User's Guide

Samsung Printer Pro**Xpress**

BASIC

This guide provides information concerning installation, basic operation and troubleshooting on windows.

ADVANCED

This guide provides information about the installation, advanced configuration, operation and troubleshooting on various OS environments.

Some features may not be available depending on models or countries.

BASIC

BASIC

5. Appendix

1. Introduction

This chapter provides information you need to know before using the machine.

Key benefits

Environmentally friendly

*   To save toner and paper, this machine supports Eco feature (see "Eco printing" on page 53).

*   To save paper, you can print multiple pages on one single sheet of paper (see "Using advanced print features" on page 213).

*   To save paper, you can print on both sides of the paper (double-sided printing) (see "Using advanced print features" on page 213).

*   To save electricity, this machine automatically conserves electricity by substantially reducing power consumption when not in use.

*   We recommend using recycled paper for saving energy.

Fast high resolution printing

*   You can print with a resolution of up to 1,200 x 1,200 dpi effective output (1200 x 600 x 2 bit).

*   Fast, on-demand printing.
    - M332x series
        ▪   For single-side printing, 33 ppm (A4) or 35 ppm (Letter).
    - M382x series
        ▪   For single-side printing, 38 ppm (A4) or 40 ppm (Letter).
    - M402x series
        ▪   For single-side printing, 40 ppm (A4) or 42 ppm (Letter).

Key benefits

Convenience

- You can print on the go from your smartphone or computer using Google Cloud Print™ enabled apps (see "Google Cloud Print™" on page 185).

- Easy Capture Manager allows you to easily edit and print whatever you captured using the Print Screen key on the keyboard (see "Easy Capture Manager" on page 233).

- Samsung Easy Printer Manager and Printing Status is a program that monitors and informs you of the machine's status and allows you to customize the machine's settings (see "Using Samsung Easy Printer Manager" on page 240 or "Using Samsung Printer Status" on page 243).

- Samusng AnyWeb Print helps you screen-capture, preview, scrap, and print the screen of Windows Internet Explorer more easily than when you use the ordinary program (see "Samsung AnyWeb Print" on page 234).

- Smart Update allows you to check for the latest software and install the latest version during the printer driver installation process. This is available only for Windows.

- If you have Internet access, you can get help, support application, machine drivers, manuals, and order information from the Samsung website, www.samsung.com > find your product > Support or Downloads.

Wide range of functionality and application support

- Supports various paper sizes (see "Print media specifications" on page 113).

- Print watermark: You can customize your documents with words, such as "**CONFIDENTIAL**" (see "Using advanced print features" on page 213).

- Print posters: The text and pictures of each page of your document are magnified and printed across the multiple sheets of paper and can then be taped together to form a poster (see "Using advanced print features" on page 213).

- You can print in various operating systems (see "System requirements" on page 115).

- Your machine is equipped with a USB interface and/or a network interface.

Key benefits

Supports various wireless network setting method

- Using the WPS (Wi-Fi Protected Setup™) button

    - You can easily connect to a wireless network using the WPS button on the machine and the access point (a wireless router).

- Using the USB cable or a network cable

    - You can connect and set various wireless network settings using a USB cable or a network cable.

- Using the Wi-Fi Direct

    - You can conveniently print from your mobile device using the Wi-Fi or Wi-Fi Direct feature.

> See "Introducing wireless set up methods" on page 157.

Support XOA applications

The machine supports XOA custom applications.

- Regarding the XOA custom applications, please contact your XOA custom application provider.

Features by models

Some features and optional goods may not be available depending on model or country.

Operating System

Operating System	M332x series	M382x series	M402x series
Windows	●	●	●
Mac	●	●	●
Linux	●	●	●
Unix	●	● (M382xND/M382xDW only)	●

(●: Included, Blank: Not available)

Features by models

Software

You can install the printer driver and software when you insert the software CD into your CD-ROM drive. For windows, select the printer driver and software in the **Select Software to Install** window.

Software		M332x series	M382x series	M402x series
SPL printer driver		●	●	●
PCL printer driver		●	● (M382xND/M382xDW only)	●
PS printer driver[a]		●	● (M382xND/M382xDW only)	●
XPS printer driver[a]		●	●	●
Samsung Easy Printer Manager	**Device Settings**	●	●	●
Samsung Printer Status		●	●	●
Direct Printing Utility[a]		●	●	●
Samsung AnyWeb Print[a]		●	●	●
SyncThru™ Web Service		●	● (M382xND/M382xDW only)	●
SyncThru Admin Web Service		●	● (M382xND/M382xDW only)	●
Easy Eco Driver		●	●	●
Easy Capture Manager		●	●	●

a. Download the software from the Samsung website and install it: (http://www.samsung.com > find your product > Support or Downloads). Before installing, check whether your computer's OS support the software.

(●: Included, Blank: Not available)

Features by models

Variety feature

Features	M332x series	M382x series	M402x series
Hi-Speed USB 2.0	●	●	●
IEEE 1284B parallel connector[a]	○	○	○
Network Interface Ethernet 10/100 Base TX wired LAN	●	● (M382xND/M382xDW only)	
Network Interface Ethernet 10/100/1000 Base TX wired LAN			●
Network Interface 802.11b/g/n wireless LAN[b]		● (M382xDW only)	
Eco printing	●	●	●
Duplex (2-sided) printing	●	●	●
USB memory interface			● (M402xNX only)
Memory module		○ (M382xND/M382xDW only)	○
Optional tray (Tray2)	○	○ (M382xND/M382xDW only)	○
AirPrint	●	●	●
Google Cloud Print™	●	●	●

a. If you use the parallel port, you cannot use the USB cable.

b. Depending on your country, wireless LAN card may not be available. For some countries, only 802.11 b/g can be applied. Contact your local Samsung dealer or the retailer where you bought your machine.

(●: Included, ○: optional, Blank: Not available)

Useful to know

The machine does not print.

- Open the print queue list and remove the document from the list (see "Canceling a print job" on page 51).

- Remove the driver and install it again (see "Installing the driver locally" on page 27).

- Select your machine as your default machine in your Windows (see "Setting your machine as a default machine" on page 213).

Where can I purchase accessories or supplies?

- Inquire at a Samsung distributor or your retailer.

- Visit www.samsung.com/supplies. Select your country/region to view product service information.

The status LED flashes or remains constantly on.

- Turn the product off and on again.

- Check the meanings of LED indications in this manual and troubleshoot accordingly (see "Understanding the status LED" on page 102).

A paper jam has occurred.

- Open and close the door (see "Front view" on page 20).

- Check the instructions on removing jammed paper in this manual and troubleshoot accordingly (see "Clearing paper jams" on page 90).

Printouts are blurry.

- The toner level might be low or uneven. Shake the toner cartridge (see "Redistributing toner" on page 68).

- Try a different print resolution setting (see "Opening printing preferences" on page 51).

- Replace the toner cartridge (see "Replacing the toner cartridge" on page 70).

Where can I download the machine's driver?

- You can get help, support application, machine drivers, manuals, and order information from the Samsung website, www.samsung.com > find your product > Support or Downloads.

About this user's guide

This user's guide provides information for your basic understanding of the machine as well as detailed steps to explain machine usage.

- Read the safety information before using the machine.

- If you have a problem using the machine, refer to the troubleshooting chapter.

- Terms used in this user's guide are explained in the glossary chapter.

- All illustrations in this user's guide may differ from your machine depending on its options or model you purchased.

- The screenshots in this user's guide may differ from your machine depending on the machine's firmware/driver version.

- The procedures in this user's guide are mainly based on Windows 7.

Conventions

Some terms in this guide are used interchangeably, as below:

- Document is synonymous with original.

- Paper is synonymous with media, or print media.

- Machine refers to printer or MFP.

General icons

Icon	Text	Description
⚠	Caution	Gives users information to protect the machine from possible mechanical damage or malfunction.
📝	Note	Provides additional information or detailed specification of the machine function and feature.

Safety information

These warnings and precautions are included to prevent injury to you and others, and to prevent any potential damage to your machine. Be sure to read and understand all of these instructions before using the machine. After reading this section, keep it in a safe place for future reference.
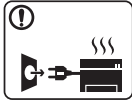
Important safety symbols

Explanation of all icons and signs used in this chapter

⚠️	**Warning**	Hazards or unsafe practices that may result in severe personal injury or death.
⚠️	**Caution**	Hazards or unsafe practices that may result in minor personal injury or property damage.
🚫	Do not attempt.	
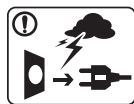
Operating environment

⚠️ Warning

	Do not use if the power cord is damaged or if the electrical outlet is not grounded. This could result in electric shock or fire.
	Do not place anything on top of the machine (water, small metal or heavy objects, candles, lit cigarettes, etc.). This could result in electric shock or fire.
	• If the machine gets overheated, it releases smoke, makes strange noises, or generates an odd odor, immediately turn off the power switch and unplug the machine. • The user should be able to access the power outlet in case of emergencies that might require the user to pull the plug out. This could result in electric shock or fire.
	Do not bend, or place heavy objects on the power cord. Stepping on or allowing the power cord to be crushed by a heavy object could result in electric shock or fire.
	Do not remove the plug by pulling on the cord; do not handle the plug with wet hands. This could result in electric shock or fire.

Safety information

⚠ Caution

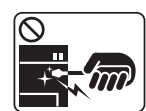|	
⚡	During an electrical storm or for a period of non-operation, remove the power plug from the electrical outlet. This could result in electric shock or fire.
✋	Be careful, the paper output area is hot. Burns could occur.
!	If the machine has been dropped, or if the cabinet appears damaged, unplug the machine from all interface connections and request assistance from qualified service personnel. Otherwise, this could result in electric shock or fire.
!	If the machine does not operate properly after these instructions have been followed, unplug the machine from all interface connections and request assistance from qualified service personnel. Otherwise, this could result in electric shock or fire.
⊘	If the plug does not easily enter the electrical outlet, do not attempt to force it in. Call an electrician to change the electrical outlet, or this could result in electric shock.
⊘	Do not allow pets to chew on the AC power, telephone or PC interface cords. This could result in electric shock or fire and/or injury to your pet.

Operating method

⚠ Caution

	Do not forcefully pull the paper out during printing. It can cause damage to the machine.
	Be careful not to put your hand between the machine and paper tray. You may get injured.
✋	Be care when replacing paper or removing jammed paper. New paper has sharp edges and can cause painful cuts.
	When printing large quantities, the bottom part of the paper output area may get hot. Do not allow children to touch. Burns can occur.
	When removing jammed paper, do not use tweezers or sharp metal objects. It can damage the machine.
⊘	Do not allow too many papers to stack up in the paper output tray. It can damage the machine.

Safety information

⊘	Do not block or push objects into the ventilation opening. This could result in elevated component temperatures which can cause damage or fire.
⊘	Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.
⊡	This machine's power reception device is the power cord. To switch off the power supply, remove the power cord from the electrical outlet.

Installation / Moving

⚠ **Warning**

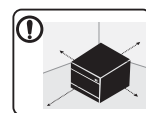|	
(icon)	Do not place the machine in an area with dust, humidity, or water leaks. This could result in electric shock or fire.

⚠ **Caution**

(icon)	Before moving the machine, turn the power off and disconnect all cords. The information below are only suggestions based on the units weight. If you have a medical condition that prevents you from lifting, do not lift the machine. Ask for help, and always use the appropriate amount of people to lift the device safety. Then lift the machine: • If the machine weighs under 20 kg (44.09 lbs), lift with 1 person. • If the machine weighs 20 kg (44.09 lbs) - 40kg (88.18 lbs), lift with 2 people. • If the machine weighs more than 40 kg (88.18 lbs), lift with 4 or more people. The machine could fall, causing injury or machine damage.
(icon)	Choose a flat surface with enough space for ventilation to place the machine. Also consider the space required to open the cover and trays. The place should be well-ventilated and be far from direct light, heat, and humidity.
(icon)	When using the machine for a long period of time or printing a large number of pages in a non-ventilated space, it could pollute the air and be harmful to your health. Place the machine in a well-ventilated space or open a window to circulate the air periodically.

Safety information

⊙	Do not place the machine on an unstable surface. The machine could fall, causing injury or machine damage.
⊙	Use only No.26 AWGª or larger, telephone line cord, if necessary. Otherwise, it can cause damage to the machine.
⊙	Make sure you plug the power cord into a grounded electrical outlet. Otherwise, this could result in electric shock or fire.
⊙	Use the power cord supplied with your machine for safe operation. If you are using a cord which is longer than 2 meters (6 feet) with a 110V machine, then the gauge should be 16 AWG or larger. Otherwise, it can cause damage to the machine, and could result in electric shock or fire.
⊘	Do not put a cover over the machine or place it in an airtight location, such as a closet. If the machine is not well-ventilated, this could result in fire.
⊘	Do not overload wall outlets and extension cords. This can diminish performance, and could result in electric shock or fire.
⟋	The machine should be connected to the power level which is specified on the label. If you are unsure and want to check the power level you are using, contact the electrical utility company.

a. AWG: American Wire Gauge

Maintenance / Checking

⚠ Caution

	Unplug this product from the wall outlet before cleaning the inside of the machine. Do not clean the machine with benzene, paint thinner or alcohol; do not spray water directly into the machine. This could result in electric shock or fire.
	When you are working inside the machine replacing supplies or cleaning the inside, do not operate the machine. You could get injured.
	Keep cleaning supplies away from children. Children could get hurt.
	Do not disassemble, repair or rebuild the machine by yourself. It can damage the machine. Call a certified technician when the machine needs repairing.

Safety information

ⓘ	To clean and operate the machine, strictly follow the user's guide provided with the machine. Otherwise, you could damage the machine.
ⓘ	Keep the power cable and the contact surface of the plug clean from dust or water. Otherwise, this could result in electric shock or fire.
🛠	• Do not remove any covers or guards that are fastened with screws. • Fuser units should only be repaired by a certified service technician. Repair by non-certified technicians could result in fire or electric shock. • The machine should only be repaired by a Samsung service technician.

Supply usage

⚠ Caution

🚫	Do not disassemble the toner cartridge. Toner dust can be dangerous if inhaled or ingested.

🚫	Do not burn any of the supplies such as toner cartridge or fuser unit. This could cause an explosion or uncontrollable fire.
ⓘ	When storing supplies such as toner cartridges, keep them away from children. Toner dust can be dangerous if inhaled or ingested.
🚫	Using recycled supplies, such as toner, can cause damage to the machine. In case of damage due to the use of recycled supplies, a service fee will be charged.
🚫	For supplies that contain toner dust (toner cartridge, waste toner bottle, imaging unit, etc.) follow the instructions below. • When disposing of the supplies, follow the instructions for disposal. Refer to the reseller for disposal instructions. • Do not wash the supplies. • For a waste toner bottle, do not reuse it after emptying the bottle. If you do not follow the instructions above, it may cause machine malfunction and environmental pollution. The warranty does not cover damages caused by a user's carelessness.
ⓘ	When toner gets on your clothing, do not use hot water to wash it. Hot water sets toner into fabric. Use cold water.

Safety information

⚠	When changing the toner cartridge or removing jammed paper, be careful not to let toner dust touch your body or clothes.

Toner dust can be dangerous if inhaled or ingested. |

Machine overview

Components
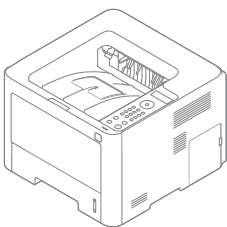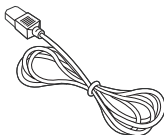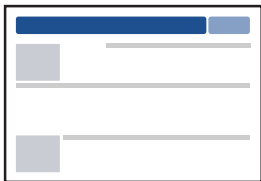
Machine	Power cord	Quick installation guide
Software CD^a	Card reader holder^b	Misc. accessories^c
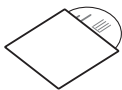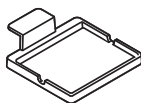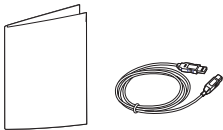
a. The software CD contains the print drivers, user's guide, and software applications.
b. M402xNX only.
c. Miscellaneous accessories included with your machine may vary by country of purchase and specific model.

Machine overview

Front view

> • This illustration may differ from your machine depending on your model. There are various types of machine.
>
> • Some features and optional goods may not be available depending on model or country (see "Features by models" on page 8).
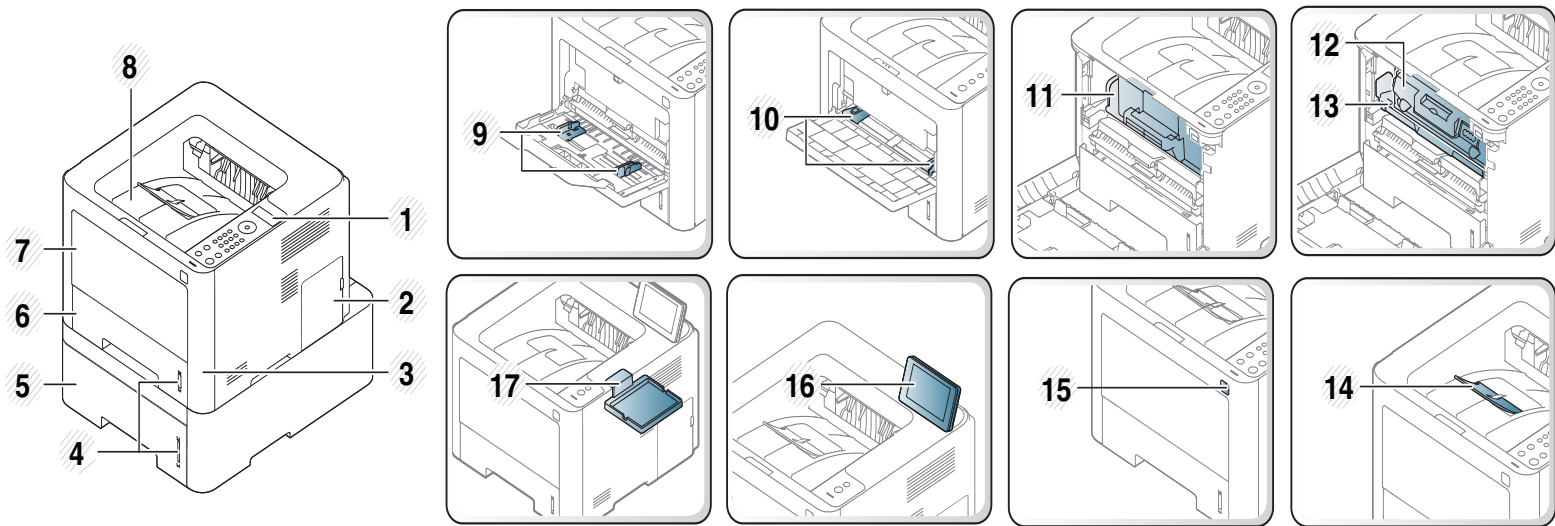
1	Control panel	6	Tray 1	11	Toner cartridge[a]	16	Display screen[d]
2	Control board cover	7	Multi-purpose (or manual feeder) tray	12	Toner cartridge[b]	17	Card reader holder[d]
3	Front cover	8	Output tray	13	Imaging unit[b]		

Machine overview

4	Paper level indicator	9	Paper width guides on a multi-purpose tray	14	Output support		
5	Tray 2[c]	10	Paper width guides on a manual feeder	15	USB memory port[d]		

a. M3320/M3820/M4020 series only.
b. M3325/M3825/M4025 series only.
c. Optional. Not available for M382xD.
d. M402xNX only

Machine overview

Rear view

 - This illustration may differ from your machine depending on your model. There are various types of machine.
 - Some features and optional goods may not be available depending on model or country (see "Features by models" on page 8).
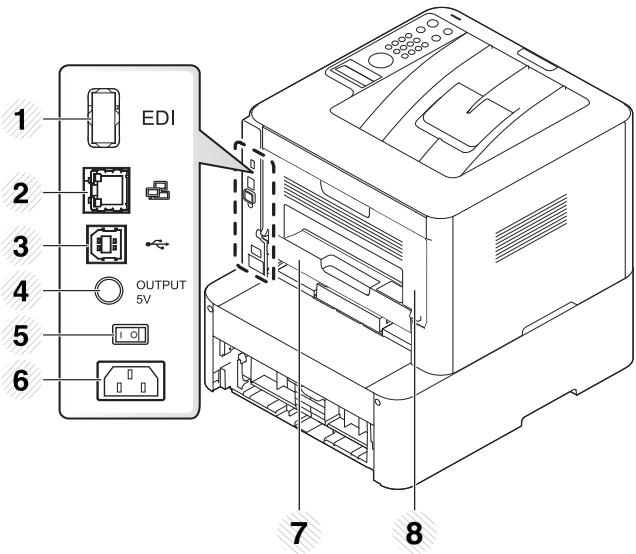
1	EDI port for card reader[a]	4	5V output port for IEEE 1284B parallel connector[b]	7	Duplex unit
2	Network port[c]	5	Power-switch	8	Rear cover
3	USB port	6	Power receptacle		

a. M402xNX only.
b. To use the optional IEEE 1284B parallel connector, plug it to the USB port and the 5V output port.
c. Not available for M382xD.

Control panel overview

📝	• This control panel may differ from your machine depending on its model. There are various types of control panels. • Some features and optional goods may not be available depending on model or country (see "Features by models" on page 8).

M332xND/M382xD
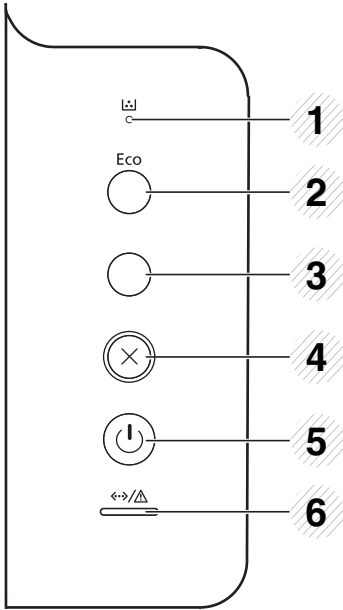
1	**Toner LED**	Shows the status of the toner (see "Understanding the status LED" on page 102).

2	**Eco**		Turn on the Eco mode to reduce toner consumption and paper usage (see "Eco printing" on page 53).
3	**Info sheet**	🖶	Prints a configuration page and network configuration[a] page by pressing this button.
4	**Cancel**	⊗	Stops current operation.
5	**Power**	⏻	You can turn the power on and off with this button. Or wake up from the power save mode.
6	**Status LED**	‹·›/⚠	Indicates the status of your machine (see "Understanding the status LED" on page 102).

a. M332xND only.

Control panel overview

M382xND/M382xDW/M402xND
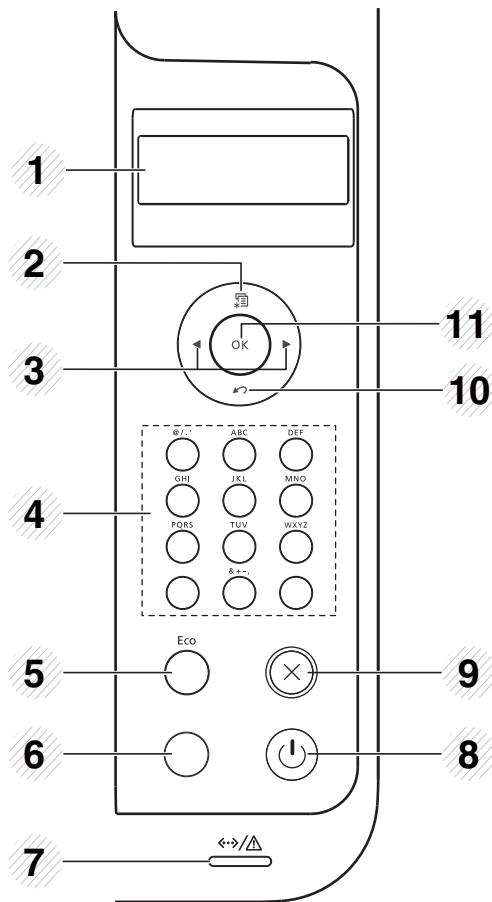
1	**Display screen**	Shows the current status and prompts during an operation.

| 2	**Menu**	Enters menu mode and scrolls through the available menus (see "Accessing the menu" on page 31).
3	**Arrow**	Navigates available values by moving to the next or previous options.
4	**Numeric keypad**	Use the keypad to enter numbers and characters (see "Keypad letters and numbers" on page 210).
5	**Eco**	Turn on the Eco mode to reduce toner consumption and paper usage (see "Eco printing" on page 53).
6	**Info sheet**[a]	Prints a network configuration page by pressing this button.
	WPS[b]	Configures the wireless network connection easily without a computer (see "Using the WPS button" on page 159).
7	**Status LED**	Indicates the status of your machine (see "Understanding the status LED" on page 102).
8	**Power**	You can turn the power on and off with this button. Or wake up from the power save mode.
9	**Cancel**	Stops current operation.
10	**Back**	Sends you back to the upper menu level.
11	**OK**	Confirms the selection on the screen.

a. M382xND/M402xND only.
b. M382xDW only.

Control panel overview

M402xNX

> When using the touch screen, only use your finger. Sharp objects can damage the screen.
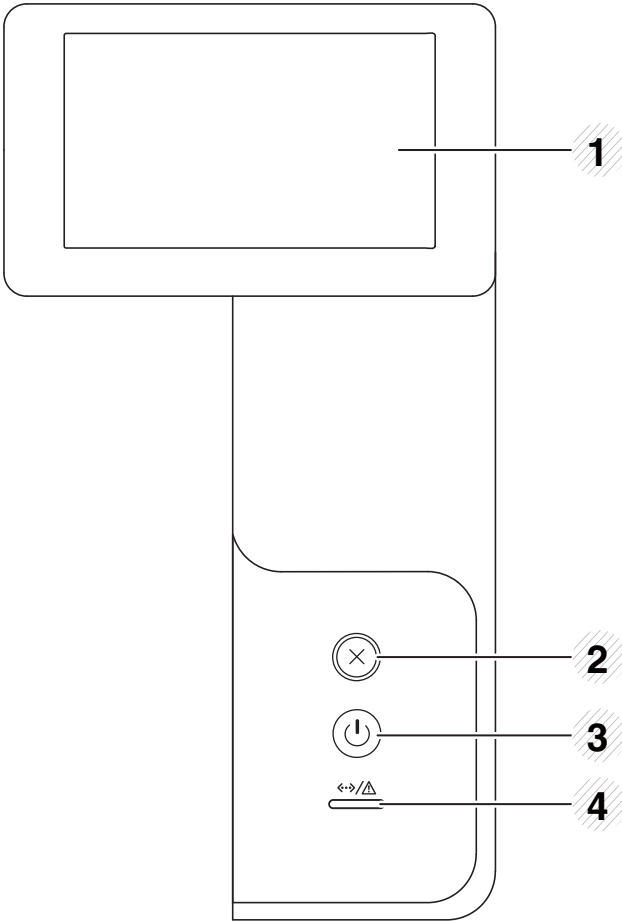
1	**Touch screen**		Displays the current status and allows you to access available menus.
2	**Cancel**	⊗	Stops an operation at any time.
3	**Power**	⏻	Turns the power on or off, or wakes up the machine from the power save mode.
4	**Status LED**	‹··›/△	Indicates the status of your machine (see "Understanding the status LED" on page 102).

Adjusting the touch screen

You can lift up and down the touch screen for your convenience. Refer to the illustration below.
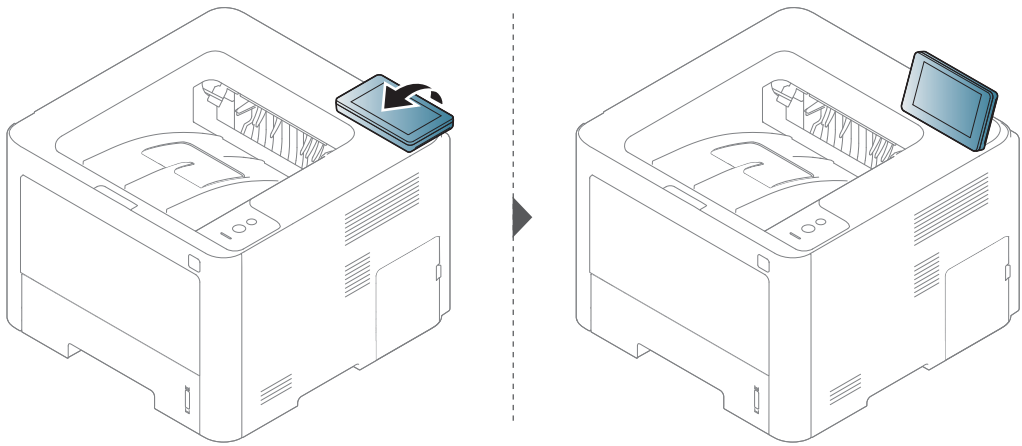
Turning on the machine

1 Connect the machine to the electricity supply first.

2 Turn the switch on.

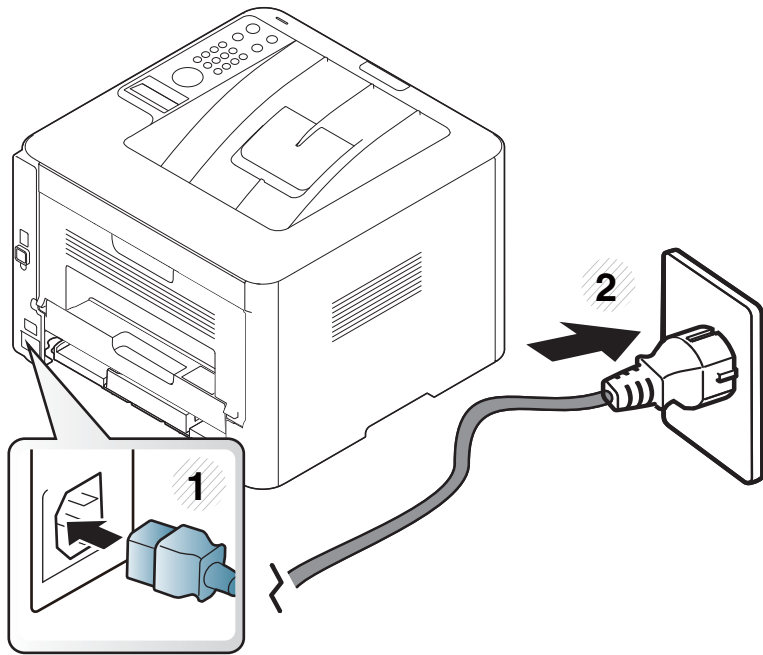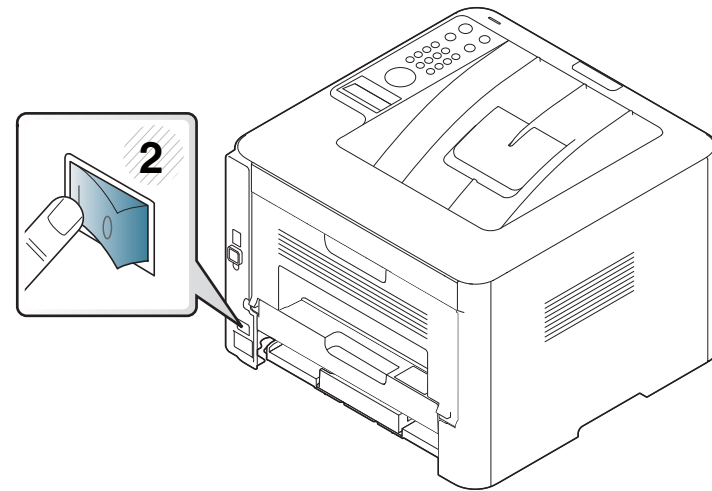> If you want to turn the power off, press the (**Power/Wakeup**) button.

Installing the driver locally

A locally connected machine is a machine directly attached to your computer using the cable. If your machine is attached to a network, skip the following steps below and go on to installing a network connected machine's driver (see "Installing driver over the network" on page 143).


 • If you are a Mac, Linux, or UNIX operating systems user, refer to the "Installation for Mac" on page 134, "Installation for Linux" on page 136, or "Installing the UNIX printer driver package" on page 149.

 • The installation window in this **User's Guide** may differ depending on the machine and interface in use.

 • Only use a USB cable no longer than 3 meters (118 inches).

Windows

1 Make sure that the machine is connected to your computer and powered on.

2 Insert the supplied software CD into your CD-ROM drive.
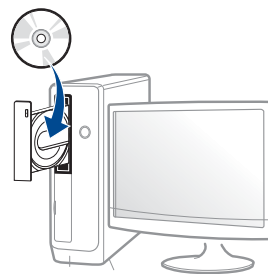
If the installation window does not appear, click **Start** > **All programs** > **Accessories** > **Run**.

 X:**Setup.exe** replacing "X" with the letter, which represents your CD-ROM drive and click **OK**.

 • For Windows 8,

  If the installation window does not appear, from **Charms**, select **Search** > **Apps** and search for **Run**. Type in X:\Setup.exe, replacing "X" with the letter that represents your CD-ROM drive and click **OK**.

  If "**Tap to choose what happens with this disc**." pop-up window appears, click the window and select **Run Setup.exe**.

3 Review and accept the installation agreements in the installation window. Then, click **Next**.

Installing the driver locally

4 Select **USB connection** on the **Printer Connection Type** screen. Then, click **Next**.

5 Follow the instructions in the installation window.

> You can select the software applications in the **Select Software to Install** Window.

From the Windows 8 Start Screen

> • **Samsung Printer Experience** app can only be used in the **Start** screen when V4 driver is installed. The V4 driver is automatically downloaded from the Windows Update if your computer is connected to the Internet. If not, you can manually download the V4 driver from Samsung website, www.samsung.com > find your product > Support or downloads.
> • You can download Samsung Printer Experience app from the **Windows Store**. You need have a Microsoft account to use the Windows **Store**.
> **1** From **Charms**, select **Search**.
> **2** Click **Store**.
> **3** Search and click **Samsung Printer Experience**.
> **4** Click **Install**.

• If you install the driver using the supplied software CD, V4 driver is not installed. If you want to use the V4 driver in the **Desktop** screen, you can download from the Samsung website, www.samsung.com >find your product > Support or downloads.

• If you want to install Samsung's printer management tools, you need to install them using the supplied software CD.

1 Make sure that your computer is connected to the Internet and powered on.

2 Make sure that the machine is powered on.

3 Connect the computer and the machine with a USB cable.

The driver is automatically installed from the **Windows Update**.

Reinstalling the driver

If the printer driver does not work properly, follow the steps below to reinstall the driver.

Windows

1 Make sure that the machine is connected to your computer and powered on.

2 From the **Start** menu, select **Programs** or **All Programs** > **Samsung Printers** > **Uninstall Samsung Printer Software**.

- For Windows 8,

  1 From Charms, select **Search** > **Apps**.

  2 Search and click **Control Panel**.

  3 Click **Programs and Features**.

  4 Right-click the driver you want to uninstall and select **Uninstall**.

3 Follow the instructions in the installation window.

4 Insert the software CD into your CD-ROM drive and install the driver again (see "Installing the driver locally" on page 27).
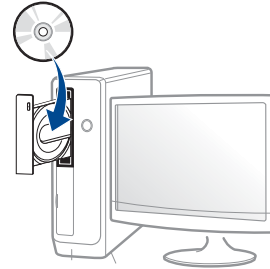
From the Windows 8 Start Screen

1 Make sure that the machine is connected to your computer and powered on.

2 Click on the **Uninstall Samsung Printer Software** tile in the **Start** screen.

3 Follow the instructions in the window.

> - If you cannot find a Samsung Printer Software tile, unintstall from the desktop screen mode.
>
> - If you want to uninstall Samsung's printer management tools, from the **Start** screen, right-click the app > **Uninstall** > right-click the program you want to delete > **Uninstall** and follow the instruction in the window.

2. Menu Overview and Basic Setup

This chapter provides information about the overall menu structure and the basic setup options.