs bond)	60 to 220 g/m^2 (16 to 59 lbs bond) • 1 sheet of 80 g/m^2 (21 lbs bond)
	Legal	216 x 356 mm (8.5 x 14 inches)		
	US Folio	216 x 330 mm (8.5 x 13 inches)		
	A4	210 x 297 mm (8.27 x 11.69 inches)		
	Oficio	216 x 343 mm (8.5 x 13.5 inches)		
	JIS B5	182 x 257 mm (7.17 x 10.12 inches)		
	ISO B5	176 x 250 mm (6.93 x 9.84 inches)		
	Executive	184 x 267 mm (7.25 x 10.5 inches)		
	A5	148 x 210 mm (5.83 x 8.27 inches)		
	A6	105 x 148 mm (4.13 x 5.83 inches)		

Specifications

Type	Size	Dimensions	Print media weight/Capacity[a]	
			Tray	Manual feeder[b]
Envelope	**Envelope Monarch**	98 x 191 mm (3.87 x 7.5 inches)	Not available in tray	60 to 220 g/m^2 (16 to 59 lbs bond)
	Envelope No. 10	105 x 241 mm (4.12 x 9.5 inches)		
	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 tray	164 to 220 g/m^2 (44 to 59 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 tray	138 to 146 g/m^2 (37 to 39 lbs bond)
Labels[c]	**Letter, Legal, US Folio, A4, JIS B5, ISO B5, Executive, A5**	Refer to the Plain paper section	Not available in tray	120 to 150 g/m^2 (32 to 40 lbs bond)

Specifications

Type	Size	Dimensions	Print media weight/Capacity[a]	
			Tray	**Manual feeder[b]**
Card stock	**Letter, Legal, US Folio, A4, JIS B5, ISO B5, Executive, A5, Postcard 4x6**	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)		• **Manual feeder:** 76 x 127 mm (3 x 5 inches) • **Tray:** 105 x 148.5 mm (4.13 x 5.85 inches)	60 to 163 g/m^2 (16 to 43 lbs bond) [d], [e]	
Maximum size (custom)		216 x 356 mm (8.5 x 14 inches)		

a. Maximum capacity may differ depending on media weight, thickness, and environmental conditions.
b. 1 sheet for manual feeder.
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 the manual feeder: Plan, Thick, Thicker, Thin, Cotton, Colored, Pre-printed, Recycled, Envelope, Transparency, Labels, Cardstock, Bond, Archive
e. The paper types available in tray: Plan, Thick, Thin, Recycled, Cardstock, Bond, Archive

Specifications

System requirements

Microsoft® Windows®

Operating system	Requirement (recommended)		
	CPU	RAM	free HDD space
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
	• Support for DirectX® 9 graphics with 128 MB memory (to enable the Aero theme). • DVD-R/W Drive		
Windows Server® 2008 R2	Intel® Pentium® IV 1.4 GHz (x64) processors (2 GHz or faster)	512 MB (2 GB)	10 GB
Windows® 8 **Windows® 8.1**	Intel® Pentium® IV 1 GHz 32-bit or 64-bit processor or higher	2 GB	20 GB
	• Support for DirectX® 9 graphics with 128 MB memory (to enable the Aero theme). • DVD-R/W Drive		
Windows Server® 2012 **Windows Server® 2012 R2**	Intel® Pentium® IV 1.4 GHz (x64) processors (2 GHz or faster)	512 MB (2 GB)	32 GB

Specifications

> - Internet Explorer 6.0 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.

Mac

Operating system	Requirements (Recommended)		
	CPU	**RAM**	**Free HDD space**
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
Mac OS X 10.7 - 10.9	• Intel® processors	2 GB	4 GB

Specifications

Linux

Items	Requirements
Operating system	Red Hat Enterprise Linux 5, 6 Fedora 11, 12, 13, 14, 15, 16, 17, 18, 19 openSUSE 11.0, 11.1, 11.2, 11.3, 11.4, 12.1, 12.2, 12.3 Ubuntu 10.04, 10.10, 11.04, 11.10, 12.04, 12.10, 13.04 SUSE Linux Enterprise Desktop 10, 11 Debian 5.0, 6.0, 7.0, 7.1 Mint 13, 14 , 15
CPU	Pentium IV 2.4GHz (Intel Core™2)
RAM	512 MB (1 GB)
Free HDD space	1 GB (2 GB)

Specifications

Unix

Items	Requirements
Operating system	Sun Solaris 9, 10, 11 (x86, SPARC) HP-UX 11.0, 11i v1, 11i v2, 11i v3 (PA-RISC, Itanium) IBM AIX 5.1, 5.2, 5.3, 5.4, 6.1 7.1 (PowerPC)
Free HDD space	Up to 100 MB

Specifications

Network environment

 Network and wireless models only (see "Features by model" on page 6).

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.

Items	Specifications
Network interface	• Ethernet 10/100 Base-TX Wired Lan • 802.11b/g/n Wireless LAN
Network operating system	• Windows® XP, Windows Server® 2003, Windows Vista®, Windows® 7, Windows® 8, Windows Server® 2008 R2 • Various Linux OS • Mac OS X 10.5-10.9 • UNIX OS
Network protocols	• TCP/IPv4 • DHCP, BOOTP • DNS, WINS, Bonjour, SLP, UPnP • Standard TCP/IP Printing (RAW), LPR, IPP, WSD • SNMPv 1/2/3, HTTP, IPSec • TCP/IPv6 (DHCP, DNS, RAW, LPR, SNMPv 1/2/3, HTTP, IPSec)
Wireless security	• Authentication: Open System, Shared Key, WPA Personal, WPA2 Personal (PSK) • Encryption: WEP64, WEP128, TKIP, AES

Regulatory information

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.

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:

CAUTION - CLASS 3B. INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO THE BEAM.
ATTENTION - CLASSE 3B. RADIATION LASER INVISIBLE EN CAS D'OUVERTURE. EVITER L'EXPOSITION AU FAISCEAU.
GEFAHREN - KLASSE 3B: UNSICHTBARE LASERSTRAHLUNG WENN GEOFFNET. STRAHLENAUSSETZUNG VERMEIDEN.
ATTENZIONE - CLASSE 3B. RADIAZIONI LASER INVISIBILI CON IL DISPOSITIVO APERTO. EVITARE L'ESPOSIZIONE AL RAGGIO.
PRECAUCIÓN - RADIACIÓN LÁSER INVISIBLE DE CLASE 3B PRESENTE AL ABRIR. EVITE LA EXPOSICIÓN AL HAZ.
PERIGO - CLASSE 3B. RADIAÇÃO LASER INVISÍVEL AO ABRIR. EVITE EXPOSIÇÃO DIRECTA AO FEIXE.
GEVAAR - KLASSE 3B. ONZICHTBARE LASERSTRALING INDIEN GEOPEND. VERMIJD BLOOTSTELLING AAN DE STRAAL.
ADVARSEL - KLASSE 3B. USYNLIG LASERSTRÅLING VED ÅBNING. UNDGÅ UDSÆTTELSE FOR STRÅLING.
ADVARSEL - KLASSE 3B. USYNLIG LASERSTRÅLING NÅR DEKSEL ÅPNES. UNNGÅ EKSPONERING FOR STRÅLEN.
VARNING - KLASS 3B OSYNLIG LASERSTRÅLNING NÄR DENNA DEL ÄR ÖPPNAD. STRÅLEN ÄR FARLIG.
VAROITUS - LUOKAN 3B NÄKYMÄTTÖMÄLLE LASER-SÄTEILYÄ AVATTUNA. VÄLTÄ ALTISTUMISTA SÄTEELLE.
注　意 - CLASS 3B。严禁打开, 以免被不可见激光辐射 泄漏灼伤
주　의 - 열리면 등급 3B 비가시 레이저 방사선이 방출됩니다. 광선에 노출을 피하십시오.
注　意 - CLASS 3B。嚴禁打開, 以免被不可見激光輻射洩漏灼傷

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.

Regulatory information

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

For ENERGY STAR certified models, the ENERGY STAR label will be on your machine. Check if your machine is ENERGY STAR certified.

Recycling

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

China only

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，请您及时与授权耗材更换中心取得联系，
我们会及时为您提供服务。

Website: http://www.samsung.com/cn/support/location/supportServiceLocation.do?page=SERVICE.LOCATION

中国能效标识

型号	能效等级	典型能耗 （kW·h）
Xpress M3015ND		
Xpress M3015DW		

依据国家标准 GB 21521-2014