

TOSHIBA

Toshiba 3890CS User Manual

Color laser mfp

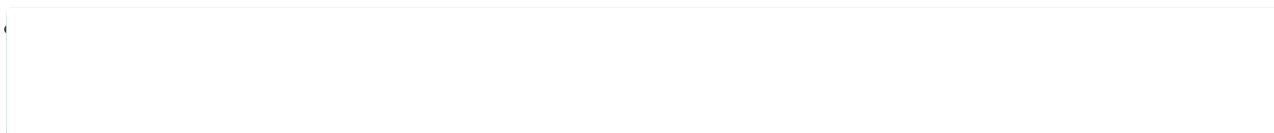
1
Table Of Contents
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17

18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67

68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117

118
119
120
121
122
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124
125
126
127
128
129
130
131
132
133
134
135
136
137
138
139
140
141
142
143
144
145
146
147
148
149
150
151
152
153
154
155
156
157
158
159
160
161
162
163
164
165
166
167

168
169
170
171
172
173
174
175
176
177
178
179
180
181
182
183



•

[Table of Contents](#)

-

Troubleshooting

•

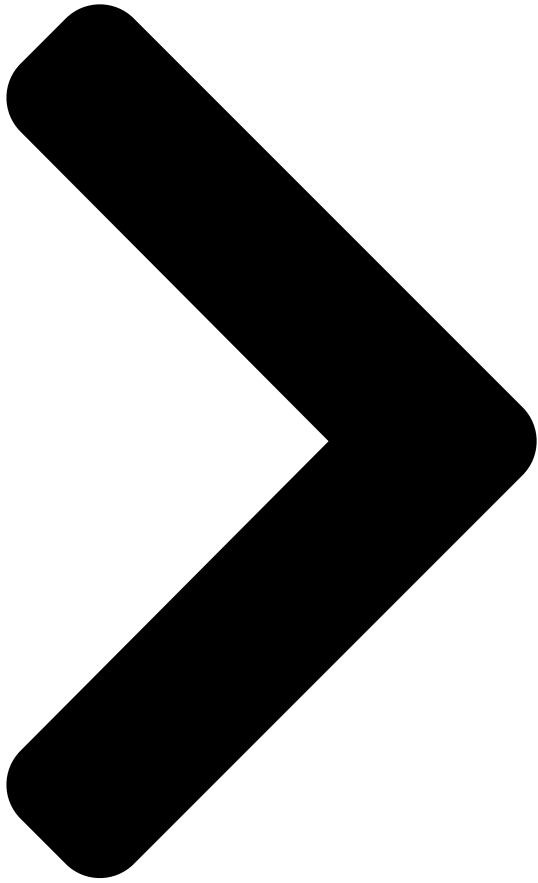
Bookmarks

Quick Links

[1 Table of Contents](#)

[2 Printer Configurations](#)

[Download this manual](#)



Color Laser MFP

User's Guide

June 2018

Machine type(s):

7528

Model(s):

3890CS, 4790CS

Table of Contents

[Next Page](#)

1
2
3
4
5

Related Manuals for Toshiba 3890CS

[All in One Printer Toshiba 230/280 Network Fax Manual](#)

Multifunctional digital systems (108 pages)

[All in One Printer Toshiba e-STUDIO 281C Printing Manual](#)

Toshiba all in one printer user manual (372 pages)

[All in One Printer Toshiba E-studio 281c Scanning Manual](#)

Multifunctional digital color systems (106 pages)

[All in One Printer Toshiba e-studio 2330C Quick Start Manual](#)

Multifunctional digital color system (78 pages)

[All in One Printer Toshiba e-Studio 2500c Operator's Manual](#)

Multifunctional digital color systems (412 pages)

[All in One Printer Toshiba E-Studio 2500C Manual](#)

(346 pages)

[All in One Printer Toshiba e-studio 2500c Quick Start Manual](#)

(90 pages)

[All in One Printer Toshiba E-studio 352 Operator's Manual](#)

Multifunctional digital systems (364 pages)

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(386 pages)

[All in One Printer Toshiba e-Studio 350 Printing Manual](#)

Multifunctional digital systems (382 pages)

[All in One Printer Toshiba e-studio 2040c Troubleshooting Manual](#)

Multifunctional digital color systems (120 pages)

[All in One Printer Toshiba e-studio 3540c Brochure & Specs](#)

Color mfp (8 pages)

[All in One Printer Toshiba e-STUDIO 2555C Service Manual](#)

Multifunctional digital color systems (1558 pages)

[All in One Printer Toshiba e-STUDIO206L Information](#)

E-studio 306 series (8 pages)

[All in One Printer Toshiba e-studio 2000ac Safety Information Manual](#)

Multifunctional digital color systems (25 pages)

[All in One Printer Toshiba E-STUDIO 2020ac Troubleshooting Manual](#)

Multifunctional digital color systems / multifunctional digital systems (104 pages)

Summary of Contents for Toshiba 3890CS

[Page 1](#) Color Laser MFP User's Guide June 2018 Machine type(s): 7528 Model(s): 3890CS, 4790CS...

[Page 2: Table Of Contents](#)

Contents Contents Safety information.....6 Conventions.....6 Product statements..... 6 Learning about the printer.....9 Selecting a location for the printer.....9 Printer configurations.....10 Attaching cables.....11 Using the control panel..... 12 Understanding the status of the power button and indicator light.....13 Menu map.....13

Printing a menu settings page.....

[Page 3](#) Contents Loading paper and specialty media.....25 Setting the size and type of the specialty media.....25 Configuring Universal paper settings.....25 Loading trays.....25 Loading the multipurpose feeder.....27 Linking trays.....28 Paper support.....30 Supported paper sizes.....30 Supported paper types..... 31 Supported paper weights.....32 Printing.....33 Printing from a computer.....33 Printing from a mobile device.....

[Page 4](#) Contents Creating an e-mail shortcut.....41 Faxing.....42 Setting up the printer to fax.....42 Sending a fax.....55 Scheduling a fax.....56 Creating a fax destination shortcut.....56 Changing the fax resolution..... 56 Adjusting the fax darkness.....56 Viewing a fax log..... 56 Blocking junk faxes.....

[Page 5](#) Contents Moving the printer.....96 Saving energy and paper.....97 Clearing jams.....99 Avoiding jams.....99 Identifying jam locations.....100 Paper jam in trays..... 101 Paper jam behind door E.....102 Paper jam in the multipurpose feeder.....102 Paper jam in the standard bin.....103 Paper jam in door A.....104 Troubleshooting.....

[Page 6: Safety Information](#)

Safety information Safety information Conventions Note: A note identifies information that could help you. Warning: A warning identifies something that could damage the product hardware or software. CAUTION: A caution indicates a potentially hazardous situation that could injure you. Different types of caution statements include: CAUTION—POTENTIAL INJURY: Indicates a risk of injury.

[Page 7](#) Safety information CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm. CAUTION—POTENTIAL INJURY: Do not cut, twist, bind, crush, or place heavy objects on the power cord.

[Page 8](#) Safety information CAUTION—TIPPING HAZARD: Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, contact the place where you purchased the printer. CAUTION—TIPPING HAZARD: To reduce the risk of equipment instability, load each tray separately.

[Page 9: Learning About The Printer](#)

Learning about the printer Learning about the printer Selecting a location for the printer When selecting a location for the printer, leave enough room to open trays, covers, and doors and to install hardware options. • Set up the printer near an electrical outlet. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 10: Printer Configurations](#)

Learning about the printer 229 mm (9 in.) Right side 178 mm (7 in.) Front 508 mm (20 in.) Left side 127 mm (5 in.) Rear 101.6 mm (4 in.) Printer configurations CAUTION—TIPPING HAZARD: Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury.

[Page 11: Attaching Cables](#)

Learning about the printer Automatic document feeder (ADF) ADF tray ADF bin Control panel 650-sheet duo tray Optional 550-sheet trays Standard bin Attaching cables CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

[Page 12: Using The Control Panel](#)

Learning about the printer Use the LINE port Connect the printer to an active telephone line

through a standard wall jack (RJ-11), DSL filter, or VoIP adapter, or any other adapter that allows you to access the telephone line to send and receive faxes. EXT port Connect additional devices (telephone or answering machine) to the printer and the telephone line.

[Page 13: Understanding The Status Of The Power Button And Indicator Light](#)

Learning about the printer Use the Pause button Place a dial pause in a fax number. Start button Start a job, depending on which mode is selected. Clear all or Reset button Reset the default settings of a function such as copying, faxing, or scanning. Stop or Cancel button Stop the current job.

[Page 14](#) Learning about the printer Paper • • Tray Configuration Media Configuration Copy Copy Defaults Fax Defaults E-mail • • E-mail Setup Web Link Setup • E-mail Defaults FTP Defaults USB Drive • • Flash Drive Scan Flash Drive Print Network/Ports •...

[Page 15: Printing A Menu Settings Page](#)

Learning about the printer Reports • • Menu Settings Page Shortcuts • • Device • • Print Network Help • • Print All Guides Information Guide • • Color Quality Guide Media Guide • • Connection Guide Moving Guide • •...

[Page 16: Setting Up And Using The Home Screen Applications](#)

Setting up and using the home screen applications Setting up and using the home screen applications Using the home screen Note: Your home screen may vary depending on your home screen customization settings, administrative setup, and active embedded solutions. Touch Copy Make copies.

[Page 17: Customizing The Home Screen](#)

Setting up and using the home screen applications Touch Scan and save documents directly to an FTP server. Bookmarks Organize all bookmarks. Change Language Change the language on the display. Customizing the home screen Open a web browser, and then type the printer IP address in the address field. Notes: •...

[Page 18: Using Shortcut Center](#)

Setting up and using the home screen applications • If you are using a proxy server, then temporarily disable it to load the web page correctly. Click Apps > Card Copy > Configure. Notes: • Make sure that Display Icon is enabled. •...

[Page 19: Setting Up Scan Center](#)

Setting up and using the home screen applications Running a slide show from a flash drive Insert a flash drive into the USB port. From the home screen, touch Slideshow. Images appear in alphabetical order. Note: You can remove the flash drive after the slide show starts, but the images are not stored in the printer.

[Page 20: Configuring Eco-Settings](#)

Setting up and using the home screen applications Printing a document Note: Make sure that the printer is connected to your Google account. From the home screen, touch Google Drive. If prompted, type your user credentials. Touch beside the document. Print the document.

[Page 21: Managing Contacts](#)

Setting up and using the home screen applications Note: The application supports the following file types: PDF, JPEG, TIFF, and HTML-based web pages. Other file types such as DOCX and XLSX are supported in some printer models. Click Save. Note: To manage bookmarks, click Bookmark Setup. Creating folders Open a web browser, and then type the printer IP address in the address field.

[Page 22](#) Setting up and using the home screen applications Notes: • View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123. • If you are using a proxy server, then temporarily disable it to load the web page correctly. Click Address Book.

[Page 23: Setting Up And Using The Accessibility Features](#)

Setting up and using the accessibility features Setting up and using the accessibility features
Activating Voice Guidance From the control panel Press and hold the 5 key until you hear a voice message. Select OK. From the keyboard Press and hold the 5 key until you hear a voice message. Press Tab to navigate the focus cursor to the OK button, and then press Enter.

[Page 24: Enabling Magnification Mode](#)

Setting up and using the accessibility features Enabling Magnification mode From the control panel, press and hold the 5 key until you hear a voice message. Select Magnification mode. Select OK. For more information on navigating a magnified screen, see “Navigating the screen using gestures”...

[Page 25: Loading Paper And Specialty Media](#)

Loading paper and specialty media Loading paper and specialty media Setting the size and type of the specialty media The trays automatically detect the size of plain paper. For specialty media like labels, card stock, or envelopes, do the following: From the home screen, navigate to: Settings >...

[Page 26](#) Loading paper and specialty media Flex, fan, and align the paper edges before loading. Load the paper stack with the printable side faceup. Notes: • For one-sided printing, load letterhead faceup with the header toward the front of the tray. •...

[Page 27: Loading The Multipurpose Feeder](#)

Loading paper and specialty media Loading the multipurpose feeder Open the multipurpose feeder. Adjust the guide to match the size of the paper you are loading. Flex, fan, and align the paper edges before loading.

[Page 28: Linking Trays](#)

Loading paper and specialty media Load the paper. • Load paper and card stock with the printable side facedown and the top edge entering the printer first. • Load envelopes with the flap side up and against the right side of the paper guide. Load European envelopes with the flap entering the printer first.

[Page 29](#) Loading paper and specialty media Save the settings. Click Settings > Device > Maintenance > Configuration Menu > Tray Configuration. Set Tray Linking to Automatic. Save the settings. To unlink trays, make sure that no trays have the same paper size and paper type settings. Warning—Potential Damage: The temperature of the fuser varies according to the specified paper type.

[Page 30: Paper Support](#)

Paper support Paper support Supported paper sizes Paper size Dimensions 550-sheet Multipurpose Two-sided tray printing feeder 210 x 297 mm (8.3 x 11.7 in.) A5 long edge 210 x 148 mm (8.3 x 5.8 in.) A5 short edge 148 x 210 mm (5.8 x 8.3 in.) 105 x 148 mm (4.1 x 5.8 in.)

[Page 31: Supported Paper Types](#)

Paper support Paper size Dimensions 550-sheet Multipurpose Two-sided tray printing feeder 7 3/4 Envelope 98.4 x 190.5 mm (3.9 x 7.5 in.) 9 Envelope 98.4 x 225.4 mm (3.86 x 8.9 in.) 10 Envelope 104.8 x 241.3 mm (4.1 x 9.5 in.) B5 Envelope 176 x 250 mm (6.9 x 9.8 in.)

[Page 32: Supported Paper Weights](#)

Paper support Paper type 550-sheet tray Multipurpose feeder Letterhead Preprinted Colored Paper Light Paper Heavy Paper Custom Type Supported paper weights Paper type Paper weight Plain Paper 75–90.3 g/m (20–24 lb) Glossy 88–176 g/m (60–120 lb book) 162–176 g/m grain long (60–65 lb cover) Heavy Paper 90.3–105 g/m grain long (24.1–28 lb bond)

[Page 33: Printing](#)

Printing Printing Printing from a computer Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document. From the document that you are trying to print, open the Print dialog. If necessary, adjust the settings. Print the document.

[Page 34: Printing From A Flash Drive](#)

Printing Tap Print, and then select a printer. Print the document. Printing from a flash drive Insert the flash drive. Notes: • If you insert the flash drive when an error message appears, then the printer ignores the flash drive. •...

[Page 35: Supported Flash Drives And File Types](#)

Printing Supported flash drives and file types Flash drives Notes: – The printer supports high-speed USB flash drives with full-speed standard. – USB flash drives must support the File Allocation Table (FAT) system. Many flash drives are tested and approved for use with the printer. For more information, contact the place where you purchased the printer.

[Page 36: Configuring Confidential Jobs](#)

Printing Configuring confidential jobs From the control panel, navigate to: Settings > Security > Confidential Print Setup Configure the settings. Max Invalid PIN Set the number of times an invalid PIN can be entered. Note: When the limit is reached, the print jobs for that user name are deleted. Confidential Job Set the expiration time for confidential print jobs.

[Page 37: Printing A Font Sample List](#)

Printing 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 •...

[Page 38: Copying](#)

Copying Copying Making copies 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 output have the same paper size. From the home screen, touch Copy, and then specify the number of copies. If necessary, adjust the copy settings.

[Page 39: Reducing Or Enlarging Copies](#)

Copying Reducing or enlarging copies Load an original document into the ADF tray or on the scanner glass. From the home screen, navigate to: Copy > Scale > specify a scale value Note: Changing the size of the original document or output after setting Scale restores the scale value to Auto.

[Page 40: E-Mailing](#)

E-mailing E-mailing Setting up the e-mail function Open a web browser, and then type the printer IP address in the address field. Notes: • View the printer IP address on the home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

[Page 41: Creating An E-Mail Shortcut](#)

E-mailing Creating an e-mail shortcut From the home screen, touch E-mail. Configure the settings, and then touch Enter a shortcut name. Apply the changes.

[Page 42: Faxing](#)

Faxing Faxing Setting up the printer to fax Notes: • The following connection methods are applicable only in some countries or regions. • During the initial printer setup, clear the fax function check box and any other function that you plan to set up later, and then select Continue.

[Page 43](#) Faxing Setting up fax using a standard telephone line CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

[Page 44](#) Faxing Notes: • You can set the printer to receive faxes automatically (Auto Answer On) or manually (Auto Answer Off). • If you want to receive faxes automatically, then set the printer to pick up on a specified number of rings. Setup 2: Printer is sharing the line with an answering machine Note: If you subscribe to a distinctive ring service, then make sure that you set the correct ring pattern for the printer.

[Page 45](#) Faxing Connected to different wall jacks Connect one end of the telephone cable to the line port of the printer. Connect the other end of the cable to an active analog wall jack.

Notes: • If you have only one telephone number on your line, then set the printer to receive faxes automatically. •...

[Page 46](#) Faxing Setup 3: Printer is sharing the line with a telephone subscribed to voice mail service Connect one end of the telephone cable to the line port of the printer. Connect the other end of the cable to an active analog wall jack. Connect the telephone to the telephone port of the printer.

[Page 47](#) Faxing Setting up fax using digital subscriber line CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

[Page 48](#) Faxing To minimize interference between the two channels, ask for a DSL filter from your DSL provider. Connect the line port of the DSL filter to the wall jack. Connect one end of the telephone cable to the line port of the printer. Connect the other end of the cable to the telephone port on the DSL filter.

[Page 49](#) Faxing Connect one end of the telephone cable to the line port of the printer. Connect the other end of the cable to the port labeled Phone Line 1 or Phone Port on the VoIP adapter. Note: The port labeled Phone Line 2 or Fax Port is not always active. VoIP providers may charge extra cost for the activation of the second telephone port.

[Page 50](#) Faxing Setting up fax using cable modem connection CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

[Page 51](#) Faxing Connect one end of the telephone cable to the line port of the printer. Connect the other end of the cable to the port labeled Phone Line 1 or Phone Port on the cable modem. Connect your analog telephone to the telephone port of the printer. Note: To check if the telephone port on the cable modem is active, connect an analog telephone, and then listen for a dial tone.

[Page 52](#) Faxing Setting up fax in countries or regions with different telephone wall jacks and plugs CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

[Page 53](#) Faxing Connecting the printer to a non-RJ11 wall jack Connect one end of the telephone cable to the line port of the printer. Connect the other end of the cable to the RJ11 adapter, and then connect the adapter to the wall jack. If you want to connect another device with a non-RJ11 connector to the same wall jack, then connect it directly to the telephone adapter.

[Page 54](#) Faxing Connecting the printer to a wall jack in Germany The German wall jack has two kinds of ports. The N ports are for fax machines, modems, and answering machines. The F port is for telephones. Connect the printer to any of the N ports. Connect one end of the telephone cable to the line port of the printer.

[Page 55: Sending A Fax](#)

Faxing Apply the changes. Setting the fax date and time From the home screen, touch Settings > Device > Preferences > Date and Time > Configure. Configure the settings. Configuring daylight saving time From the home screen, touch Settings > Device > Preferences > Date and Time > Configure. In the Time Zone menu, select Custom.

[Page 56: Scheduling A Fax](#)

Faxing Scheduling a fax Load the original document into the ADF tray or on the scanner glass. From the home screen, navigate to: Fax > To > enter the fax number > Done Touch Send Time, configure the settings, and then touch Done. Send the fax.

[Page 57: Blocking Junk Faxes](#)

Faxing Notes: • View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123. • If you are using a

proxy server, then temporarily disable it to load the web page correctly. Click Settings >...

[Page 58: Scanning](#)

Scanning Scanning Scanning to an FTP server Load the original document into the ADF tray or on the scanner glass. From the home screen, touch FTP, and then enter the needed information. If necessary, configure other FTP settings. Send the FTP job. Creating an FTP shortcut From the home screen, touch FTP.

[Page 59: Scanning To A Fax Server](#)

Scanning Scanning to a fax server Load an original document into the ADF tray or on the scanner glass. From the home screen, touch Scan Center, and then from the list of destinations, select Fax. Select a fax destination. Note: To create a fax destination, touch Create Fax. Scan the document.

[Page 60: Securing The Printer](#)

Securing the printer Securing the printer Locating the security slot The printer is equipped with a security lock feature. Attach a security lock compatible with most laptop computers in the location shown to secure the printer in place. Erasing printer memory To erase volatile memory or buffered data in your printer, turn off the printer.

[Page 61: Encrypting The Printer Hard Disk](#)

Securing the printer Encrypting the printer hard disk This process erases all contents in the hard disk. If necessary, back up important data from the printer before starting the encryption. From the home screen, touch Settings > Security > Disk Encryption > Start encryption. Follow the instructions on the display.

[Page 62](#) Securing the printer 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.

[Page 63: Maintaining The Printer](#)

Maintaining the printer Maintaining the printer Warning—Potential Damage: Failure to maintain optimum printer performance, or to replace parts and supplies, may cause damage to your printer. Adjusting the speaker volume Adjusting the default internal speaker volume The speaker volume will reset to default value after the session is logged out, when the printer wakes from Sleep or Hibernate mode, or after a power-on reset.

[Page 64: Networking](#)

Maintaining the printer Networking Note: For information on installing the wireless network adapter, see the setup sheet that came with the adapter. Connecting the printer to a wireless network using Wi-Fi Protected Setup (WPS) Before you begin, make sure that: •...

[Page 65: Changing Port Settings After Installing An Internal Solutions Port](#)

Maintaining the printer Changing port settings after installing an internal solutions port Notes: • If the printer has a static IP address, then do not change the configuration. • If the computers are configured to use the network name instead of an IP address, then do not change the configuration.

[Page 66: Cleaning Printer Parts](#)

Maintaining the printer Cleaning printer parts Cleaning the printer CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

[Page 67](#) Maintaining the printer Using a damp, soft, lint-free cloth, wipe the following areas: • ADF glass • ADF glass pad • Scanner glass...

[Page 68: Ordering Parts And Supplies](#)

Maintaining the printer • Scanner glass pad Close the scanner cover. Ordering parts and supplies Checking the status of parts and supplies From the home screen, touch Status/Supplies. Select the parts or supplies that you want to check. Note: You can also access this setting by touching the top section of the home screen. Ordering toner cartridges Notes: •...

[Page 69: Replacing Parts And Supplies](#)

Maintaining the printer • If you are using a proxy server, then temporarily disable it to load the web page correctly. Click Settings > Device > Notifications. From the Supplies menu, click Custom Supply Notifications. Select a notification for each supply item. Apply the changes.

[Page 70](#) Maintaining the printer Remove the used toner cartridge. Unpack the new toner cartridge. Insert the new toner cartridge. Close door B. Replacing the imaging unit Open door B.

[Page 71](#) Maintaining the printer 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. Remove the waste toner bottle. Note: To avoid spilling the toner, place the bottle in an upright position. Remove the imaging kit.

[Page 72](#) Maintaining the printer Remove the black toner cartridge. Remove the used imaging unit. Warning—Potential Damage: Do not expose the photoconductor 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 shiny photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.

[Page 73](#) Maintaining the printer Unpack the new imaging unit. Insert the new imaging unit. Insert the black toner cartridge.

[Page 74](#) Maintaining the printer Insert the imaging kit. Insert the waste toner bottle. Close door B. Replacing the imaging kit Open door B. 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.

[Page 75](#) Maintaining the printer Remove the waste toner bottle. Note: To avoid spilling the toner, place the bottle in an upright position. Remove the used imaging kit. Warning—Potential Damage: Do not place the imaging kit in direct contact with any surface to avoid damaging the photoconductor drum under the imaging kit.

[Page 76](#) Maintaining the printer Remove the toner cartridges. Unpack the new imaging kit, and then remove the packing material. Note: The imaging kit includes the imaging kit and the cyan, magenta, and yellow developer units. Remove the black imaging unit. Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than 10 minutes.

[Page 77](#) Maintaining the printer Note: The black imaging unit includes the black developer unit and photoconductor unit. Insert the black imaging unit into the new imaging kit. Insert the toner cartridges.

[Page 78](#) Maintaining the printer Insert the new imaging kit. Insert the waste toner bottle. Close door B. Replacing the waste toner bottle Open door B. 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.

[Page 79](#) Maintaining the printer Remove the used waste toner bottle. Unpack the new waste toner bottle.

[Page 80](#) Maintaining the printer Insert the new waste toner bottle. Close door B. Replacing the fuser Turn off the printer, and then unplug the power cord from the electrical outlet. Open doors A and D. 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.

[Page 81](#) Maintaining the printer Unpack the new fuser. Insert the new fuser. Close doors D and A. Connect the power cord to the electrical outlet, and then turn on the printer. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power

cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 82](#) Maintaining the printer Remove the used pick roller. Unpack the new pick roller.

[Page 83](#) Maintaining the printer Insert the new pick roller until it clicks into place. Insert the tray. Connect the power cord to the electrical outlet, and then turn on the printer. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 84](#) Maintaining the printer Remove the used pick roller. Unpack the new pick roller. Insert the new pick roller until it clicks into place. Close the multipurpose feeder. Connect the power cord to the electrical outlet, and then turn on the printer. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 85](#) Maintaining the printer Replacing the separator pad Pull out the tray. Remove the separator pad. Unpack the new separator pad.

[Page 86](#) Maintaining the printer Insert the new separator pad until it clicks into place. Insert the tray. Replacing the ADF input tray Open door E.

[Page 87](#) Maintaining the printer Remove the ADF input tray. Unpack the new ADF input tray. Insert the new ADF input tray until it clicks into place. Close door E.

[Page 88](#) Maintaining the printer Replacing the ADF scan pad Open the scanner cover. Remove the ADF scan pad. Unpack the new ADF scan pad. Lay the white area of the ADF scan pad facedown on the scanner glass.

[Page 89](#) Maintaining the printer Close the scanner cover to stick the ADF scan pad to the cover. Open the scanner cover to check if the ADF scan pad is properly attached to the cover. Close the scanner cover. Replacing the ADF separator roller Open door E.

[Page 90](#) Maintaining the printer Remove the ADF separator roller. Unpack the new ADF separator roller.

[Page 91](#) Maintaining the printer Insert the new ADF separator roller until it clicks into place. Close door E. Replacing the transfer module Turn off the printer, and then unplug the power cord from the electrical outlet. Open door B. 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.

[Page 92](#) Maintaining the printer Remove the waste toner bottle. Note: To avoid spilling the toner, place the bottle in an upright position. Remove the imaging kit. Warning—Potential Damage: Do not place the imaging kit in direct contact with any surface to avoid damaging the photoconductor drum under the imaging kit.

[Page 93](#) Maintaining the printer Open door A. 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. 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.

[Page 94](#) Maintaining the printer Remove the used transfer module. Unpack the new transfer module, and then remove the packing material.

[Page 95](#) Maintaining the printer Insert the new transfer module. Close door A. Insert the imaging kit.

[Page 96: Moving The Printer](#)

Maintaining the printer Insert the waste toner bottle. Close door B. Connect the power cord to the electrical outlet, and then turn on the printer. CAUTION—POTENTIAL INJURY: To avoid the

risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 97: Saving Energy And Paper](#)

Maintaining the printer • If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.

[Page 98](#) Maintaining the printer Conserving supplies • Print on both sides of the paper. Note: Two-sided printing is the default setting in the print driver. • Print multiple pages on a single sheet of paper. • Use the preview feature to see how the document looks like before printing it. •...

[Page 99: Clearing Jams](#)

Clearing jams Clearing jams Avoiding jams Load paper properly • Make sure that the paper lies flat in the tray. Correct loading of paper Incorrect loading of paper • Do not load or remove a tray while the printer is printing. •...

[Page 100: Identifying Jam Locations](#)

Clearing jams • Flex, fan, and align the paper edges before loading. • Do not use paper that has been cut or trimmed by hand. • Do not mix paper sizes, weights, or types in the same tray. • Make sure that the paper size and type are set correctly on the computer or printer control panel. •...

[Page 101: Paper Jam In Trays](#)

Clearing jams Paper jam in trays Pull out the tray. Warning—Potential Damage: A sensor inside the optional tray is easily damaged by static electricity. Touch a metal surface before removing the jammed paper in the tray. Remove the jammed paper. Note: Make sure that all paper fragments are removed.

[Page 102: Paper Jam Behind Door E](#)

Clearing jams Paper jam behind door E Open door E. Remove the jammed paper. Note: Make sure that all paper fragments are removed. Close door E. Paper jam in the multipurpose feeder Remove paper from the multipurpose feeder. Pull out the tray. Remove the jammed paper.

[Page 103: Paper Jam In The Standard Bin](#)

Clearing jams Insert the tray. Paper jam in the standard bin Remove the jammed paper. Note: Make sure that all paper fragments are removed. Open doors A and D, and then remove any paper fragments. 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.

[Page 104: Paper Jam In Door A](#)

Clearing jams Close doors D and A. Paper jam in door A Paper jam in the fuser Open door A. 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. 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.

[Page 105](#) Clearing jams Remove the jammed paper. Note: Make sure that all paper fragments are removed.

[Page 106](#) Clearing jams Open the fuser access door. Remove the jammed paper. Note: Make sure that all paper fragments are removed. Close door A. Paper jam in the duplex unit Open door A. 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.

[Page 107](#) Clearing jams Open the duplex cover. Remove the jammed paper. Note: Make sure that all paper fragments are removed.

[Page 108](#) Clearing jams Close the duplex cover and door A.

[Page 109: Troubleshooting](#)

Troubleshooting Troubleshooting Network connection problems Cannot open Embedded Web Server Action Step 1 Go to step 2. Turn on the printer. Check if the printer is on. Is the printer on? Step 2 Go to step 3. Type the correct printer IP address in Make sure that the printer IP address is correct.

[Page 110](#) Troubleshooting Action Step 6 Go to step 7. Contact your administrator. Check if the web proxy servers are disabled. Are the web proxy servers disabled? Step 7 The problem is Contact customer solved. support. Access the Embedded Web Server. Did the Embedded Web Server open? Unable to read flash drive Action Step 1...

[Page 111: Hardware Options Problems](#)

Troubleshooting Checking the printer connectivity From the home screen, touch Settings > Reports > Network > Network Setup Page. Check the first section of the network setup page, and confirm that the status is connected. If the status is not connected, then the LAN drop may be inactive, or the network cable may be unplugged or malfunctioning.

[Page 112](#) Troubleshooting Action Step 4 The problem is Contact customer solved. support. Check if the internal option is available in the print driver. Note: If necessary, manually add the internal option in the print driver to make it available for print jobs. For more information, see "Adding available options in the print driver"...

[Page 113](#) Troubleshooting Parallel or serial interface card does not operate correctly Action Step 1 Go to step 3. Go to step 2. Print a menu settings page, and then check if the parallel or serial interface card appears in the Installed Features list. Is the parallel or serial interface card listed in the Installed Features list? Step 2...

[Page 114: Issues With Supplies](#)

Troubleshooting Issues with supplies Replace cartridge, printer region mismatch Install the correct toner cartridge. Non-Printer Manufacturer supply The printer has detected an unrecognized supply or part installed in the printer. Your printer is designed to function best with genuine supplies and parts made by the printer manufacturer. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components.

[Page 115](#) Troubleshooting Action Step 2 Contact customer The problem is support. solved. Make sure that paper type is set to Envelope. From the control panel, navigate to: Settings > Paper > Tray Configuration > Paper Size/Type Send the print job. Does the envelope seal when printing? Collated printing does not work Action Step 1...

[Page 116](#) Troubleshooting Action Step 2 The problem is Contact customer solved. support. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. Set the paper size and type to match the paper loaded in the linked trays. Print the document.

[Page 117](#) Troubleshooting Paper frequently jams Action Step 1 Go to step 2. The problem is solved. Remove the tray. Check if paper is loaded correctly. Notes: • Make sure that the paper guides are positioned correctly. • Make sure that the stack height is below the maximum paper fill indicator.

[Page 118: Printing Problems](#)

Troubleshooting Printing problems Print quality is poor Blank or white pages Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings > Troubleshooting > Print Quality Test Pages. Action Contact customer The problem is Remove, and then insert the imaging unit or imaging kit.

[Page 119](#) Troubleshooting Action Step 1 Go to step 2. The problem is solved. Perform Color Adjust. From the control panel, navigate to: Settings > Print > Quality > Advanced Imaging > Color Adjust Print the document. Is the print too dark? Step 2 Go to step 3.

[Page 120](#) Troubleshooting Action Step 6 Contact customer The problem is support. solved. Load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. Print the document. Is the print too

dark? Ghost images Note: Before solving the problem, print the Print Quality Test Pages.

[Page 121](#) Troubleshooting Action Step 3 Go to step 4. The problem is solved. Perform Color Adjust. From the control panel, navigate to: Settings > Print > Quality > Advanced Imaging > Color Adjust Print the document. Do ghost images appear on prints? Step 4 Contact customer...

[Page 122](#) Troubleshooting Action Step 2 Contact customer The problem is support. solved. Remove, and then insert the imaging unit or imaging kit. Warning—Potential Damage: Do not expose the imaging unit or imaging kit to direct light. Extended exposure to light may cause print quality problems.

[Page 123](#) Troubleshooting Light print Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings > Troubleshooting > Print Quality Test Pages. Action Step 1 Go to step 2. The problem is solved. Perform Color Adjust. From the control panel, navigate to: Settings >...

[Page 124](#) Troubleshooting Action Step 4 Go to step 5. The problem is solved. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. Notes: • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel.

[Page 125](#) Troubleshooting Missing colors Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings > Troubleshooting > Print Quality Test Pages. Action Contact customer The problem is Remove the toner cartridge of the missing color. support.

[Page 126](#) Troubleshooting Action Step 1 Go to step 2. Contact customer support. Check the printer for leaked toner contamination. Is the printer free of leaked toner? Step 2 Go to step 4. Go to step 3. From the control panel, navigate to: Settings >...

[Page 127](#) Troubleshooting Paper curl Action Step 1 Go to step 2. The problem is solved. Adjust the guides in the tray to the correct position for the paper loaded. Print the document. Is the paper curled? Step 2 Go to step 3. The problem is solved.

[Page 128](#) Troubleshooting Print crooked or skewed Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings > Troubleshooting > Print Quality Test Pages. Action Step 1 Go to step 2. The problem is solved.

[Page 129](#) Troubleshooting Action Contact customer The problem is Remove, and then insert the imaging unit or imaging kit. support. solved. Warning—Potential Damage: Do not expose the imaging unit or imaging kit to direct light. Extended exposure to light may cause print quality problems. Warning—Potential Damage: Do not touch the photoconductor drum under the imaging unit or imaging kit.

[Page 130](#) Troubleshooting Action Step 3 Contact customer The problem is support. solved. Remove, and then insert the imaging unit or imaging kit. Warning—Potential Damage: Do not expose the imaging unit or imaging kit to direct light. Extended exposure to light may cause print quality problems.

[Page 131](#) Troubleshooting Action Step 3 Contact customer The problem is support. solved. Load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. Print the document. Does toner easily rub off? Uneven print density Note: Before solving the problem, print the Print Quality Test Pages.

[Page 132](#) Troubleshooting Notes: • Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings > Troubleshooting > Print Quality Test Pages. • If horizontal dark lines keep appearing on the prints, then see "Repeating defects." Action Step 1 Go to step 2.

[Page 133](#) Troubleshooting Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to Settings > Troubleshooting > Print Quality Test Pages. Action Step 1 Go to step 2. Go to step 3. Using a blank sheet of paper, make a two-sided

copy using the ADF.

[Page 134](#) Troubleshooting Action Step 3 Go to step 4. The problem is solved. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. Notes: • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel.

[Page 135](#) Troubleshooting Action Step 1 Go to step 2. The problem is solved. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. Notes: • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel.

[Page 136](#) Troubleshooting Action Step 1 Go to step 2. The problem is solved. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. Notes: • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel.

[Page 137](#) Troubleshooting Action Step 1 Go to step 2. Go to step 3. Print the quality sample pages. From the home screen, touch Settings > Troubleshooting > Basic Print Quality Samples. Determine how many colors have defects. Is only one color affected? Step 2 Take note of the The problem is...

[Page 138](#) Troubleshooting Confidential and other held documents do not print Action Step 1 The problem is Go to step 2. solved. From the control panel, check if the documents appear in the Held Jobs list. Note: If the documents are not listed, then print the documents using the Print and Hold options.

[Page 139](#) Troubleshooting Slow printing Action Step 1 Go to step 2. The problem is solved. Make sure that the printer is not in Eco-Mode and Quiet Mode. Print the document. Is the printer printing slow? Step 2 Go to step 3. The problem is solved.

[Page 140](#) Troubleshooting Action Step 7 Go to step 8. The problem is solved. Make sure that the printer is not overheating. Notes: • Allow the printer to cool down after a long print job. • Observe the recommended ambient temperature for the printer.

[Page 141](#) Troubleshooting Action Step 4 The problem is Go to step 5. solved. Turn off the printer, wait for about 10 seconds, and then turn it back on. Print the document. Is the document printed? Step 5 The problem is Contact customer solved.

[Page 142](#) Troubleshooting Action Step 6 The problem is Go to step 7. solved. Turn off the printer, install the hardware options, and then turn on the printer. For more information, see the documentation that came with the option. Is the printer responding? Step 7 The problem is Go to step 8.

[Page 143: Color Quality Problems](#)

Troubleshooting Color quality problems Adjusting toner darkness From the home screen, touch Settings > Print > Quality. Adjust the toner darkness. Apply the changes. Modifying the colors in printed output From the control panel, navigate to: Settings > Print > Quality > Advanced Imaging > Color Correction From the Color Correction menu, select Manual >...

[Page 144](#) Troubleshooting What is CMYK color? CMYK color is a method of describing colors by indicating the amount of cyan, magenta, yellow, and black used to reproduce a particular color. Cyan, magenta, yellow, and black inks or toners can be printed in various amounts to produce a large range of colors observed in nature.

[Page 145: Faxing Problems](#)

Troubleshooting The print appears tinted Action Step 1 Go to step 2. The problem is solved. Perform Color Adjust. From the control panel, navigate to: Settings > Print > Quality > Advanced Imaging > Color Adjust Print the document. Does the print appear tinted? Step 2 Contact customer...

[Page 146](#) Troubleshooting Action Step 4 The problem is Go to step 5. solved. Check the telephone wall jack. Connect the analog telephone directly to the wall jack. Listen for a dial

tone. If you do not hear a dial tone, then use a different telephone cable.

[Page 147](#) Troubleshooting Can receive but not send faxes Action Step 1 The problem is Go to step 2. solved. Load the original document properly into the ADF tray or on the scanner glass. Can you send faxes? Step 2 The problem is Contact customer solved.

[Page 148: Scanning Problems](#)

Troubleshooting Poor fax print quality Action Step 1 The problem is Go to step 2. solved. Make sure that there are no print quality defects. From the control panel, navigate to Settings > Troubleshooting > Print Quality Test Pages. Correct any print quality defects. For more information, see "Print quality is poor"...

[Page 149](#) Troubleshooting Partial copies of document or photo Action Step 1 The problem is Go to step 2. solved. Make sure that the document or photo is loaded facedown on the upper left corner of the scanner glass. Copy the document or photo. Is the document or photo copied correctly? Step 2 The problem is...

[Page 150](#) Troubleshooting Action Step 2 The problem is Go to step 3. solved. Check the file you want to scan. Make sure that the file name is not already used in the destination folder. Make sure that the document or photo you want to scan is not open in another application.

[Page 151](#) Troubleshooting Action Step 2 The problem is Go to step 3. solved. Check if the power cord is connected properly to the printer and the electrical outlet. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 152: Contacting Customer Support](#)

Troubleshooting From the Copy Quick Test menu, touch Start. Compare the Copy Quick Test page with the original document. Note: If the margins of the test page are different from the original document, then adjust Horizontal Adjust and Top Margin. Repeat step 5 step 6...

[Page 153: Upgrading And Migrating](#)

Upgrading and migrating Upgrading and migrating Hardware Available internal options • Flash memory • Font cards • Firmware cards - Forms and Bar Code - PRESCRIBE - IPDS • Printer hard disk • Internal Solutions Port (ISP) - N8360 802.11b/g/n/a wireless print server interface card -...

[Page 154](#) Upgrading and migrating Unpack the memory card. Warning—Potential Damage: Avoid touching the connection points along the edge of the card. Insert the memory card until it clicks into place.

[Page 155](#) Upgrading and migrating Reattach the access cover. Connect the power cord to the electrical outlet, and then turn on the printer. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 156](#) Upgrading and migrating Unpack the internal solutions port (ISP) kit. Mounting bracket Thumbscrews Housing...

[Page 157](#) Upgrading and migrating ISP extended cable Install the ISP into its housing.

[Page 158](#) Upgrading and migrating Attach the housing to the controller board access cover.

[Page 159](#) Upgrading and migrating Connect the ISP extended cable to the ISP connector in the controller board. Reattach the controller board access cover. Connect the power cord to the electrical outlet, and then turn on the printer. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 160](#) Upgrading and migrating Installing an optional card CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other

devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

[Page 161](#) Upgrading and migrating Push the card firmly into place. Note: The entire length of the connector on the card must touch and be flush against the controller board.
Warning—Potential Damage: Improper installation of the card may cause damage to the card and the controller board.

[Page 162](#) Upgrading and migrating Reattach the access cover. Connect the power cord to the electrical outlet, and then turn on the printer. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 163](#) Upgrading and migrating Unpack the hard disk. Attach the hard disk to the controller board. Warning—Potential Damage: Do not touch or press the center of the hard disk.

[Page 164](#) Upgrading and migrating Open door B. Open door C.

[Page 165](#) Upgrading and migrating Secure the hard disk to the printer using the thumbscrews. Close doors C and B. Reattach the controller board access cover. Connect the power cord to the electrical outlet, and then turn on the printer. CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

[Page 166](#) Upgrading and migrating Installing optional trays CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

[Page 167: Software](#)

Upgrading and migrating Software Installing the printer software Obtain a copy of the software installer package. • From the software CD that came with your printer. • From our website or the place where you purchased the printer. Run the installer, and then follow the instructions on the computer screen. For Macintosh users, add the printer.

[Page 168](#) Upgrading and migrating For one application From the Embedded Web Server, click Apps > the application that you want > Configure. Click Export or Import. For multiple applications From the Embedded Web Server, click Export Configuration or Import Configuration. Follow the instructions on the screen. Updating firmware Some applications require a minimum device firmware level to operate correctly.

[Page 169: Notices](#)

Color Laser MFP Machine type: 7528 Model(s): 3890CS, 4790CS Edition notice June 2018 The following paragraph does not apply to any country where such provisions are inconsistent with local law: THIS PUBLICATION IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

[Page 170](#) Notices 1-meter average sound pressure, dBA Printing 53 (one-sided); 55 (two-sided) Scanning Copying Ready Waste from Electrical and Electronic Equipment (WEEE) directive The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products. If you have further questions about recycling options, contact your local sales office.

[Page 171](#) Notices Static sensitivity notice This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol. To prevent damage from electrostatic discharge when performing maintenance tasks such as clearing paper jams or replacing supplies, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer even if the symbol is not present.

[Page 172](#) Notices Mode Description Power consumption (Watts) Printing The product is

generating hard-copy output from electronic inputs. 700 (one-sided); 600 (two-sided) Copy The product is generating hard-copy output from hard-copy original documents. Scan The product is scanning hard-copy documents. Ready The product is waiting for a print job.

[Page 173](#) Notices Total energy usage It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

[Page 174](#) Notices If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer. The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless said message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time...

[Page 175](#) Notices The decadic (or pulse) dialing on this device is unsuitable for use on the Telecom network in New Zealand. For correct operation, the total of all the Ringer Equivalence Numbers (RENs) of all parallel devices connected to the same telephone line may not exceed 5. The REN of this device is located on the label. This device uses an RJ-11C modular connector.

[Page 176](#) Notices **Usò del prodotto in Svizzera** Questo prodotto richiede un filtro toni Billing svizzero, a installare su tutte le linee che ricevono impulsi remoti in Svizzera. Federal Communications Commission (FCC) compliance information statement This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

[Page 177](#) Notices limits, the ecodesign of energy-related products, and on the restrictions of use of certain hazardous substances in electrical and electronic equipment. This product satisfies the Class B limits of EN 55022 and EN55032 and safety requirements of EN 60950-1 or EN 62368-1.

[Page 178: Index](#)

Index Index cannot open Embedded Web hibernate mode 97 Server 109 sleep mode 97 activating Voice Guidance 23 Card Copy conserving supplies 98 adapter plug 52 contacting customer support 152 setting up 17 adding contacts 21 card stock contacts adding groups 21 loading 27 adding 21 adding hardware options...

[Page 179](#) Index deleting contacts 22 setting up 40 FTP address deleting groups 22 e-mailing creating shortcuts 58 different paper sizes, copying 38 configuring e-mail settings 40 FTP server, scanning to digital subscriber line (DSL) using a shortcut number 40 using the control panel 58 fax setup 47 using the address book 40 fuser...

[Page 180](#) Index indicator light paper jam behind door E 102 understanding the status 13 paper jam in door A 104 Magnification mode installing a memory card 153 paper jam in the multipurpose enabling 24 installing a printer hard disk 162 feeder 102 maintenance counter installing an internal solutions paper jam in the standard...

[Page 181](#) Index gray or colored background 121 Defective flash detected 113 transfer module 91 horizontal dark lines 131 Non-Printer Manufacturer replacing supplies horizontal white lines 134 supply 114 fuser 80 light print 123 Not enough free space in flash imaging kit 74 missing colors 125 memory for resources 113 imaging unit 70...

[Page 182](#) Index scanning spoken passwords envelope seals when to an FTP server 58 enabling 24 printing 114 scanning to a computer 59 statement of volatility 61 incorrect margins 122 scanning to a fax server 59 storing print jobs 36 jammed pages are not scanning to a flash drive 58 supplies reprinted 117...

[Page 183](#) Index Unformatted flash detected 113 Universal paper size setting 25 unlinking trays 28 updating firmware flash file 168 USB cable 11 USB port 11 enabling 110 using Customer Support 19 using Display Customization 18 using Google Drive 19 using the ADF copying 38 using the control panel 12 using the home screen 16...

This manual is also suitable for:

[4790csE-studio389cs](#)