Quick Reference

Copying

Making copies
1 Load an original document into the ADF tray or on the scanner glass.
   Note: To avoid a cropped image, make sure that the original document and the output have the same paper size.
2 From the control panel, specify the number of copies.
3 If necessary, adjust the copy settings.
4 Copy the document.

Faxing

Sending a fax
Using the control panel
1 Load an original document into the ADF tray or on the scanner glass.
2 From the control panel, select Fax, and then enter the needed information.
3 If necessary, configure other fax settings.
4 Fax the document.

Faxing on both sides of the paper
1 Load an original document into the ADF tray or on the scanner glass.
2 From the control panel, navigate to:
   - Copy > Sides
   For non-touch-screen printer models, press OK to navigate through the settings.
3 Adjust the settings.
4 Copy the document.

Copying multiple pages onto a single sheet
1 Load an original document into the ADF tray or on the scanner glass.
2 From the control panel, navigate to:
   - Copy > Pages per Side

E-mailing

Sending an e-mail using a shortcut number
1 Load the original document into the ADF tray or on the scanner glass.
2 From the control panel, navigate to:
   - Shortcuts > E-mail
   For non-touch-screen printer models, press OK to navigate through the settings.
3 Select the shortcut number.
4 Send the e-mail.

Scanning

Scanning to an FTP server using a shortcut number
1 Load the original document into the ADF tray or on the scanner glass.
2 From the control panel, navigate to:
   - Shortcuts > FTP
   For non-touch-screen printer models, press OK to navigate through the settings.
3 Select the shortcut number.
4 Scan the document.
Printing from a computer

Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

1. From the document that you are trying to print, open the Print dialog.
2. If necessary, adjust the settings.
3. Print the document.

Printing from a mobile device

Printing from a mobile device using Google Cloud Print

Google Cloud Print™ is a printing service that allows you to print to any Google Cloud Print-ready printer. Before you begin, make sure that:
- The printer is registered to the Google Cloud Print server.
- The Cloud Print plugin is downloaded from the Google Play™ store and is enabled in the mobile device.

1. From your Android™ mobile device, open a document or select a document from your file manager.
2. Tap > Print.
3. Select a printer, and then tap .
4. Print the document.

Printing from a mobile device using Mopria Print Service

Mopria® Print Service is a mobile printing solution for mobile devices running on Android version 4.4 or later. It allows you to print directly to any Mopria-certified printer.

Note: Before printing, make sure that the Mopria Print Service is enabled.

1. From the home screen of your mobile device, launch a compatible application.
2. Tap Print, and then select the printer.
3. Send the print job.

Printing from a mobile device using AirPrint

AirPrint is a mobile printing solution that allows you to print directly from Apple devices to an AirPrint-certified printer.

Notes:
- This application is supported only in some Apple devices.
- This application is supported only in some printer models.

1. From the home screen of your mobile device, launch a compatible application.
2. Select an item to print, and then tap the share icon.
3. Tap Print, and then select a printer.
4. Print the document.

Printing confidential and other held jobs

For Windows users

1. With a document open, click File > Print.
2. Click Properties, Preferences, Options, or Setup.
3. Click Print and Hold.
4. Select Use Print and Hold, and then assign a user name.
5. Select the print job type (Confidential, Repeat, Reserve, or Verify).
   If the print job is confidential, then enter a four-digit PIN.
6. Click OK or Print.
7. From the printer home screen, release the print job.
   - For confidential print jobs, navigate to:
     Held jobs > select your user name > Confidential > enter the PIN > select the print job > configure the settings > Print
   - For other print jobs, navigate to:
     Held jobs > select your user name > select the print job > configure the settings > Print

For Macintosh users


Maintaining the printer

Replacing the toner cartridge

1. Open the front door.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.
2 Remove the imaging unit.

3 Remove the used toner cartridge from the imaging unit.

4 Unpack the new toner cartridge.

5 Shake the toner cartridge to redistribute the toner.

6 Remove the seal, and then remove the cover.

7 Insert the new toner cartridge into the imaging unit.

8 Insert the imaging unit.

9 Close the door.

Cleaning the scanner

1 Open the scanner cover.

2 Using a damp, soft, lint-free cloth, wipe the following areas:
   • ADF glass
   • ADF glass pad
• Scanner glass

• Scanner glass pad

3 Close the scanner cover.

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**Loading trays**

1 Remove the tray.

2 Adjust the paper guides to match the size of the paper that you are loading.

3 Flex, fan, and align the paper edges before loading.
4 Load the paper stack with the printable side facedown, and then make sure that the side guides fit snugly against the paper.

Notes:
- Load letterhead facedown with the top edge of the sheet toward the front of the tray for one-sided printing.
- Load letterhead faceup with the bottom edge of the sheet toward the front of the tray for two-sided printing.
- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.

5 Insert the tray. If necessary, set the paper size and paper type from the control panel to match the paper loaded.

Loading the manual feeder

1 Open the manual feeder.

2 Adjust the guide to match the size of the paper that you are loading.

3 Load a sheet of paper with the printable side faceup.
   - Load letterhead with the printable side faceup and the top edge entering the printer first for one-sided printing.
   - Load letterhead with the printable side facedown and the top edge entering the printer last for two-sided printing.
   - Load envelope with the flap side down and against the left side of the paper guide.

Warning—Potential Damage: To avoid paper jams, do not force paper into the manual feeder.

Setting the paper size and type

1 From the control panel, navigate to:
   Settings > Paper > Tray Configuration > Paper Size/Type > select a paper source

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

2 Set the paper size and type.

Notes:
- For two-sided printing on A4-size paper, make sure that the paper size setting in the duplex unit is set to A4.
- For two-sided printing on letter-, legal-, Oficio-, or folio-size paper, make sure that the paper size setting in the duplex unit is set to Letter.

Clearing jams

Identifying jam locations

Notes:
- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.
### Paper jam in trays

1. **Remove the tray.**

2. **Remove the jammed paper.**
   - **Note:** Make sure that all paper fragments are removed.

3. **Insert the tray.**

### Paper jam in the front door

1. **Open the front door.**

   **Warning—Potential Damage:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.

   **Note:** Make sure that all paper fragments are removed.

2. **Remove the imaging unit.**

   **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

   **Warning—Potential Damage:** Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

3. **Remove the jammed paper.**

   **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

   **Note:** Make sure that all paper fragments are removed.
4 Insert the imaging unit.

5 Close the door.

Paper jam in the rear door

1 Open the rear door.

CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

2 Open the fuser access door.

3 Remove the jammed paper.
   Note: Make sure that all paper fragments are removed.

4 Close the fuser access door.

5 Close the rear door.

Paper jam in the standard bin

1 Raise the scanner, and then remove the jammed paper.
   Note: Make sure that all paper fragments are removed.

2 Insert the duplex unit.

Paper jam in the duplex unit

1 Remove the duplex unit, and then remove the jammed paper.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.
2 Lower the scanner.

Paper jam in the manual feeder
Remove the jammed paper.
**Note:** Make sure that all paper fragments are removed.

Paper jam in the automatic document feeder
1 Remove all original documents from the ADF tray.
2 Open the ADF cover.

**Warning—Potential Damage:** To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.
3 Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.

4 Close the ADF cover.
5 Open the scanner cover.

6 Remove the jammed paper.
**Note:** Make sure that all paper fragments are removed.

7 Close the scanner cover.