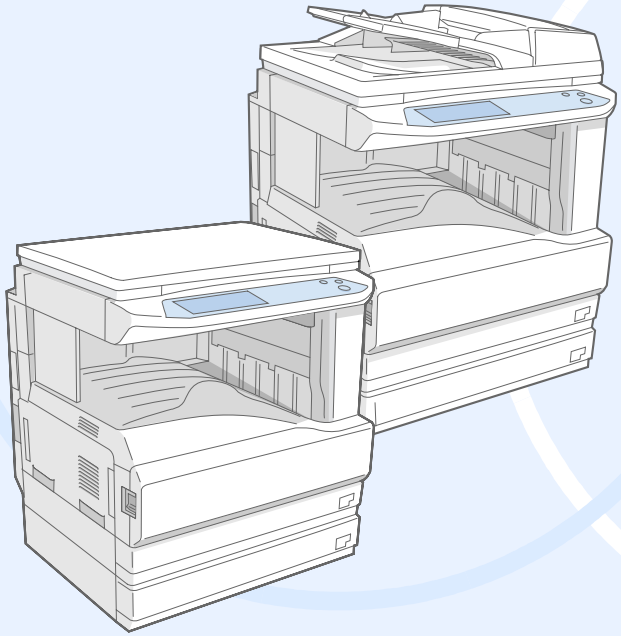
SHARP®

AR-M230/M270 Series Online Manual (for network printer)



Start

Click this "Start" button.

Introduction

This manual describes the printer function of the AR-M230/M270 series digital multifunctional system.

Note

- For information on loading paper, replacing toner cartridges, clearing paper misfeeds, handling peripheral devices, and other copier-related information, please refer to your operation manual for copier.
- The machine's default settings and default settings for the printer function can be changed using the key operator programs. For more information, see the key operator's guide.
- Where "AR-XXXX" appears in this manual, please substitute the name of your model for "XXXX". For the name of your model, see "PART NAMES AND FUNCTIONS" in the operation manual for copier.
- This manual refers to the Reversing single pass feeder as the "RSPF".
- The explanations of screens and procedures in this manual are primarily for Windows® XP in Windows® environments, and Mac OS X v10.2 in Macintosh environments. The screens may vary in other versions of the operating systems.
- For information on using your operating system, refer to your operating system's manual or online Help.
- The PS3 expansion kit (AR-PK1) and print server card (AR-NC5J) mentioned in this manual are options.

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The display screens, messages, and key names shown in the manual may differ from those on the actual machine due to product improvements and modifications.

How to use the online manual

This section explains how to view the online manual. Please read this section before using the online manual.
For information on using Acrobat Reader, see Acrobat Reader Help.

How to Control the Online Manual

In this manual, the following buttons are displayed at the bottom of each page. Click these buttons to move quickly to pages that you wish to view.

CONTENTS

Displays the Contents of this manual. Click on a topic in the Contents to jump directly to that section.

I N D E X

Displays the Index of this manual. Click on a topic in the Index to jump directly to that section.

Takes you forward page by page.

Takes you back page by page.

Following Links

This manual uses a link function that allows you to jump to a related page. If you click green, underlined text, the related page will be displayed. (In the Contents and Index sections, the linked areas are not underlined.)
Example: ☞Contents
To return to the previous page, click the ⬅ button on the menu bar of Acrobat Reader.

Using Bookmarks

Bookmarks have been created on the left side of this manual. You can click on a bookmark to jump directly to that section.

How to Print Out This Manual

To print this manual, select "Print" from the "File" menu of Acrobat Reader. Select the desired printer settings in the "Print" dialog box, and then click the "OK" button.

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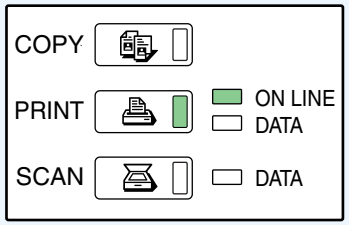
1 Basic printing (part 1)

The following example explains how to print a document from WordPad.
Before printing, make sure that the correct size of paper for your document has been loaded in the machine.

1 Make sure that the ON LINE indicator on the operation panel is lit.



If the ON LINE indicator is not on, press the [PRINT] key to switch to printer mode and then touch the [ONLINE] key.

The status of the printer function is indicated by the ON LINE and DATA indicators next to the [PRINT] key.

	ON LINE indicator	DATA indicator
Lit	The machine is online and ready to print.	There is print data in memory that has not been printed yet.
Blinking	—	The machine is printing.
Off	The machine is offline and not ready to print.	The machine is not printing.

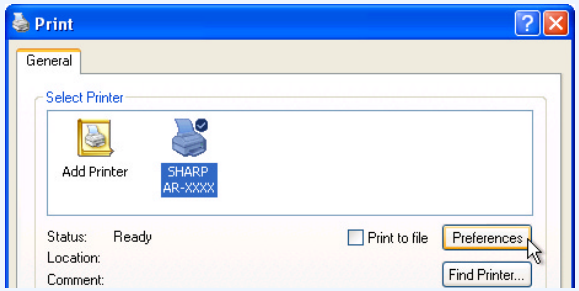
2 Start WordPad and open the document that you wish to print.

3 Select "Print" from the application's "File" menu.

The "Print" dialog box will appear.

4 Make sure that "SHARP AR-XXXX" is selected as the printer. If you need to change any print settings, click the "Preferences" button ("Properties" button in Windows 95/98/Me/NT 4.0) to open the printer driver setup screen.

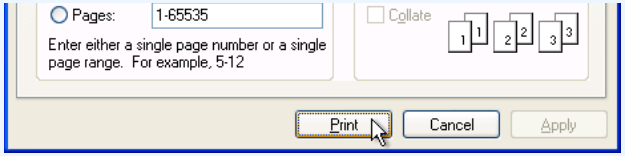
The printer driver setup screen will appear.



Windows 2000 does not have the "Preferences" button in this dialog box. Select settings as needed on each of the tabs in the setup screen.

☞Printer driver settings, Two-sided printing, Printing multiple pages on one page, Fitting the printed image to the paper, Rotating the print image 180 degrees, Printing a watermark, Stapling printed pages (when a finisher is installed)

5 Click the "Print" button ("OK" button in Windows 95/98/Me/NT 4.0).



Printing begins. The print job is delivered to one of the following trays (depending on which output devices are installed):

- Job separator tray kit is installed: Upper tray
- Finisher is installed: Center tray

Note

- The output tray can be selected in the key operator programs (see "OUTPUT TRAYS" in the key operator's guide).
- The output tray can also be selected in the print settings at the time of printing. To change the tray selection, select the desired tray in "Output" in the "Paper" tab of the printer driver setup screen.
- Printing can be canceled in the job status screen.
  ☞Canceling a print job
- If the paper type setting in the printer driver is different from the bypass tray's paper type setting in the machine, printing may stop. To resume printing, press the [PRINT] key on the operation panel, touch the [BYPASS TRAY] key in the touch panel, and specify the same paper type as in the printer driver.

When "Paper Selection" is set to "Auto Select"

If "Paper Selection" is set to "Auto Select" in the "Paper" tab of the printer driver setup screen and the correct size of paper for a print job is not loaded in the machine, the printing procedure will vary depending on the "FORCED OUTPUT OF PRINT" setting in the key operator programs (see the key operator's guide).

When "FORCED OUTPUT OF PRINT" is disabled

If the bypass tray can be used, a message prompting you to print from the bypass tray will appear in the touch panel. Press the [PRINT] key on the operation panel, touch the [BYPASS TRAY] key, load paper in the bypass tray, and then touch the [BYPASS] key. Printing will begin automatically.

When "FORCED OUTPUT OF PRINT" is enabled

Printing will take place using a size of paper that is close to the size of the print image.

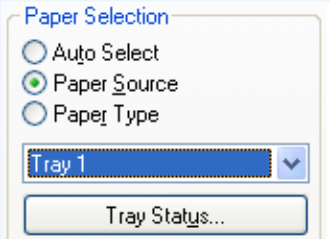
Note

If the paper is loaded in a different orientation than the print image, the image is automatically rotated to match the paper. This setting can be changed in the key operator programs (see "ROTATED PRINT" in the key operator's guide).

When the "Paper Selection" setting is "Paper Source" or "Paper Type"

When "Paper Selection" in the "Paper" tab of the printer driver setup screen is set to:

- "Paper Source", select the tray that you wish to use for printing from the pull-down menu.
- "Paper Type", select the type of paper that you wish to use for printing from the pull-down menu.



Note "Paper Source" and "Paper Type" cannot be simultaneously selected.

The size and type of paper loaded in each tray and whether or not the paper loaded in each tray can be used for printing are specified in the "TRAY SETTINGS" of the custom settings. (See "CUSTOM SETTINGS" in the operation manual for copier.)
If you wish to select the "Paper Source" or "Paper Type" when printing, be sure to select these settings in the "Configuration" tab of the printer driver setup screen. (See "CONFIGURING THE PRINTER DRIVER" in the software setup guide.)

If you selected the "Paper Source" or "Paper Type" in the printer driver setup screen but there is no paper in the trays that matches your selection, printing will take place as follows:

You selected a tray in "Paper Source", but the size of the paper in the selected tray does not match the printing size.

Even though the paper size is different, printing will take place using the paper in the selected tray.

You selected a "Paper Type", and although the selected type of paper is loaded in the machine, its size does not match the printing size.

Even though the paper size is different, printing will take place using the selected paper type.
However, if "FORCED OUTPUT OF PRINT" is disabled, printing will not take place.

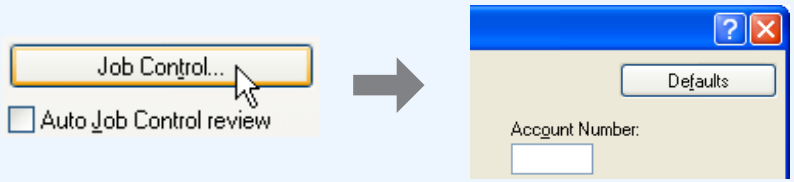
You selected a "Paper Type", but the selected type of paper is not loaded in the machine.

If the bypass tray can be used, a message prompting you to print from the bypass tray will appear. Press the [PRINT] key on the operation panel, touch the [BYPASS TRAY] key, load the correct size and type of paper in the bypass tray, and then touch the [BYPASS] key. Printing will begin automatically.

Auditing mode

When "AUDITING MODE" is enabled in the key operator programs, a 5-digit account number must be entered in the printer driver setup screen in order to print. Account numbers are stored in the key operator programs. (See "ACCOUNT CONTROL" in the key operator's guide.)

To open the account number entry screen, click the "Job Control" button in the "Main" tab of the printer driver.



Enter your 5-digit account number in "Account Number" and click the "OK" button.

Note

To have the job control screen automatically appear each time you open the printer driver to print, select the "Auto Job Control review" checkbox in the "Main" tab of the printer driver setup screen.

Caution

- If "CANCEL JOBS OF INVALID ACCOUNTS" is enabled in the key operator programs and printing is attempted without entering an account number, or an invalid account number is entered, printing will not take place. To allow printing without the entry of a valid account number, disable "CANCEL JOBS OF INVALID ACCOUNTS". In this case, the number of pages printed is added to the [OTHERS] count.
- If the machine's PPD file is used with the Windows standard PS printer driver, auditing mode will be disabled and print counts will not be kept for each account.

About the "No Offset" function setting

If the "No Offset" checkbox is selected in the "Main" tab of the printer driver setup screen, offset output will be prohibited regardless of the setting of "OFFSET FUNCTION SETTING" in the key operator programs.
When stapling is performed (a setting other than "None" is selected in "Staple" in the "Main" tab), "No Offset" is automatically enabled and the offset function cannot be used.

1 Opening the printer driver from the "start" button

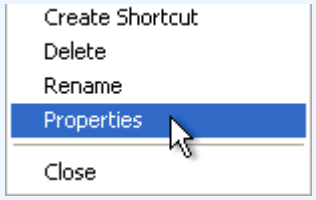
Printer driver settings can be configured by opening the printer driver from the Windows "start" button. Settings adjusted in this way will be the initial settings when you print from an application. (If you change the settings in the printer driver setup screen at the time of printing, the settings will revert to the initial settings when you quit the application.)

Windows 2000/XP

1 **Click the "start" button, and then click "Control Panel".**
In Windows 2000, click the "Start" button and select "Settings".

2 **Click "Printers and Other Hardware", and then click "Printers and Faxes".**
In Windows 2000, click "Printers".

3 **Click the "SHARP AR-XXXX" printer driver icon and select "Properties" from the "File" menu.**

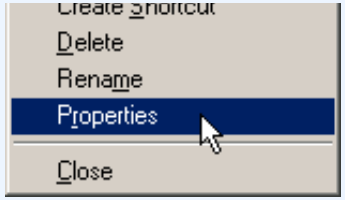


4 **Click the "Printing Preferences" button in the "General" tab.**
The printer driver setup screen will appear.
☞Printer driver settings

Windows 95/98/Me/NT 4.0

1 **Click the "Start" button, select "Settings" and then click "Printers".**

2 **Click the "SHARP AR-XXXX" printer driver icon and select "Properties" from the "File" menu.**



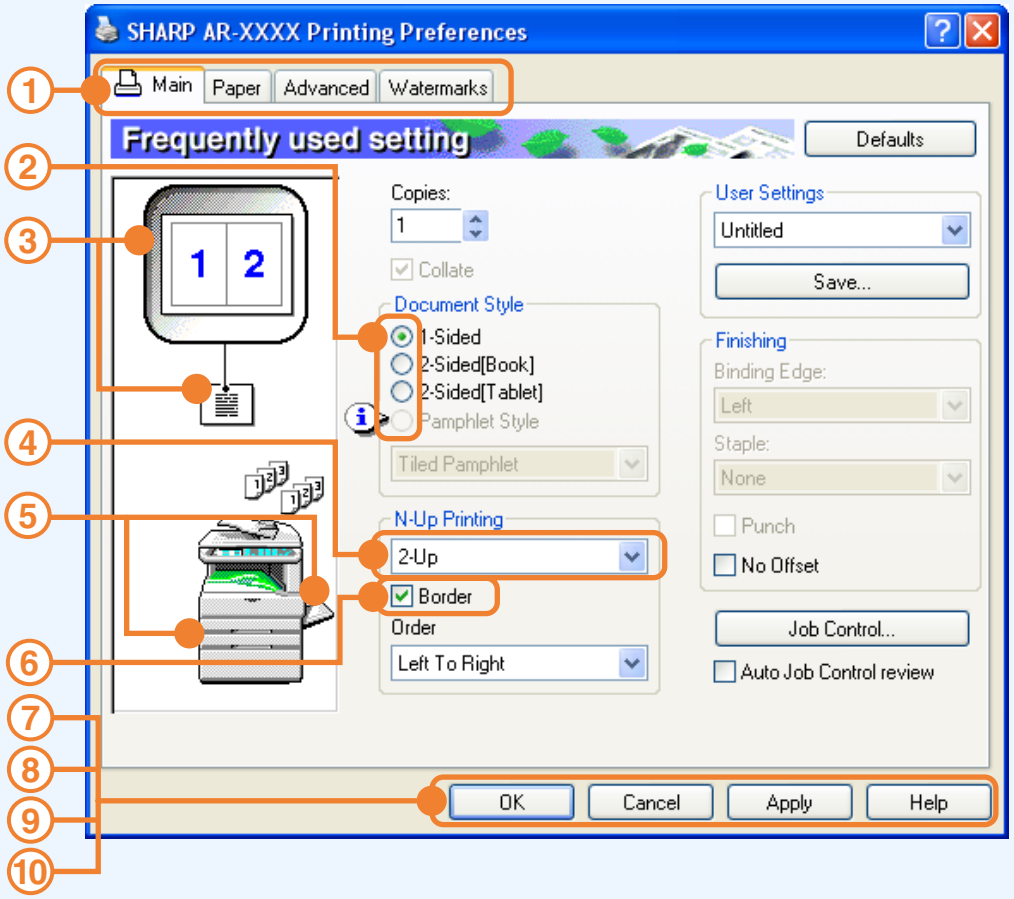
Note: In Windows NT 4.0, select "Document Defaults" to open the printer driver setup screen.

3 **In Windows 95/98/Me, click the "Setup" tab.**

The printer driver setup screen will appear.
☞Printer driver settings

1 Printer driver settings

To view Help for a setting, click the ? button in the upper right-hand corner of the window and then click the setting.
Some restrictions exist on the combinations of settings that can be selected in the printer driver setup screen. When a restriction is in effect, an information icon ( ) will appear next to the setting. Click the icon to view an explanation of the restriction.



Note The settings and the image of the machine will vary depending on the model.

① Tab
The settings are grouped on tabs. Click on a tab to bring it to the front.

② Check button
Allows you to select one item from a list of options.

③ Print setting image
This shows the effect of the selected print settings.

④ Drop-down list
Allows you to make a selection from a list of choices.

⑤ Machine image
This shows:
- The paper tray (in blue) selected in "Paper selection" on the "Paper" tab.
- The output tray (in green) selected in "Output" on the "Paper" tab.

You can also click on a tray to select it.

⑥ Checkbox
Click on a checkbox to activate or deactivate a function.

⑦ "OK" button
Click this button to save your settings and exit the dialog box.

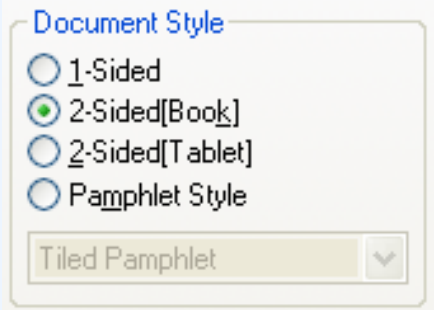
⑧ "Cancel" button
Click this button to exit the dialog box without making any changes to the settings.

⑨ "Apply" button
Click to save your settings without closing the dialog box.
- Windows NT 4.0 does not have the "Apply" button.
- The "Apply" button does not appear when you open this window from an application.

⑩ "Help" button
Click this button to display the help file for the printer driver.

Two-sided printing (part 1)

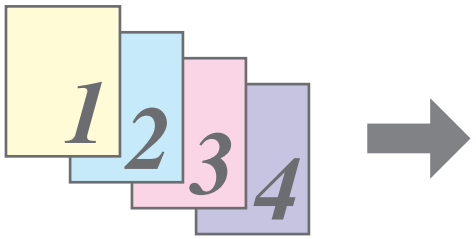
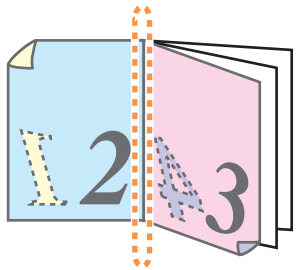
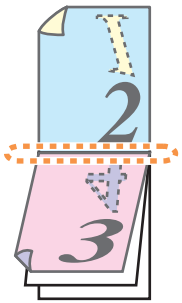
This feature allows you to print on both sides of the paper.
To use this function, open the printer driver setup screen and select "2-Sided (Book)" or "2-Sided (Tablet)" from "Document Style" in the "Main" tab.
☞See Basic printing for details on how to open the printer driver.



Note

- Paper sizes that can be used for two-sided printing are Ledger, Letter, Letter-R, Legal, A3, A4, A4R, A5, B4, B5, B5R, and Foolscap.
- Paper types that can be used for two-sided printing are Plain, Letter Head*, Recycled and Color.
  * The use of Letter Head paper for two-sided printing can be prohibited in the "TRAY SETTINGS" of the custom settings. (See "CUSTOM SETTINGS" in the operation manual for copier.)
- Two-sided printing is not possible if disabled in the key operator programs (see "DISABLING OF DUPLEX" in the key operator's guide).

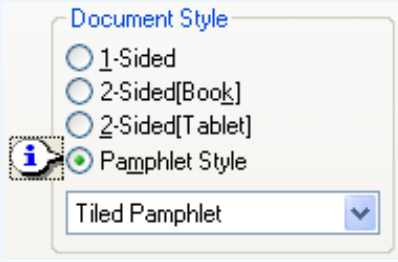
The following example shows the result when portrait data is printed on both sides of the paper.

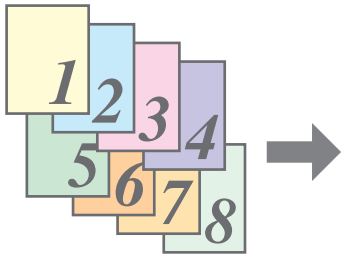
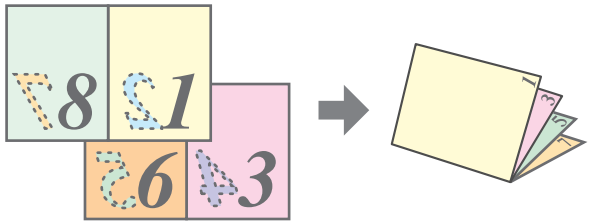
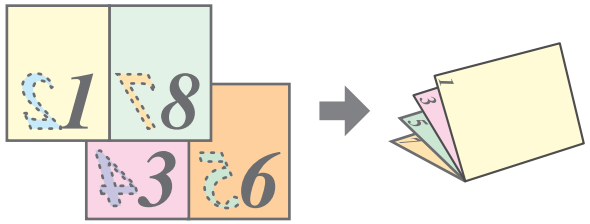
Print data	Printing result	
	2-Sided (Book)	2-Sided (Tablet)
	 The pages are printed so that they can be bound at the side.	 The pages are printed so that they can be bound at the top.

Two-sided printing (part 2)

Pamphlet style

Pamphlet style prints two pages each on the front and back of each sheet of paper (four pages total on one sheet) so that the sheets can be folded down the center and bound to create a pamphlet. This function is convenient when you wish to compile printed pages into a pamphlet.
To use this function, open the printer driver and select "Tiled Pamphlet" or "2-Up Pamphlet" in "Document Style" in the "Main" tab.
The binding edge (left side or right side) can be selected in the "Binding Edge" in the "Main" tab. The following examples show how 8 pages are printed when pamphlet style is selected.



Print data	Printing result	
	Left	Right
		

Note

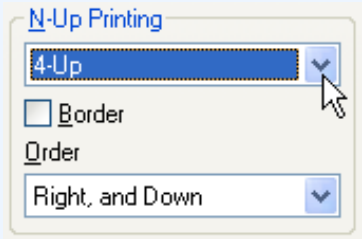
- Because four pages are printed on each sheet of paper, blank pages are automatically added at the end when the total number of pages is not a multiple of four.
- When "Tiled Pamphlet" is selected, printing will take place on paper that is twice the size of the paper size specified in the application.
- When "2-Up Pamphlet" is selected, each page is reduced in the same way as for 2-Up and printed on the size of paper that is specified in the application.
- When a saddle stitch finisher is installed and "2 Staples" in "Staple" in the "Main" tab is selected, the output is stapled and folded at the center to form a pamphlet.
- The saddle stitch tray can hold up to 20 sets when the number of sheets is 1 to 5, or 10 sets when the number of sheets is 6 to 10.
- Paper sizes that can be used for saddle stitching are Ledger, Letter-R, A3, A4R, B4, 8K, and 16KR.

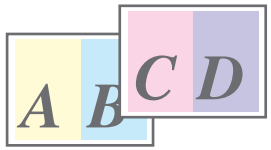
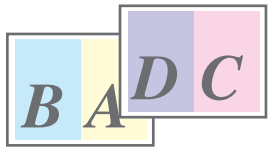
1 Printing multiple pages on one page

This feature allows you to reduce and print two, four, six, eight or sixteen document pages on a single sheet of paper.
To use this function, open the printer driver setup screen and select the number of pages per sheet (2-Up, 4-Up, 6-Up, 8-Up, or 16-Up) in "N-Up Printing" in the "Main" tab.
The order of the pages can be changed in the "Order" menu.
☞See Basic printing for details on how to open the printer driver.

Note The "N-Up Printing" setting is not available when "Fit To Paper Size" is selected.
☞Fitting the printed image to the paper

For example, when "2-Up" or "4-Up" is selected, the result will be as follows depending on the selected order.



N-Up	Left to Right	Right to Left
[2-Up]		

N-Up	Right , and Down	Down , and Right	Left , and Down	Down , and Left
[4-Up]				

If you select the "Border" checkbox, borderlines will be printed around each page.

Note Examples for 2-Up and 4-Up are shown here. The order of 6-Up, 8-Up, and 16-Up is the same as 4-Up. The order can be viewed in the print setting image in the printer driver setup screen.
☞Printer driver settings

1 Fitting the printed image to the paper

The printer driver can adjust the size of the printed image to match the size of the paper loaded in the machine.
Follow the steps shown below to use this function. The explanation below assumes that you intend to print a Ledger size document on letter size paper.

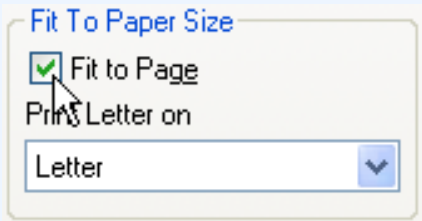
☞See Basic printing for details on how to open the printer driver.

Note
The "Fit To Paper Size" setting is not available when "N-Up Printing" is selected.
☞Printing multiple pages on one page

1 Click the "Paper" tab in the printer driver setup screen.

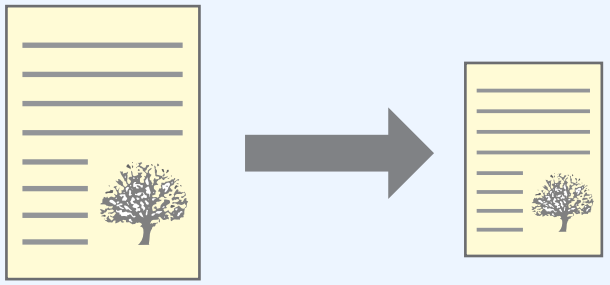
2 Select the original size (Ledger) of the print image in "Paper Size".

3 Check the "Fit To Page" box.
When using the PS printer driver, select "Fit To Paper Size" in "Zoom Setting".



4 Select the actual size of paper to be used for printing (Letter).
The size of the printed image will be automatically adjusted to match the paper loaded in the machine.

Paper Size: Ledger
Fit To Paper Size: Letter



Ledger size document (Paper Size)

Letter size paper (Fit To Paper Size)

Note
When using the PS printer driver, the print image can be enlarged or reduced by means of numerical values. (The vertical and horizontal ratios can be set separately.) Select "XY-Zoom" in step 3, click the "Width/Length" button, and adjust the ratios in the screen that appears.

Rotating the print image 180 degrees

The print image can be rotated 180 degrees.
This feature is used to enable correct printing on envelopes and other paper with flaps that can only be loaded in one orientation.
Use this feature when automatic rotation (which takes place when the loaded paper is the same size as the print image and the orientations are different) results in reversal of the top and bottom of the image.
To use the feature, select the image orientation in "Image Orientation" on the "Paper" tab, and then select the "Rotate 180 degrees" checkbox.
☞See Basic printing for details on how to open the printer driver.

Printing result	
☑ Rotate 180 degrees	☐ Rotate 180 degrees
ABCD	ABCD

Note The procedure for loading paper is explained in operation manual for copier.

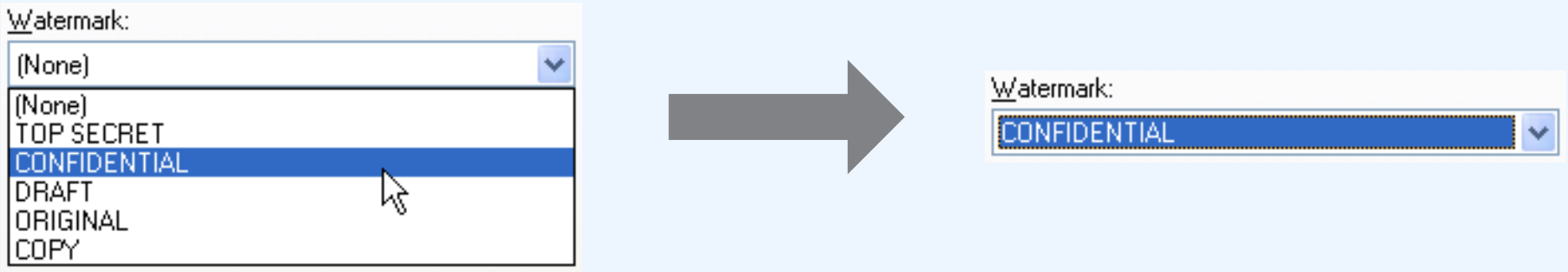
Printing a watermark

You can print a watermark such as "CONFIDENTIAL" on your document. To print a watermark, open the printer driver, click the "Watermarks" tab, and follow the steps below.

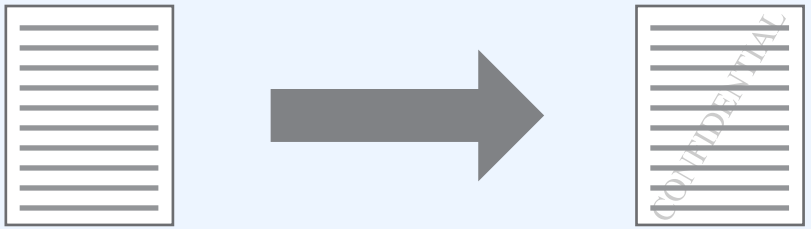
☞See Basic printing for details on how to open the printer driver.

How to Print a Watermark

From the "Watermark" drop-down list, select the watermark that you wish to print (for example "CONFIDENTIAL"), and start printing.



Print sample



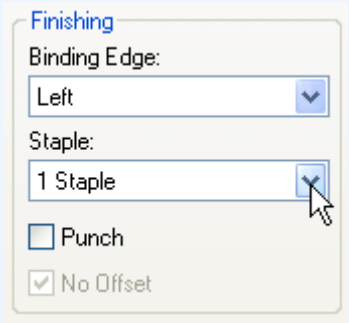
You can enter text to create your own custom watermark. For details on watermark settings, view printer driver Help.

☞Printer driver settings

Stapling printed pages (when a finisher is installed) (part 1)

When a finisher is installed, printed pages can be stapled.
To use this feature, open the printer driver setup screen and select it in the "Finishing" field of the "Main" tab.

☞See Basic printing for details on how to open the printer driver.

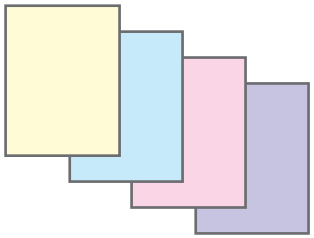
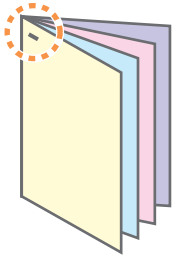


Note

- The maximum number of sheets that can be stapled is 30. When a saddle stitch finisher is installed, up to 50 sheets can be stapled (up to 25 sheets when the paper size is B4, Foolscap, or larger).
- Paper sizes that can be used for staple printing are Ledger, Letter, Letter-R, Legal, A3, A4, A4R, B4, B5, B5R, and Foolscap. (B5R can only be used when a saddle stitch finisher is installed.)
- Paper types that can be used for staple printing are Plain, Letter Head, Recycled and Color.
- Staple printing is not possible when the ROPM function is disabled. (See "CONFIGURING THE PRINTER DRIVER" in the software setup guide.)
- If the finisher is disabled in the key operator programs, the staple and punch functions cannot be used and output cannot be delivered to the offset tray.
- Stapling is not possible if disabled in the key operator programs (see "DISABLING OF STAPLER" in the key operator's guide).
- The staple function cannot be used in combination with the "No offset" function.

When a finisher is installed

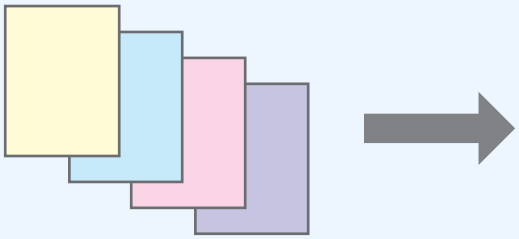
The following example shows how portrait oriented pages are stapled together.

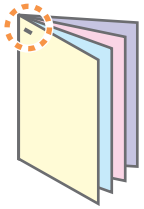
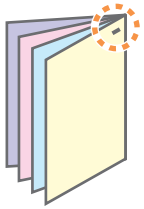
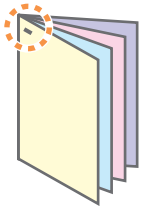
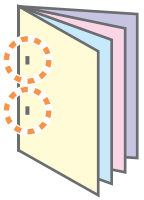
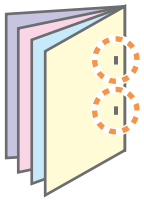
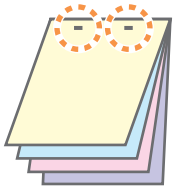
Print data	Printing result
	 The pages are stapled in the upper left-hand corner.

Stapling printed pages (when a finisher is installed) (part 2)

When a saddle stitch finisher is installed

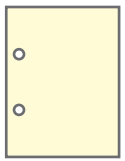
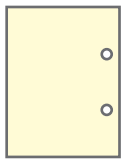
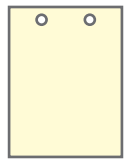
When a saddle stitch finisher is installed, the binding edge and number of staples can be selected to produce the following printing results:



Staple	Left	Right	Top
1 Staple			
2 Staples			

Punch function

When a punch module is installed on a saddle stitch finisher, the "Punch" checkbox can be selected to punch holes in the printed output.
Select the punch hole positions in "Binding Edge".

Left	Right	Top
		

Note

- The number of holes that can be punched and the spacing between the holes varies depending on the installed punch module.
- Paper sizes that can be punched vary depending on the punch module installed.
- Paper types that can be punched are Plain, Recycled, Color, Letter Head, and Heavy paper.

Print hold function

A print job sent to the machine can be held in the machine's memory until the operator initiates printing from the operation panel of the machine. This is called the Print Hold function.
There are four methods for holding print jobs with the Print Hold function.

Hold After Print When this method is selected, the print job is printed and then retained in the machine's print hold job list. The job can be printed again as needed from the operation panel of the machine.	**Hold Before Print** When this method is used, the print job is held in the machine's print hold job list without being printed. The operator can initiate printing from the operation panel of the machine as needed. This helps prevent print jobs from being misplaced.
Proof Print When this method is selected, one set of copies is printed and then the job is held in the machine's print hold job list. The operator can check the copies to make sure that the image position, stapling position, and other aspects of the job are satisfactory, and then initiate printing of all sets from the operation panel of the machine. (The initial proof set is included in the total number of copies.) If the proof copies are not satisfactory, the job can be canceled. This prevents excessive misprints when printing a large number of copies.	**PIN (5-digit ID number)** A PIN number can be set that must be entered at the machine's operation panel in order to print a "Hold After Print", "Hold Before Print", or "Proof Print" job. (☞Printing using the print hold function) This helps maintain confidentiality when printing sensitive documents. **When a PIN number is set for "Hold After Print":** The PIN number must be entered at the operation panel to print the job again after the initial printing. **When a PIN number is set for "Hold Before Print":** The PIN number must be entered at the operation panel to print the job. **When a PIN number is set for "Proof Print":** Following the initial printing of one set of proof copies, the PIN number must be entered at the operation panel to print the remaining sets of copies.

Note

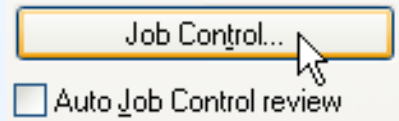
- The machine can hold a maximum of 100 print hold jobs. If 100 jobs are exceeded or the memory that can be used for print hold becomes full, no more print hold jobs will be accepted, an error will appear in the touch panel, or a Notice Page will be printed.
- Memory allocated to the print hold function can be changed in the key operator programs. (See "MEMORY FOR PRINTER" in the key operator's guide.)

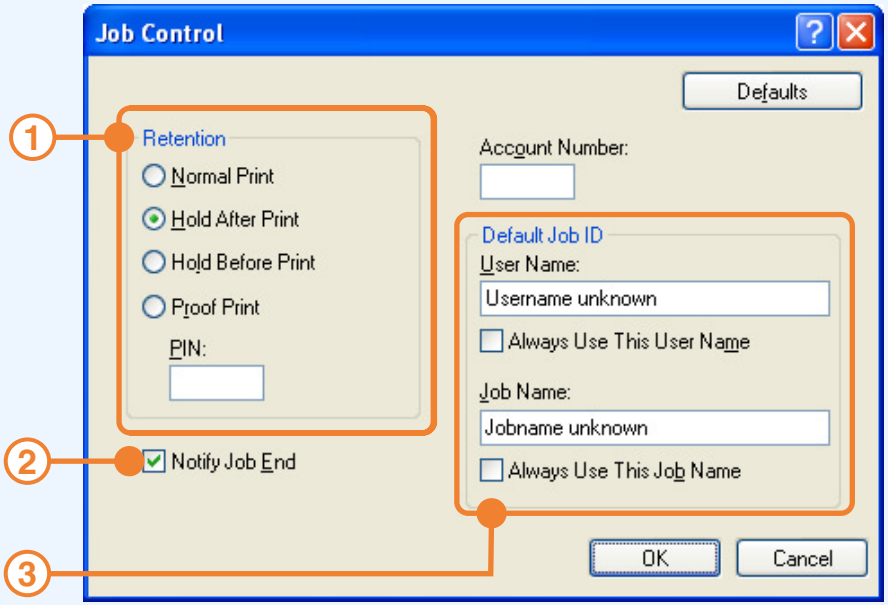
Printing using the print hold function (part 1)

Selecting print hold settings in the printer driver at the time of printing

Select the Print Hold function in the job control screen (see below), which is opened by clicking the "Job Control" button in the "Main" tab of the printer driver setup screen.

☞Basic printing





① "Retention" menu

Select the Print Hold method that you wish to use. After selecting "Hold After Print", "Hold Before Print", or "Proof Print", a PIN number can be set if desired. To set a PIN number, enter a 5-digit number in "PIN".

☞Print hold function

② "Notify Job End" checkbox

Select this checkbox if you wish to be notified when printing is finished.

This function can only be used when the Printer Status Monitor is running. If the Printer Status Monitor is not running, selecting the checkbox will have no effect.

③ "Default Job ID" menu

Enter a default user name and job name. These names appear in the operation panel of the machine.

The user name can be up to 16 characters long and the job name can be up to 30 characters long.

To always use the entered names, select "Always Use This User Name" and "Always Use This Job Name". If "Always Use This User Name" is not selected, your Windows login name will automatically be used. If "Always Use This Job Name" is not selected, the file name used in the application will automatically be used.

When you have completed the above settings, click the "OK" button to close the window and begin printing.

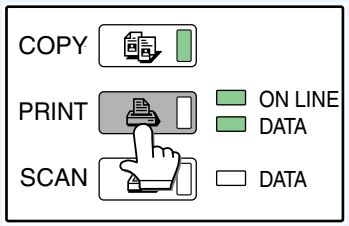
To print the job from the operation panel of the machine, see "How to print a print hold job".

Printing using the print hold function (part 2)

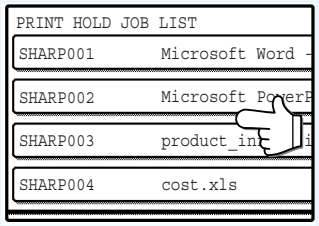
How to print a print hold job

When you print a job using the Print Hold function, the job is stored in the print hold job list in the initial screen of printer mode. Follow the steps below to print the print hold job.

1 Press the [PRINT] key to switch to the initial screen of printer mode.

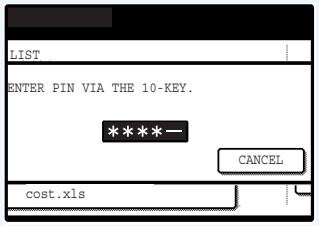


2 Select the job that you wish to print.



You can touch the ▲ or ▼ key to change screens.

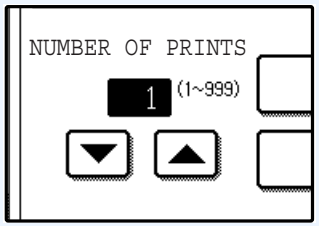
3 If you set a PIN number in the printer driver, press the numeric keys to enter the 5-digit number.



The PIN number must be entered to print the job. (If you did not set a PIN number, this step is not necessary.)

As you enter each digit, "-" changes to " ∗ ".

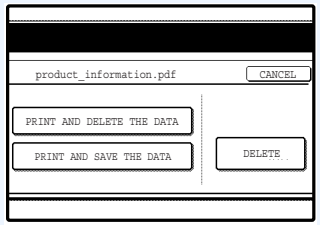
4 Make sure that the desired number of copies is set.



To change the number of copies, touch the ▼ or ▲ key.

Printing using the print hold function (part 3)

5 Touch the [PRINT AND DELETE THE DATA] key or the [PRINT AND SAVE THE DATA] key.



To delete the job after printing, touch the [PRINT AND DELETE THE DATA] key. To retain the job, touch the [PRINT AND SAVE THE DATA] key.

Note To delete a job without printing it, touch the [DELETE] key.

6 Printing begins.

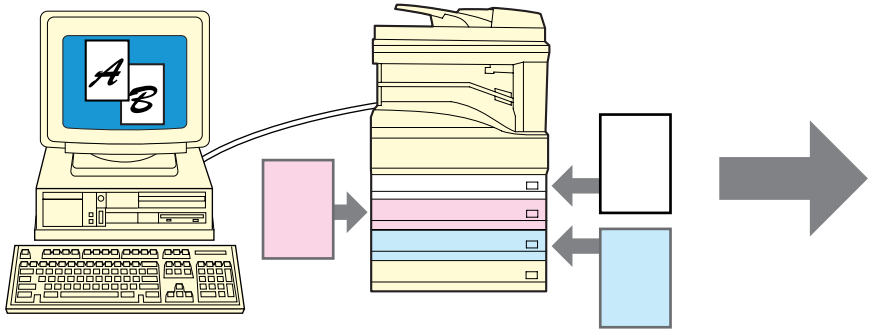
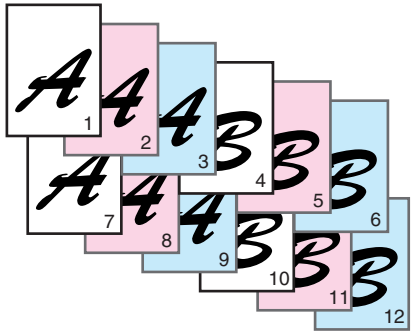
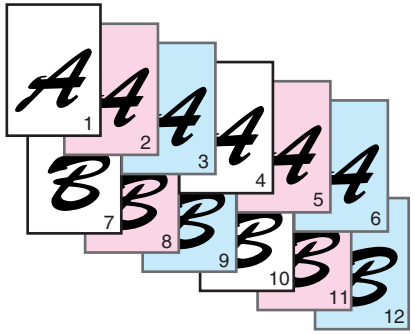
If another print job is already in progress, the job is stored. The job will be printed when all previous jobs are finished.

Points to note about the Print Hold function

- The print hold function can only be used when ROPM is enabled.
- If a Notice page is printed or an error appears in the print job complete screen when you execute printing at your computer, there are already 100 print hold jobs or the machine's memory is full. Delete any unnecessary print hold jobs and then try printing again.
  ☞How to print a print hold job
- The amount of memory allocated to the print hold function can be changed in the key operator programs. (See "MEMORY FOR PRINTER" in the key operator's guide.)
  If memory full errors frequently occur, it is recommended that additional memory be installed in the machine.
- Turning off the machine's power switch will erase the print hold jobs stored in the machine.

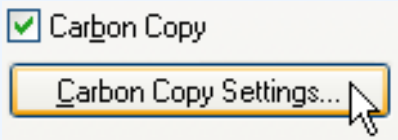
Carbon copy print

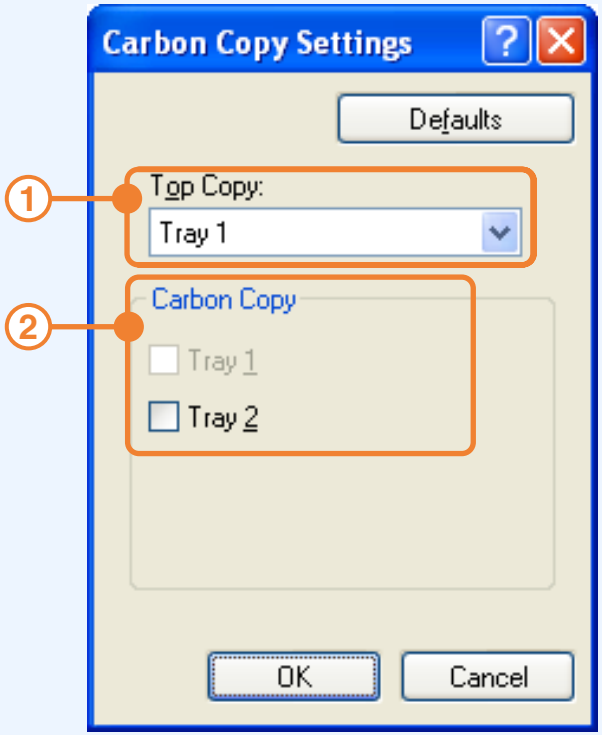
Carbon copy print is used to print copies of the same page on different types of paper. Each paper type is loaded in a different tray, and the different paper types must all be the same size.
For example, carbon copy print can be performed with standard paper in tray 1 and colored paper in tray 2 for output as an invoice original and copy. As another example, standard paper can be loaded in tray 1 and recycled paper can be loaded in tray 2 to create an original for presentation and a copy to be retained.
When carbon copy print is used to print a two-page job with two copies per page, "Collate" can be selected in the "Main" tab to obtain the following print results.

Print data	Printing result (when number of copies is "2")	
	☑ Collate	☐ Collate
		
Load different types of the same size of paper in trays 1, 2, and 3, and specify tray 1 as the "Top Copy" and trays 2 and 3 as the carbon copy trays. ☞Printing using carbon copy print	The copies are collated.	The copies are grouped by page.

Printing using carbon copy print

To use the carbon copy print function, select the "Carbon Copy" checkbox in the "Paper" tab of the printer driver setup screen, and then click the "Carbon Copy Settings" button to configure print settings.





① "Top Copy" menu

Select the tray that will be used for the original.

② "Carbon Copy" menu

Select the tray or trays that will be used for the carbon copies.
Be sure to select only trays that have the same size of paper as the "Top Copy".

Note
- The tray selected as the "Top Copy" cannot be selected.
- If a tray with a size of paper different from the "Top Copy" is selected, the paper in that tray will not be used.

When you have completed the above settings, click the "OK" button to close the window and then execute printing.

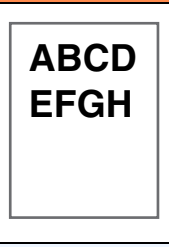
Note
- Carbon copy print is not possible when two-sided printing, pamphlet style, or staple printing is selected.
- The bypass tray cannot be used for carbon copy printing.

Printing text and lines in black

Color text and lines that are faint when printed normally can be printed in black to improve legibility.

Printing text in black

Text that is any color other than white is printed in black.
To use this function, open the printer driver setup screen and select the "Text To Black" checkbox in the "Advanced" tab.

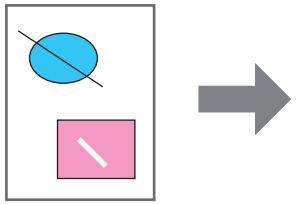
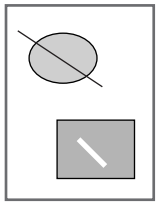
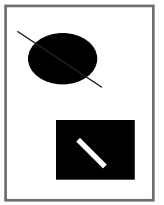
Print data	Printing result	
	☐ Text To Black	☑ Text To Black
		

Note

- When using the PCL6 printer driver, if "Print as graphics" is selected in "TrueType Mode" of "Font" in the "Advanced" tab, this function cannot be used.
- When using the PCL5e printer driver, if "Raster" is selected in "Graphics mode" in the "Advanced" tab, this function cannot be used.

Printing lines in black

Lines and solids that are any color other than white are printed in black.
To use this function, open the printer driver setup screen and select the "Vector To Black" checkbox in the "Advanced" tab.

Print data	Printing result	
	☐ Vector To Black	☑ Vector To Black
		

Note

When using the PCL6 or PCL5e printer driver, if "Raster" is selected in "Graphics mode" in the "Advanced" tab, this function cannot be used.

Printer utilities

The "Software" CD-ROM contains the following two printer utilities.

Printer Status Monitor (for general users)

This allows the user to check on the computer screen whether or not the machine is able to print.
It provides information on error states such as paper misfeeds and shows the configuration of the machine (number of trays, whether or not there is a finisher, etc.) by means of illustrations. Available paper sizes and paper remaining are also indicated.

Printer Administration Utility (for administrators)

This allows the administrator to check information on supplies and error states of the machine and other SHARP printers (compatible with the Printer Administration Utility) that are connected to the network. Settings can also be changed via the utility.

Note

- In order to use the Printer Status Monitor and Printer Administration Utility, the machine must be connected to a network.
- To install the Printer Status Monitor and Printer Administration Utility, see software setup guide for network printer.
- To use the Printer Administration Utility in Windows 95, a system file must be updated. See the detailed information in the select packages window of the installer (see the software setup guide for network printer).

Before using the Printer Status Monitor

Note the following points before using the Printer Status Monitor.

Printing via a server

When the first print job is executed after starting up the Printer Status Monitor, the machine's IP address is automatically set in the Printer Status Monitor.

Direct printing without a server

Install and configure the software as explained in "USING THE MACHINE AS A NETWORK PRINTER" in the software setup guide for network printer. (This is not necessary if the software has already been installed and configured.)

Using the printer utilities (part 1)

Starting up the printer utilities

If the Printer Status Monitor or Printer Administration Utility is not running, use the following procedure to start the utilities.

Note

When the Printer Administration Utility is first started up, the TCP/IP settings window appears. To monitor the machine on a local network, select the "Local Subnet Search" checkbox. Otherwise, enter the machine's IP address. For more information, see the Help file.

Printer Status Monitor

Click the "Start" button, point to "All Programs" ("Programs" in operating systems other than Windows XP) and then "SHARP Printer Status Monitor". Select "Printer Status Monitor".

Printer Administration Utility

Click the "Start" button, point to "All Programs" ("Programs" in operating systems other than Windows XP) and then "SHARP Printer Administration Utility". Select "Printer Administration Utility".

Using the printer utilities

For information on using the Printer Status Monitor and Printer Administration Utility, see the Help files for each. The Help files can be viewed as follows:

Printer Status Monitor

Click the "Start" button, point to "All Programs" ("Programs" in operating systems other than Windows XP) and then "SHARP Printer Status Monitor". Select "Help".

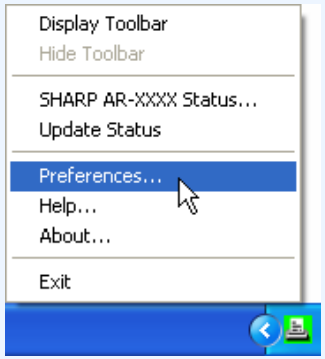
Printer Administration Utility

Click the "Start" button, point to "All Programs" ("Programs" in operating systems other than Windows XP) and then "SHARP Printer Administration Utility". Select "Help".

Changing the Printer Status Monitor settings

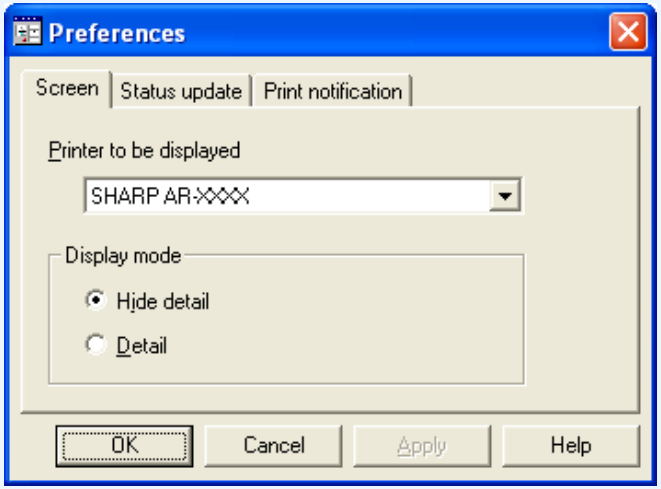
Once installed, the Printer Status Monitor normally runs in the background in Windows. If you need to change the Printer Status Monitor settings, follow the steps below.

1 **Right-click the Printer Status Monitor icon ( ) on the task bar, and select "Preferences" from the pop-up menu.**



Note If the Printer Status Monitor icon does not appear on the task bar, see "Starting up the printer utilities" to start the Printer Status Monitor.

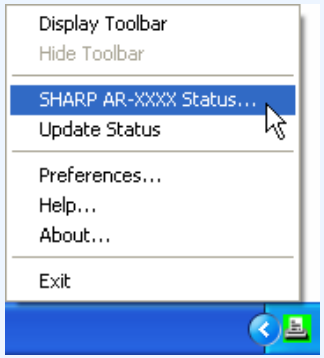
2 **Change the Printer Status Monitor settings as desired.** For information on the Printer Status Monitor settings, see Printer Status Monitor Help. (Click the "Help" button in the settings window.)



Checking the printer status

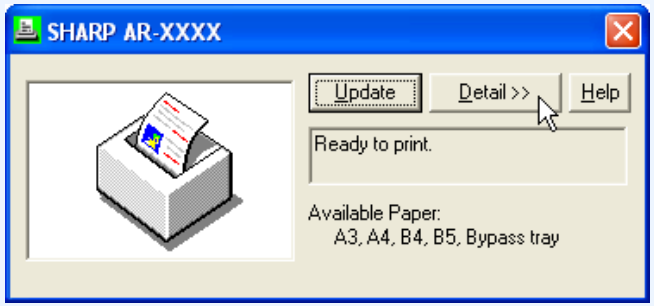
The Printer Status Monitor allows you to check whether or not toner and paper remain in the machine.

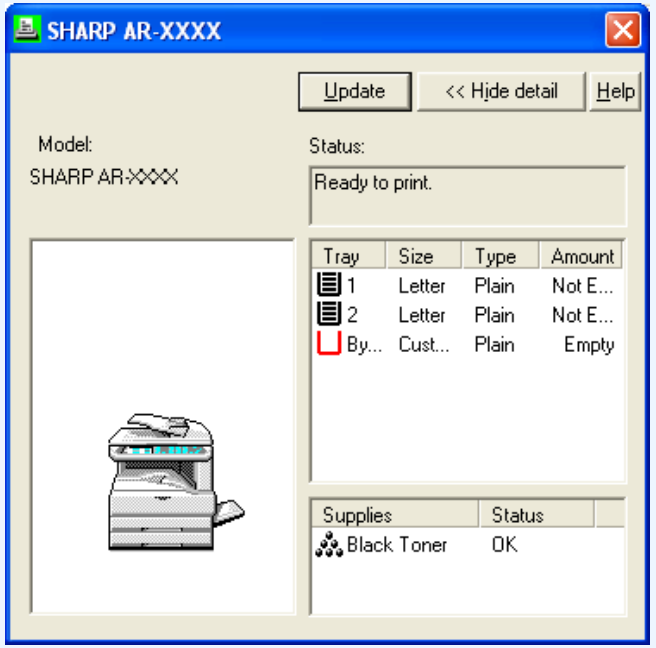
1 **Right-click the Printer Status Monitor icon ( ) on the task bar, and select "SHARP AR-XXXX Status" from the pop-up menu.**



Note: The icon turns red when printing is not possible due to a machine error or other problem.

2 **Click the "Detail" button.**
The window expands to show machine status details.





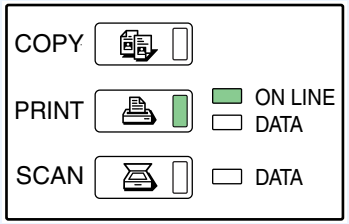
To collapse the window, click the "Hide detail" button.

Note: By default, the collapsed window initially appears when "SHARP AR-XXXX Status" is selected in Step 1. If desired, you can change the setting to have the expanded window initially appear.
☞Changing the Printer Status Monitor settings

4 Basic printing (part 1)

To use the machine as a printer for the Macintosh, the print server card (AR-NC5J) and the PS3 expansion kit must be installed and the machine must be connected to a network. To install the PPD file and configure the printer driver settings, see the software setup guide for network printer.
Before printing, make sure that the correct size of paper for your document has been loaded in the machine.

1 Make sure that the ON LINE indicator on the operation panel is lit.



If the ON LINE indicator is not on, press the [PRINT] key to switch to printer mode and then touch the [ONLINE] key.

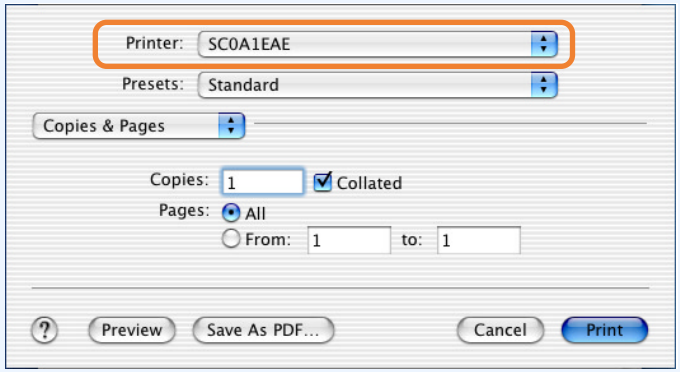
The status of the printer function is indicated by the ON LINE and DATA indicators next to the [PRINT] key.

	ON LINE indicator	DATA indicator
Lit	The machine is online and ready to print.	There is print data in memory that has not been printed yet.
Blinking	—	The machine is printing.
Off	The machine is offline and not ready to print.	The machine is not printing.

2 Start the application and open the document that you wish to print.

3 Select "Print" from the application's "File" menu.

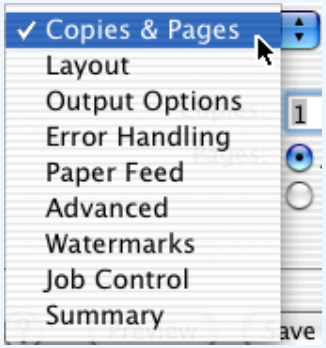
4 Make sure that the correct printer is selected.



Note

- The machine name that appears in the "Printer:" menu is the name that was entered when AppleTalk settings were configured from the CD-ROM for the print server card. Unless the name was changed when configuring the settings, it will be "SCxxxxxx" (where "xxxxxx" is a sequence of characters that varies depending on your machine).
- The Print window varies depending on the operating system version, the printer driver version, and the application.

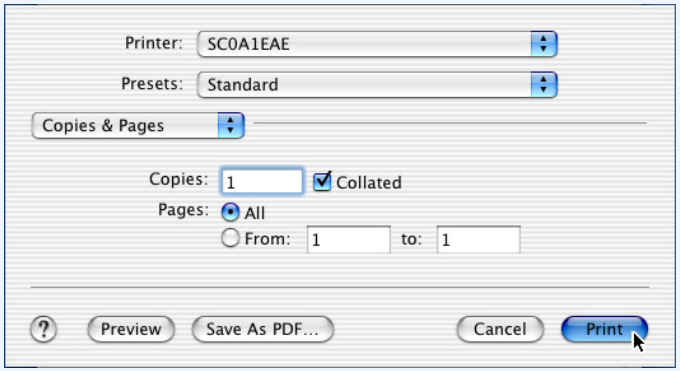
5 Configure print settings.



Click next to "Copies & Pages" ("General" in Mac OS 8.6 to 9) and select the settings that you wish to configure from the pull-down menu. The corresponding setting screen will appear.

Note The settings vary depending on the operating system version, the printer driver version, and the application.

6 Click the "Print" button .



Printing begins. The print job is delivered to one of the following trays (depending on which output devices are installed):

- Job separator tray kit is installed: Upper tray
- Finisher is installed: Center tray

Note

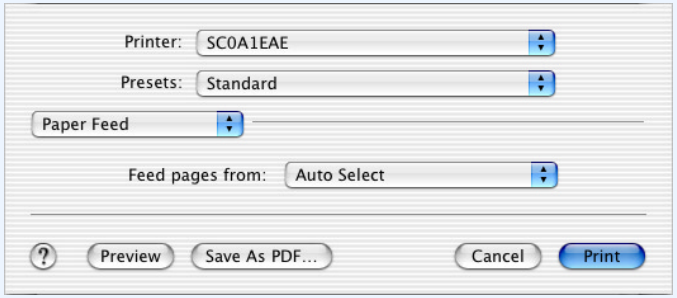
- The output tray can be selected in the key operator programs (see "OUTPUT TRAYS" in the key operator's guide).
- The output tray can be selected when selecting print settings at the time of printing. Select the output tray in "Output" in the "Advanced" menu of the Print window.
  - If you are using Mac OS 8.6 to 9.x, select the output tray in "Output" in the "Output/Document Style" menu of the Print window.
  - If you are using Mac OS X v10.1 to 10.1.5, select the output tray in the "Output" tab in the "Printer Features" menu of the Print Window.
- If the paper type setting in the printer driver is different from the bypass tray's paper type setting in the machine, printing may stop. To resume printing, press the [PRINT] key on the operation panel, touch the [BYPASS TRAY] key in the touch panel, and specify the same paper type as in the printer driver.

When "Paper Feed" is set to "Auto Select"

If "Paper Feed" is set to "Auto Select" in the Print window and the correct size of paper is not loaded in the machine, the printing method will vary depending on the "FORCED OUTPUT OF PRINT" setting in the key operator programs (see the key operator's guide).

Note

In Mac OS 8.6 to 9.x, the "Paper Feed" setting is configured in "Paper Source" in the "General" menu of the Print window.



When "FORCED OUTPUT OF PRINT" is disabled

If the bypass tray can be used, a message prompting you to print from the bypass tray will appear in the touch panel. Press the [PRINT] key on the operation panel, touch the [BYPASS TRAY] key, load paper in the bypass tray, and then touch the [BYPASS] key. Printing will begin automatically.

When "FORCED OUTPUT OF PRINT" is enabled

Printing will take place using a size of paper that is close to the size of the print image.

Note

If the paper is loaded in a different orientation than the print image, the image is automatically rotated to match the paper. This setting can be changed in the key operator programs (see "ROTATED PRINT" in the key operator's guide).

When "Paper Feed" is set to paper tray or paper type

If "Paper Feed" (or "Paper Source" in "General" in Mac OS 8.6 to 9.x) is set to paper tray or paper type in the Print window but there is no paper in the trays that matches your selection, printing will take place as follows:

The size and type of paper loaded in each tray and whether or not the paper loaded in each tray can be used for printing are specified in the "TRAY SETTINGS" of the custom settings. (See "CUSTOM SETTINGS" in the operation manual for copier.

You selected a tray, but the size of the paper in the selected tray does not match the printing size.

Even though the paper size is different, printing will take place using the paper in the selected tray.

You selected a paper type, and although the selected type of paper is loaded in the machine, its size does not match the printing size.

Even though the paper size is different, printing will take place using the selected paper type.
However, if "FORCED OUTPUT OF PRINT" is disabled, printing will not take place.

You selected a paper type, but the selected type of paper is not loaded in the machine.

If the bypass tray can be used, a message prompting you to print from the bypass tray will appear. Press the [PRINT] key on the operation panel, touch the [BYPASS TRAY] key, load the correct size and type of paper in the bypass tray, and then touch the [BYPASS] key. Printing will begin automatically.

Job control function (Mac OS 8.6 to 9.x and Max OS X v10.2)

Printing when auditing mode is enabled

When "AUDITING MODE" is enabled in the key operator programs, enter your 5-digit account number in "Account Number" in the "Job Control" menu of the Print window.

Note

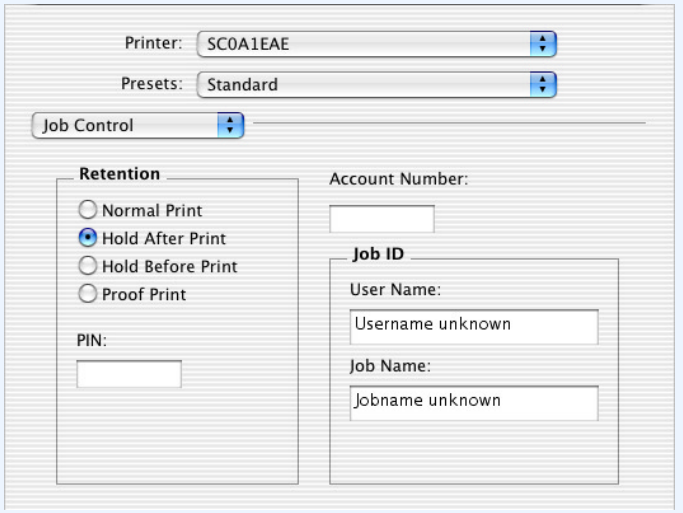
- In Mac OS 8.6 to 9.x, select "On" in "Account Number" in "Job Control" in the Print window, and enter your 5-digit account number in the box at right.
- Account numbers are stored in the key operator programs. (See "ACCOUNT CONTROL" in the key operator's guide.)

Caution

- When auditing mode is enabled, a print job may not be printed if an account number is not entered or an incorrect account number is entered. This depends on the key operator program settings. See "CANCEL JOBS OF INVALID ACCOUNTS" in the key operator's guide.
- In Mac OS X v10.1 to 10.1.5, auditing mode cannot be used. For this reason, do not enable "CANCEL JOBS OF INVALID ACCOUNTS" in the key operator programs because printing will not be possible. (Printed pages will be added to the "OTHERS" count.)

Using the print hold function

The print hold function is enabled in "Job Control" in the Print window.
Select the function that you wish to use in the "Retention" menu.



Note

- To assign a PIN number to a print job, enter a 5-digit number in "PIN". (In Mac OS 8.6 to 9.x, select "On" in "Confidential Print Password" and enter a 5-digit number in the box at right.)
- In Mac OS X v10.1 to 10.1.5, the print hold function cannot be used.

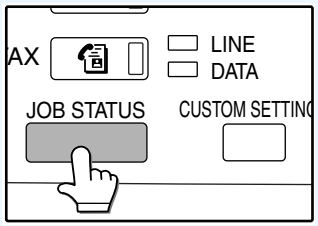
For information on the print hold function, see "Print hold function".
To print a print hold job at the machine, see "How to print a print hold job".

Giving priority to a print job / Canceling a print job (part 1)

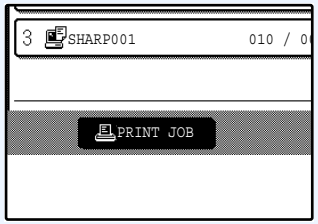
Giving priority to a print job

When a print job is waiting because the machine is copying or printing a received fax, the following procedure can be used to interrupt the current job and immediately print the print job. Use the print job status screen to give priority to the job. For more information on using the job status screen, see operation manual for copier.

1 Press the [JOB STATUS] key.



2 Make sure that the [PRINT JOB] key is highlighted.



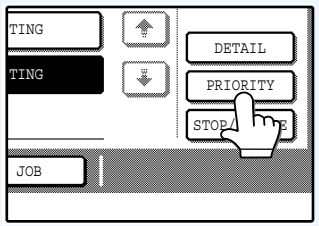
The print job status screen appears when the [PRINT JOB] key is highlighted.

If the [PRINT JOB] key is not highlighted, touch the [PRINT JOB] key.

3 In the job keys of the jobs waiting to be printed, touch the key of the job that you wish to print immediately.

The touched key is highlighted.

4 Touch the [PRIORITY] key.



A message appears asking you to confirm the priority print job. Touch the [OK] key to interrupt the current job and begin printing the print job selected in Step 3.

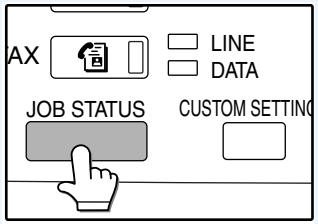
Note To view information on a print job, select it and then touch the [DETAIL] key.

Giving priority to a print job / Canceling a print job (part 2)

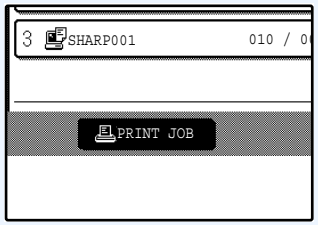
Canceling a print job

A print job in progress or waiting to be printed can be canceled. Use the print job status screen to cancel the job.

1 **Press the [JOB STATUS] key.**



2 **Make sure that the [PRINT JOB] key is highlighted.**



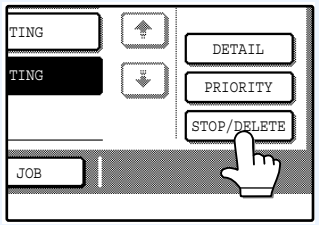
The print job status screen appears when the [PRINT JOB] key is highlighted.

If the [PRINT JOB] key is not highlighted, touch the [PRINT JOB] key.

3 **The job in progress and the jobs waiting to be printed appear. Touch the key of the job that you wish to cancel.**

The touched key is highlighted.

4 **Touch the [STOP/DELETE] key.**



A message appears asking you to confirm the cancellation. Touch the [YES] key to delete the job.

If you do not wish to cancel the job, touch the [NO] key.

Note

To pause a print job during printing, press the [PRINT] key on the operation panel and then touch the [OFFLINE] key. ([OFFLINE] is highlighted.)

- To cancel a print job, press the [CLEAR] key ([C]).
- To resume printing, touch the [ONLINE] key to switch the machine online.

Configuring the printer condition settings (part 1)

The printer condition settings allow basic printer settings to be configured. The following items can be set:

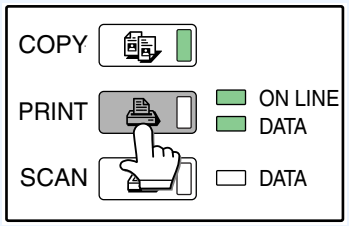
- DEFAULT SETTINGS: Basic settings used in printing.
- PCL SETTINGS: PCL symbol set, font, line feed code, and other settings.
- PostScript SETTINGS*: Sets whether a PostScript error page is printed or not when a PostScript error occurs.

*Appears when the PS3 expansion kit is installed.

Note When the printer condition settings and the printer driver settings do not agree, the printer driver settings take precedence. Print settings that can be selected in the printer driver should be selected in the printer driver at the time of printing.

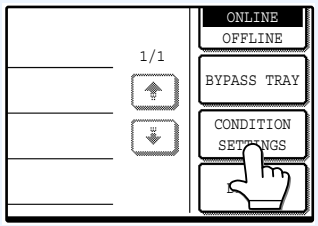
How to configure the settings

1 Press the [PRINT] key.



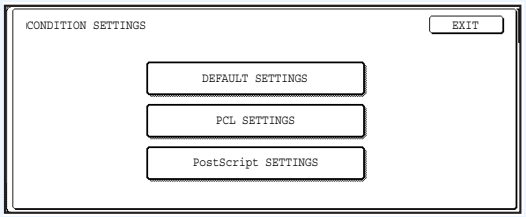
The initial screen of printer mode appears.

2 Touch the [CONDITION SETTINGS] key.



Any print jobs that have already been sent to the machine, including print hold jobs stored in the machine, will be printed using the printer condition settings that were effect when the job was sent.

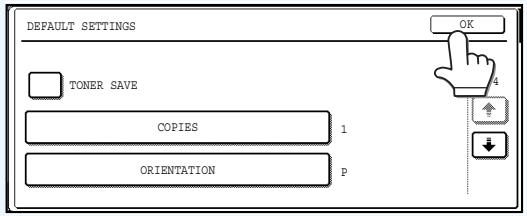
3 Touch the key of the desired item to display its setting screen.



For information on each of the settings, see "Printer condition settings".

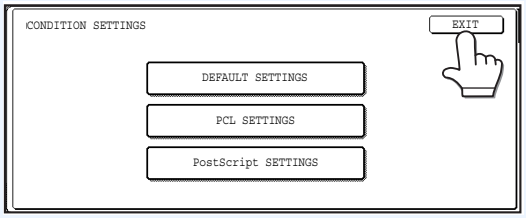
Configuring the printer condition settings (part 2)

4 Touch the desired setting on the setting screen of the desired item and touch the [OK] key.

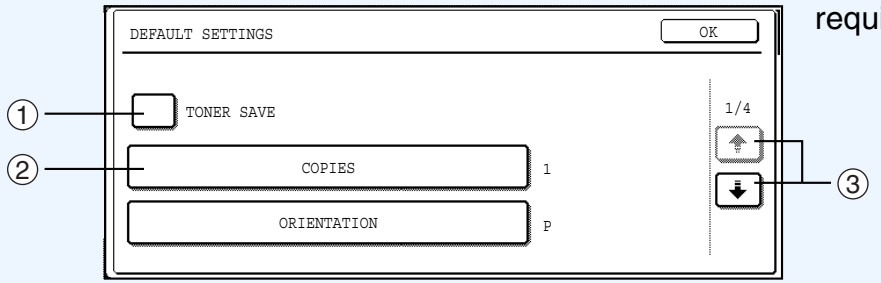


To set another item, repeat steps 3 and 4.

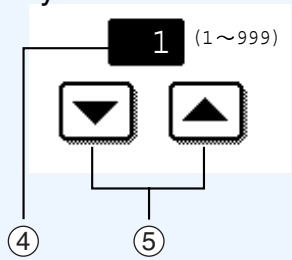
5 When finished, touch the [EXIT] key.



More information on the condition setting screen



The following keys appear in screens that require the entry of numerical values.



① When a checkbox (☐) appears in front of a setting, a checkmark (☑) will appear when the checkbox is touched. This indicates that the setting is enabled. If a checkbox with a checkmark (☑) is touched, the checkmark is cleared (☐) and the setting is disabled.

② When a key that appears in the form [XXX] is touched, the setting screen of that key will appear.

③ If the settings continue on the following screen(s), touch the ▲ and ▼ keys to move back and forth through the screens. To return to the category selection screen, touch the [OK] key.

④ The currently set numerical value is displayed.

⑤ Numerical values can be set by touching the ▲ and ▼ keys.

Configuring the printer condition settings (part 3)

Printer condition setting menu

Click on a setting to view an explanation of the setting.

CONDITION SETTINGS

DEFAULT SETTINGS	Factory default settings
TONER SAVE	Disabled
COPIES	1
ORIENTATION	PORTRAIT
DEFAULT PAPER SIZE	8 ½ x 11
DEFAULT PAPER SOURCE	AUTO
DEFAULT PAPER TYPE	AUTO
SMOOTHING	Disabled
RESOLUTION	600dpi
EXTRA PRINT MODE	Disabled
2-SIDE PRINT	1-SIDED
PAGE PROTECTION	Enabled
ROPM	Disabled

CONDITION SETTINGS

PCL SETTINGS	Factory default settings
PCL SYMBOL SET SETTING	3 (PC-8)
PCL FONT SETTINGS	INTERNAL FONT: 0 (Courier)
LINE FEED CODE	0
WIDE A4	Disabled

PostScript SETTINGS*	Factory default settings
PRINT PS ERRORS	Disabled

* Appears when the PS3 expansion kit is installed.

Note

You can view the current printer condition settings by printing the "PRINTER SETTINGS LIST" in "LIST PRINT" in the custom settings.

☞Printing the printer setting and font lists

Printer condition settings

Factory default settings are indicated in bold.

DEFAULT SETTINGS

Item	Selections	Description
TONER SAVE	Enabled, **Disabled (no checkmark)**	This enables or disables toner save mode. Toner save mode conserves toner by printing a slightly lighter image. Toner save mode does not function when the resolution is set to 1200 dpi.
COPIES	**1** - 999	This is used to select the number of copies.
ORIENTATION	**PORTRAIT**, LANDSCAPE	This sets the orientation of the printed page. Select "PORTRAIT" when the image is longer in the vertical direction, or "LANDSCAPE" when the image is longer in the horizontal direction.
DEFAULT PAPER SIZE	5 ½ x 8 ½, **8 ½ x 11**, 8 ½ x 13, 8 ½ x 14, 11 x 17, A5, B5, A4, B4, A3	This sets the default paper size used for the printed image. Even if the set size of paper is not in any of the trays, the printed image is formed in accordance with this setting.
DEFAULT PAPER SOURCE	**AUTO**, BYPASS (MANUAL), BYPASS (AUTO), TRAY 1, TRAY 2, TRAY 3*, TRAY 4*	Set the default paper tray. When set to "AUTO", the paper tray with the size of paper set in "DEFAULT PAPER SIZE" is automatically selected. *Selections available depend on the trays that are installed.
DEFAULT PAPER TYPE	**AUTO**, PLAIN, RECYCLED, LETTER HEAD, COLOR	This is used to select the default paper type. When set to "AUTO", the paper tray with the size of paper set in "DEFAULT PAPER SIZE" is automatically selected.

(continued)

Configuring the printer condition settings (part 5)

Item	Selections	Description
SMOOTHING	Enabled, **Disabled (no checkmark)**	This enables or disables smoothing. This function improves image quality by smoothing angles and curves in the image. When smoothing is enabled using a resolution of 600 dpi, an image quality equivalent to 1200 dpi can be obtained. (Printing at 1200 dpi provides high image quality, however, this uses considerable memory and slows the printing speed. Smoothing cannot be selected when the resolution is 1200 dpi.) When printing a bitmap image, disabling smoothing may in some circumstances provide a better result.
RESOLUTION	300dpi, **600dpi**, 1200dpi	This sets the resolution for printing. When 1200 dpi is selected, smoothing and toner save cannot be selected. A resolution of 1200 dpi uses considerable memory and therefore slows the printing speed.
EXTRA PRINT MODE	Enabled, **Disabled (no checkmark)**	When mostly single-page jobs are printed, this function can be used to increase printing efficiency by shortening the wait time between print jobs. Normally this function is not enabled. When the function is enabled (a checkmark appears), multiple print jobs are processed as a single job when all of the jobs have the same print format. The jobs appear as a single job key in the job status screen. When print hold, staple printing, different paper setting ("Last Page" only), or transparency inserts is selected in the printer driver, EXTRA PRINT MODE does not function. EXTRA PRINT MODE also does not function if the paper size or other print format setting is changed or a notice page is printed due to a memory error. Print processing efficiency increases when this mode is used, and for this reason notification that the job is finished may not appear at the same time as completion of output of the printed pages. In addition, special print processing may prevent the appropriate appearance of notification that the job is finished.

(continued)

Configuring the printer condition settings (part 6)

Item	Selections	Description
2-SIDE PRINT	**1-SIDED**, 2-SIDED (Book), 2-SIDED (Tablet)	When "2-SIDED (Book)" is selected, two-sided printing takes place so as to allow binding at the left side. When "2-SIDED (Tablet)" is selected, two-sided printing takes place so as to allow binding at the top.
PAGE PROTECTION	**Enabled (checkmark appears)**, Disabled	This enables page protection. Page protection prevents data loss errors when printing complex jobs.
ROPM	Enabled, **Disabled (no checkmark)**	This enables the ROPM function. When enabled, multi-page print jobs are stored in memory before printing, and thus the computer does not need to repeatedly send the print data when multiple copies are printed.

PCL SETTINGS

Item	Selections	Description
PCL SYMBOL SET SETTING	1 - 35	This specifies which country's characters (PCL symbol set) are assigned to certain of the symbols in the character code list. The factory default setting is "3" (PC-8). The numbers corresponding to each PCL symbol set can be viewed by printing "PCL SYMBOL SET LIST" in "LIST PRINT" in the custom settings. ☞Printing the printer setting and font lists
PCL FONT SETTINGS	**INTERNAL FONT (0 - 80)**, EXTENDED FONT (1 -)	This specifies which PCL font to use for printing. One font can be specified from among the internal fonts and extended fonts (when the barcode font kit is installed). The factory default setting is "0" (internal font: Courier). The fonts that are available can be viewed by printing the font list in "LIST PRINT" in the custom settings. The font names, numbers assigned to each font, and print samples appear in the list. A font is specified for PCL FONT SETTINGS by entering the number assigned to the font. ☞Printing the printer setting and font lists
LINE FEED CODE	**0** - 3	This specifies the line break code by means of a combination of the "CR" (return) code, "LF" (line break) code, and "FF" (page break) code. The factory default setting is printing based on the transmitted code. The setting can be changed by selecting one of four combinations.
WIDE A4	Enabled, **Disabled (no checkmark)**	This setting can be enabled to print 80 lines on A4 size paper with each line 10CPI font (English characters). When the setting is disabled (a checkmark does not appear), each line is 78 characters long.

PostScript SETTINGS

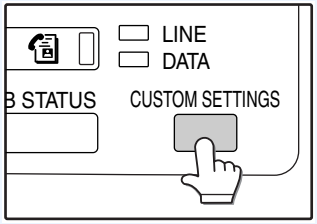
"PostScript SETTINGS" only appears when the PS3 expansion kit is installed.

Item	Selections	Description
PRINT PS ERRORS	Enabled, **Disabled (no checkmark)**	When this setting is enabled, an error description is printed each time a PostScript error occurs.

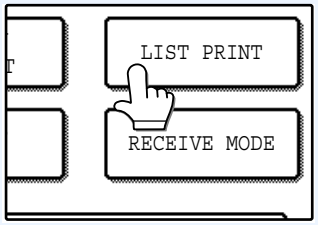
5 Printing the printer setting and font lists

To check the current printer condition settings or fonts that can be used, print the printer setting list or one of the font lists.

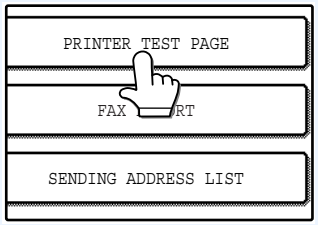
1 Press the [CUSTOM SETTINGS] key.



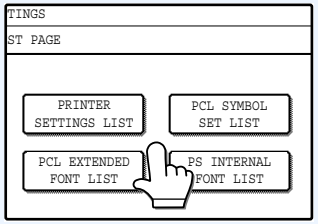
2 Touch the [LIST PRINT] key.



3 Touch the [PRINTER TEST PAGE] key.



4 Touch the list that you wish to print.



Printing begins.

The following lists can be printed.

- PRINTER SETTINGS LIST
- PCL SYMBOL SET LIST
- PCL INTERNAL FONT LIST
- PCL EXTENDED FONT LIST (When an option font kit is installed.)
- PS INTERNAL FONT LIST (When the PS3 expansion kit is installed.)
- NIC PAGE

Troubleshooting

This chapter describes how to solve printer problems. Refer to the relevant section based on the problem.
To load paper, remove paper misfeeds, load staples in the finisher, remove jammed staples, or replace the toner cartridge, see "TROUBLESHOOTING" in operation manual for copier.

Printing does not take place

- Check the connections
  - USB or parallel connection in Windows
  - Network connection
- Check Your Computer
  - Points to check in Windows
  - Points to check on the Macintosh
- Check the machine
- Checking the printer driver
  - Points to check in Windows

Improper printing operation

- Printing is slow
- Two-sided printing is not possible
- Stapling is not possible (when a finisher or a saddle stitch finisher is installed)
- Punching is not possible (when a saddle stitch finisher is installed)

Print quality is not satisfactory

- Check the paper being used
- The printed image is coarse
- The printed image is distorted
- Part of the printed image is missing

If a notice page is printed

Removing the software

- Windows
- Macintosh (Mac OS 8.6 to 9.x)

Printing does not take place (part 1)

Check the connections

USB or parallel connection in Windows

■ Is the interface cable compatible with the machine and computer?

Interface cables compatible with this machine are USB and parallel cables. Check which type of cable is supported by your computer.
For the specifications of the interface cable, see "CONNECTING TO A COMPUTER" in the software setup guide for network printer.

■ Is the interface cable connected securely?

Check if the interface cable is securely plugged into the connectors of the machine and computer.
To connect the cable, see "CONNECTING TO A COMPUTER" in the software setup guide for network printer.

■ Are any other USB peripherals being connected along with the machine?

If your computer is connected to the machine through a USB hub, see if printing is possible when no other USB devices are connected, or if printing is possible when the machine and computer are directly connected.

■ If the interface cable becomes disconnected

If the interface cable becomes disconnected, even only once during the machine's operation, then printing may be disrupted. If this occurs, check the interface cable and ensure that it is securely connected, then restart the computer.

Network connection

■ Is the LAN cable disconnected?

Make sure that the LAN cable is firmly inserted in the connectors on the machine and the computer.
For information on connecting the LAN cable, see software setup guide for network printer.

■ Is the machine configured for use on the same network as the computer?

The machine cannot be used if it is not connected to the same network as the computer, or if it is not configured for use on the network.
For more information, consult your network administrator.

Printing does not take place (part 2)

Check Your Computer

■ Is there enough computer memory or hard disk space?

To use the machine, your computer must have sufficient memory and hard disk space. If there is insufficient hard disk space, delete unnecessary files to increase the free space of the hard disk. If there is insufficient memory, close unnecessary applications to increase memory available for printing.

Points to check in Windows

■ If your computer is connected to the machine through the parallel port, is the parallel port (LPT) mode set to other than EPP mode? (when using a parallel connection in Windows)

The machine may not operate correctly if the parallel port mode is set to EPP mode. To set the parallel port mode to a mode other than EPP mode, refer to your computer manual or ask the manufacturer of the computer. ECP mode is recommended to obtain the best performance from the machine. Note that some computers may use different names for the modes.

Note

If you are using Windows XP, the "Found New Hardware Wizard" may appear after you change the port setting. In this case, click the "Cancel" button to close the wizard, and then reinstall the printer driver as explained in "USING THE MACHINE WITH A PARALLEL OR USB CONNECTION" in the software setup guide for network printer.

Points to check on the Macintosh

■ Is AppleTalk enabled?

In Mac OS X, click "Network" in "System Preferences" and select "Built-in Ethernet" in "Show". Click the "AppleTalk" tab and make sure that "Make AppleTalk Active" is selected.
In Mac OS 8.6 to 9.x, open the "Chooser" from the Apple menu and make sure that "Active" is selected. Printing is not possible if "Active" is not selected.

■ Is "Ethernet" selected for the "Connect via" of AppleTalk? (When using Mac OS 8.6 to 9.x.)

Open "AppleTalk" from the "Control Panels" and make sure that "Ethernet" is selected in the "Connect via" menu. Printing is not possible if "Ethernet" is not selected.

Printing does not take place (part 3)

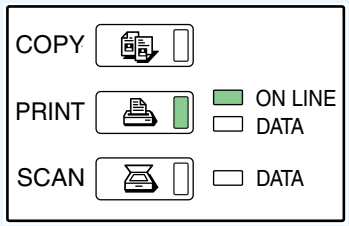
Check the machine

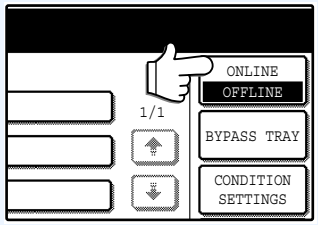
■ Power switch on?

Turn the power switch on. (See "POWER ON AND OFF" in the operation manual for copier)

■ Is the machine online?

When the ON LINE indicator next to the [PRINT] key on the operation panel is lit, the machine is online and ready to print. If the ON LINE indicator is off, press the [PRINT] key and then touch the [ONLINE] key. (When [ONLINE] is highlighted, the machine is online.)





■ Has an error occurred such as a paper misfeed, staple jam in the finisher, out of paper, or out of toner?

When one of the above errors occurs, a message will appear in the touch panel to alert you.
Follow the instructions in the message to clear the error.
Printing will automatically resume when the error is cleared.
For information on handling errors, see "TROUBLESHOOTING" in operation manual for copier.

■ Copy job being performed?

Wait until copying is finished. You can also select the key of the job that you wish to print in the job status screen and then touch the [PRIORITY] key. Copying will be interrupted and the selected job printed.

☞Giving priority to a print job

■ Is the "I/O TIMEOUT" setting too short?

Set a longer time for "I/O TIMEOUT" in the key operator programs.

If a Notice Page is printed, see "If a notice page is printed".

Printing does not take place (part 4)

Checking the printer driver

■ Is your machine selected correctly in the current application for the print job?

Select the printer driver of the machine in the print settings window of the application.

- If the printer drivers appear as icons, click the icon of the machine.
- If the printer drivers are selected from a pull-down menu, select the printer driver of the machine from the menu.

☞Windows: Basic printing
☞Macintosh: Basic printing

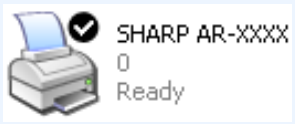
Points to check in Windows

■ Has the printer driver been installed properly?

Follow the steps below to make sure that the printer driver is installed correctly.

1 **Click the "start" button, click "Control Panel", click "Printers and Other Hardware", and then click "Printers and Faxes".**
On Windows 95/98/Me/NT 4.0/2000, click the "Start" button, select "Settings" and then click "Printers".

2 **Check if the "SHARP AR-XXXX" printer driver icon is shown.**



If the printer icon of the machine does not appear, the printer driver is not installed correctly. Follow the instructions in the software setup guide for network printer to correctly install the printer driver.

■ Is the port configured correctly?

It is possible that there is a problem with the port configuration, for example another printer driver may be using the port. Open the printer driver properties and correctly configure the port that you are using.

☞See the software setup guide for network printer.

If for some reason the printer driver does not operate correctly, delete the printer driver and then reinstall it as explained in the software setup guide for network printer.

☞Removing the software

Improper printing operation (part 1)

Printing is slow

■ Simultaneous use of two or more application software programs?

Start printing after quitting all unused application software programs.

■ Is an appropriate print quality selected in the printer driver?

It takes longer to process the print data when "SMOOTHING" is enabled or the resolution is set to 1200 dpi, and this may slow the printing speed. Be sure to select print quality settings that are appropriate for the image being printed.

Windows: Change the print quality settings in the "Advanced" tab of the printer driver setup screen.

Macintosh: Change the print quality settings in the "Advanced" menu in the Print window. (In Mac OS X v10.1 to 10.1.5, change the print quality settings in the "Advanced" tab of the "Printer Features" menu.)

Two-sided printing is not possible

■ Is two-sided printing disabled in the key operator programs?

Enable two-sided printing as explained in "DISABLING OF DUPLEX" in the key operator's guide.

Stapling is not possible (when a finisher or a saddle stitch finisher is installed)

■ Is stapling disabled in the key operator programs?

Enable stapling in the key operator programs (see "DISABLING OF STAPLER" in the key operator's guide).

■ Is the finisher disabled in the key operator programs (when a saddle stitch finisher is installed)?

Enable the finisher in the key operator programs. (See "USING THE KEY OPERATOR PROGRAMS" in the operation manual for the saddle stitch finisher, and "DISABLING OF STAPLER" in the key operator's guide.)

■ Did you attempt to print more pages than can be stapled?

When a finisher is installed, up to 30 sheets can be stapled. When a saddle stitch finisher is installed, up to 50 sheets can be stapled (up to 25 sheets when the paper size is B4, Foolscap, or larger).

The saddle stitch tray can hold up to 20 sets when the number of sheets is 1 to 5, or 10 sets when the number of sheets is 6 to 10.

■ Are pages of different width mixed together in the print job?

Stapling is not possible when pages of different width are mixed together in a print job.

Improper printing operation (part 2)

■ **Does the print job include page sizes that cannot be stapled?**

Stapling is not possible if the print job includes page sizes that cannot be stapled.

■ **Is the paper tray that is selected in the printer driver set to a paper size or paper type that cannot be used for stapling?**

On the machine, set the paper tray to be used for staple printing to a paper size and paper type that can be used for stapling.

Punching is not possible (when a saddle stitch finisher is installed)

■ **Is the finisher disabled in the key operator programs?**

Enable the finisher in the key operator programs. (See "USING THE KEY OPERATOR PROGRAMS" in the operation manual for the saddle stitch finisher, and "DISABLING OF STAPLER" in the key operator's guide.)

■ **Are pages of different width mixed together in the print job?**

Punching is not possible when pages of different width are mixed together in a print job.

■ **Does the print job include page sizes that cannot be punched?**

Punching is not possible if the print job includes page sizes that cannot be punched.

■ **Is the paper tray that is selected in the printer driver set to a paper size or paper type that cannot be used for punching?**

On the machine, set the paper tray to be used for punch printing to a paper size and paper type that can be used for punching.

Print quality is not satisfactory (part 1)

Check the paper being used

■ Non-standard paper used?

Check that the paper conforms to the specifications. Refer to "LOADING PAPER" in the operation manual for copier.

■ Are you using paper with a high moisture content?

Use paper that is in good condition, with a low moisture content and no curling.

■ Is the paper loaded with the wrong side up?

Some types of paper have a front and a back side. If the paper is loaded so that printing takes place on the back side, toner will not adhere well to the paper and poor print quality will result.

■ Are you printing on paper that has an uneven surface?

It may not be possible to print correctly on paper with seams such as the back of an envelope.

Print quality is not satisfactory (part 2)

The printed image is coarse

■ Have the printer driver settings been specified to suit both paper and the print job?

The printing resolution can be set to 1200 dpi, 600 dpi, or 300 dpi. When 600 dpi or 300 dpi is selected, "SMOOTHING" can also be selected to improve the image quality.

Windows: Change the resolution settings in the "Advanced" tab of the printer driver setup screen.

Macintosh: Change the resolution settings in the "Advanced" menu in the Print window. (In Mac OS X v10.1 to 10.1.5, change the resolution settings in the "Advanced" tab of the "Printer Features" menu.)

Note

- A slower printing speed may result when 1200 dpi or "SMOOTHING" is selected.
- For the available resolution settings, see "Printer specifications".

The printed image is distorted

■ Is the paper loaded correctly?

If a document is physically damaged when it is output or the image is skewed on the paper, discard the damaged sheet, reinsert the paper and print again. Insert the paper so that there is no visible space between the paper and the paper guides.

☞See the operation manual for copier for more details on inserting paper.

Part of the printed image is missing

■ Did you set sufficient margins in the paper settings of your application?

Printing is not possible at the edges of the paper. The print margins are 5/32" (4 mm) at the top and bottom of the paper and 1/8" (3 mm) at the sides of the paper. When configuring the paper settings in the software application, be sure to establish margins that are at least as large as the print margins.

■ Does the paper size set for the print image match the size of paper loaded in the machine?

Make sure that the paper size setting matches the size of paper loaded in the machine. When "Auto Select" is selected for the paper source in the print settings, the print method will vary depending on the settings of the key operator programs.

☞Windows: When "Paper Selection" is set to "Auto Select"
☞Macintosh: When "Paper Feed" is set to "Auto Select"

■ Are the print orientation settings correct?

Make sure that the correct paper orientation is selected for the print image in the application's paper settings and in the print settings.

If the paper is loaded in the machine in a different orientation from the print image, the image is normally automatically rotated to match the paper; however, if this function has been disabled in the key operator programs, the paper orientation must be set in the application. (See "ROTATED PRINT" in the key operator's guide.)

If a notice page is printed (part 1)

If you find that a notice page has been printed at the end of a print job, the print data received from the computer has not been printed as specified. Fix the problem as explained below and then try printing again.

Notice Page regarding memory full on IMC board

****
Notice Page
****

The IMC memory full error had occurred,
a normal output was not able to be executed.

Please refer to the operation manual for
the solution method.

- **When the Staple function is not selected:**

Disable the ROPM function by removing the checkmark from "ROPM" in the "Configuration" tab of the printer driver setup screen. (See "CONFIGURING THE PRINTER DRIVER" in the software setup guide for network printer.) If you need to use the ROPM function, lower the resolution setting in the printer driver or install more memory.

- **When the Staple function is selected:**

Lower the resolution setting or increase the "MEMORY FOR PRINTER" setting in the key operator programs. If this does not resolve the problem, install more memory.

Note

The IMC memory is used to store print data when the ROPM function is used. This memory is also used to store original image data in the copy mode. The percentage of IMC memory allocated to the printer function can be adjusted using a key operator program. See "MEMORY FOR PRINTER" in the key operator's guide. The memory can be extended by adding commercially available memory modules. For details, contact your SHARP dealer.

When data loss error has occurred:

****
Notice Page
****

The data loss error had occurred, a normal
output was not able to be executed.

Please refer to the operation manual for
the solution method.

- Set the page protection function or enable the ROPM function. To enable the ROPM function, select the "ROPM" checkbox in the "Configuration" tab of the printer driver setup screen. (See "CONFIGURING THE PRINTER DRIVER" in the software setup guide for network printer.)

☞PAGE PROTECTION

If a notice page is printed (part 2)

Notice Page regarding memory full on the printer board

****
Notice Page
****

The memory full error had occurred, a normal output was not able to be executed.

Please refer to the operation manual for the solution method.

- If the ROPM function has been disabled, enable it.
- Clear download fonts or form overlay data in the printer driver settings.
- Add memory to the printer board. For information on additional memory, contact your SHARP dealer.
- Check the memory setting in the "Configuration" tab in the printer driver settings.

Disabling notice page printing

Notice page printing can be disabled using a key operator program (see "PROHIBIT NOTICE PAGE PRINTING" in the key operator's guide).

Removing the software

In the event that you need to remove the printer driver or utilities, follow these steps:

Windows

1 **Click the "start" button, and then click "Control Panel".**
On Windows 95/98/Me/NT 4.0/2000, click the "Start" button, select "Settings", and then click "Control Panel".

2 **Click "Add or Remove Programs".**
On Windows 95/98/Me/NT 4.0/2000, double-click the "Add/Remove Programs" icon.

3 **Select the driver or utility that you wish to remove from the list, and click the appropriate button to remove it.**
For more information, refer to your operating manual or to the help files for your operating system.

4 **Restart your computer.**

Macintosh (Mac OS 8.6 to 9.x)

1 **Insert the "Software" CD-ROM into your CD-ROM drive.**

2 **Double-click the CD-ROM icon ( ) on the desktop and double-click the "Mac OS" folder.**

3 **Double-click the "Installer" icon ( ).**

4 **Select "Remove" from the Install menu and then click the "Remove" button.**

Note There is no remove tool for Mac OS X. The PPD file for Mac OS X has been copied to the following folder in the startup disk:
[Library] - [Printers] - [PPDs] - [Contents] - [Resources] - [En.lproj] folder

Note When reinstalling the software, install it correctly as explained in software setup guide for network printer.

About the Web page (part 1)

When the machine is connected to a network, you can access the machine's settings from your computer using a Web browser. The settings will appear in a Web page in your browser, and you can configure the machine's E-mail server settings in the Web page to have the machine receive e-mail and automatically print out attached files, as well as automatically send e-mail to the administrator of the machine and/or the dealer which provides information on machine use (print count, copy count, etc.) and error conditions (paper misfeed, out of paper, out of toner, etc.).

To use these functions, the machine must be able to connect to the Internet and the recipient of the messages must have a Web browser (Microsoft Internet Explorer 5.5 or later, or an equivalent Web browser) and an SMTP-compatible e-mail software program.

Accessing the Web page

Use the following procedure to access the Web page.

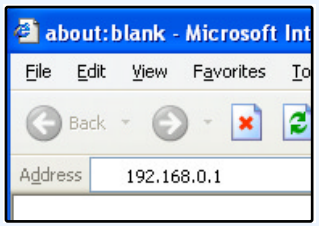
1 **Open the Web browser on your computer.**

Supported browsers:

Internet Explorer 5.5 or later (Windows)/
5.1 or later (Macintosh)

Netscape Navigator 6.0 or later

2 **In the "Address" field of your Web browser, enter the IP address of the machine as a URL.**



Enter the IP address previously configured in the machine.

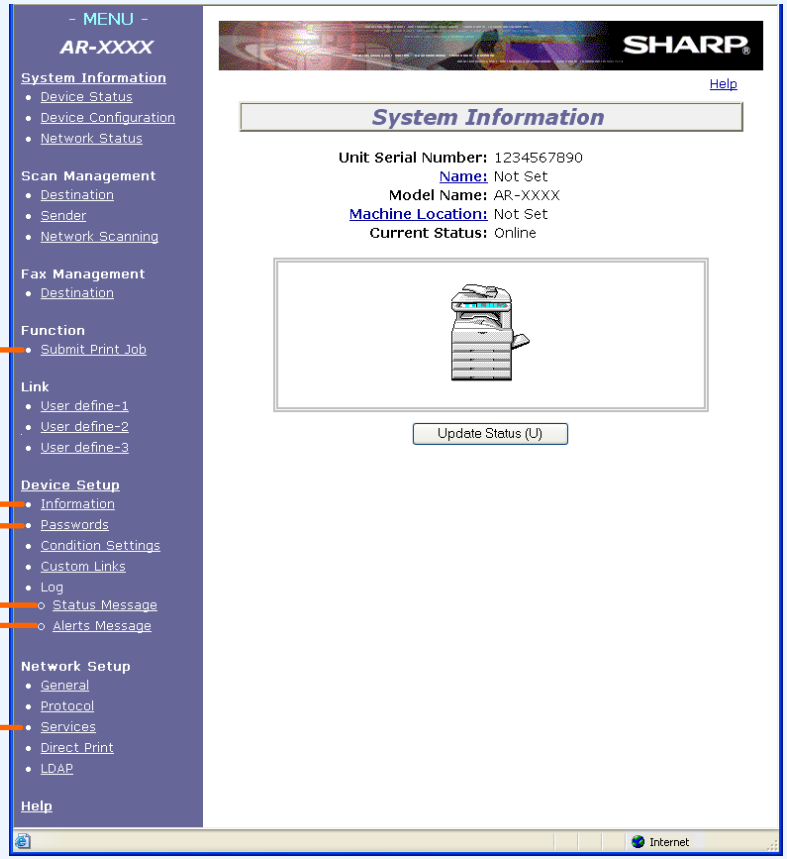
To check the machine's IP address, print "NIC PAGE" as explained in "Printing the printer setting and font lists".

When the connection is completed, the following Web page will appear in your Web browser.

☞About the Web page

About the Web page (part 2)

When you access the Web page in the machine, the following page will appear in your browser.
A menu frame appears on the left side of the page. When you click an item in the menu, a screen appears in the right frame that allows you to establish settings for that item.
For detailed explanations of the procedures for establishing settings, click [Help] in the menu frame.



① Submit Print Job setup

A file in a computer can be printed out.

☞Directly printing a file in a computer

② Information setup

Configure machine identification information for the status & alert E-mail function.

☞Information setup

③ Password setup

Establish administrator's and user's passwords. The administrator of this software can set passwords (for administrator and user) to authorize access to the Web page for the security of the settings on the page. If such a security measure is not required, the Password Setting procedure can be skipped. This will leave Web access settings open to all users.

☞Protecting information programmed in the web page ("Passwords")

④ Status Message setup

Configure parameters required for sending status messages, such as destination addresses and time schedules.

☞Status message setup

⑤ Alerts Message setup

Configure parameters required for sending alert messages, such as destination addresses and types of event for which messages are sent.

☞Alerts message setup

⑥ Services Setup

Configure information concerning the e-mail system.

☞SMTP setup

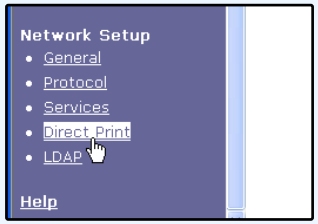
E-mail print function (part 1)

An e-mail account can be set up for the machine. When this is done, the machine will periodically check the e-mail server for e-mail and automatically print out any file attachments it receives. This provides a means for printing a file from a computer that does not have the printer driver installed, as the user can simply send the file to the machine as an e-mail attachment.

Setting up the E-mail print function

To use the e-mail print function, the machine must have an e-mail account.

1 **In the link menu, click [Direct Print].**



The "Direct Print Setup" screen will appear.

2 **Configure the required e-mail settings.**
For more information, click [Help] in the menu frame.

3 **Click [Submit] to store the entered data.**

Using the E-mail print function

To use the e-mail print function, attach the file that you wish to print to an e-mail message and send the e-mail to the machine's e-mail address.
The machine can print the following file types:

PCLXL, PCL5e, PS, PDF, and TIFF, with file extensions pcl, ps, pdf, tiff, and tif

Control commands can be entered in the message of the e-mail to specify the number of copies and print format. Commands are entered in the format "command name = value".
The following control commands are available:

Function	Command name	Value	Entry example
Copies	COPIES	1-999	COPIES=2
Staple	JOBSTAPLE	STAPLENO, STAPLELEFT	JOBSTAPLE=STAPLENO
Two-sided print	DUPLEX	OFF, TOP, LEFT	DUPLEX=LEFT
Account number	ACCOUNTNUMBER	5-digit number	ACCOUNTNUMBER=11111
File type	LANGUAGE	AUTO, PCL, PCLXL, POSTSCRIPT, PDF, TIFF	LANGUAGE=TIFF
Paper	PAPER	Name of available paper (LETTER, etc.)	PAPER=A4

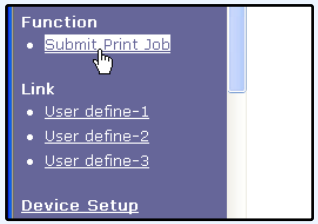
Note

- Enter the commands in Plain Text format. If entered in Rich Text format (HTML), the commands will have no effect.
- To receive a list of the control commands, enter the command "Config" in the e-mail message.
- If an e-mail is sent with nothing entered in the message, printing will take place according to the "DEFAULT SETTINGS" in the condition settings menu of printer mode in the machine.
- To print PS files and PDF files, the PS3 expansion kit must be installed.
- Encrypted PDF files cannot be printed.
- Only enter a "File type" when you are specifying a page-description language. Normally there is no need to enter a file type.

7 Directly printing a file in a computer

A file that can be accessed by your computer can be directly printed without using the printer driver by specifying the file's address. Any file that can be accessed by your computer can be printed by this method, including not only files in your computer but files in other computers connected to the same network.
To directly print a file by this method, click "Submit Print Job" in the menu frame of the Web page.

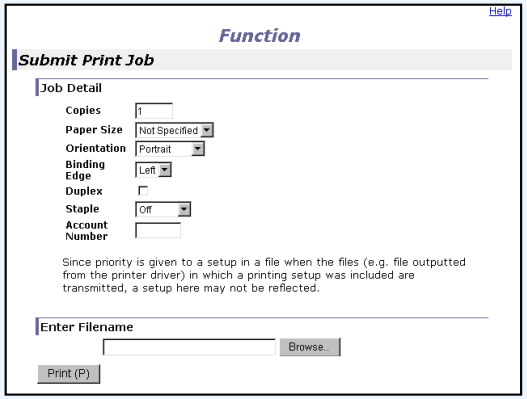
1 In the link menu, click [Submit Print Job].



The "Submit Print Job" screen will appear.

2 Select the print format in "Job Detail".

For more information, click [Help] in the menu frame.



3 Enter the address of the file in "Enter Filename".

You can also click [Browse] to look for the file.
For more information, click [Help] in the menu frame.

4 Click [Print].

Printing begins.

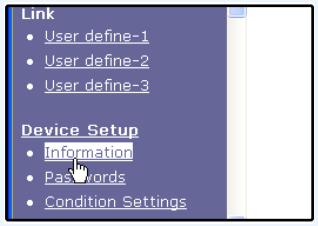
E-mail status and e-mail alert settings (part 1)

These functions send information on machine use (print count, copy count, etc.) and error conditions (paper misfeed, out of paper, out of toner, etc.) via e-mail to the administrator of the machine or the dealer.

Information setup

Machine identification information for the status & alert E-mail function is configured in the "Information Setup" screen. The entered information will be included in status & alert E-mail messages.

1 In the link menu, click [Information].



The "Information Setup" screen will appear.

2 Enter the machine information.

For more information, click [Help] in the menu frame.

3 Click [Submit] to store the entered information.

SMTP setup

The Status & Alert E-mail function uses SMTP (Simple Mail Transport Protocol) to send e-mail. The following procedure is used to set up the e-mail environment. This must be done by the system administrator or other person familiar with the network.

1 In the link menu, click [Services].

The "Services Setup" screen will appear.

2 Click [SMTP].

3 Enter the information required to set up the e-mail environment.

For more information, click [Help] in the menu frame.

4 Click [Submit] to store the entered information.

E-mail status and e-mail alert settings (part 2)

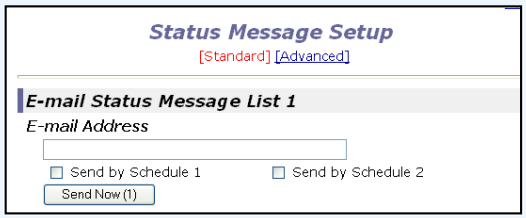
Status message setup

Use the status message function to send the current counter information, such as copy count, print count, and total output count, on a basis of the specified schedule. The destinations can be set for administrators and dealers respectively.

To set up the status message, follow these steps:

1 **In the link menu, click [Status Message].**
The "Status Message Setup" screen will appear.

2 **Enter the required information, including the destination addresses and time schedule.**
For more information, click [Help] in the menu frame.



3 **Click [Submit] to store the entered information.**

When the E-mail Status settings are completed, printer count information will be sent periodically by e-mail to the specified e-mail addresses.

Note
If you quit the browser before clicking [Submit], the settings will be canceled. To send printer information immediately to the specified e-mail addresses, click [Send Now].

E-mail status and e-mail alert settings (part 3)

Alerts message setup

Use the alert message function to send alert information, such as empty toner and trouble including paper misfeeds, to specified destinations when such problems occur. The destinations can be set for administrators and dealers respectively.

To set up the alert message, follow the procedure shown below.

1 **In the link menu, click [Alerts Message].**
The "Alerts Message Setup" screen will appear.

2 **Enter the destination addresses.**
For more information, click [Help] in the menu frame.

3 **Click [Submit] to store the entered information.**

If these parameters are set, event information for the printer will be transmitted to the specified addresses via E-mail each time a specified event occurs. The meaning of each event item is shown below.

Paper Jam: A paper misfeed occurs.
Toner Low: Toner is low.
No Toner: Toner must be added.
Paper Out: Paper must be loaded.
Service Required: The self-diagnostic function has found a problem.
PM Required: Maintenance is required.

Note: If you quit the browser before clicking [Submit], the settings will be canceled.

Protecting information programmed in the web page ("Passwords")

Passwords can be set to restrict Web page access and protect settings. Note that it is not necessary to set passwords; the network scanner function can also be used without passwords.
A password can be set for the administrator and passwords can be set for each user. If you use a user password to access the Web page, you will be able to establish, edit, and delete destinations in the Scanner Destination Management menu; however, you will not be able to establish settings in the Setup menu.

In the factory default setting, both password functions are disabled. To set a User and/or Admin password, the administrator needs to follow the steps below:

1 **In the link menu, click [Passwords].**
The Password Setup screen will appear.

2 **Enter the passwords and click the check box of [Enable Password Protection of this Web Site].**

For more information, click [Help] in the menu frame.

3 **Click [Submit] to store the entered passwords.**

Note

- If you enable the password protection without entering User or Administrator passwords, the passwords which were previously entered will be automatically set. The factory default passwords are "Sharp" for both Admin and User.
- If passwords have already been established, enter the Admin password in the [Admin Password] field. When setting the passwords for the first time, enter "Sharp" in this field.

Once the passwords have been established, you will be prompted for user name and password every time you open the Web page of this system. The user names will always be "user" for user level and "admin" for administrator level.

Printer specifications

Printing speed	AR-M236/AR-M237: 23 pages/min. at 600 dpi, 13.5 pages/min. at 1200 dpi*1
	AR-M276/AR-M277: 27 pages/min. at 600 dpi, 13.5 pages/min. at 1200 dpi*1
Resolution*1	1200 dpi/600 dpi/300 dpi selectable
Memory	Standard memory: 64 MB Additional memory slot: 1 slot (a 128 MB or 256 MB of additional memory module (144-pin SDRAM SODIMM) can be installed)
IMC Memory	Standard memory: 32 MB*2 Additional memory slots: 2 slots (maximum of 1024 MB of additional memory modules (168-pin SDRAM DIMM) can be installed)
Emulation	PCL5e, PCL6, PS3 (PostScript 3)*3
Installed fonts	PCL6 compatible: 80 outline fonts and 1 bitmap font PostScript 3 compatible*3: 136 outline fonts
Interface	IEEE 1284-compliant parallel interface USB 2.0 (Full-Speed/Low-Speed) interface 10/100BASE-TX network interface

*1 1200 dpi cannot be selected when using the PCL5e printer driver.
300 dpi can only be selected when using the PCL6 or PCL5e printer driver.

*2 The factory default setting for memory used for the printer function is 16 MB. The proportion of IMC memory allocated to the printer function can be changed in the key operator programs. See "MEMORY FOR PRINTER" in the "Key operator's guide".

*3 Available only if the PS3 expansion kit is installed.

Note

As a part of our policy of continuous improvement, SHARP reserves the right to make design and specification changes for product improvement without prior notice. The performance specification figures indicated are nominal values of production units. There may be some deviations from these values in individual units.

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