

User's Guide Basic

imagine the possibilities

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



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1. Introduction

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

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Key benefits

Environmentally friendly



- To save toner and paper, this machine supports Eco feature.
- To save paper, you can print multiple pages on one single sheet of paper (see Advanced Guide).
- To save paper, you can print on both sides of the paper (double-sided printing) (see Advanced Guide).
- To save electricity, this machine automatically conserves electricity by substantially reducing power consumption when not in use.

Fast high resolution printing



- You can print with a resolution of up to 1,200 x 1,200 dpi effective output.
- Fast, on-demand printing.
SCX-472x Series:
 - For single-side printing, 28 ppm (A4) or 29 ppm (Letter).
 - For duplex printing, 14 ppm (A4) or 15 ppm (Letter).

Convenience



- Easy Capture Manager allows you to easily edit and print whatever you captured using the Print Screen key on the keyboard (see Advanced Guide).
- Printing Status (or Smart Panel) is a program that monitors and informs you of the machine's status and allows you to customize the machine's settings (see Advanced Guide).
- AnyWeb Print helps you screen-capture, preview, scrap, and print the screen of Windows Internet Explorer more easily, than when you use the ordinary program (see Advanced Guide).
- Smart Update allows you to check for the latest SW and install the latest version during the printer driver installation process. This is available only for Windows.

Key benefits

Wide range of functionality and application support



- Supports various paper sizes (see "Print media specifications" on page 95).
- Print watermark: You can customize your documents with words, such as "Confidential" (see Advanced Guide).
- Print posters: The text and pictures of each page of your document are magnified and printed across the multiple sheets of paper and can then be taped together to form a poster (see Advanced Guide).
- You can print in various operating systems (see "System requirements" on page 98).
- Your machine is equipped with a USB interface and/or a network interface.

Features by models

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

Features	SCX-472xFD Series	SCX-472xFH Series	SCX-4729FW Series
Print, Copy, Scan, Fax	●	●	●
Hi-Speed USB 2.0	●	●	●
Network Interface Ethernet 10/100 Base TX wired LAN	●	●	●
Network Interface 802.11b/g/n wireless LAN			●
IPv6	●	●	●
Eco printing	●	●	●
Duplex (2-sided) printing	●	●	●
Samsung Easy Printer Manager	●	●	●
SyncThru™ Web Service	●	●	●
Automatic Document Feeder (ADF)	●	●	●
Handset		●	

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

Useful to know



Where can I download the machine's driver?

- Visit www.samsung.com/printer to download the latest machine's driver, and install it on your system.



Where can I purchase accessories or supplies?

- Inquire at a Samsung distributor or your retailer.
- Visit www.samsung.com/supplies. Select your country/region to view product service information.



The status LED flashes or remains constantly on.

- Turn the product off and on again.
- Check the meanings of LED indications in this manual and troubleshoot accordingly (see "Understanding the status LED" on page 85).



A paper jam has occurred.

- Open and close the front door.
- Check the instructions on removing jammed paper in this manual and troubleshoot accordingly (see "Clearing paper jams" on page 80).



Printouts are blurry.

- The toner level might be low or uneven. Shake the toner cartridge.
- Try a different print resolution setting.
- Replace the toner cartridge.



The machine does not print.

- Open the print queue list and remove the document from the list (see "Canceling a print job" on page 47).
- Remove the driver and install it again (see "Installing the driver locally" on page 22).
- Select your machine as your default machine in your Windows.

About this user's guide

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

- Read the safety information before using the machine.
- If you have a problem using the machine, refer to the troubleshooting chapter.
- Terms used in this user's guide are explained in the glossary chapter.
- All illustrations in this user's guide may differ from your machine depending on its options or model you purchased.
- The screenshots in this administrator's guide may differ from your machine depending on the machine's firmware/driver version.
- The procedures in this user's guide are mainly based on Windows 7.



Conventions

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

- Document is synonymous with original.
- Paper is synonymous with media, or print media.
- Machine refers to printer or MFP.



General icons

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

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

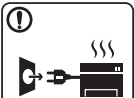
Important safety symbols

Explanation of all icons and signs used in this chapter

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

Operating environment

Warning

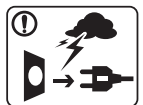
	Do not use if the power cord is damaged or if the electrical outlet is not grounded. This could result in electric shock or fire.
	Do not place anything on top of the machine (water, small metal or heavy objects, candles, lit cigarettes, etc.). This could result in electric shock or fire.
	- If the machine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



Do not remove the plug by pulling on the cord; do not handle the plug with wet hands.

This could result in electric shock or fire.

Caution



During an electrical storm or for a period of non-operation, remove the power plug from the electrical outlet.

This could result in electric shock or fire.



Be careful, the paper output area is hot.
Burns could occur.



If the machine has been dropped, or if the cabinet appears damaged, unplug the machine from all interface connections and request assistance from qualified service personnel.
Otherwise, this could result in electric shock or fire.



If the plug does not easily enter the electrical outlet, do not attempt to force it in.
Call an electrician to change the electrical outlet, or this could result in electric shock.



Do not allow pets to chew on the AC power, telephone or PC interface cords.

This could result in electric shock or fire and/or injury to your pet.



If the machine does not operate properly after these instructions have been followed, unplug the machine from all interface connections and request assistance from qualified service personnel.
Otherwise, this could result in electric shock or fire.



Operating method

Caution



Do not forcefully pull the paper out during printing.
It can cause damage to the machine.



Be careful not to put your hand between the machine and paper tray.
You may get injured.

	Do not block or push objects into the ventilation opening. This could result in elevated component temperatures which can cause damage or fire.
	Be care when replacing paper or removing jammed paper. New paper has sharp edges and can cause painful cuts.
	When printing large quantities, the bottom part of the paper output area may get hot. Do not allow children to touch. Burns can occur.
	When removing jammed paper, do not use tweezers or sharp metal objects. It can damage the machine.
	Do not allow too many papers to stack up in the paper output tray. It can damage the machine.
	This machine's power reception device is the power cord. To switch off the power supply, remove the power cord from the electrical outlet.



Installation / Moving



Warning



Do not place the machine in an area with dust, humidity, or water leaks.

This could result in electric shock or fire.



Caution



Before moving the machine, turn the power off and disconnect all cords.

Then lift the machine:

- If the machine weighs under 20 kg (44.09 lbs), lift with 1 person.
- If the machine weighs 20 kg (44.09 lbs) - 40kg (88.18 lbs), lift with 2 people.
- If the machine weighs more than 40 kg (88.18 lbs), lift with 4 or more people.

The machine could fall, causing injury or machine damage.

	Do not place the machine on an unstable surface. The machine could fall, causing injury or machine damage.
	The machine should be connected to the power level which is specified on the label. If you are unsure and want to check the power level you are using, contact the electrical utility company.
	Use only No.26 AWG ^a or larger, telephone line cord, if necessary. Otherwise, it can cause damage to the machine.
	Do not put a cover over the machine or place it in an airtight location, such as a closet. If the machine is not well-ventilated, this could result in fire.
	Make sure you plug the power cord into a grounded electrical outlet. Otherwise, this could result in electric shock or fire.
	Do not overload wall outlets and extension cords. This can diminish performance, and could result in electric shock or fire.



Use the power cord supplied with your machine for safe operation. If you are using a cord which is longer than 2 meters (6 feet) with a 110V machine, then the gauge should be 16 AWG or larger.

Otherwise, it can cause damage to the machine, and could result in electric shock or fire.

a. AWG: American Wire Gauge



Maintenance / Checking



Caution



Unplug this product from the wall outlet before cleaning the inside of the machine. Do not clean the machine with benzene, paint thinner or alcohol; do not spray water directly into the machine.

This could result in electric shock or fire.



When you are working inside the machine replacing supplies or cleaning the inside, do not operate the machine.

You could get injured.

	Keep the power cable and the contact surface of the plug clean from dust or water. Otherwise, this could result in electric shock or fire.
	- Do not remove any covers or guards that are fastened with screws. - Fuser units should only be repaired by a certified service technician. Repair by non-certified technicians could result in fire or electric shock. - The machine should only be repaired by a Samsung service technician.
	Keep cleaning supplies away from children. Children could get hurt.
	Do not disassemble, repair or rebuild the machine by yourself. It can damage the machine. Call a certified technician when the machine needs repairing.
	To clean and operate the machine, strictly follow the user's guide provided with the machine. Otherwise, you could damage the machine.



Supply usage



Caution

	Do not disassemble the toner cartridge. Toner dust can be dangerous if inhaled or ingested.
	Do not burn any of the supplies such as toner cartridge or fuser unit. This could cause an explosion or uncontrollable fire.
	When changing the toner cartridge or removing jammed paper, be careful not to let toner dust touch your body or clothes. Toner dust can be dangerous if inhaled or ingested.
	When storing supplies such as toner cartridges, keep them away from children. Toner dust can be dangerous if inhaled or ingested.
	Using recycled supplies, such as toner, can cause damage to the machine. In case of damage due to the use of recycled supplies, a service fee will be charged.



When toner gets on your clothing, do not use hot water to wash it.

Hot water sets toner into fabric. Use cold water.



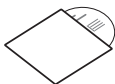
Accessories



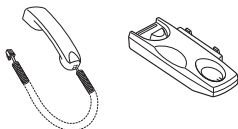
Power cord



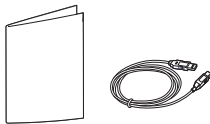
Quick installation guide



Software CD^a



Handset^b



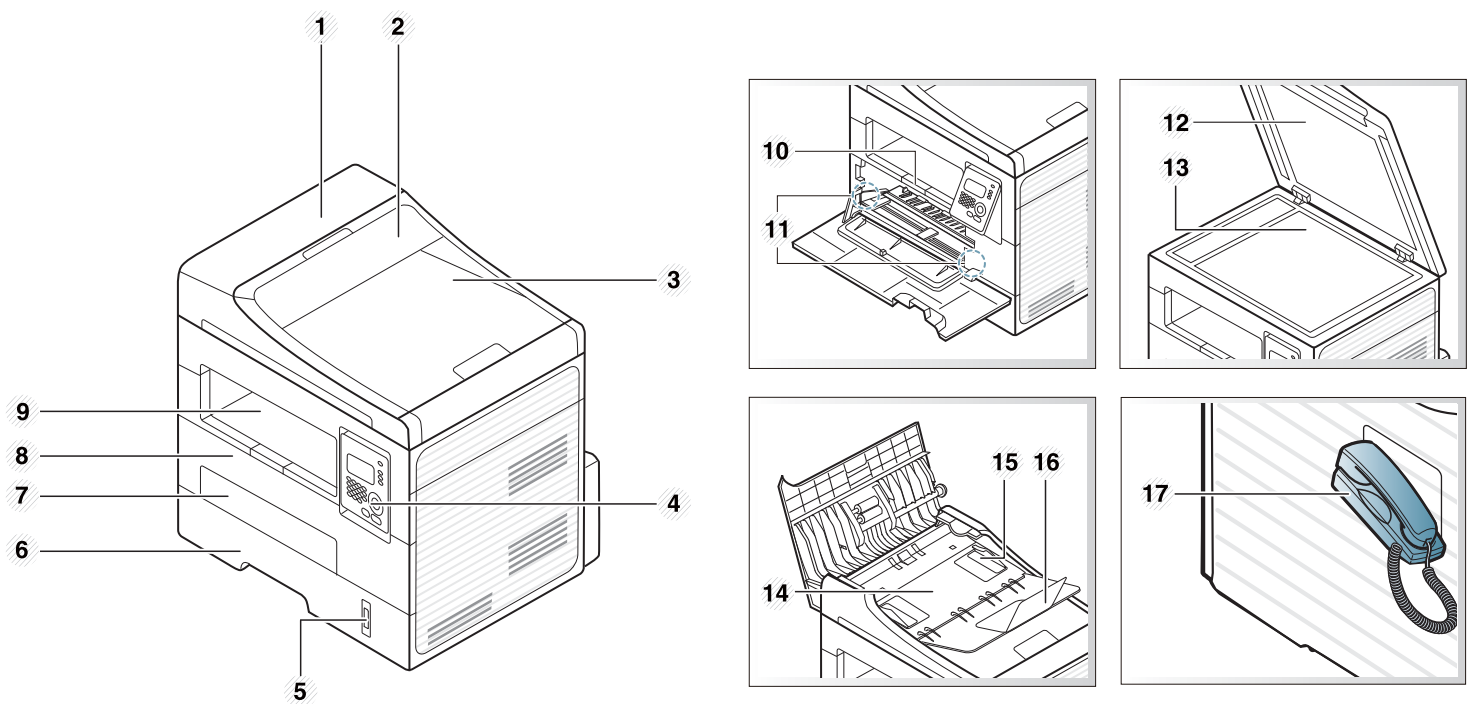
Misc. accessories^c

- a. The software CD contains the printer driver and applications.
- b. Handset model only (see "Features by models" on page 6)
- c. Miscellaneous accessories included with your machine may vary by country of purchase and specific model.

 Front view



- This illustration may differ from your machine depending on its model.
- Some features and optional goods may not be available depending on model or country.



1	Document feeder cover	7	Manual feeder tray	13	Scanner glass
2	Document feeder guide cover	8	Front cover	14	Document feeder input tray

3	Document feeder output tray	9	Output tray	15	Paper width guide on a Document feeder
4	Control Panel	10	Output support	16	Document feeder output support
5	Paper level indicator	11	Paper width guide on a manual feedertray	17	Handset ^a
6	Tray	12	Scanner lid		

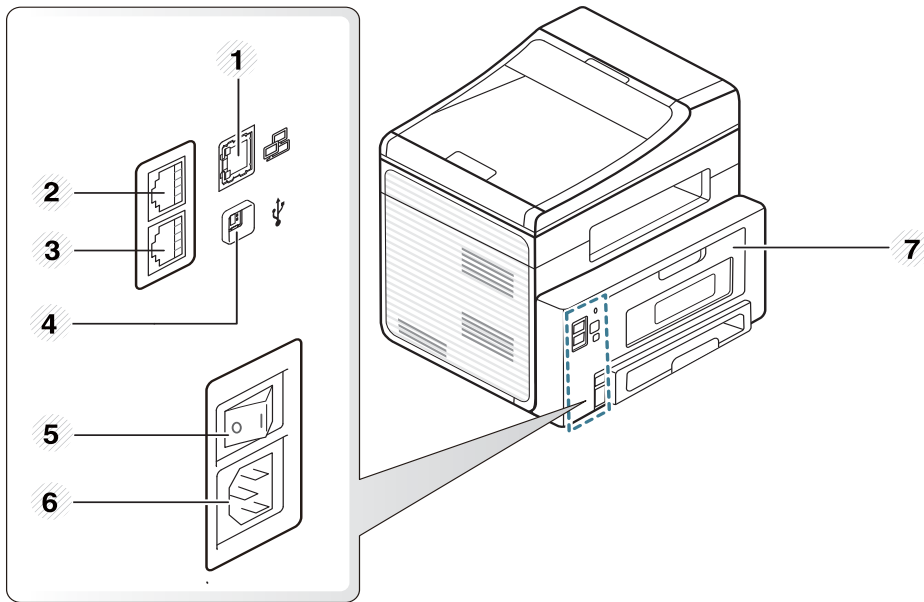
a. Handset model only (see "Features by models" on page 6).



Rear view



- This illustration may differ from your machine depending on its model.
- Some features and optional goods may not be available depending on model or country.



1	Network port	4	USB port	7	Rear cover
2	Telephone line socket (Line)	5	Power-switch		
3	Extension telephone socket (EXT)	6	Power receptacle		

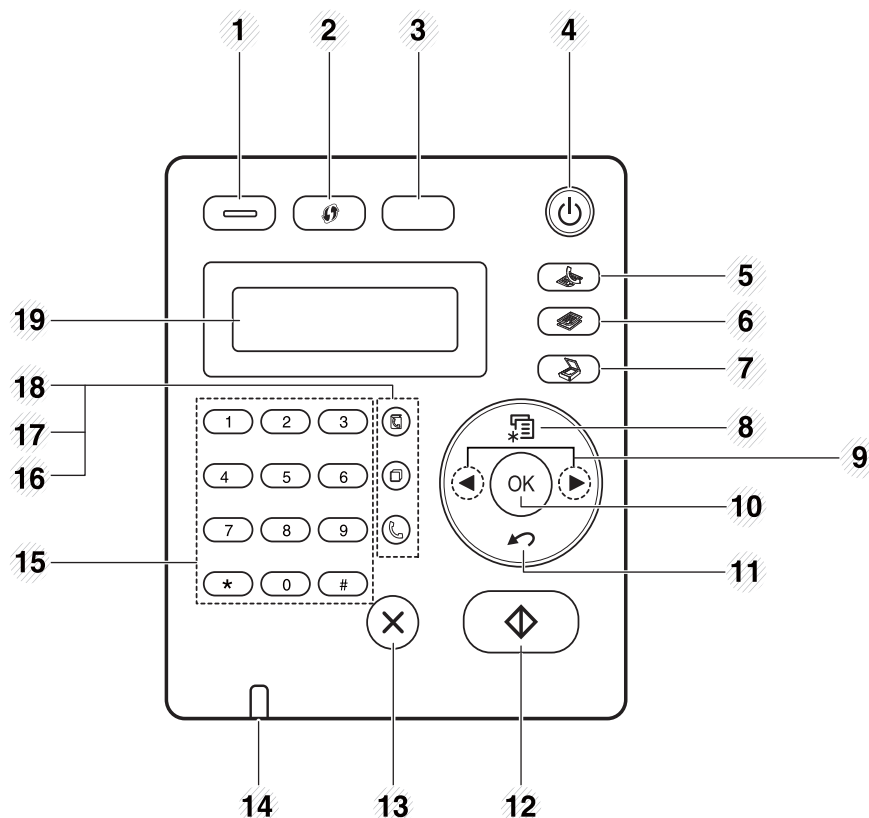
Control panel overview



This control panel may differ from your machine depending on its model. There are various types of control panels.



Control panel

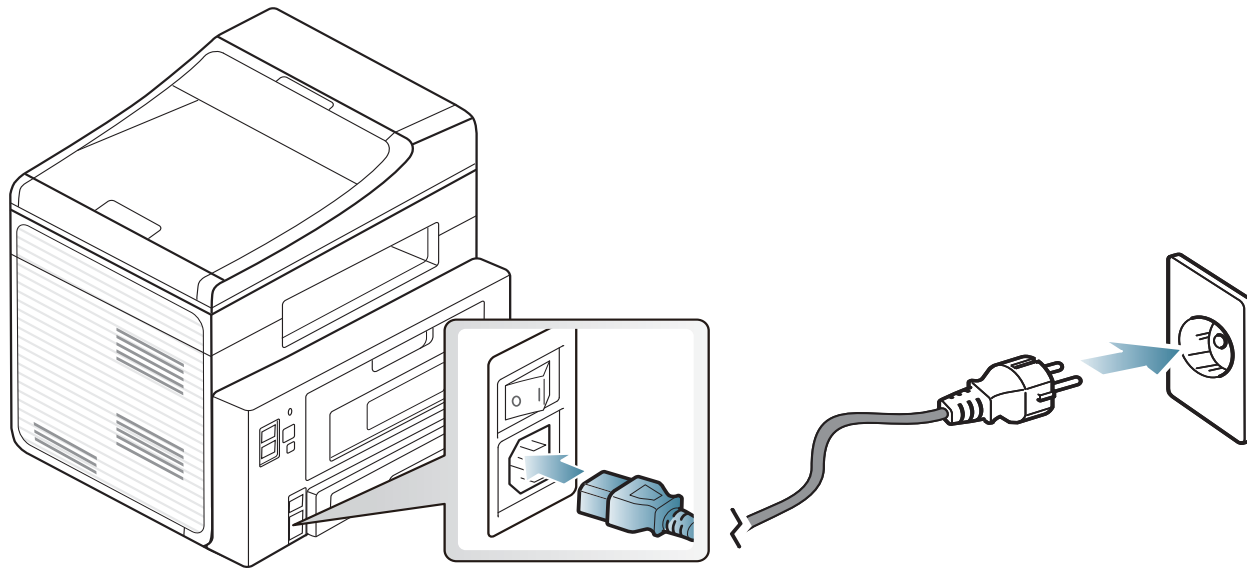


1	Eco	Turn into eco mode to reduce toner consumption and paper usage (see "Eco printing" on page 49).
2	 (WPS)/ Darkness	WPS: Configures the wireless network connection easily without a computer (see Advanced Guide). Darkness : Adjust the brightness level to make a copy for easier reading, when the original contains faint markings and dark images.
3	ID Copy	Allows you to copy both sides of an ID card like a driver's license on a single side of paper (see "ID card copying" on page 54).
4	Power	Turns the power on or off, or wakes up the machine from the power save mode. If you need to turn the machine off, press this button for more than three seconds.
5	 (Fax)	Switches to Fax mode.
6	 (Copy)	Switches to Copy mode.
7	 (Scan)	Switches to Scan mode.
8	Menu	Opens Menu mode and scrolls through the available menus.

9	Left/Right Arrows	Scrolls through the options available in the selected menu and increases or decreases values.
10	OK	Confirms the selection on the screen.
11	Back	Sends you back to the upper menu level.
12	Start	Starts a job.
13	Stop/Clear	Stops an operations at any time.
14	Status LED	Indicates the status of your machine (see "Understanding the status LED" on page 85).
15	Numeric keypad	Dials a number or enters alphanumeric characters.
16	On Hook Dial	When you press this button, you can hear a dial tone. Then enter a fax number. It is similar to making a call using speaker phone.
17	Redial/Pause(-)	Redials the last number in ready mode, or inserts a pause(-) into a fax number in edit mode.
18	Address Book	Allows you to store frequently used fax numbers or search for stored fax numbers.
19	Display screen	Shows the current status and displays prompts during an operation.

Turning on the machine

- 1 Connect the machine to the electricity supply first.
Turn the switch on if the machine has a power switch.



Installing the driver locally

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



- If you are a Macintosh, Linux, or Unix OS user, refer to the Advanced guide.
- The installation window in this User's Guide may differ depending on the machine and interface in use.
- Selecting **Custom Installation** allows you to choose which programs to install.
- Only use a USB cable no longer than 3 meters (118 inches).



Windows

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

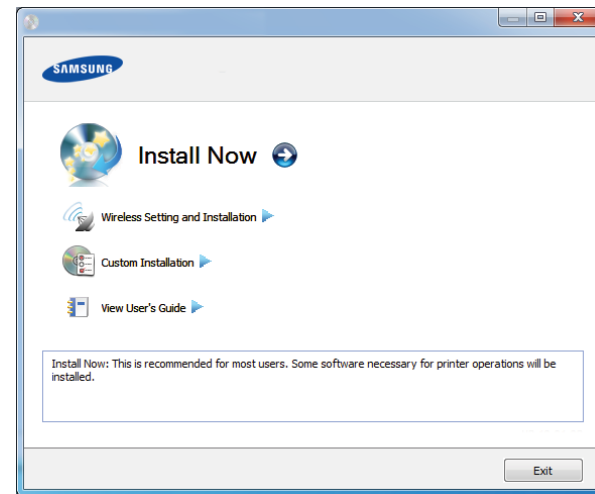


If the "**Found New Hardware Wizard**" appears during the installation procedure, click **Cancel** to close the window.

- 2 Insert the supplied software CD into your CD-ROM drive.
Click **Start** > **All programs** > **Accessories** > **Run**.

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

- 3 Select **Install Now**.



- 4 Read the **License Agreement**, and select **I accept the terms of the License Agreement**. Then, click **Next**.

- 5 Follow the instructions in the installation window.

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



Windows

- 1 Make sure that the machine is connected to your computer and powered on.
- 2 From the **Start** menu, select **Programs** or **All Programs** > **Samsung Printers** > **your printer driver name** > **Uninstall**.
- 3 Follow the instructions in the installation window.
- 4 Insert the software CD into your CD-ROM drive and install the driver again (see "Installing the driver locally" on page 22).



2. Menu overview and basic setup

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

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- **Changing the display language** 31
- **Media and tray** 32
- **Basic printing** 46
- **Basic copying** 52
- **Basic scanning** 56
- **Basic faxing** 57

The control panel provides access to various menus to set up the machine or use the machine's functions.



- An asterisk (*) appears next to the currently selected menu.
- Some menus may not appear on the display depending on options or models. If so, it is not applicable to your machine.
- Some menu names may differ from your machine depending on its options or the models.



Accessing the menu

- 1 Select the Fax, Copy, or Scan button on the control panel depending on the feature to be used.
- 2 Select * (**Menu**) until the menu you want appears on the bottom line of the display and press **OK**.
- 3 Press the left/right arrows until the needed menu item appears and press **OK**.
- 4 If the setting item has sub menus, repeat step 3.

5 Press the left/right arrows to access the required value.

6 Press **OK** to save the selection.

7 Press  (**Stop/Clear**) to return to the ready mode.

Items	Options	
Fax Feature	Darkness	Light+5- Light+1 Normal Dark+1- Dark+5
	Contrast	Light+5- Light+1 Normal Dark+1- Dark+5
	Resolution	Standard Fine Super Fine Photo Fax Color Fax
	Scan Size	
	Multi Send	
	Delay Send	

Items	Options	
Fax Feature	Priority Send	
	Forward	Fax PC
	Secure Receive	On Off Print
	Add Page	
	Cancel Job	
Fax Setup	Sending	Redial Times Redial Term Prefix Dial ECM Mode Send Report Image TCR Dial Mode

Items	Options	
Fax Setup	Receiving	Receive Mode Ring to Answer Stamp Rcv Name Rcv Start Code Auto Reduction Discard Size Junk Fax Setup DRPD Mode Duplex Print
	Change Default	Resolution, Darkness, Contrast, Scan Size
	Auto Report	On Off
Copy Feature	Scan Size	
	Reduce/Enlarge	
	Darkness	Light+5- Light+1 Normal Dark+1- Dark+5

Items	Options	
Copy Feature	Contrast	Light+5- Light+1 Normal Dark+1- Dark+5
	Original Type	Text Text/Photo Photo
	Layout	Normal 2-Up 4-Up ID copy Poster Copy Clone Copy
	Adjust Bkgd.	Off Auto Enhance Lev.1 Enhance Lev.2 Erase Lev.1- Erase Lev.4
	Duplex	Off 1 -> 2 Side Long 1 -> 2 SideShort

Items	Options	
Copy Setup	Change Default	Scan Size Copies Copy Collation Reduce/Enlarge Duplex Darkness Contrast Original Type Adjust Bkgd
	Orientation	
	Duplex	
	Copies	Portrait Landscape
	Resolution	Off Long Edge Short Edge
Print Setup	Darkness	Normal Light Dark

Items	Options	
Print Setup	Clear Text	Off Minimum Medium Maximum
	Auto CR	LF LF+CR
	Emulation	Emulation Type Setup

Items	Options	
System Setup	Machine Setup	Machine ID Fax Number Date & Time Clock Mode Language Power Save Wakeup Event System Timeout Job Timeout Altitude Adj. Auto Continue Paper Mismatch Paper Substit. Print Blank Page Toner Save Eco Settings
	Paper Setup	Paper Size Paper Type Paper Source Margin

Items	Options	
System Setup	Sound/Volume	Key Sound Alarm Sound Speaker Ringer
	Report	All Report Configuration Supplies Info. Address Book Fax Send Fax Sent Fax Received Scheduled Jobs JunkFax Network Conf. Usage Counter Fax Options
	Maintenance	CLR Empty Msg Supplies Life Serial Number Toner Low Alert

Items	Options	
System Setup	Clear Setting	All Settings Print Setup Fax Setup Copy Setup Scan Setup System Setup Network Setup Address Book Fax Sent Fax Received
	Network	TCP/IP (IPv4) DHCP BOOTP Static
		TCP/IP (IPv6) IPv6 Activate DHCPv6 Config
	Ethernet Speed	Automatic 10Mbps Half 10Mbps Full 100Mbps Half 100Mbps Full

Items	Options	
Network	Clear Setting	
	Network Conf.	
	Wireless (SCX-472xFW Series Only)	Wi-Fi ON/OFF WPS Setting WLAN Setting WLAN Default WLAN Signal

Changing the display language

To change the language that is displayed on the control panel, follow these steps:

- 1 Select  (**Menu**) > **System Setup** > **Machine Setup** > **Language** on the control panel.



It may be necessary to press **OK** to navigate to lower-level menus for some models.

- 2 Select the language you want to display on the control panel.
- 3 Press **OK** to save the selection.

This chapter provides information on how to load print media into your machine.



- Using print media that does not meet these specifications may cause problems or require repairs. Such repairs are not covered by Samsung's warranty or service agreements.
- Make sure not to use the inkjet photo paper with this machine. It could cause damage to the machine.
- Using inflammable print media can cause a fire.
- Use designated print media (see "Print media specifications" on page 95).

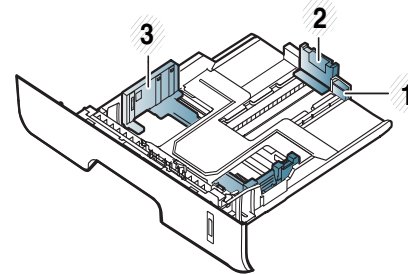


The use of inflammable media or foreign materials left in the printer may lead to overheating of the unit and, in rare cases may cause a fire.



Tray overview

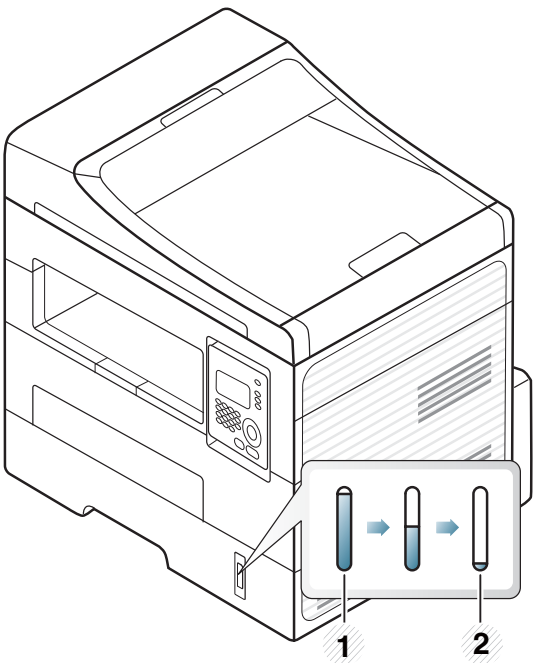
To change the size, you need to adjust the paper guides.



- 1 Tray extension
- 2 Paper length guide
- 3 Paper width guide



The paper quantity indicator shows the amount of paper in the tray.



- 1 Full
- 2 Empty

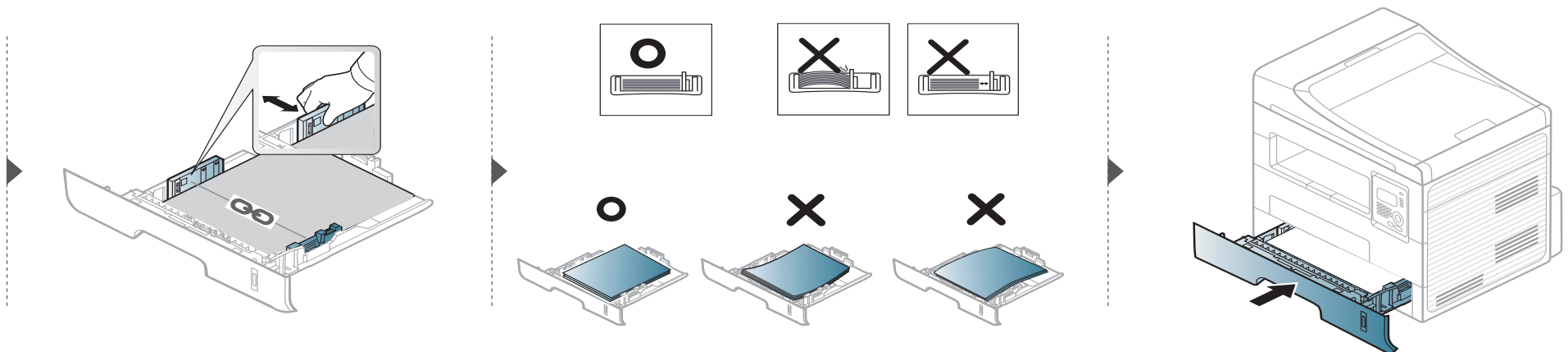
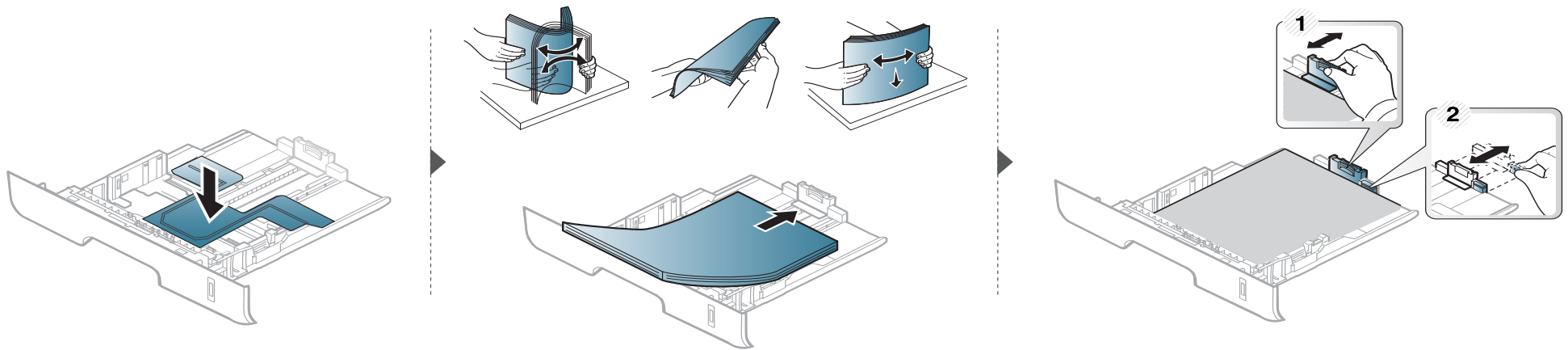
Power voltage	Available paper
110V	Letter, Legal, US Folio, Oficio
220V	A4

Paper type available for duplex printing

Depending on the power voltage your machine uses, available paper types for duplex printing differs. Refer to the below table.



Loading paper in the tray





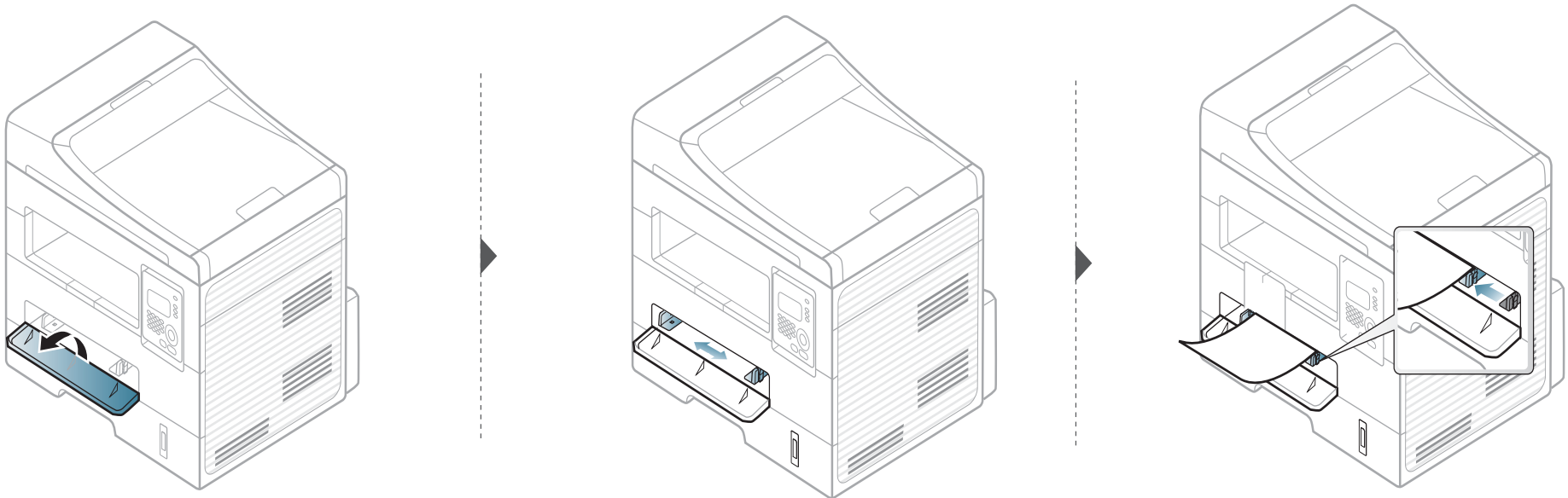
Loading in manual feeder

The manual feeder can hold special sizes and types of print material, such as postcards, note cards, and envelopes (see "Print media specifications" on page 95).



Tips on using the manual feeder

- Load only one type, size and weight of print media at time in the manual feeder.
- To prevent paper jams, do not add paper while printing when there is still paper in the manual feeder.
- Print media should be loaded face up with the top edge going into the manual feeder first and be placed in the center of the tray.
- To ensure printing quality and to prevent paper jams, only load the available paper (see "Print media specifications" on page 95).
- Flatten any curl on postcards, envelopes, and labels before loading them into the manual feeder.
- When printing on special media, you must follow the loading guidelines (see "Printing on special media" on page 36).
- When papers overlap when printing using the manual feeder, open tray and remove the papers then try printing again.
- When paper does not feed well while printing, push the paper in manually until it starts feeding automatically.



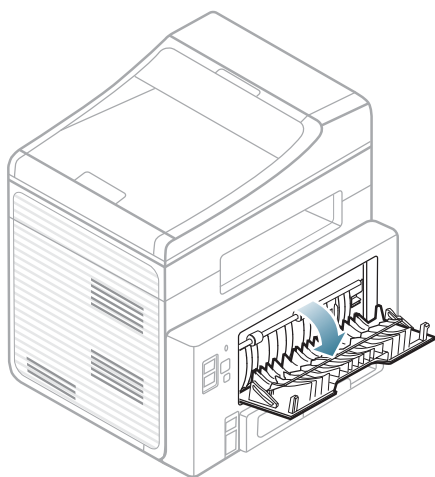
Printing on special media

The table below shows the special media usable in each tray.

The media s are shown in the **Printing Preferences**. Select the proper media to get the highest printing quality.



- When using special media, we recommend you feed one sheet at a time (see "Print media specifications" on page 95).
- **Printing the special media (Face up)**
If special media are printed out with curl, wrinkles, crease, or black bold lines, open the rear cover and try printing again. Keep the rear cover opened during printing.



To see for paper weights for each sheet, refer to "Print media specifications" on page 95.

Types	Tray	Maneal feeder
Plain	•	•
Thick	•	•

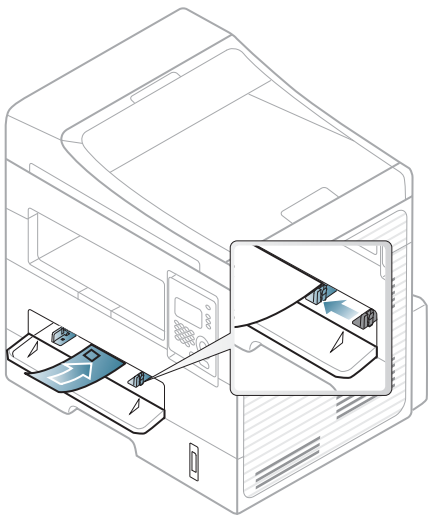
Types	Tray	Maneal feeder
Thicker		•
Thin	•	•
Bond	•	•
Color		•
CardStock	•	•
Labels		•
Transparency		•
Envelope		•
Thick Envelope		•
Preprinted		•
Cotton		•
Recycled	•	•
Archive	•	•

(•: Included, Blank: Not available)

Envelope

Printing successfully on envelopes depends upon the quality of the envelopes.

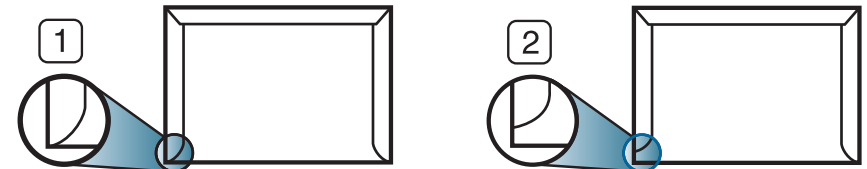
To print an envelope, place it as shown in the following figure.



If envelopes are printed out with wrinkles, creases, or black bold lines, open the rear cover and try printing again. Keep the rear cover opened during printing.

- When selecting envelopes, consider the following factors:
 - **Weight:** should not exceed 90 g/m² otherwise; jams may occur.
 - **Construction:** should lie flat with less than 6 mm curl and should not contain air.
 - **Condition:** should not be wrinkled, nicked, nor damaged.

- **Temperature:** should resist the heat and pressure of the machine during operation.
- Use only well-constructed envelopes with sharp and well-creased folds.
- Do not use stamped envelopes.
- Do not use envelopes with clasps, snaps, windows, coated lining, self-adhesive seals, or other synthetic materials.
- Do not use damaged or poorly made envelopes.
- Be sure the seam at both ends of the envelope extends all the way to the corner of the envelope.



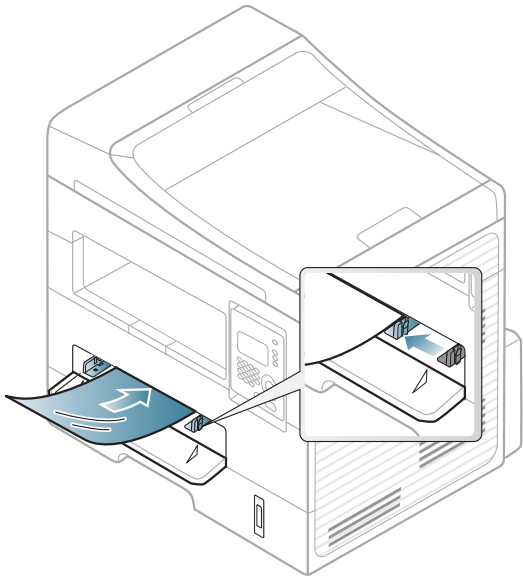
1 Acceptable

2 Unacceptable

- Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the machine's fusing temperature for 0.1 second (about 170°C (338 °F)). The extra flaps and strips might cause wrinkling, creasing, or jams, and may even damage the fuser.
- For the best print quality, position margins no closer than 15 mm from the edges of the envelope.
- Avoid printing over the area where the envelope's seams meet.

Transparency

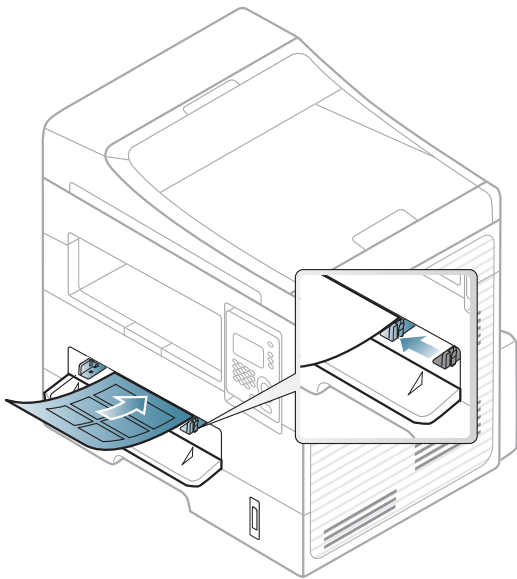
To avoid damaging the machine, use only transparencies designed for use in laser printers.



- Must withstand the machine's fusing temperature.
 - Place them on a flat surface after removing them from the machine.
 - Do not leave unused transparencies in the paper tray for long. Dust and dirt may accumulate on them, resulting in spotty printing.
 - To avoid smudging caused by fingerprints, handle them carefully.
- To avoid fading, do not expose printed transparencies to prolonged sunlight.
 - Ensure that transparencies are not wrinkled, curled, or have any torn edges.
 - Do not use transparencies that separate from the backing sheet.
 - To prevent transparencies from sticking to each other, do not let the printed sheets stack up as they are being printed out.
 - Recommended media: Transparency for a color laser printer by Xerox, such as 3R 91331 (A4), 3R 2780 (Letter)

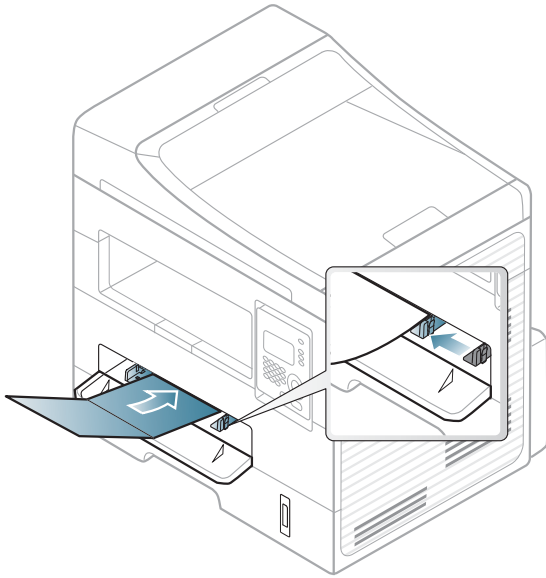
Labels

To avoid damaging the machine, use only labels designed for use in laser printers.



- When selecting labels, consider the following factors:
 - **Adhesives:** Should be stable at your machine's fusing temperature. Check your machine's specifications to view the fusing temperature (about 170°C (338°F)).
 - **Arrangement:** Only use labels with no exposed backing between them. Labels can peel off sheets that have spaces between the labels, causing serious jams.
 - **Curl:** Must lie flat with no more than 13 mm of curl in any direction.
- **Condition:** Do not use labels with wrinkles, bubbles, or other indications of separation.
- Make sure that there is no exposed adhesive material between labels. Exposed areas can cause labels to peel off during printing, which can cause paper jams. Exposed adhesive can also cause damage to machine components.
- Do not run a sheet of labels through the machine more than once. The adhesive backing is designed for only a single pass through the machine.
- Do not use labels that are separating from the backing sheet or are wrinkled, bubbled, or otherwise damaged.

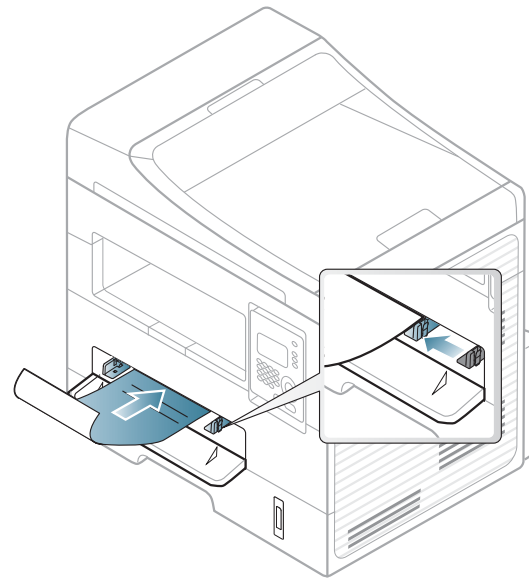
Card stock/ Custom-sized paper



- In the software application, set the margins to at least 6.4 mm (0.25 inches) away from the edges of the material.

Preprinted paper

When loading preprinted paper, the printed side should be facing up with an uncurled edge at the front. If you experience problems with paper feeding, turn the paper around. Note that print quality is not guaranteed.



- Must be printed with heat-resistant ink that will not melt, vaporize, or release hazardous emissions when subjected to the machine's fusing temperature for 0.1 second (about 170°C (338°F)).
- Must be non-flammable and should not adversely affect machine rollers.

- Before you load preprinted paper, verify that the ink on the paper is dry. During the fusing process, wet ink can come off preprinted paper, reducing print quality.



Setting the paper size and type

After loading paper in the paper tray, set the paper size and type using the control panel buttons.



It may be necessary to press **OK** to navigate to lower-level menus for some models.

- 1 Select  **(Menu)** > **System Setup** > **Paper Setup** > **Paper Size** or **Paper** on the control panel.
- 2 Select the tray and the option you want.
- 3 Press **OK** to save the selection.



- The settings set from the machine driver override the settings on the control panel.
 - a To print from an application, open an application and start the print menu.
 - b Open **Printing Preferences** (see "Opening printing preferences" on page 48).
 - c Press the **Paper** tab and select an appropriate paper .
- If you want to use special-sized paper such as billing paper, select the **Paper** tab > **Size** > **Edit...** and set **Custom Paper Size Settings** in the **Printing Preferences** (see "Opening printing preferences" on page 48).



Preparing originals

- Do not load paper smaller than 142 x 148 mm (5.6 x 5.8 inches) or larger than 216 x 356 mm (8.5 x 14 inches).
- Do not attempt to load the following s of paper, in order to prevent paper jam, low print quality and machine damage.
 - Carbon-paper or carbon-backed paper
 - Coated paper
 - Onion skin or thin paper
 - Wrinkled or creased paper
 - Curled or rolled paper

- Torn paper
- Remove all staples and paper clips before loading.
- Make sure any glue, ink, or correction fluid on the paper is completely dry before loading.
- Do not load originals that include different sizes or weights of paper.
- Do not load booklets, pamphlets, transparencies, or documents with other unusual characteristics.



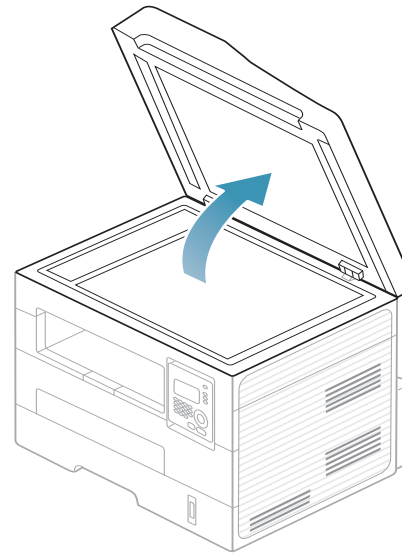
Loading originals

You can use the scanner glass or the document feeder to load an original for copying, scanning, and sending a fax.

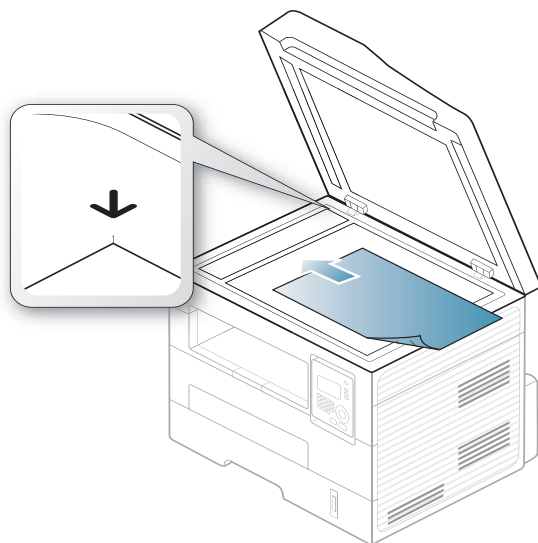
On the scanner glass

Using the scanner glass, you can copy or scan originals. You can get the best scan quality, especially for colored or gray-scaled images. Make sure that no originals are in the document feeder. If an original is detected in the document feeder, the machine gives it priority over the original on the scanner glass.

- 1 Lift and open the scanner lid.



- 2** Place the original face down on the scanner glass. Align it with the registration guide at the top left corner of the glass.



- 3** Close the scanner lid.



- Leaving the scanner lid open while copying may affect copy quality and toner consumption.
- Dust on the scanner glass may cause black spots on the printout. Always keep it clean (see "Cleaning the machine" on page 70).
- If you are copying a page from a book or magazine, lift the scanner lid until its hinges are caught by the stopper and then close the lid. If the book or magazine is thicker than 30 mm, start copying with the scanner lid open.

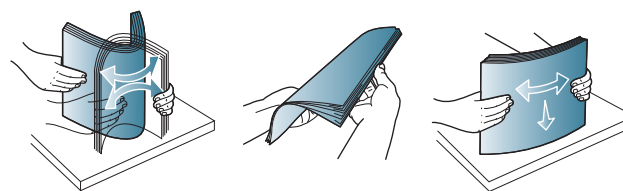


- Be careful not to break the scanner glass. You may get hurt.
- Do not put hands while closing the scanner lid. The scanner lid may fall on your hands and get hurt.
- Do not look the light from inside of the scanner while copying or scanning. It is harmful to eyes.

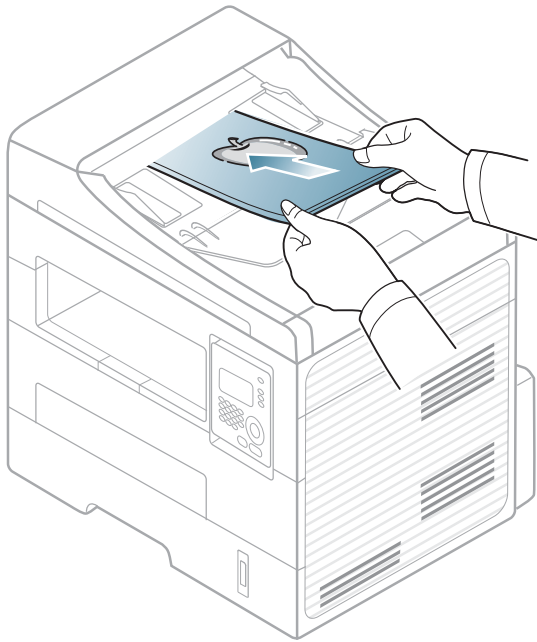
In the document feeder

Using the document feeder, you can load up to 50 sheets of paper (75 g/m², 20 lbs bond) for one job.

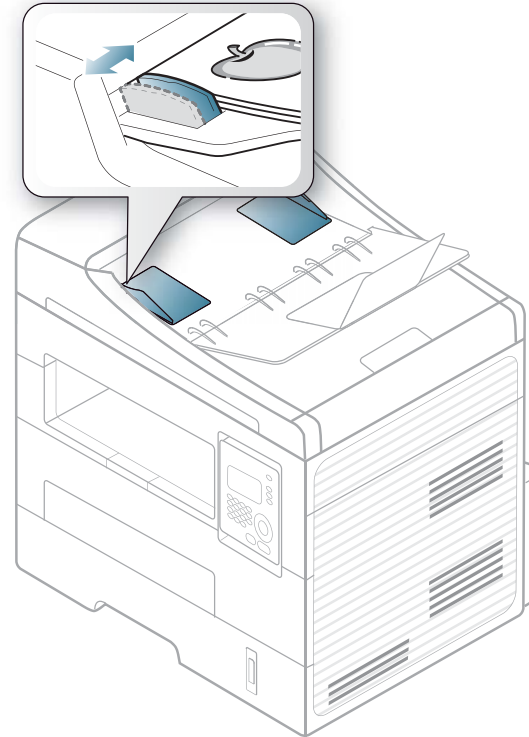
- 1** Flex or fan the edge of the paper stack to separate the pages before loading originals.



- 2** Load the original face up into the document feeder input tray. Make sure that the bottom of the original stack matches the paper size marked on the document input tray.



- 3** Adjust the document feeder width guides to the paper size.



Dust on the document feeder glass may cause black lines on the printout. Always keep the glass clean (see "Cleaning the machine" on page 70).



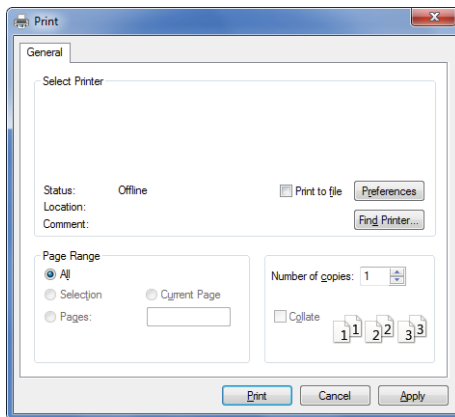
Printing



If you are a Macintosh, Linux, or Unix OS user, refer to the Advanced Guide.

The following **Printing Preferences** window is for Notepad in Windows 7.

- 1 Open the document you want to print.
- 2 Select **Print** from the **File** menu.
- 3 Select your machine from the **Select Printer** list.



4

The basic print settings including the number of copies and print range are selected within the **Print** window.



To take advantage of the advanced printing features, click **Properties** or **Preferences** from the Print window (see "Opening printing preferences" on page 48).

5

To start the print job, click **OK** or **Print** in the **Print** window.



Canceling a print job

If the print job is waiting in the print queue or print spooler, cancel the job as follows:

- You can access this window by simply double-clicking the machine icon () in the Windows task bar.
- You can also cancel the current job by pressing  (**Stop/Clear**) on the control panel.



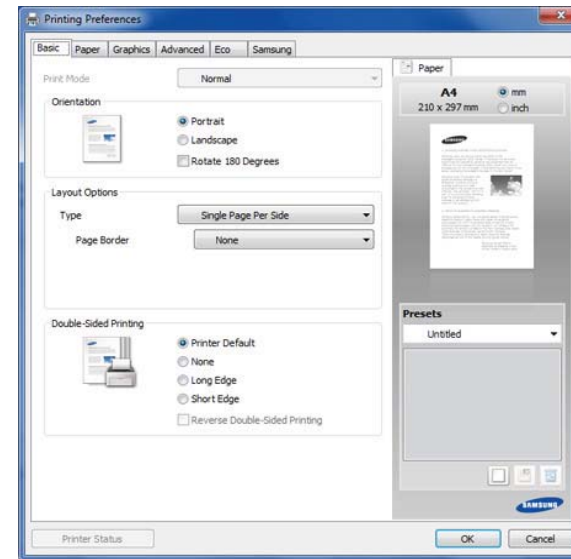
Opening printing preferences



- The **Printing Preferences** window that appears in this user's guide may differ depending on the machine in use.
- When you select an option in **Printing Preferences**, you may see a warning mark  or . An  mark means you can select that certain option but it is not recommended, and an  mark means you cannot select that option due to the machine's setting or environment.

- 1 Open the document you want to print.
- 2 Select **Print** from the file menu. The **Print** window appears.
- 3 Select your machine from the **Select Printer**.

4 Click **Properties** or **Preferences**.



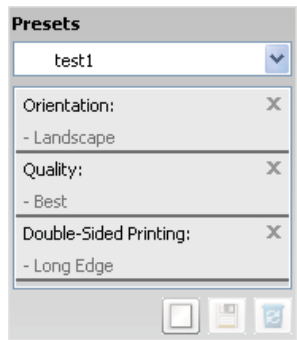
You can check the machine's current status pressing the **Printer Status** button (see Advanced Guide).

Using a favorite setting

The **Presets** option, which is visible on each preferences tab except for the **Samsung** tab, allows you to save the current preferences for future use.

To save a **Presets** item, follow these steps:

- 1 Change the settings as needed on each tab.
- 2 Enter a name for the item in the **Presets** input box.



- 3 Click ☐ (**Add**). When you save **Presets**, all current driver settings are saved.



Select more options and click  (**Update**), settings will be added to the Presets you made. To use a saved setting, select it from the **Presets** drop-down list. The machine is now set to print according to the settings you have selected.

To delete saved settings, select it from the **Presets** drop-down list and click  (**Delete**).

You can also restore the printer driver's default settings by selecting **Default Preset** from the **Presets** drop-down list.



Using help

Click the option you want to know on the **Printing Preferences** window and press **F1** on your keyboard.



Eco printing

The **Eco** function cuts toner consumption and paper usage. You can configure **Eco** function to adjust your paper savings and save the setting you want to use.

If you press the **Eco** button from the control panel, eco mode is enabled.

Setting eco mode on the control panel



- The settings set from the machine's driver override the settings on the control panel.
- Accessing menus may differ from model to model (see "Accessing the menu" on page 25).
- It may be necessary to press **OK** to navigate to lower-level menus for some models.

- 1 Select  **(Menu) > System Setup > Machine Setup > Eco Settings** on the control panel.
- 2 Select the option you want and press **OK**.
 - **Default Mode:** Select this to turn on or off the eco mode. (Duplex (long edge)/Toner save/2-up/Skip blank pages)
 - **Off:** Set the eco mode off.
 - **On:** Set the eco mode on.



If you set the eco mode on with a password from the SyncThru™ Web Service (**Settings** tab > **Machine Settings** > **System** > **Eco** > **Settings**), the **On force** message appears. You have to enter the password to change the eco mode status.

- **Change Template:** Follow the settings from SyncThru™ Web Service. Before you select this item, you must set the eco function in SyncThru™ Web Service > **Settings** tab > **Machine Settings** > **System** > **Eco** > **Settings**.
- 3 Press **OK** to save the selection.

Setting eco mode on the driver

Open the Eco tab to set eco mode. When you see the eco image () , that means the eco mode is currently enabled.

► Eco options

- **Printer Default:** Follows the settings from the machine's control panel.
- **None:** Disables eco mode.
- **Eco Printing:** Enables eco mode. Activate the various eco items you want to use.
- **Password:** If the administrator fixed to enable the eco mode, you have to enter the password to change the status.

► Result simulator

Result Simulator shows the results of reduced emission of carbon dioxide, used electricity, and the amount of saved paper in accordance with the settings you selected.

- The results are calculated on the basis that the total number of printed paper is one hundred without a blank page when the eco mode is disabled.
- Refers to the calculation coefficient about CO2, energy, and paper from **IEA**, the index of Ministry of Internal Affairs and Communication of Japan and www.remanufacturing.org.uk. Each model has a different index.
- The power consumption in printing mode refers to the average printing power consumption of this machine.
- The actual saved or reduced amount may differ depending on the operating system used, computing performance, application software, connection method, media , media size, job complexity, etc.



Basic copy

- 1 Select  (copy) on the control panel.
- 2 Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 43).
- 3 If you want to customize the copy settings including **Reduce/Enlarge, Darkness, Contrast, Original** and more by using the control panel buttons (see "Changing the settings for each copy" on page 52).
- 4 Enter the number of copies using the arrow or number keypad, if necessary.
- 5 Press **Start**.



If you need to cancel the copying job during the operation, press  (**Stop/Clear**) and the copying will stop.



Changing the settings for each copy

Your machine provides default settings for copying so that you can quickly and easily make a copy. However, if you want to change the options for each copy, use the copy function buttons on the control panel.



- If you press  (**Stop/Clear**) while setting the copy options, all of the options you have set for the current copy job will be canceled and returned to their default status. Or, they will automatically return to their default status after the machine completes the copy in progress.
- Accessing menus may differ from model to model (see "Accessing the menu" on page 25).
- It may be necessary to press **OK** to navigate to lower-level menus for some models.

Darkness

If you have an original containing faint marking and dark images, you can adjust the brightness to make a copy that is easier to read.

- 1 Select  (copy) >  (**Menu**) > **Copy Feature** > **Darkness** on the control panel.

Or select **Darkness button** on the control panel.

- 2 Select the option you want and press **OK**.
For example, the **Light+5** being the lightest, and the **Dark+5** being the darkest.

- 3 Press  (**Stop/Clear**) to return to ready mode.

Contrast

Set this parameter to adjust the contrast between light and dark.

- 1 Select  (copy) >  (**Menu**) > **Copy Feature** > **Contrast** on the control panel.

- 2 Select the option you want and press **OK**.
For example, the **Light+5** being the lightest, and the **Dark+5** being the darkest.

- 3 Press  (**Stop/Clear**) to return to ready mode.

Original

The original setting is used to improve the copy quality by selecting the document for the current copy job.

- 1 Select  (copy) >  (**Menu**) > **Copy Feature** > **Original TYPE** on the control panel.

- 2 Select the option you want and press **OK**.
 - **Text**: Use for originals containing mostly text.
 - **Text/Photo**: Use for originals with mixed text and photographs.



If texts in the printout is blurry, select **Text** to get the clear texts.

- **Photo**: Use when the originals are photographs.

- 3 Press  (**Stop/Clear**) to return to ready mode.

Reduced or enlarged copy

You can reduce or enlarge the size of a copied image from 25% to 400% when you copy original documents from the scanner glass.

► To select from the predefined copy sizes

- 1 Select  (copy) >  (**Menu**) > **Copy Feature** > **Reduce/Enlarge** on the control panel.
- 2 Select the option you want and press **OK**.
- 3 Press  (**Stop/Clear**) to return to ready mode.

► To scale the copy by directly entering the scale rate

- 1 Select  (copy) >  (**Menu**) > **Copy Feature** > **Reduce/Enlarge** > **Custom** on the control panel.
- 2 Enter the copy size you want using the numeric keypad.
- 3 Press **OK** to save the selection.
- 4 Press  (**Stop/Clear**) to return to ready mode.



When you make a reduced copy, black lines may appear at the bottom of your copy.



ID card copying

Your machine can print 2-sided originals on one sheet.

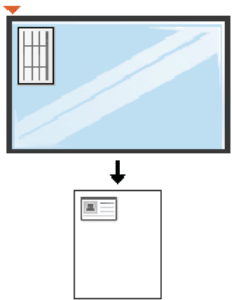
The machine prints one side of the original on the upper half of the paper and the other side on the lower half without reducing the size of the original. This feature is helpful for copying a small-sized item such as business card.



The original must be placed on the scanner glass to use this feature.

1 Press **ID Copy** on the control panel.

2 Place the front side of an original facing down on the scanner glass where arrows indicate as shown. Then, close the scanner lid.

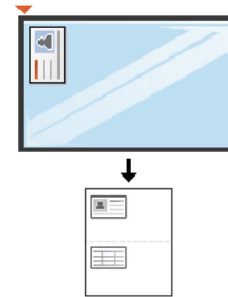


3 **Place Front Side and Press [Start]** appears on the display.

4 Press **Start**.

Your machine begins scanning the front side and shows **Place Back Side and Press [Start]**.

5 Turn the original over and place it on the scanner glass where arrows indicate as shown. Then, close the scanner lid.



6 Press **Start**.



- If you do not press the **Start** button, only the front side will be copied.
- If the original is larger than the printable area, some portions may not be printed.



Scanning using the control panel

This is the normal and usual procedure for scanning originals.



- It may be necessary to press **OK** to navigate to lower-level menus for some models.

For USB connected machine

This is a basic scanning method for USB-connected machine.

- 1 Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 43).

- 2 Select  (scan) > **Scan to PC** > **Local PC** on the control panel.



If you see **Not Available** message, check the port connection, or select **Enable Scan from Device Panel** in **Samsung Easy Printer Manager** > **Switch to advanced mode.** > **Scan to PC Settings.**

- 3 Select the application program you want and press **OK**.

Default setting is **My Documents**.



You can add or delete the folder where the scanned file is saved in **Samsung Easy Printer Manager** > **Switch to advanced mode.** > **Scan to PC Settings.**

- 4 Select the option you want and press **OK**.



- **Scan Format** appears only when you selected the Scan destination to **My Documents**.
- If you want to scan from the default setting, press **Start**.

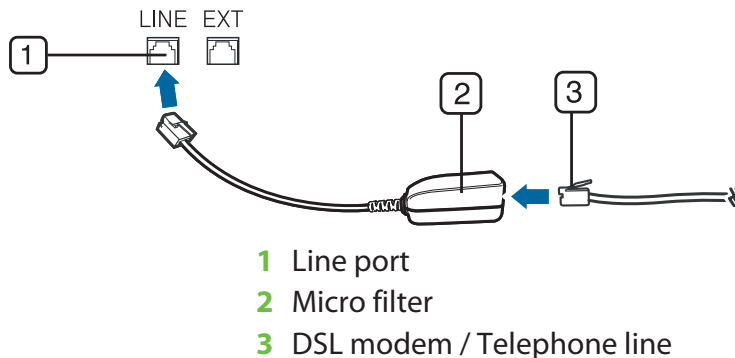
- 5 Scanning begins.



- Scanned image is saved in computer's C:\Users**users name**\Pictures**Samsung** folder. The saved folder may differ, depending on your operating system or the application you are using.



- You cannot use this machine as a fax via the internet phone. For more information ask your internet service provider.
- We recommend using traditional analog phone services (PSTN: Public Switched Telephone Network) when connecting telephone lines to use a fax machine. If you use other Internet services (DSL, ISDN, VoIP), you can improve the connection quality by using the Micro-filter. The Micro-filter eliminates unnecessary noise signals and improves connection quality or Internet quality. Since the DSL Micro-filter is not provided with the machine, contact your Internet service provider for use on DSL Micro-filter.



Preparing to fax

Before you send or receive a fax, you need to connect the supplied line cord to your telephone wall jack. Refer to the Quick Installation Guide how to make a connection. The method of making a telephone connection is different from one country to another.



Sending a fax



When you place the originals, you can use either the document feeder or the scanner glass. If the originals are placed on both the document feeder and the scanner glass, the machine will read the originals on the document feeder first, which has higher priority in scanning.

- 1 Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 43).
- 2 Select  (fax) on the control panel.
- 3 Adjust the resolution and the darkness to suit your fax needs (see "Adjusting the document settings" on page 59).

- 4 Enter the destination fax number.
- 5 Press **Start** on the control panel. The machine starts to scan and send the fax to the destinations.



- If you want to send a fax directly from your computer, use **Fax to PC Settings** in Samsung Easy Printer Manager (see Advanced Guide).
- When you want to cancel a fax job, press  (**Stop/Clear**) before the machine starts transmission.
- If you used the scanner glass, the machine shows the message asking to place another page.

Sending a fax manually

Perform the following to send a fax using **On Hook Dial** on the control panel. If your machine is a handset model, you can send a fax using the handset (see "Features by models" on page 6).

- 1 Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 43).
- 2 Select  (fax) on the control panel.

- 3 Adjust the resolution and the darkness to suit your fax needs (see "Adjusting the document settings" on page 59).
- 4 Press **On Hook Dial** on the control panel or lift the handset.
- 5 Enter a fax number using the number keypad on the control panel.
- 6 Press **Start** on the control panel when you hear a high-pitched fax signal from the remote fax machine.

Sending a fax to multiple destinations

You can use the Multiple Send feature, which allows you to send a fax to multiple locations. Originals are automatically stored in memory and sent to a remote station. After transmission, the originals are automatically erased from memory.

- 1 Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 43).
- 2 Select  (fax) on the control panel.
- 3 Adjust the resolution and the darkness to suit your fax needs (see "Adjusting the document settings" on page 59).

- 4 Select  (**Menu**) > **Fax Feature** > **Multi Send** on the control panel.
- 5 Enter the number of the first receiving fax machine and press **OK**.
You can press speed dial numbers or select a group dial number using the **Address book** button (see Advanced Guide).
- 6 Enter the second fax number and press **OK**.
The display asks you to enter another fax number to send the document.
- 7 To enter more fax numbers, press **OK** when **Yes** appears and repeat steps 5 and 6. You can add up to 10 destinations.



Once you have entered a group dial number, you cannot enter another group dial number.

- 8 When you have finished entering fax numbers, select **No** at the **Another No.?** prompt and press **OK**.
The machine begins sending the fax to the numbers you entered in the order in which you entered them.



Receiving a fax

Your machine is preset Fax mode at the factory. When you receive a fax, the machine answers the call on a specified number of rings and automatically receives the fax.



Adjusting the document settings

Before starting a fax, change the following settings according to your original's status to get the best quality.



- It may be necessary to press **OK** to navigate to lower-level menus for some models.

Resolution

The default document settings produce good results when using typical text-based originals. However, if you send originals that are of poor quality, or contain photographs, you can adjust the resolution to produce a higher quality fax.



The resolution setting is applied to the current fax job. To change the default setting (see Advanced Guide).

1 Select  (fax) >  (**Menu**) > **Fax Feature** > **Resolution** on the control panel.

2 Select the option you want and press **OK**.

- **Standard:** Originals with normal sized characters.
- **Fine:** Originals containing small characters or thin lines or originals printed using a dot-matrix printer.
- **Super Fine:** Originals containing extremely fine detail. **Super Fine** mode is enabled only if the machine with which you are communicating also supports the Super Fine resolution.



- For memory transmission, **Super Fine** mode is not available. The resolution setting is automatically changed to **Fine**.
- When your machine is set to **Super Fine** resolution and the fax machine with which you are communicating does not support **Super Fine** resolution, the machine transmits using the highest resolution mode supported by the other fax machine.

- **Photo Fax:** Originals containing shades of gray or photographs.
- **Color Fax:** Original with colors.



- Memory transmission is not available in this mode.
- You can only send a color fax if the machine you are communicating with supports color fax reception and you send the fax manually.

3 Press  (**Stop/Clear**) to return to ready mode.

Darkness

You can select the degree of darkness of the original document.



The darkness setting is applied to the current fax job. To change the default setting (see Advanced Guide).

1 Select  (fax) >  (**Menu**) > **Fax Feature** > **Darkness** on the control panel.

2 Select a darkness level you want.

3 Press  (**Stop/Clear**) to return to ready mode.



3. Maintenance

This chapter provides information about purchasing supplies, accessories and maintenance parts available for your machine.

- **Ordering supplies and accessories** 62
- **Available supplies** 63
- **Available maintenance parts** 64
- **Redistributing toner** 65
- **Replacing the toner cartridge** 66
- **Monitoring the supplies life** 68
- **Setting the toner low alert** 69
- **Cleaning the machine** 70



Available accessories may differ from country to country. Contact your sales representatives to obtain the list of available supplies, and maintenance parts.

To order Samsung-authorized supplies, accessories, and maintenance parts, contact your local Samsung dealer or the retailer where you purchased your machine. You can also visit **www.samsung.com/supplies**, and then select your country/region to obtain the contact information for service.

Available supplies

When supplies reach the end of their life spans, you can order the following s of supplies for your machine:

Type	Average yield ^a	Part name
Standard yield toner cartridge	Approx. 1,500 pages	MLT-D103S
High yield toner cartridge	Approx. 2,500 pages	MLT-D103L

a. Declared yield value in accordance with ISO/IEC 19752.



Depending on the options and job mode used, the toner cartridge's lifespan may differ.



When purchasing new toner cartridges or other supplies, these must be purchased in the same country as the machine you are using. Otherwise, new toner cartridges or other supplies will be incompatible with your machine due to different configurations of toner cartridges and other supplies according to the specific country conditions.



Samsung does not recommend using non-genuine Samsung toner cartridge such as refilled or remanufactured toner. Samsung cannot guarantee non-genuine Samsung toner cartridge's quality. Service or repair required as a result of using non-genuine Samsung toner cartridges will not be covered under the machine's warranty.

To purchase maintenance parts, contact the source where you bought the machine. Replacing maintenance parts can be performed only by an authorized service provider, dealer, or the retailer where you bought the machine. The warranty does not cover the replacement of any maintenance parts once it has reached its “Average yield”.

Maintenance parts are replaced at specific intervals to avoid print quality and paper feed problems resulting from worn parts, see table below. The purpose of which is to maintain your machine in top working condition. The maintenance parts below should be replaced when the life span of each item has been met.

Parts	Average yield ^a
Document feeder rubber pad	Approx. 20,000 pages
Transfer roller	Approx. 100,000 pages
Fuser unit	Approx. 50,000 pages
Pickup roller	Approx. 50,000 pages
Retard roller	Approx. 50,000 pages
Forward Roller	Approx. 50,000 pages
Feed Roller	Approx. 50,000 pages

a. It will be affected by the operating system used, computing performance, application software, connecting method, media , media size and job complexity.

Redistributing toner

When the toner cartridge is near the end of its life:

- White streaks or light printing occurs and/or density variation side to side.
- The **Status** LED blinks red.

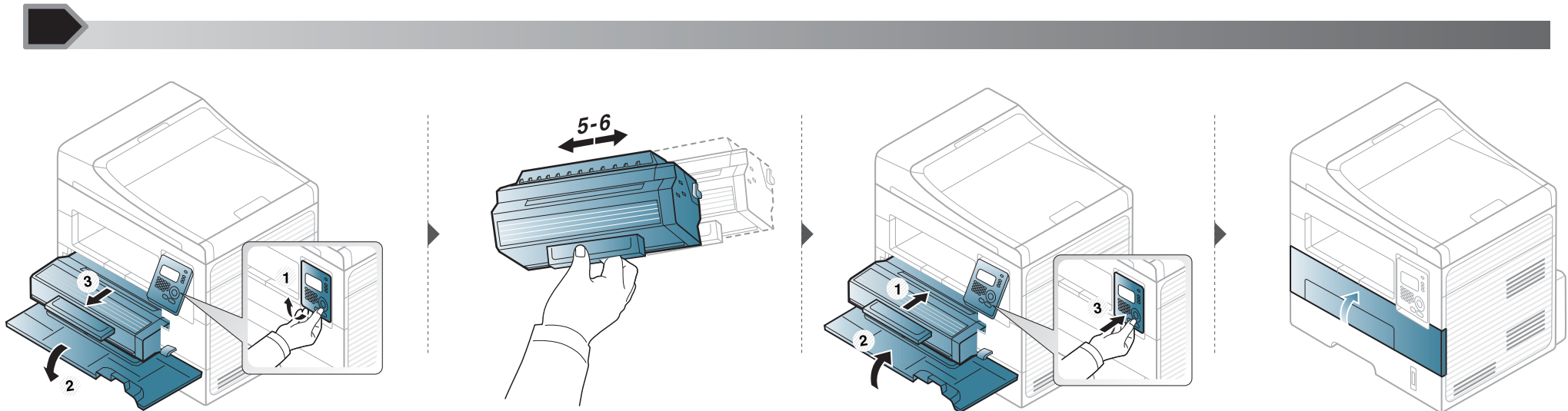
If this happens, you can temporarily improve print quality by redistributing the remaining toner in the cartridge. In some cases, white streaks or light printing will still occur even after you have redistributed the toner.



If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water: hot water sets toner into fabric.



Do not touch the green underside of the toner cartridge. Use the handle on the cartridge to avoid touching this area.

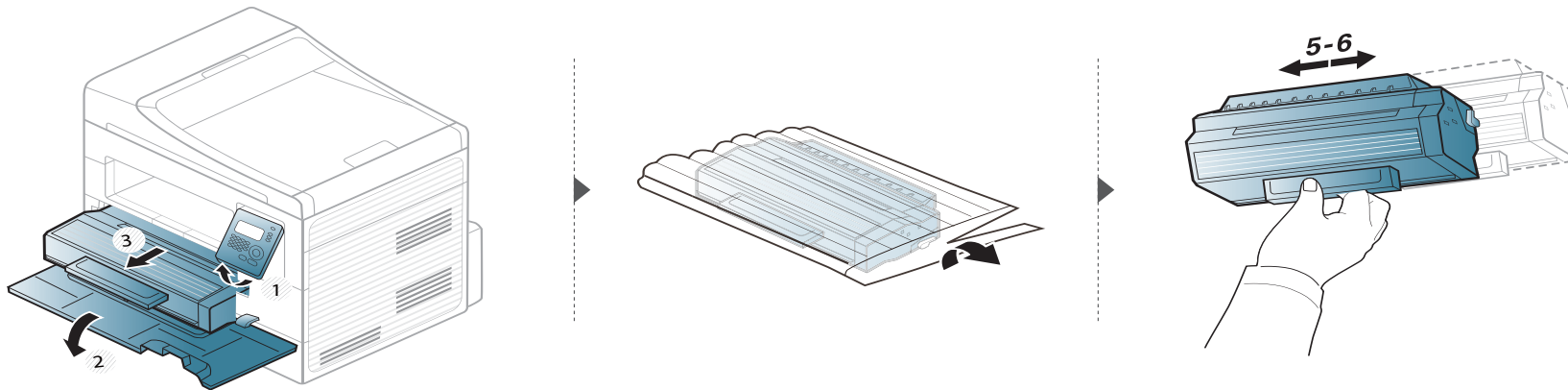


Replacing the toner cartridge



- Click this link to open an animation about replacing a toner cartridge.
- Do not use sharp objects such as a knife or scissors to open the toner cartridge package. They might scratch the drum of the cartridge.
- If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water sets toner into fabric.

When a toner cartridge has reached the end of life, the machine will stop printing.



Replacing the toner cartridge



If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water; hot water sets toner into fabric.



Do not touch the green underside of the toner cartridge. Use the handle on the cartridge to avoid touching this area.

If you experience frequent paper jams or printing problems, check the number of pages the machine has printed or scanned. Replace the corresponding parts, if necessary.



- It may be necessary to press **OK** to navigate to lower-level menus for some models.

- 1 Select  (**Menu**) > **System Setup** > **Maintenance** > **Supplies Life** on the control panel.
- 2 Select the option you want and press **OK**.
 - **Supplies Info**: Prints the supply information page.
 - **Total**: Displays the total number of pages printed.
 - **ADF Scan**: Displays the number of pages printed by using the document feeder.
 - **Platen Scan**: Displays the number of pages scanned by using scanner glass.
- 3 Press  (**Stop/Clear**) to return to ready mode.

Setting the toner low alert

If the amount of toner in the cartridge is low, a message or LED informing the user to change the toner cartridge appears. You can set the option for whether or not this message or LED appears.

- 1 Select  (**Menu**) > **System Setup** > **Maintenance** > **Toner Low Alert** on the control panel.
- 2 Select the option you want.
- 3 Press **OK** to save the selection.

If printing quality problems occur or if you use your machine in a dusty environment, you need to clean your machine regularly to keep it in the best printing condition and use your machine longer.



- Cleaning the cabinet of the machine with cleaning materials containing large amounts of alcohol, solvents, or other strong substances can discolor or distort the cabinet.
- If your machine or the surrounding area is contaminated with toner, we recommend you use a cloth or tissue dampened with water to clean it. If you use a vacuum cleaner, toner blows in the air and might be harmful to you.



Cleaning the outside

Clean the machine cabinet with a soft, lint-free cloth. Dampen the cloth slightly with water, but be careful not to let any water drip onto or into the machine.



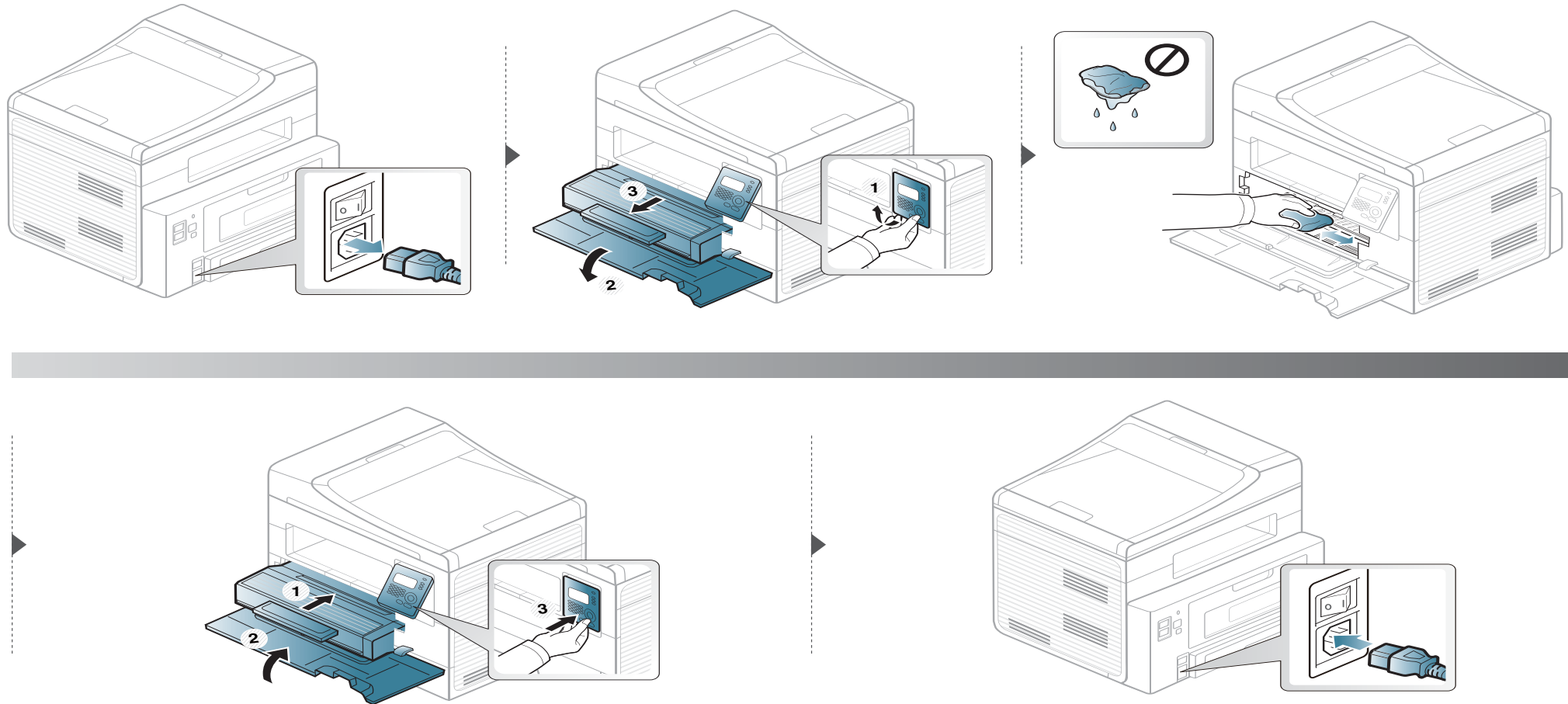
Cleaning the inside



- Cleaning the cabinet of the machine with cleaning materials containing large amounts of alcohol, solvents, or other strong substances can discolor or distort the cabinet.
- If your machine or the surrounding area is contaminated with toner, we recommend you use a cloth or tissue dampened with water to clean it. If you use a vacuum cleaner, toner blows in the air and might be harmful to you.

Cleaning the machine

During the printing process, paper, toner, and dust particles can accumulate inside the machine. This buildup can cause print quality problems, such as toner specks or smearing. Cleaning the inside of the machine clears and reduces these problems.

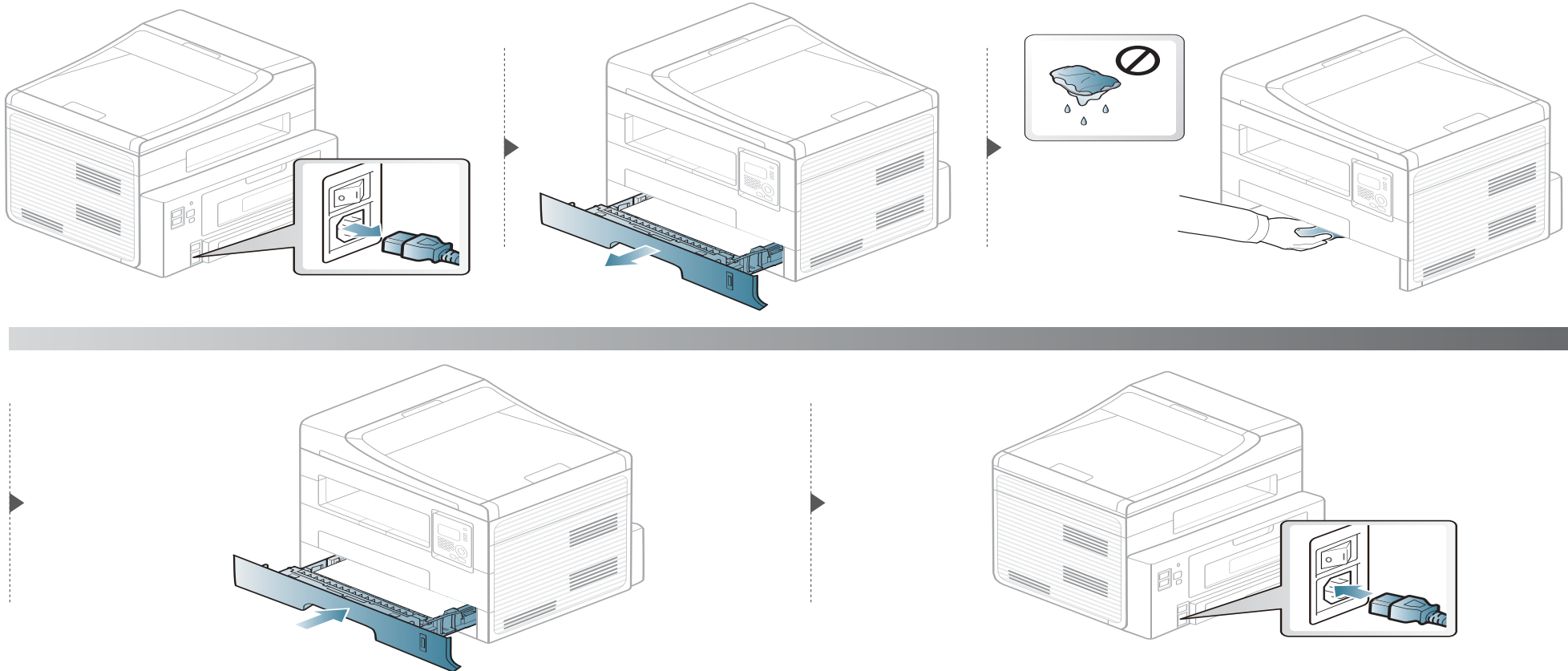




Cleaning the pickup roller



- Before opening the front cover, close the output support first.
- If your machine has a power switch, turn the power switch before cleaning the machine.

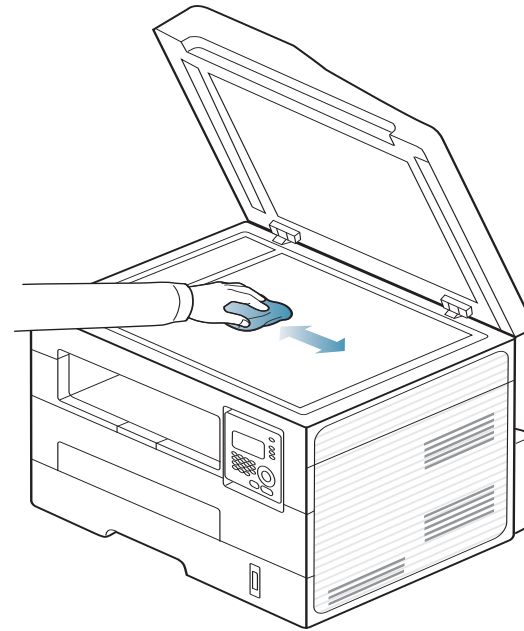




Cleaning the scan unit

Keeping the scan unit clean helps ensure the best possible copies. We suggest that you clean the scan unit at the start of each day and during the day as needed.

- 1 Slightly dampen a soft, lint-free cloth or paper towel with water.
- 2 Lift and open the scanner lid.
- 3 Wipe the surface of the scanner glass until it is clean and dry.



- 1 Scanner lid
- 2 Scanner glass
- 3 White sheet

- 4 Wipe the underside of the scanner lid and white sheet until it is clean and dry.
- 5 Close the scanner lid.



4. Troubleshooting

This chapter gives helpful information for what to do if you encounter an error.

- **Tips for avoiding paper jams** 75
- **Clearing original document jams** 76
- **Clearing paper jams** 80
- **Understanding the status LED** 85
- **Understanding display messages** 87



This chapter gives helpful information for what to do if you encounter an error. If your machine has a display screen, check the message on the display screen first to solve the error.

If you cannot find a solution to your problem in this chapter, refer to the **Troubleshooting** chapter in the Advanced User's Guide.

If you cannot find a solution in the User's Guide or the problem persists, call for service.



By selecting the correct media s, most paper jams can be avoided. To avoid paper jams, refer to the following guidelines:

- Ensure that the adjustable guides are positioned correctly (see "Tray overview" on page 32).
- Do not overload the tray. Ensure that the paper level is below the paper capacity mark on the inside of the tray.
- Do not remove paper from the tray while your machine is printing.
- Flex, fan, and straighten paper before loading.
- Do not use creased, damp, or highly curled paper.
- Do not mix paper s in a tray.
- Use only recommended print media (see "Print media specifications" on page 95).

Clearing original document jams

When an original document jams in the document feeder, a warning message appears on the display.



To avoid tearing the document, remove the jammed document slowly and carefully.

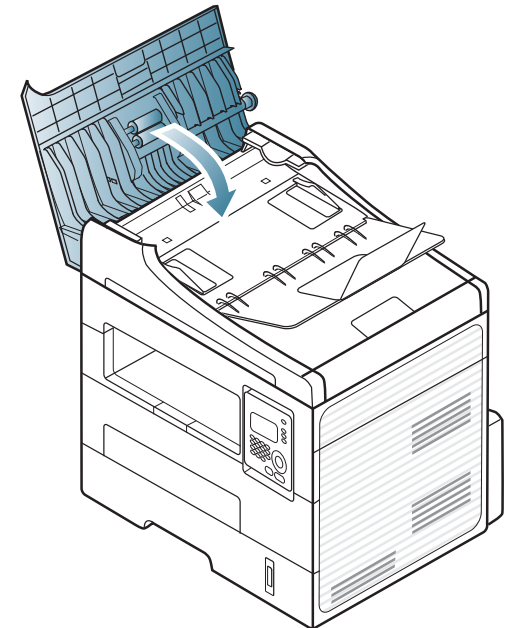
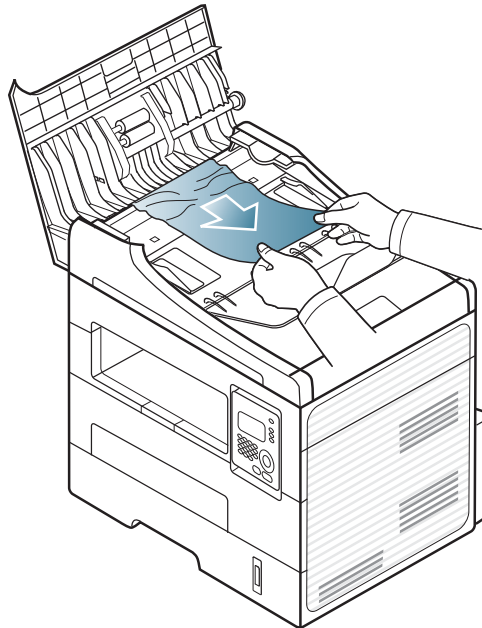
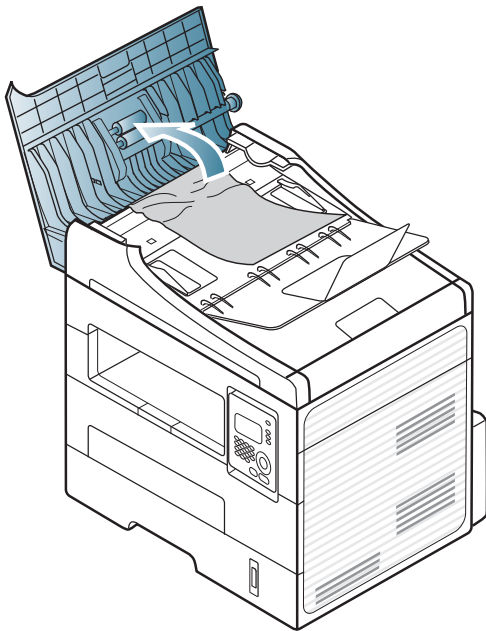


To prevent document jams, use the scanner glass for thick, thin or mixed paper- originals.

Clearing original document jams



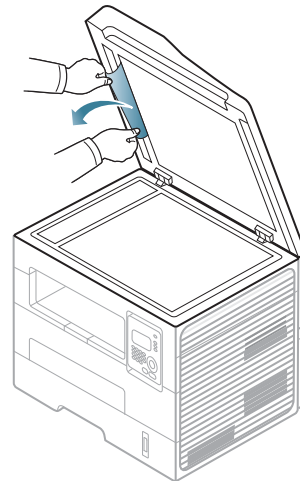
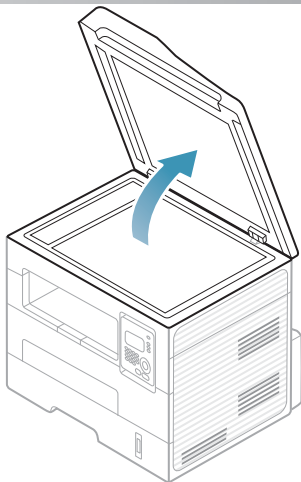
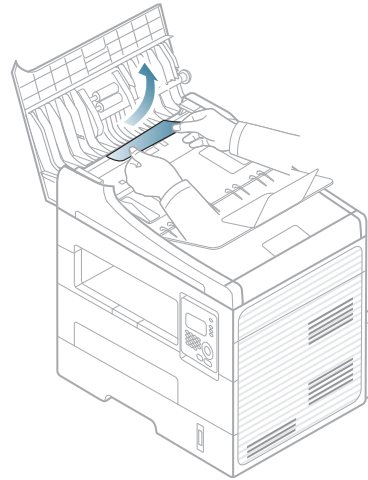
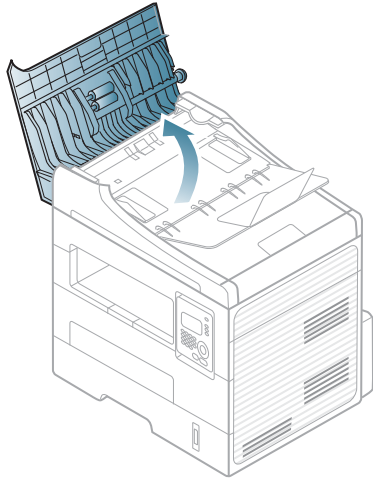
Original paper jam in front of scanner



Clearing original document jams



Original paper jam inside of scanner

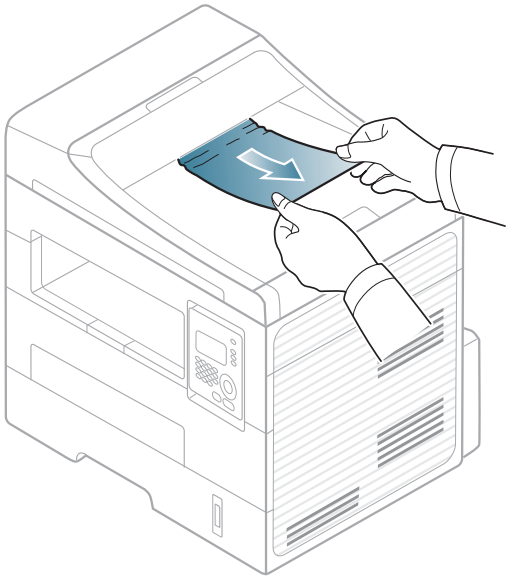


Clearing original document jams



Original paper jam in exit area of scanner

- 1 Remove any remaining pages from the document feeder.
- 2 Gently remove the jammed paper from the document feeder.



Clearing paper jams



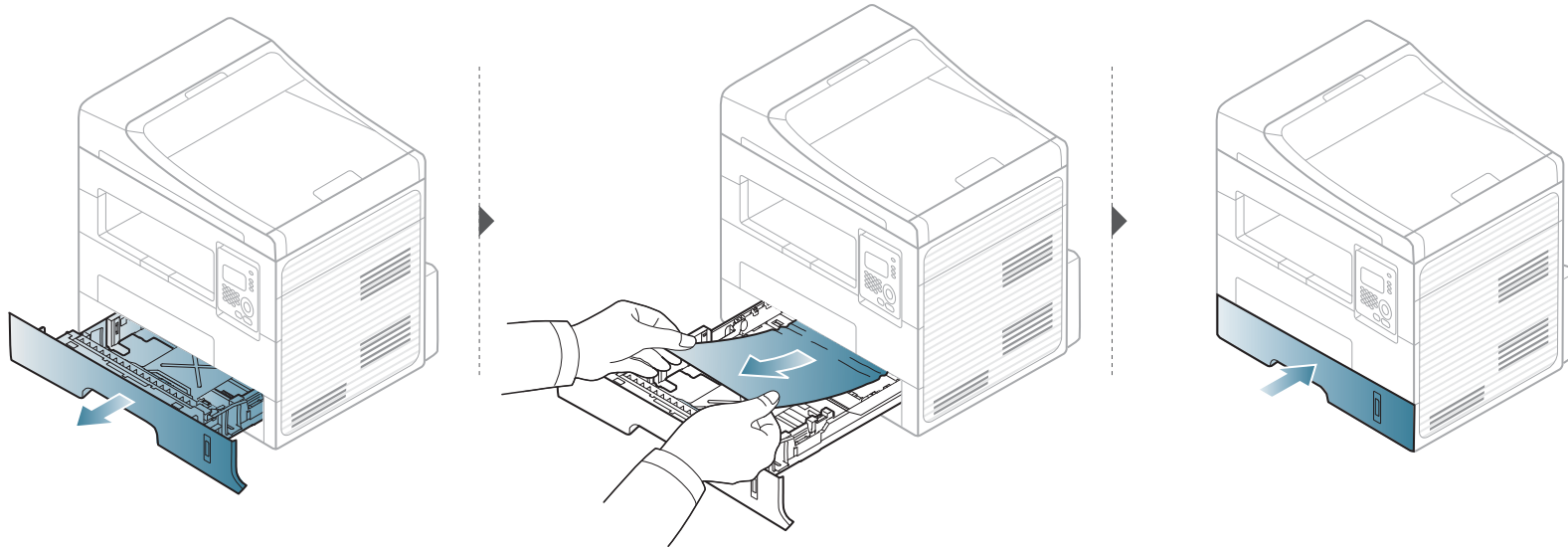
To avoid tearing the paper, pull the jammed paper out slowly and gently.



In tray



Click this link to open an animation about clearing a jam.



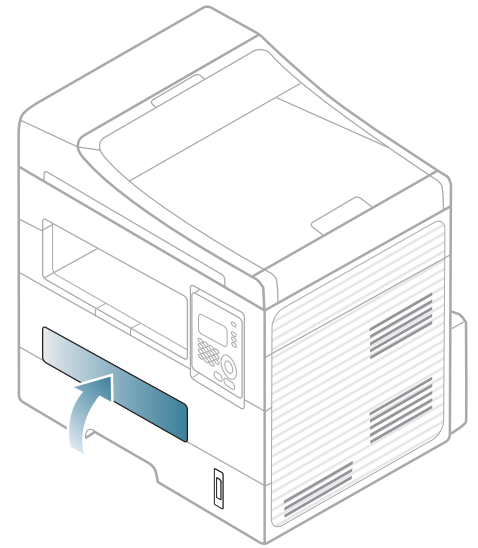
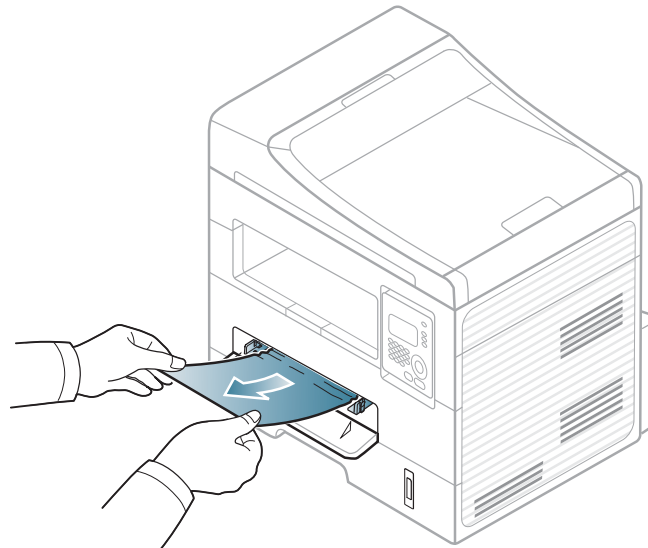
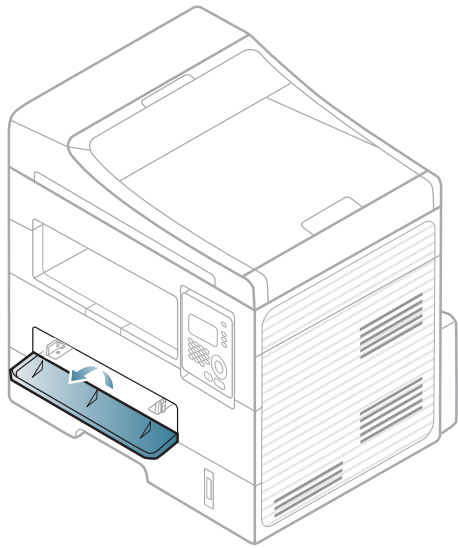
Clearing paper jams



In the manual tray



Click this link to open an animation about clearing a jam.



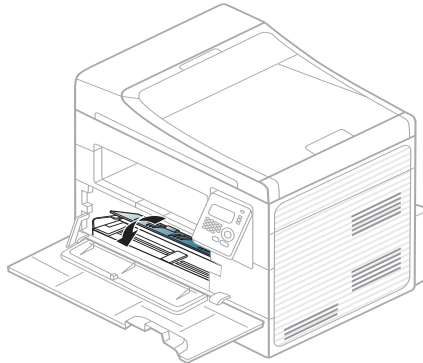
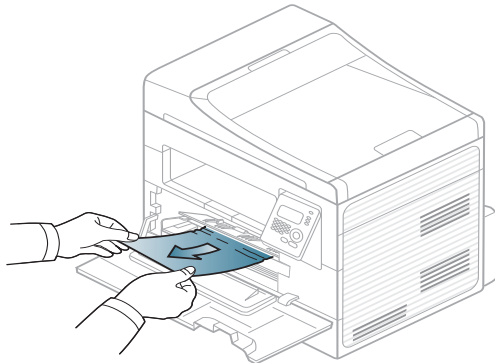
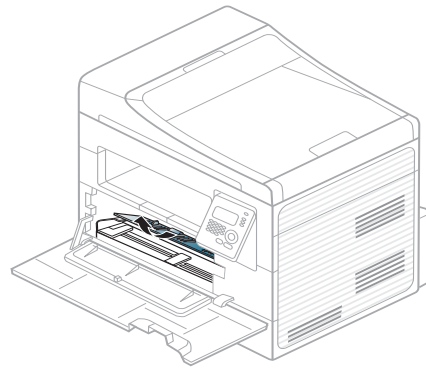
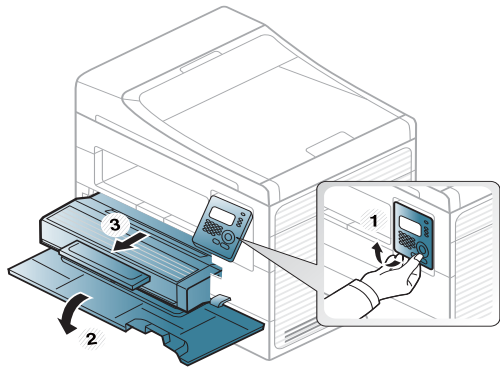
Clearing paper jams



Inside the machine



- Click this link to open an animation about clearing a jam.
- The fuser area is hot. Take care when removing paper from the machine.



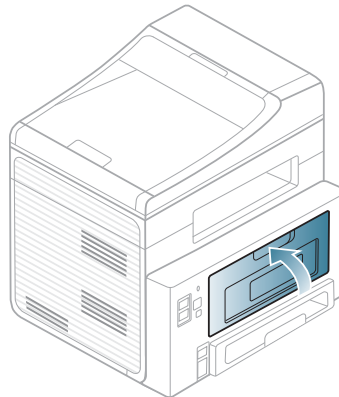
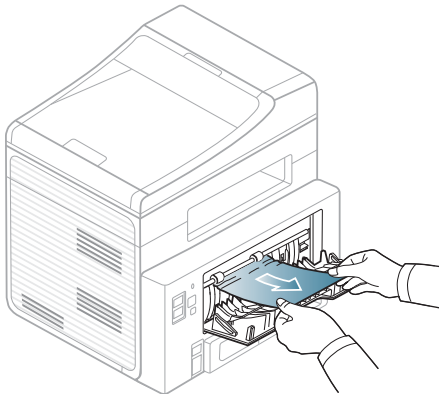
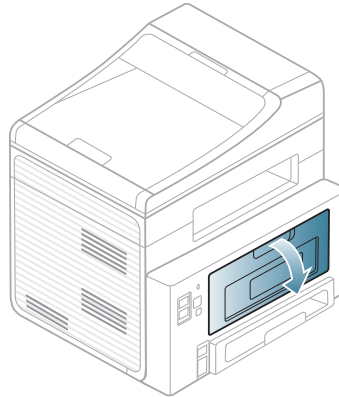
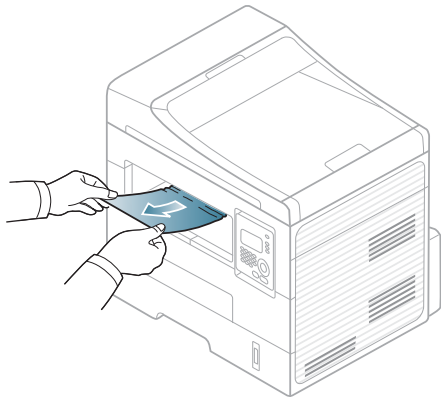
Clearing paper jams



In the exit area



Click this link to open an animation about clearing a jam.



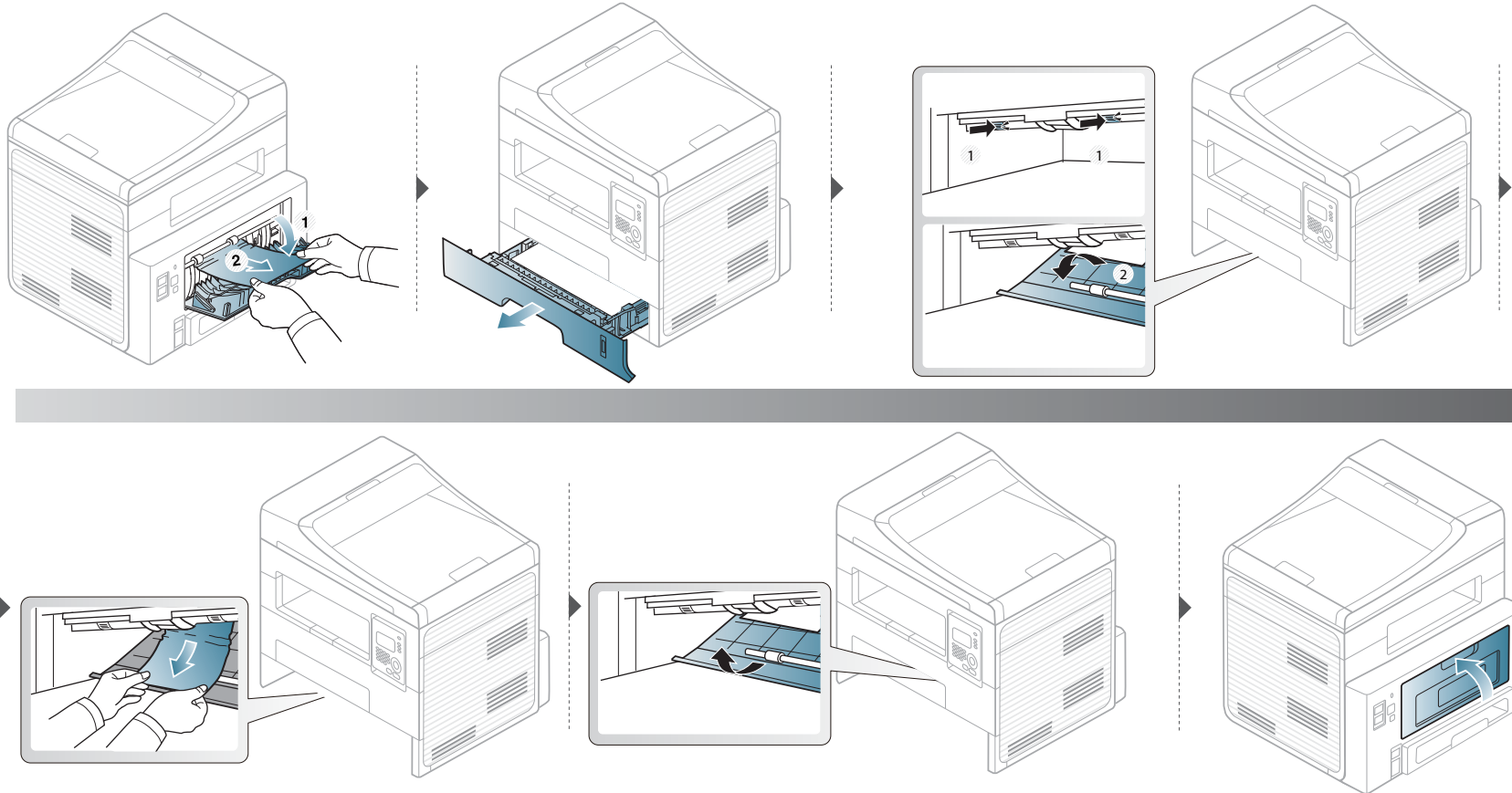
Clearing paper jams



In the duplex unit area



Click this link to open an animation about clearing a jam.



The color of the LED indicates the machine's current status.



- Some LEDs may not be available depending on model or country.
- To resolve the error, look at the error message and its instructions from the troubleshooting part.
- You also can resolve the error with the guideline from the computers's Printing Status or Smart Panel program window.
- If the problem persists, call a service representative.

Status			Description
Status LED	Off		The machine is off-line.
	Green	Blinking	When the backlight blinks, the machine is receiving or printing data.
		On	• The machine is on-line and can be used.
	Red	Blinking	• A minor error has occurred and the machine is waiting for the error to be cleared. Check the display message. When the problem is cleared, the machine resumes. For some models that does not support the display screen on the control panel, this feature is not applicable. • Small amount of toner is left in the cartridge. The estimated cartridge life of toner is close. Prepare a new cartridge for replacement. You may temporarily increase the printing quality by redistributing the toner (see "Redistributing toner" on page 65).
		On	• A toner cartridge has almost reached its estimated cartridge life^a. It is recommended to replace the toner cartridge (see "Replacing the toner cartridge" on page 66). • The cover is opened. Close the cover. • There is no paper in the tray. Load paper in the tray. • The machine has stopped due to a major error. Check the display message (see "Understanding display messages" on page 87).

Status			Description
Wireless LED	Blue	On	When the machine is connected to a wireless network, Wireless LED lights on blue.
 (Power LED)	Blue	On	The machine is in ready mode or in power save mode.
		Off	The machine's power is off.
Eco button	Green	On	Eco mode is on. Duplex, 2-up, toner save on, skip blank page feature will automatically be applied when printing (see"Eco printing" on page 49).
		Off	Eco mode is off.

a. Estimated cartridge life means the expected or estimated toner cartridge life, which indicates the average capacity of print-outs and is designed pursuant to ISO/IEC 19752. The number of pages may be affected by operating environment, printing interval, graphics, media and media size. Some amount of toner may remain in the cartridge even when red LED is on and the printer stops printing.

Understanding display messages

Messages appear on the control panel display to indicate the machine's status or errors. Refer to the tables below to understand the messages' and their meaning, and correct the problem, if necessary.



- If a message is not in the table, reboot the power and try the printing job again. If the problem persists, call a service representative.
- When you call for service, provide the service representative with the contents of display message.
- Some messages may not appear on the display depending on the options or models.
- [error number] indicates the error number.



Paper Jam-related messages

Message	Meaning	Suggested solutions
• Document jam • Remove jam	The loaded original document has jammed in the document feeder.	Clear the jam (see "Clearing original document jams" on page 76).

Message	Meaning	Suggested solutions
• Paper Jam in tray • Paper Jam 0 in tray	Paper has jammed in the paper feed area.	Clear the jam (see "In tray" on page 80).
• Paper Jam in Manual Feeder	Paper has jammed in the manual feeder.	Clear the jam (see "In the manual tray" on page 81).
• Paper Jam inside machine	Paper has jammed in the inside machine.	Clear the jam (see "Inside the machine" on page 82).
• Paper Jam in exit area	Paper has jammed in the paper exit area.	Clear the jam (see "In the exit area" on page 83).
• Paper Jam bottom of duplex • Paper Jam top of duplex	Paper has jammed in the duplex area.	Clear the jam (see "In the duplex unit area" on page 84).



Toner-related messages

Message	Meaning	Suggested solutions
• Install Toner cartridge	A toner cartridge is not installed.	Install a toner cartridge.
• Not Compatible Toner cartridge	The toner cartridge you have installed is not for your machine.	Install a Samsung-genuine toner cartridge, designed for your machine.
• Prepare new cartridge	Small amount of toner is left in the indicated cartridge. The estimated cartridge life of toner is close.	Prepare a new cartridge for a replacement. You may temporarily increase the printing quality by redistributing the toner (see "Redistributing toner" on page 65).

Message	Meaning	Suggested solutions
• Replace new cartridge	A toner cartridge has reached its estimated cartridge life. The machine stops printing.  Estimated cartridge life means the expected or estimated toner cartridge life, which indicates the average capacity of print-outs and is designed pursuant to ISO/IEC 19752 (see "Available supplies" on page 63). The number of pages may be affected by operating environment, printing interval, media, percentage of image area, and media size. Some amount of toner may remain in the cartridge even when replace new cartridge appears and the machine stops printing.	• You can choose Stop or Continue as shown on the control panel. If you select Stop, the printer stops printing and you cannot print any more without changing the cartridge. If you select Continue, the printer keeps printing but the printing quality cannot be guaranteed. • Replace the toner cartridge for the best print quality when this message appears. Using a cartridge beyond this stage can result in printing quality issues (see "Replacing the toner cartridge" on page 66).  Samsung does not recommend using a non-genuine Samsung toner cartridge such as refilled or remanufactured. Samsung cannot guarantee a non-genuine Samsung toner cartridge's quality. Service or repair required as a result of using non-genuine Samsung toner cartridges will not be covered under the machine warranty. • If the machine stops printing, replace the toner cartridge (see "Replacing the toner cartridge" on page 66).



Tray-related messages

Message	Meaning	Suggested solutions
• Output bin full Remove paper	The output tray is full.	Remove papers from the output tray, the printer resumes printing.
• Paper Empty in tray	There is no paper in tray.	Load paper in tray (see "Loading paper in the tray" on page 34).
• Paper Empty in Manual Feeder	There is no paper in the manual feeder.	Load paper in the manual feeder (see "Loading in manual feeder" on page 35).
• Tray Paper mismatch • Manual Paper mismatch	The paper size specified in the printer properties does not match the paper you are loading.	Load the required size paper.



Network-related messages

Message	Meaning	Suggested solutions
• Network Problem : IP Conflict	The network IP address you have set is being used by someone else.	Check the IP address and reset it if necessary (see Advanced Guide).

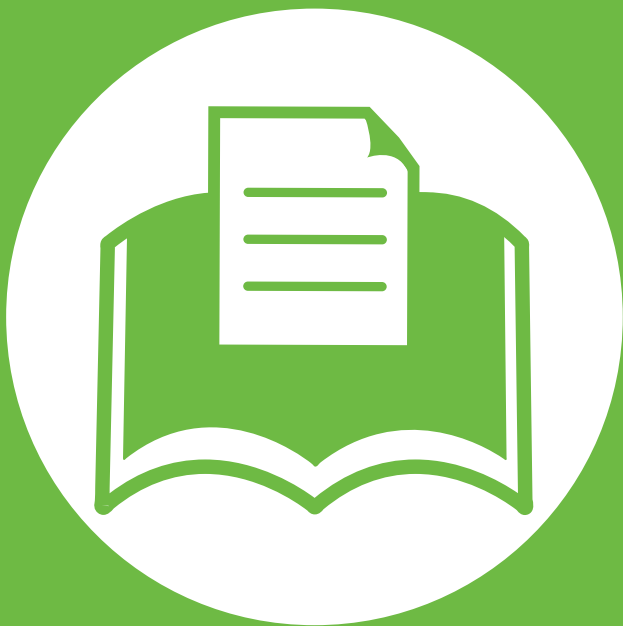


Misc. messages

Message	Meaning	Suggested solutions
• Door Open Close it	The front cover or rear cover is not securely latched.	Close the cover until it locks into place.
• Door of scanner is open	The document feeder cover is not securely latched.	Close the cover until it locks into place.

Understanding display messages

Message	Meaning	Suggested solutions
• Error [error number] Turn off then on	The machine unit cannot be controlled.	Reboot the power and try the printing job again. If the problem persists, please call for service.
• Memory Full	The memory is full.	Print or remove the received fax job in Secure Receive (see Advanced Guide).
• Scanner Locked	The scanner is locked.	Reboot the power. If the problem persists, please call for service.



5. Appendix

This chapter provides product specifications and information concerning applicable regulations.

- **Specifications** 93
- **Regulatory information** 103
- **Copyright** 117





General specifications



The specification values listed below are subject to change without notice. See www.samsung.com/printer for possible changes in information.

Items		Description
Dimension	Width x Length x Height	406 x 338 x 378mm (15.98 x 13.30 x 14.88 inches)
Weight	Machine with consumables	TBD
Noise Level^a	Ready mode	26 dB (A)
	Print mode	Less than 50 dB (A)
	Copy mode	Less than 53 dB (A)
	Scan mode (scanner glass)	TBD dB (A)
	Scan mode (document feeder)	TBD dB (A)
Temperature	Operation	10 to 32°C (50 to 89.6°F)
	Storage (packed)	-20 to 40°C (-4 to 104°F)
Humidity	Operation	20 to 80% RH
	Storage (packed)	10 to 90% RH

Items		Description
Power rating ^b	110 volt models	AC 110 - 127 V
	220 volt models	AC 220 - 240 V
Power consumption	Average operating mode	TBD
	Ready mode	TBD
	Power save mode	TBD
	Power off mode	TBD
Wireless ^c	Module	TBD

a. Sound Pressure Level, ISO 7779. Configuration tested: basic machine installation, A4 paper, simplex printing.

b. See the rating label on the machine for the correct voltage (V), frequency (hertz) and of current (A) for your machine.

c. SCX-5737FW and SCX-5739FW only.



Print media specifications

Type	Size	Dimensions	Print media weight/Capacity ^a	
			Tray	manual feeder ^b
Plain paper	Letter	216 x 279 mm (8.5 x 11 inches)	70 to 90 g/m ² (19 to 24 lbs bond) • 250 sheets of 80 g/m ² (20 lbs bond) for tray.	70 to 90 g/m ² (19 to 24 lbs bond) • 1 sheet of 80 g/m ² (20 lbs bond)
	Legal	216 x 356 mm (8.5 x 14 inches)		
	US Folio	216 x 330 mm (8.5 x 13 inches)		
	A4	210 x 297 mm (8.27 x 11.69 inches)		
	Oficio	216 x 343 mm (8.5 x 13.5 inches)		
	JIS B5	182 x 257 mm (7.17 x 10.12 inches)		
	ISO B5	176 x 250 mm (6.93 x 9.84 inches)		
	Executive	184 x 267 mm (7.25 x 10.5 inches)		
	A5	148 x 210 mm (5.83 x 8.27 inches)		
	A6	105 x 148 mm (4.13 x 5.83 inches)	• 150 sheets of 75 g/m ² (20 lbs bond)	

Type	Size	Dimensions	Print media weight/Capacity ^a	
			Tray	manual feeder ^b
Envelope	Envelope Monarch	98 x 191 mm (3.87 x 7.5 inches)	Not available in tray	75 to 90 g/m ² (20 to 24 lbs bond)
	Envelope No. 10	105 x 241 mm (4.12 x 9.5 inches)		
	Envelope DL	110 x 220 mm (4.33 x 8.66 inches)		
	Envelope C5	162 x 229 mm (6.38 x 9.02 inches)		
	Envelope C6	114 x 162 mm (4.49 x 6.38 inches)		
Thick paper	Refer to the Plain paper section	Refer to the Plain paper section	91 to 105 g/m ² (24 to 28 lbs bond)	91 to 105 g/m ² (24 to 28 lbs bond)
Thicker paper	Refer to the Plain paper section	Refer to the Plain paper section	Not available in tray ¹	164 to 220 g/m ² (44 to 58 lbs bond)
Thin paper	Refer to the Plain paper section	Refer to the Plain paper section	60 to 70 g/m ² (16 to 19 lbs bond)	60 to 70 g/m ² (16 to 19 lbs bond)
Transparency	Letter, A4	Refer to the Plain paper section	Not available in tray ¹	138 to 146 g/m ² (36.81 to 38.91 lbs bond)

Type	Size	Dimensions	Print media weight/Capacity ^a	
			Tray	manual feeder ^b
Labels ^c	Letter, Legal, US Folio, A4, JIS B5, ISO B5, Executive, A5	Refer to the Plain paper section	Not available in tray1	120 to 150 g/m ² (32 to 40 lbs bond)
Card stock	Letter, Legal, US Folio, A4, JIS B5, ISO B5, Executive, A5, Postcard 4x6	Refer to the Plain paper section	121 to 163 g/m ² (32 to 43 lbs bond)	121 to 163 g/m ² (32 to 43 lbs bond)
Bond paper	Refer to the Plain paper section	Refer to the Plain paper section	106 to 120 g/m ² (28 to 32 lbs bond)	106 to 120 g/m ² (28 to 32 lbs bond)
Minimum size (custom)		manual feeder: 76 x 127 mm (3 x 5 inches) tray: 105 x 148.5 mm (4.13 x 5.85 inches)	60 to 163 g/m ² (16 to 43 lbs bond) ^{d, e}	
Maximum size (custom)		216 x 356 mm (8.5 x 14 inches)		

a. Maximum capacity may differ depending on media weight, thickness, and environmental conditions.

b. 1 sheet for manual feeder.

c. The smoothness of the labels used in this machine is 100 to 250 (sheffield). This means the numeric level of smoothness.

d. The paper types available in the manual feeder: Plan, Thick, Thicker, Thin, Cotton, Colored, Pre-printed, Recycled, Envelope, Transparency, Labels, Cardstock, Bond, Archive

e. The paper types available in tray: Plan, Thick, Thin, Recycled, Cardstock, Bond, Archive

System requirements

Microsoft® Windows®

Operating system	Requirement (recommended)		
	CPU	RAM	free HDD space
Windows® 2000	Intel® Pentium® II 400 MHz (Pentium III 933 MHz)	64 MB (128 MB)	600 MB
Windows® XP	Intel® Pentium® III 933 MHz (Pentium IV 1 GHz)	128 MB (256 MB)	1.5 GB
Windows Server® 2003	Intel® Pentium® III 933 MHz (Pentium IV 1 GHz)	128 MB (512 MB)	1.25 GB to 2 GB
Windows Server® 2008	Intel® Pentium® IV 1 GHz (Pentium IV 2 GHz)	512 MB (2 GB)	10 GB
Windows Vista®	Intel® Pentium® IV 3 GHz	512 MB (1 GB)	15 GB
Windows® 7	Intel® Pentium® IV 1 GHz 32-bit or 64-bit processor or higher	1 GB (2 GB)	16 GB
	• Support for DirectX® 9 graphics with 128 MB memory (to enable the Aero theme). • DVD-R/W Drive		
Windows Server® 2008 R2	Intel® Pentium® IV 1 GHz (x86) or 1.4 GHz (x64) processors (2 GHz or faster)	512 MB (2 GB)	10 GB



- Internet Explorer 6.0 or higher is the minimum requirement for all Windows operating systems.
- Users who have administrator rights can install the software.
- **Windows Terminal Services** is compatible with your machine.
- For **Windows 2000, Services Pack 4** or higher is required.

Macintosh

Operating system	Requirements (Recommended)		
	CPU	RAM	Free HDD space
Mac OS X 10.4	• Intel® processors • PowerPC G4/G5	• 128 MB for a powerPC based Mac (512 MB) • 512 MB for an Intel-based Mac (1 GB)	1 GB
Mac OS X 10.5	• Intel® processors • 867 MHz or faster Power PC G4/G5	512 MB (1 GB)	1 GB
Mac OS X 10.6	• Intel® processors	1 GB (2 GB)	1 GB

Linux

Items	Requirements
Operating system	Redhat® Enterprise Linux WS 4, 5 (32/64 bit) Fedora 5 ~ 13 (32/64 bit) SuSE Linux 10.1 (32 bit) OpenSuSE® 10.2, 10.3, 11.0, 11.1, 11.2 (32/64 bit) Mandriva 2007, 2008, 2009, 2009.1, 2010 (32/64 bit) Ubuntu 6.06, 6.10, 7.04, 7.10, 8.04, 8.10, 9.04, 9.10, 10.04 (32/64 bit) SuSE Linux Enterprise Desktop 10, 11 (32/64 bit) Debian 4.0, 5.0 (32/64 bit)
CPU	Pentium IV 2.4GHz (Intel Core™2)
RAM	512 MB (1 GB)
Free HDD space	1 GB (2 GB)

Unix

Items	Requirements
Operating system	Sun Solaris 9, 10 (x86, SPARC) HP-UX 11.0, 11i v1, 11i v2, 11i v3 (PA-RISC, Itanium) IBM AIX 5.1, 5.2, 5.3, 5.4