



Printer Data Cleanup Guide

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Overview

This document provides general information and instructions on how to erase the different types of memory and restore the factory default settings in the following printer models:

Series	Printer model
C series	C546, C430, C543, C544, C734, C736, C748, C792, C925, C950, CS310, CS317, CS410, CS417, CS510, CS517, CS748, CX310, CX317, CX410, CX417, CX510, CX517
E series	E260, E360, E460, E462
M series	M1140, M1145, M3150, M5155, M5163, M5170, MS310, MS312, MS315, MS317, MS410, MS415, MS417, MS510, MS517, MS610, MS617, MS710, MS711, MS810, MS811, MS812, MS817, MS818, MX310, MX317, MX410, MX417, MX510, MX511, MX517, MX610, MX611, MX617, MX710, MX711, MX717, MX718, MX810, MX811, MX812
T series	T650, T652, T654, T656
W series	W850
X series	X203, X204, X264, X363, X364, X463, X464, X466, X543, X544, X546, X548, X651, X652, X654, X656, X658, X734, X746, X748, X792, X860, X862, X864, X925, X950, X952, X954, XC2132, XM1145, XM5163, XM5170, XM7155, XM7163, XM7170, XS748, XS795, XS796, XS798, XS92

Types of memory

- Printer memory card
- Flash memory
- Printer hard disk

Securing the printer

Statement of Volatility

Type of memory	Description
Volatile memory	The printer uses standard random access memory (RAM) to buffer temporarily user data during simple print and copy jobs.
Non-volatile memory	The printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, printer settings, network information, scanner and bookmark settings, and embedded solutions.
Hard disk memory	Some printers may have a hard disk drive installed. The printer hard disk is designed for printer-specific functionality. The hard disk lets the printer retain buffered user data from complex print jobs, form data, and font data.

Erase the content of any installed printer memory in the following circumstances:

- The printer is decommissioned.
- The printer hard disk is replaced.
- The printer is moved to a different department or location.
- The printer is serviced by someone from outside your organization.
- The printer is removed from your premises for service.
- The printer is sold to another organization.

Disposing of a printer hard disk

- **Degaussing**—Flushes the hard disk with a magnetic field that erases stored data
- **Crushing**—Physically compresses the hard disk to break component parts and render them unreadable
- **Milling**—Physically shreds the hard disk into small metal bits

Note: To guarantee that all data are completely erased, destroy physically each hard disk where data is stored.


Erasing volatile memory


The volatile memory or random access memory that is installed in your printer requires a power source to retain information. To erase the buffered data, turn off the printer.

Erasing non-volatile memory


This procedure erases individual settings, device and network settings, security settings, and embedded solutions.

For printers with LED display

- 1 Turn off the printer.
- 2 Open the front door.
- 3 Press and hold  while turning on the printer.

Release  only when the control panel light sequence matches the light sequence in the following illustration.





 - Solid yellow

 - Solid yellow

 - Solid green

 - Solid green

- 4 Press  until the control panel light sequence matches the light sequence in the following illustration, and then press .



 - Blinking yellow

 - Blinking yellow

Note: The printer restarts several times during this process.

- 5 Close the door.

For printers with touch- or non-touch-screen display

- 1 Turn off the printer.
- 2 From the control panel, press and hold the **2** and **6** buttons while turning on the printer. Release the buttons only when the progress bar appears on the display. The printer performs a power-on reset (POR) sequence, and then the Configuration Menu appears.
- 3 Select **Restore Settings > Out of Service Erase > Erase Memory**.

For non-touch-screen printer models, press  or  to navigate through the settings.

The printer performs a POR sequence.

Deleting flash memory



Flash memory refers to a memory device that retains its data after the power is removed.

Warning—Potential Damage: Do not turn off the printer while the flash memory is formatting.

For printers with non-touch-screen display


Depending on your printer model, from the control panel, navigate to:

- **Settings > Utilities Menu > Format Flash > Yes**
- **Settings > Settings > Print Settings > Utilities Menu > Format Flash > Yes**
- **Settings > Print Settings > Utilities Menu > Format Flash > Yes**

Press  or  to navigate through the settings.

For printers with touch-screen display

Depending on your printer model, from the home screen, touch:

- **Settings > Utilities Menu > Format Flash > Yes > Submit**
- **Settings > Utilities Menu > Format Flash > Yes > **



Deleting files on the printer hard disk

This procedure deletes all downloads on the printer hard disk including held jobs, buffered jobs, and parked jobs.

For printers with non-touch-screen display

Depending on your printer model, from the control panel, navigate to:

- **Settings > Utilities Menu > Delete Downloads on Disk > Delete Now**
- **Settings > Settings > Print Settings > Utilities Menu > Delete Downloads on Disk > Delete Now**
- **Settings > Print Settings > Utilities Menu > Delete Downloads on Disk > Delete Now**

Press  or  to navigate through the settings.

For printers with touch-screen display

Depending on your printer model, from the home screen, touch:

- **Settings > Utilities Menu > Delete Downloads on Disk > Delete Now**
- **Settings > Utilities Menu > Delete Downloads on Disk > Delete Now > **

Erasing hard disk memory

This procedure clears all settings, applications, pending job, and fax data stored in the printer. It also erases all contents on the hard disk. The printer is restored to its original factory default settings including its network settings.

When removing a printer from a secure environment, perform this procedure to make sure that all customer data are erased.

- 1 Turn off the printer.
- 2 From the control panel, press and hold the **2** and **6** buttons while turning on the printer.
Release the buttons only when the progress bar appears on the display. The printer performs a POR sequence, and then the Configuration Menu appears.
- 3 Select **Restore Settings > Out of Service Erase > Erase Memory and Hard Disk (Multiple Pass) > Yes**.

For non-touch-screen printer models, press  or  to navigate through the settings.
The printer performs a POR sequence.

Restoring factory default settings

This procedure restores the basic printer settings, including network, security, and application settings. All pending jobs and installed applications are also removed. If no hard disk is installed, then pending fax data are also removed.

For printers with LED display

- 1 Depending on your operating system, open the Local Printer Settings Utility for Windows or Printer Settings for Macintosh.
- 2 Do one of the following:
 - From the Local Printer Settings Utility menu bar, click **Actions > Restore Factory Defaults**.
 - From Printer Settings, click **Factory Defaults**.
- 3 Follow the instructions on the screen.

For printers with non-touch-screen display

Depending on your printer model, from the control panel, navigate to:

- **Settings > General Settings > Factory Defaults > Restore Now**
- **Settings > Settings > General Settings > Factory Defaults > Restore Now**

Press  or  to navigate through the settings.

For printers with touch-screen display

Depending on your printer model, from the home screen, touch:

- **Settings > General Settings > Factory Defaults > Restore Now > Submit**
- **Settings > General Settings > Factory Defaults > Restore Now > **

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Edition notice

September 2020

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