Maintaining Your Printer

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Maintaining Your Printer

You need to complete certain tasks to maintain optimum print quality.

Determining the Status of Supplies

If your printer is connected to the network, the **Dell™ Printer Configuration Web Tool** can provide instant feedback on remaining toner levels. Type the printer's IP address in your web browser to view this information. To use the **E-Mail Alert Setup** feature that notifies you when the printer requires new supplies, type the desired e-mail address in the e-mail list box.

On the touch panel screen, you can also confirm the following:

- Any supply or maintenance items that require attention replacing (However, the printer can only display information about one item at a time).
- Amount of toner remaining in each toner cartridge.

Conserving Supplies

You can change several settings in your printer driver to conserve toner cartridge and paper.

Supply	Setting	Function
Toner cartridge	**Toner Saver** in the **Others** tab	This check box allows the users to select a print mode that uses less toner. The image quality will be lower when this feature is used.
Print media	**Multiple Up** in the **Layout** tab	The printer prints two or more pages on one side of a sheet.
Print media	**Duplex** in the **General** tab	The printer prints on both sides of a sheet of paper.

Ordering Supplies

You can order consumables (toner cartridges, drum cartridges, and waste toner box) from Dell on the Internet when using a networked printer. Type the IP address of your printer in your web browser, launch the **Dell Printer Configuration Web Tool**, and click the **Order Supplies at:** to order consumables for your printer.

You can also order consumables by the following method.

1. Click **Start**→ **All Programs**→ **Dell Printers**→ **Additional Color Laser Software**→ **Dell Supplies Management System**.

   The **Dell Supplies Management System** window appears.
2. Select your printer from the **Select Printer Model** list.
3. If ordering from the web:
   a. Select a URL from the **Select Reorder URL** list.
   b. Click **Visit Dell printer supplies ordering web site**.

   NOTE: When you cannot get information from the printer automatically by two-way communication, a window that prompts you to type the Service Tag appears. Type your Dell printer Service Tag in the field provided. Your Service Tag number is located inside the front cover of your printer.
4. If ordering by phone, call the number that appears under the **Order by Phone** heading.

Storing Print Media

To avoid potential paper feeding problems and uneven print quality, there are several things you can do:

- To achieve the best possible print quality, store print media in an environment where the temperature is approximately 21 °C (70 °F) and the relative humidity is 40 %.
- Store cartons of print media on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of print media out of the original carton, ensure that they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of the print media packages.

Storing Consumables

Store consumables in their original packaging until you need to use them. Do not store consumables in:

- Temperatures greater than 40 °C (104 °F).
- An environment with extreme changes in humidity or temperature.
- Direct sunlight.
- Dusty places.
- A car for a long period of time.
- An environment where corrosive gases are present.
- A humid environment.

Replacing the Toner Cartridges

WARNING: Before performing any of the following procedures, read and follow the safety instructions in the *Important Information*.

Dell toner cartridges are available only through Dell. You can order cartridges online at **http://www.dell.com/supplies** or by phone. To order by phone, see "Contacting Dell."

It is recommended to use Dell toner cartridges for your printer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.

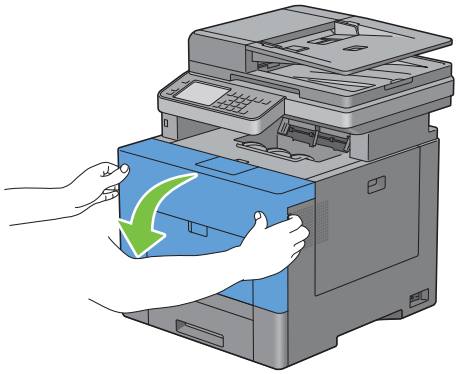
WARNING: Never throw used toner cartridges into fire. The residual toner could explode resulting in burns and injuries.

WARNING: Do not shake the used toner cartridge. This may cause toner spills.

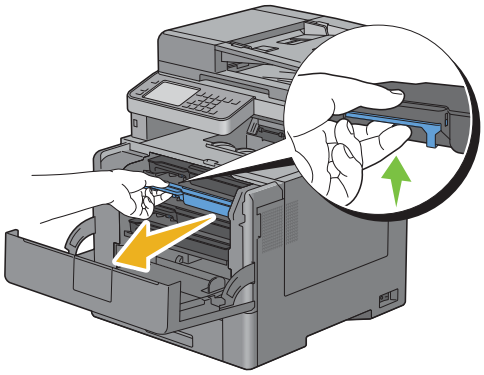
Removing the Toner Cartridge

NOTE: Ensure that you remove all the paper from the MPF and close the MPF cover before removing the toner cartridge.

1 Grasp the grips on both sides of the front cover, and then pull it down to open.



2 Grasp the handle on the toner cartridge that you want to replace, and then pull it out.

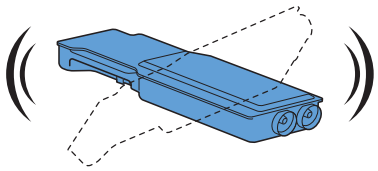


WARNING: Do not shake the toner cartridge as it may cause toner spills.

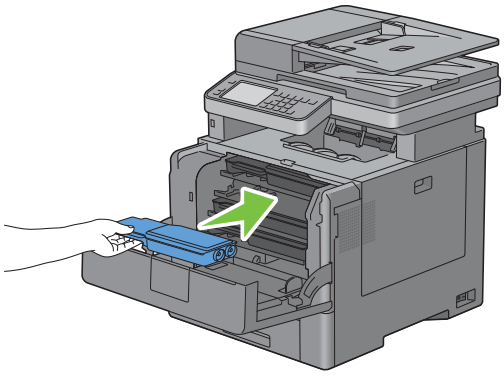
Installing a Toner Cartridge

1 Unpack a new toner cartridge of the desired color.

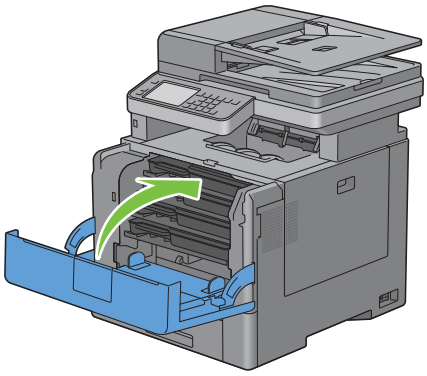
2 Shake the new toner cartridge five or six times to distribute the toner evenly.



3 Insert the toner cartridge into the associated cartridge slot, and then push until it stops.



4 Close the front cover.



Replacing the Drum Cartridges

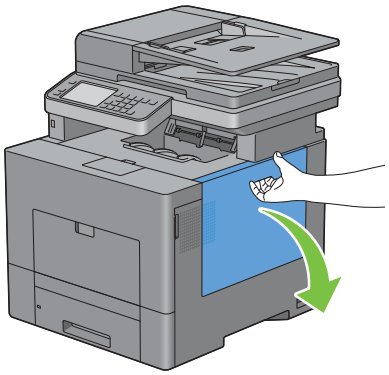
You need to replace all drum cartridges (yellow, magenta, cyan, and black) at a time.

WARNING: Before performing any of the following procedures, read and follow the safety instructions in the *Important Information*.

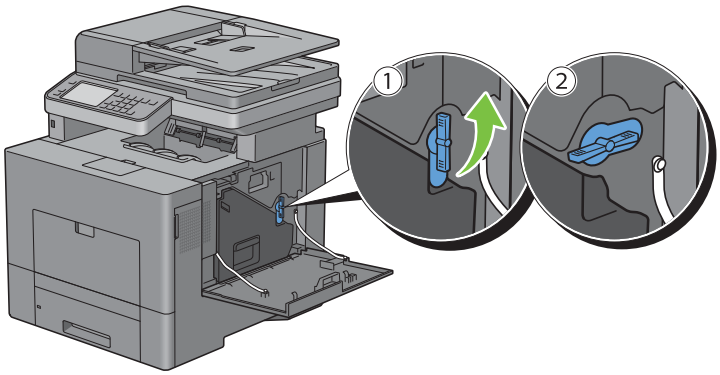
CAUTION: Protect the drum cartridges against bright light. If the right side cover remains open for more than three minutes, print quality may deteriorate.

Removing the Drum Cartridge

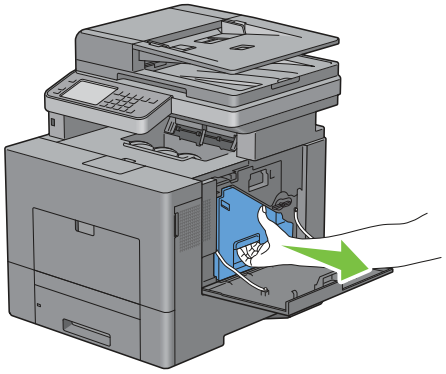
1 Open the right side cover.

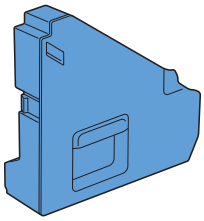


2 Turn the waste toner box lock lever 90-degrees counterclockwise to unlock the waste toner box.



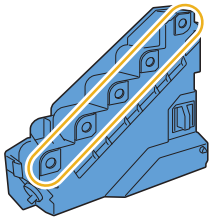
3 Grasp the handle on the waste toner box and pull it out making sure to hold it upright so that the waste toner does not spill out.



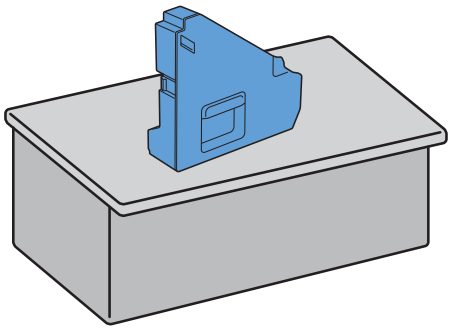


CAUTION: Take care not to drop the waste toner box while you are removing it.

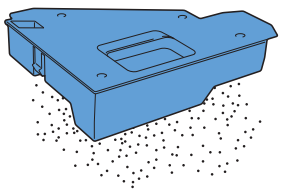
CAUTION: After removing the waste toner box, do not touch the parts shown in the illustration. Toner can dirty or stain your hands.



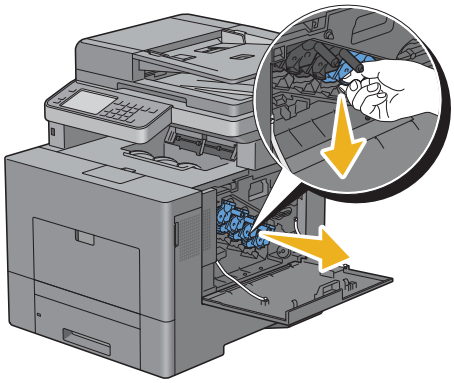
4 Stand the removed waste toner box upright on a level surface.



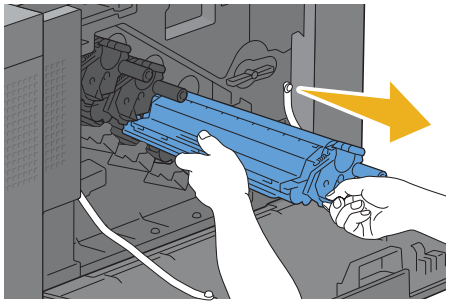
WARNING: Never lay the waste toner box on its side as this may cause its malfunction or toner spills.



5 Slightly pressing down the tab on the drum cartridge that you want to replace, pull it out halfway with one hand.



6 Support the drum cartridge with the other hand from underneath, and then pull it out completely.

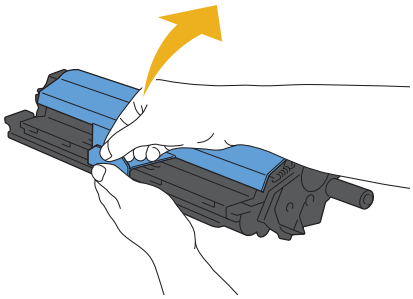


7 Repeat the steps 5 and 6 to remove the other three cartridges.

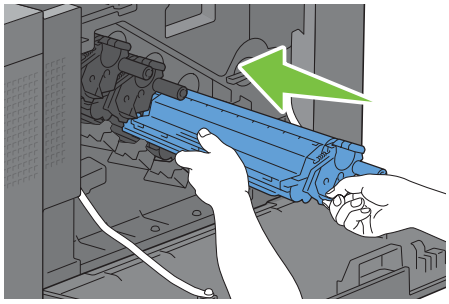
Installing a Drum Cartridge

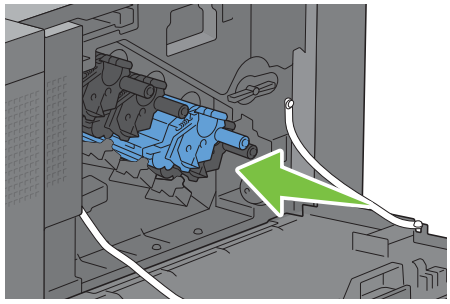
1 Unpack a new drum cartridge of the desired color.

2 Remove the orange protective cover from the drum cartridge.



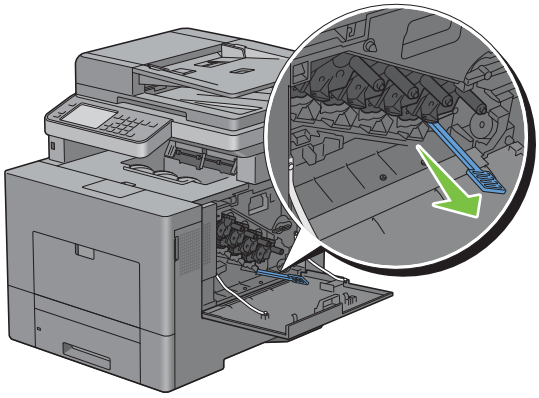
3 Insert the drum cartridge into the associated cartridge slot, and then push until it stops.



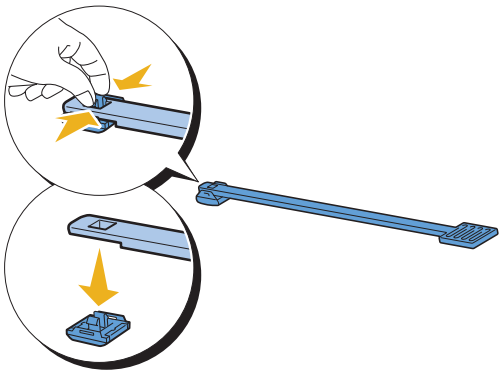


4 Repeat the steps 1 to 3 to insert the other three cartridges.

5 Remove the cleaning rod from inside the printer.

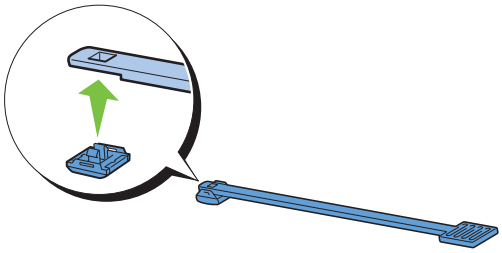


6 Remove the cleaning pad by pressing the white tabs between your thumb and index finger.

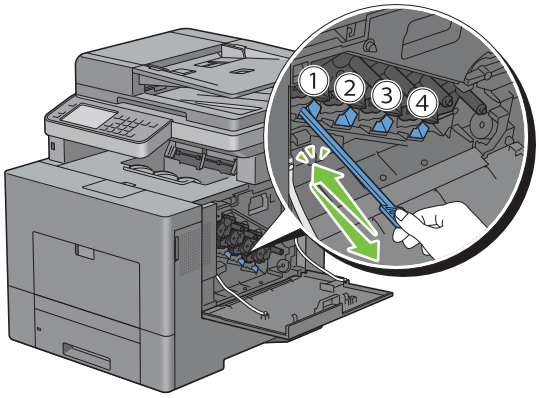


7 Unpack a new cleaning pad.

8 Attach the new cleaning pad to the cleaning rod.

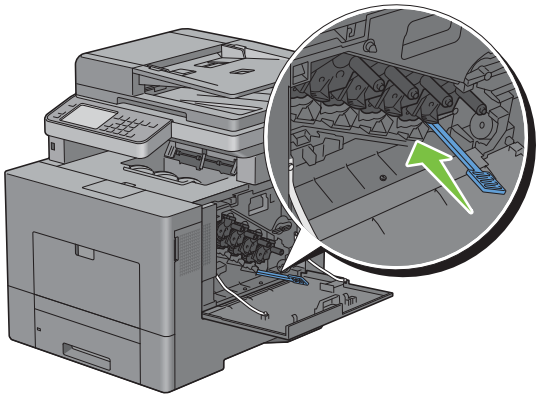


9 Insert the cleaning rod fully into one of the four holes until it clicks into the interior of the printer as illustrated below, and then pull it out.

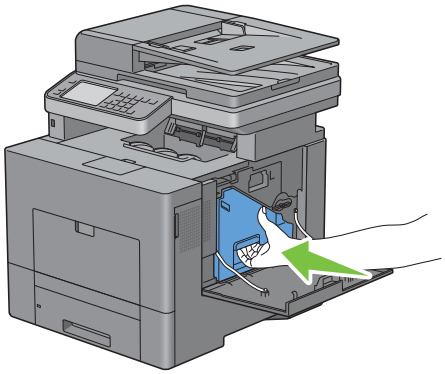


10 Repeat step 9 also on the other three holes. One time insertion is enough for each hole.

11 Return the cleaning rod to its original location.

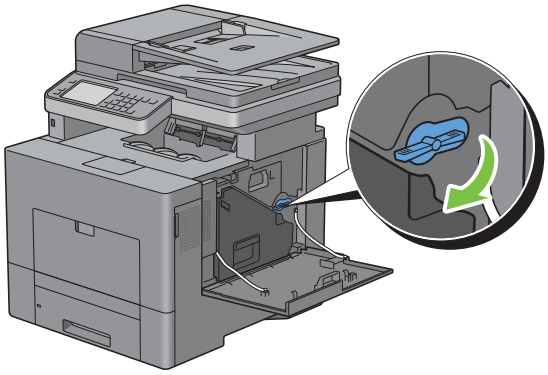


12 Reinsert the removed waste toner box.

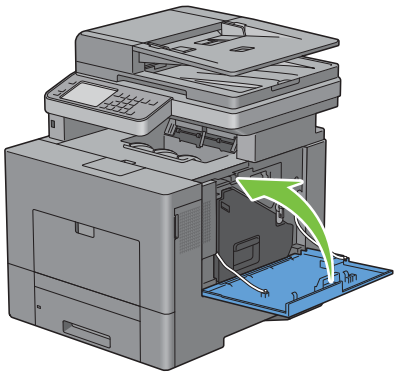


CAUTION: If the waste toner box does not fit into place properly, make sure that the drum cartridge is fully inserted in the previous step.

13 Turn the waste toner box lock lever 90-degrees clockwise to lock the waste toner box.



14 Close the right side cover.

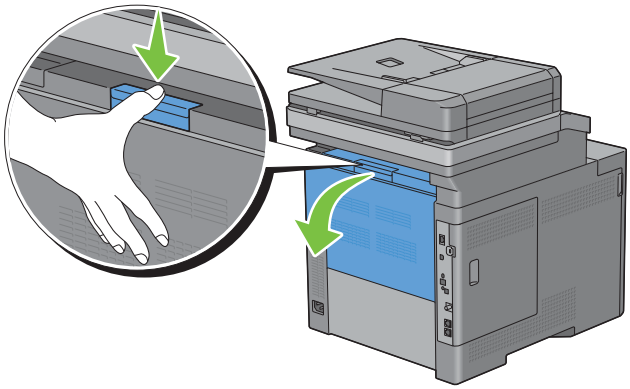


Replacing the Fusing Unit

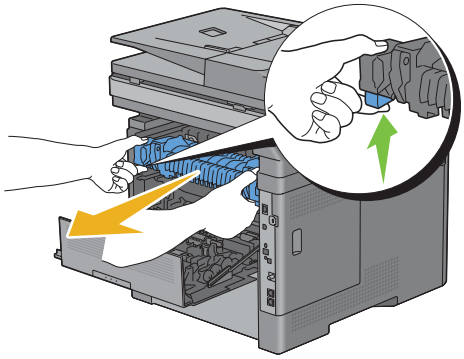
WARNING: Before performing any of the following procedures, read and follow the safety instructions in the *Important Information*.

Removing the Fusing Unit

1. Turn off the printer and wait for 30 minutes.
2. Push down the latch to open the rear cover.



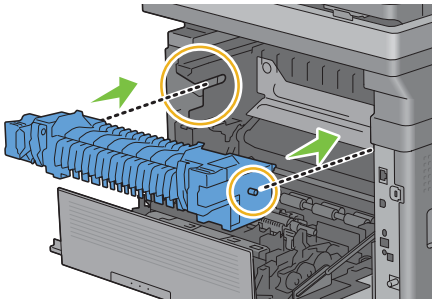
3. Grasp the grips on both sides of the fusing unit squeezing the lever under the left side grip, and then pull out the unit.



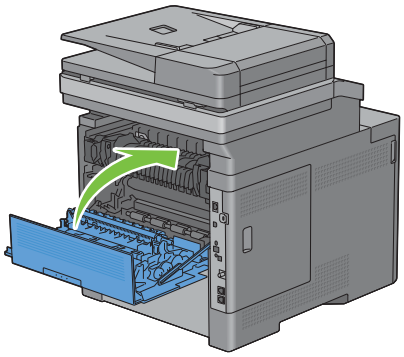
Installing a Fusing Unit

1 Unpack a new fusing unit.

2 Make sure that the two tabs of the fusing unit align with the grooves on the printer, and then insert it into the printer until it clicks.



3 Close the rear cover.



NOTE: After replacing the fusing unit, be sure to initialize its life counter by following the instructions in the accompanying manual.

Replacing the Transfer Belt Unit, the 2nd Belt Transfer Roller (2nd BTR), and the Retard Roller

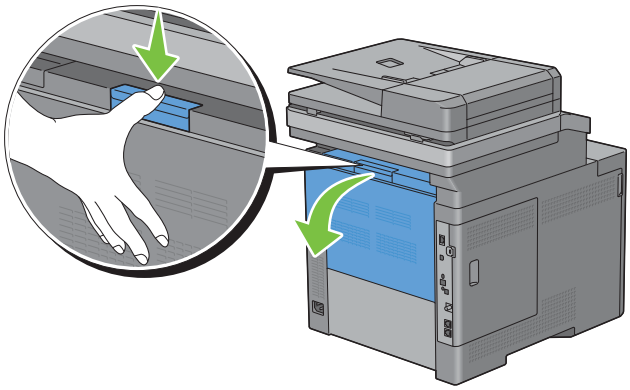
You need to replace all three parts (transfer belt unit, 2nd BTR, and retard roller) at a time. Both the 2nd BTR and the retard roller for replacement come with a new transfer belt unit.

WARNING: Before performing any of the following procedures, read and follow the safety instructions in the *Important Information*.

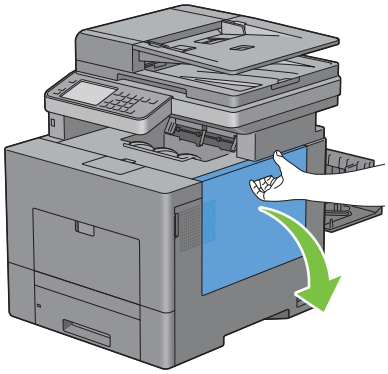
CAUTION: Ensure nothing touches or scratches the surface (black-colored film) of the transfer belt unit. Scratches, dirt, or oil from your hands on the film of the transfer belt unit may reduce print quality.

Removing the Transfer Belt Unit

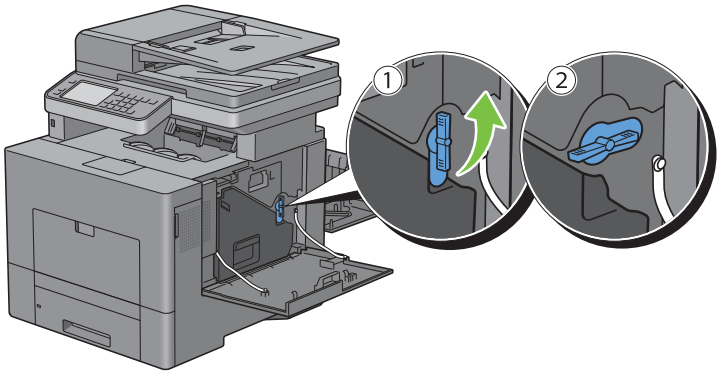
1 Push down the latch to open the rear cover.



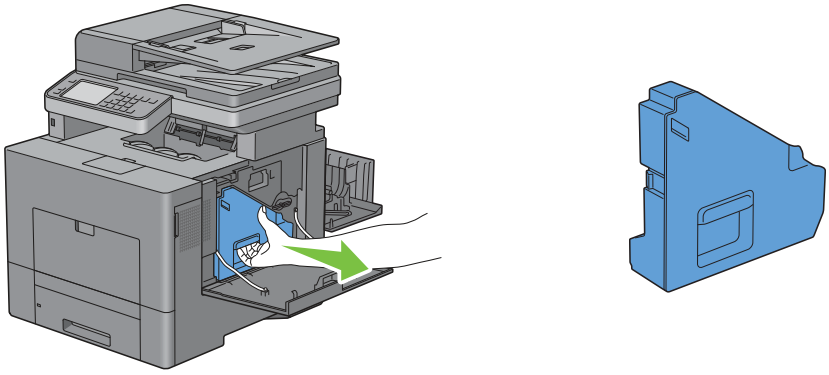
2 Open the right side cover.



3 Turn the waste toner box lock lever 90-degrees counterclockwise to unlock the waste toner box.

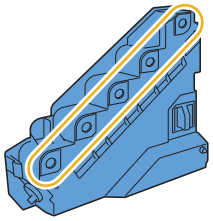


4 Grasp the handle on the waste toner box and pull it out making sure to hold it upright so that the waste toner does not spill out.

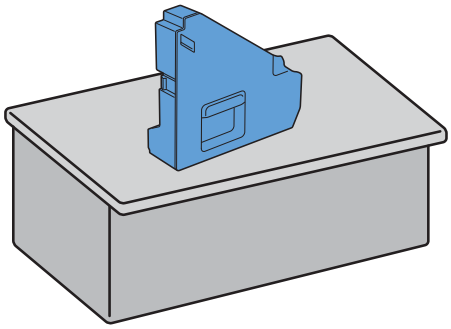


CAUTION: Take care not to drop the waste toner box while you are removing it.

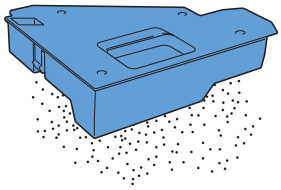
CAUTION: After removing the waste toner box, do not touch the parts shown in the illustration. Toner can dirty or stain your hands.



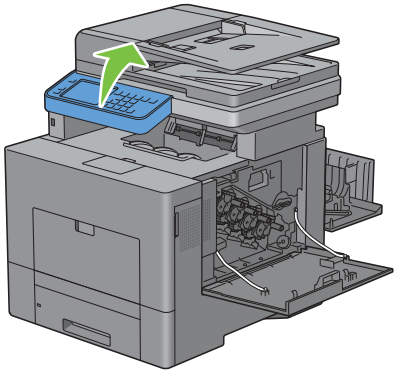
5 Stand the removed waste toner box upright on a level surface.



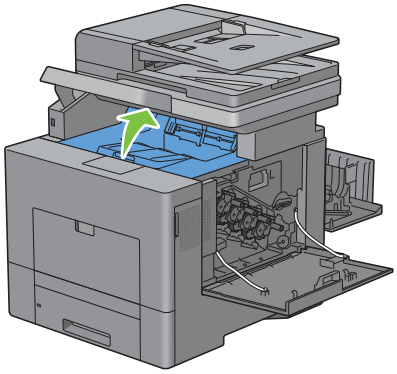
WARNING: Never lay the waste toner box on its side as this may cause its malfunction or toner spills.



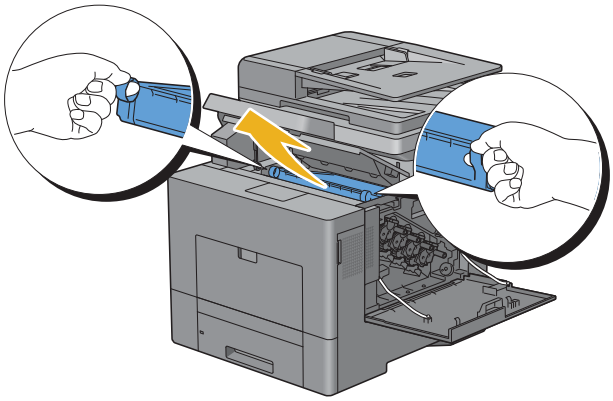
6 Lift the operator panel.



7 Open the top cover.

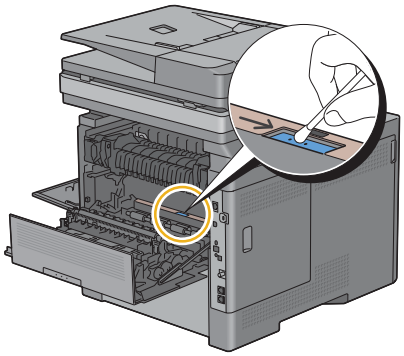


8 Put your fingers through the loops on both sides of the transfer belt unit, and then pull it out.



CAUTION: If you cannot pull out the unit from the printer, make sure that all of the above procedures are performed properly.

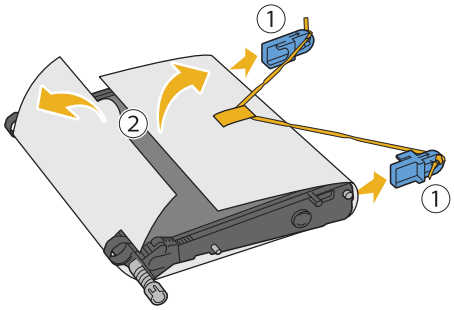
9 Clean the CTD sensor (as shown) with a clean, dry cotton swab.



Installing a Transfer Belt Unit

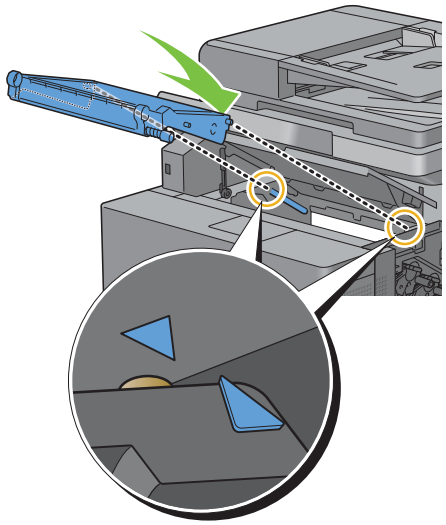
1 Unpack a new transfer belt unit.

2 Remove the two orange packing materials first, and then the protective sheet from the transfer belt unit.

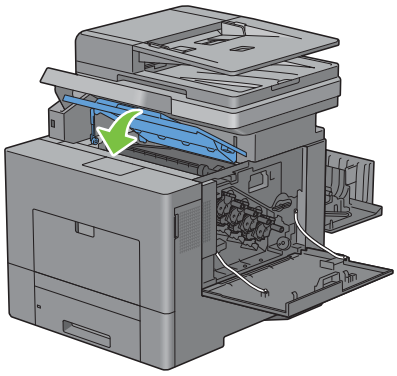


CAUTION: Ensure nothing touches or scratches the surface (black-colored film) of the transfer belt unit. Scratches, dirt, or oil from your hands on the film of the transfer belt unit may reduce print quality.

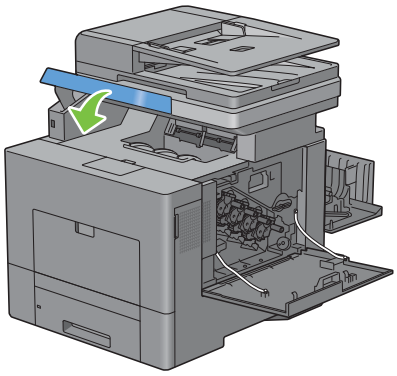
3 Make sure that the arrow marks on the transfer belt unit and the printer face each other, and then insert the unit into the printer until it clicks.



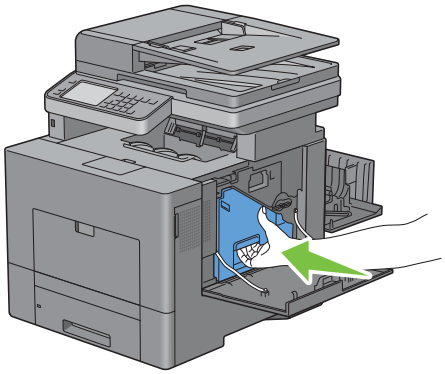
4 Close the top cover.



5 Lower the operator panel back in place.

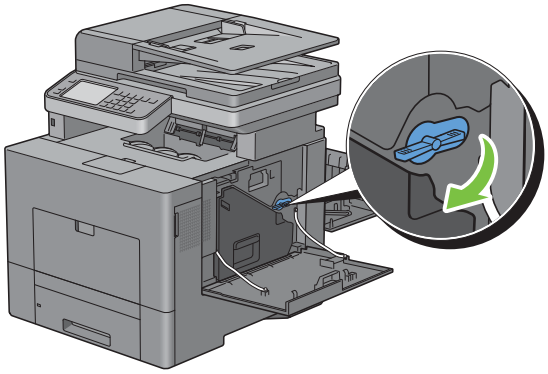


6 Reinsert the removed waste toner box.

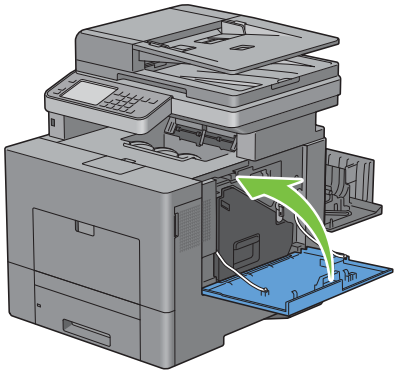


CAUTION: If the waste toner box does not fit into place properly, make sure that the transfer belt unit is fully inserted.

7 Turn the waste toner box lock lever 90-degrees clockwise to lock the waste toner box.



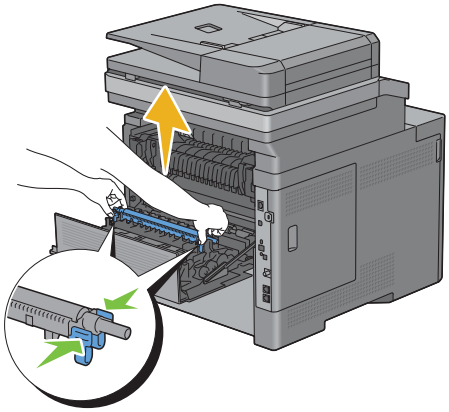
8 Close the right side cover.



NOTE: After replacing the transfer belt unit, be sure to initialize its life counter by following the instructions in the accompanying manual.

Removing the 2nd BTR

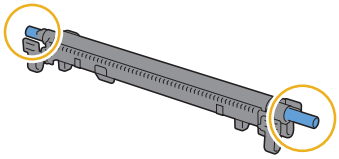
1 Pinching the tabs on both sides of the 2nd BTR, lift it out of the printer.



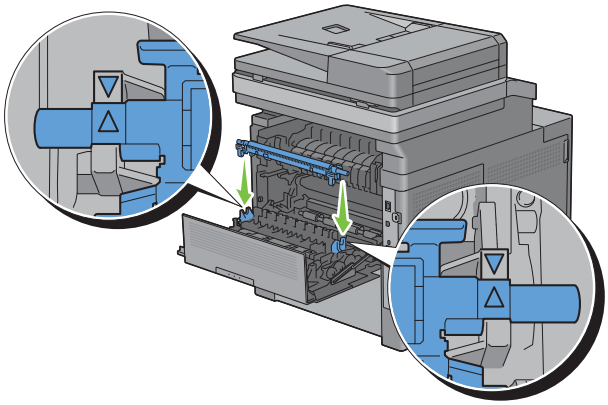
Installing a 2nd BTR

1 Unpack a new 2nd BTR.

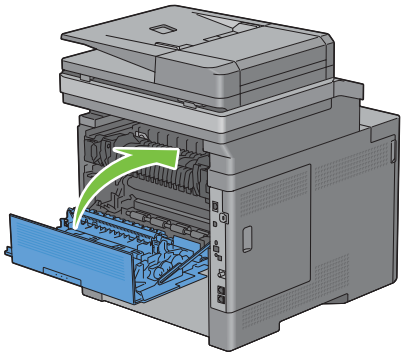
2 Hold the 2nd BTR by both its ends.



3 Make sure that the arrow marks on the 2nd BTR and the printer face each other, and then press down the 2nd BTR until it clicks.

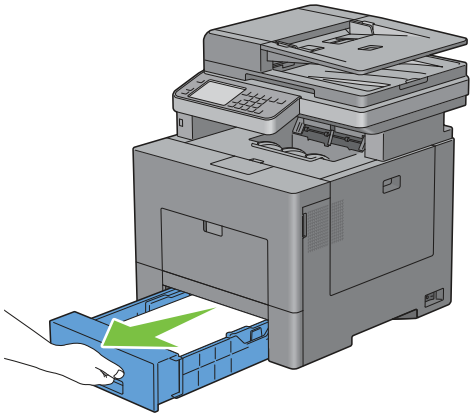


4 Close the rear cover.

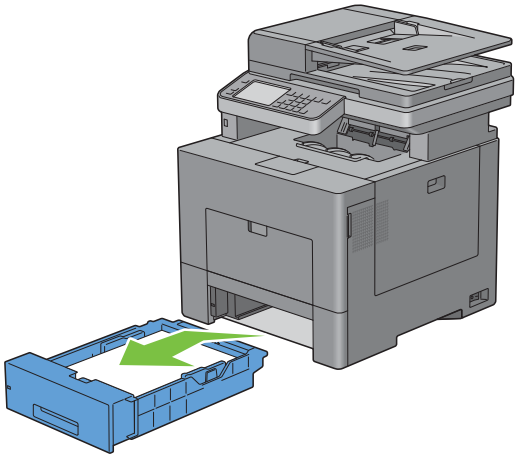


Removing the Retard Roller in Tray1

1 Pull tray1 out of the printer about 200 mm.

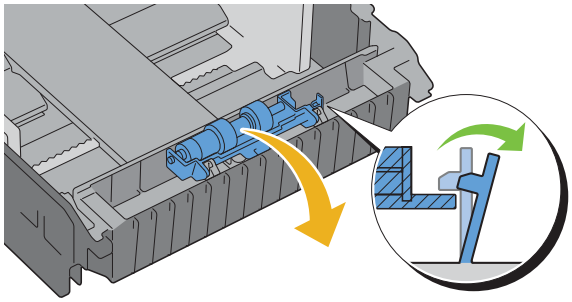


2 Hold tray1 with both hands, and remove it from the printer.

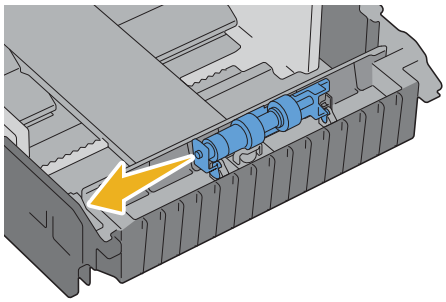


NOTE: Ensure that you remove all the paper from tray1 before removing the retard roller.

3 Slightly pressing down the lock lever on tray1 to the right with one hand, raise the retard roller with the other hand.

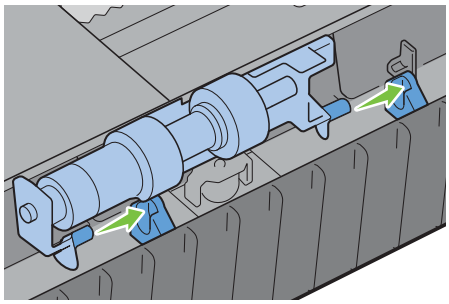


4 Slide the retard roller to the left to remove it from tray1.

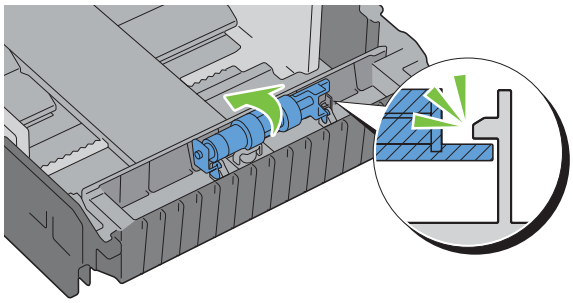


Installing a Retard Roller in Tray1

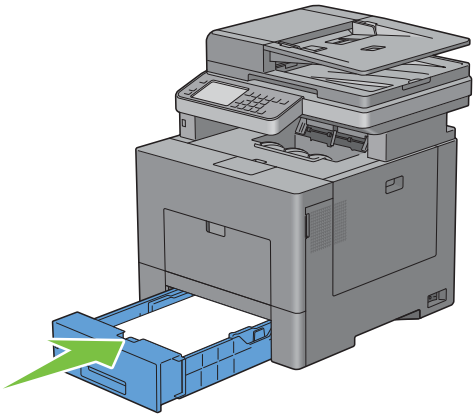
1 Slide the two axles of the retard roller into the holes on tray1.



2 Press down the retard roller until it snaps.



3 Load paper in tray1, and then insert the tray into the printer and push until it stops.

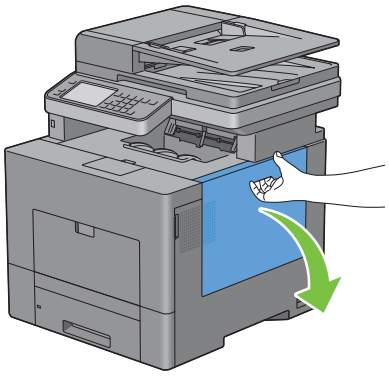


Replacing the Waste Toner Box

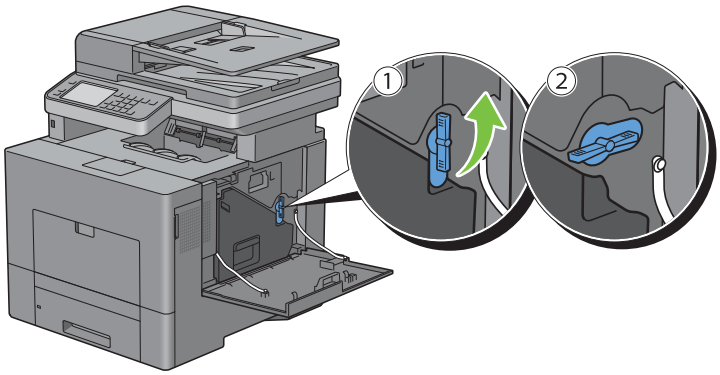
WARNING: Before performing any of the following procedures, read and follow the safety instructions in the *Important Information*.

Removing the Waste Toner Box

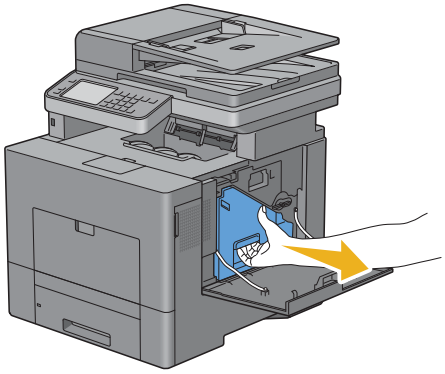
1 Open the right side cover.

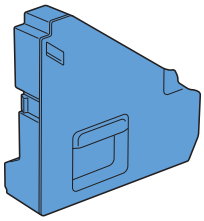


2 Turn the waste toner box lock lever 90-degrees counterclockwise to unlock the waste toner box.



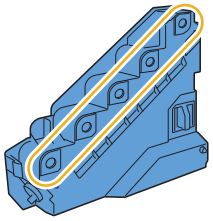
3 Grasp the handle on the waste toner box and pull it out making sure to hold it upright so that the waste toner does not spill out.





CAUTION: Take care not to drop the waste toner box while you are removing it.

CAUTION: After removing the waste toner box, do not touch the parts shown in the illustration. Toner can dirty or stain your hands.

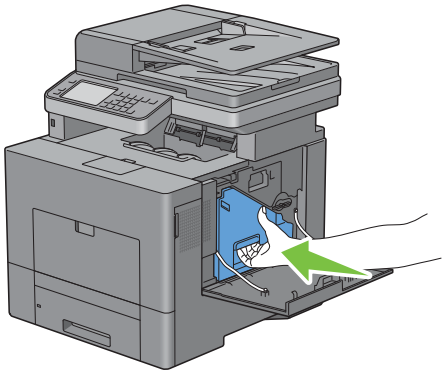


4 Insert the used waste toner box into the plastic bag that came with the new waste toner box and seal the bag.

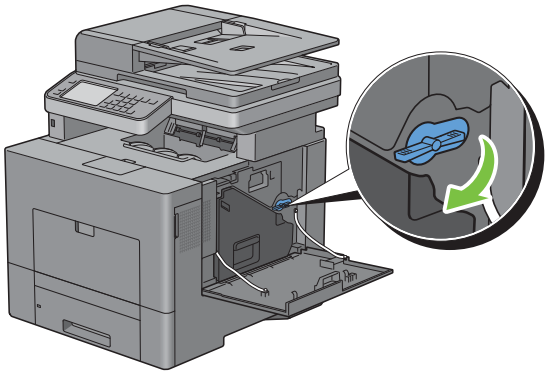
Installing a Waste Toner Box

1 Unpack a new waste toner box.

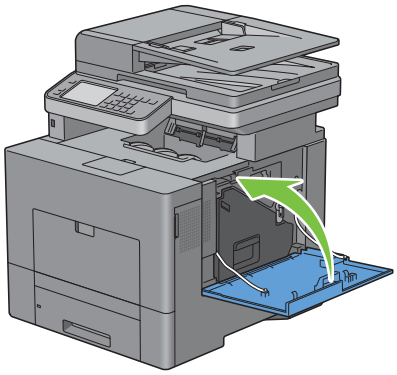
2 Insert the waste toner box.



3 Turn the waste toner box lock lever 90-degrees clockwise to lock the waste toner box.



4 Close the right side cover.



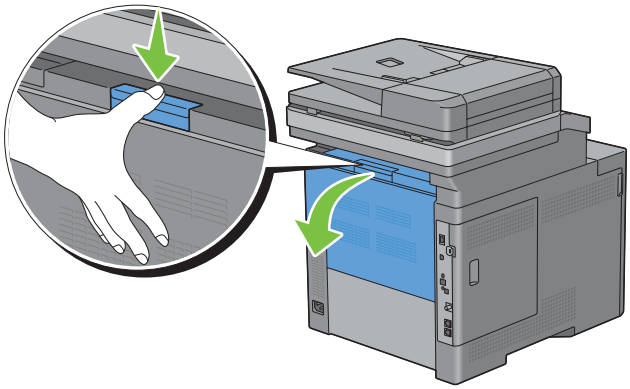
Cleaning Inside the Printer

Cleaning the CTD Sensor

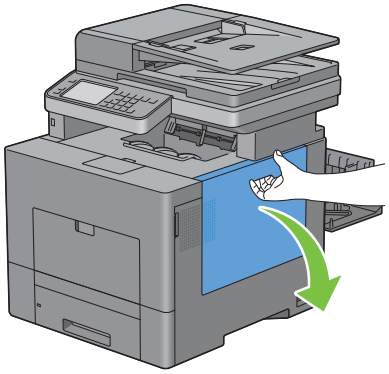
Clean the Color Toner Density (CTD) sensor only when an alert for the CTD sensor is shown on the Status Monitor or touch panel screen.

1 Ensure that the printer is turned off.

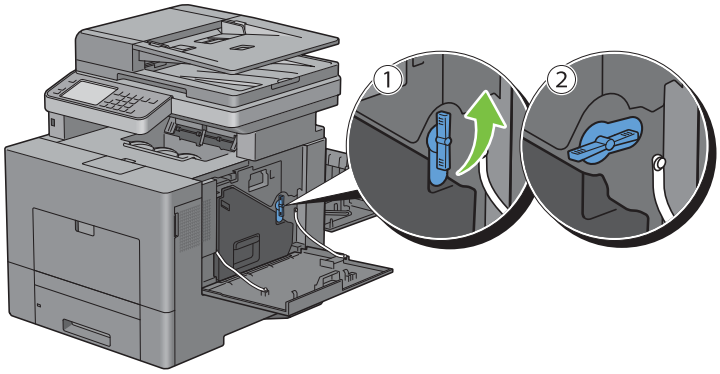
2 Push down the latch to open the rear cover.



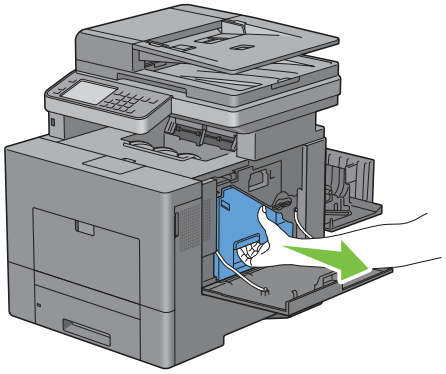
3 Open the right side cover.

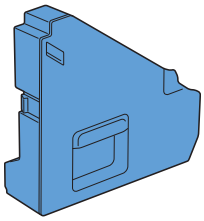


4 Turn the waste toner box lock lever 90-degrees counterclockwise to unlock the waste toner box.



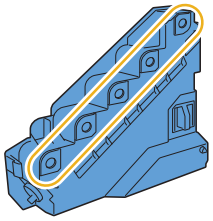
5 Grasp the handle on the waste toner box and pull it out making sure to hold it upright so that the waste toner does not spill out.



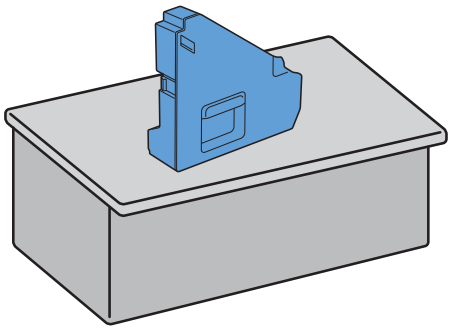


CAUTION: Take care not to drop the waste toner box while you are removing it.

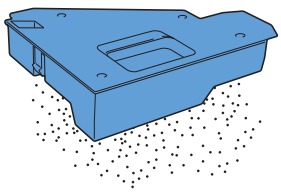
CAUTION: After removing the waste toner box, do not touch the parts shown in the illustration. Toner can dirty or stain your hands.



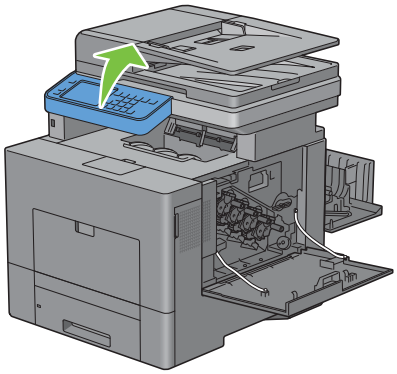
6 Stand the removed waste toner box upright on a level surface.



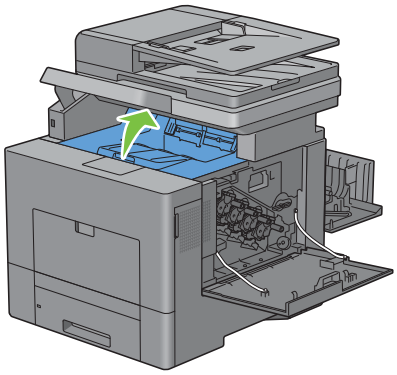
WARNING: Never lay the waste toner box on its side as this may cause its malfunction or toner spills.



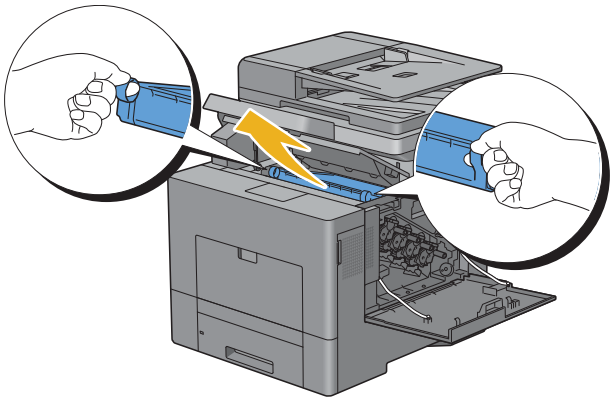
7 Lift the operator panel.



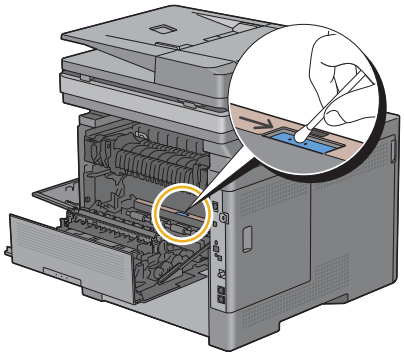
8 Open the top cover.



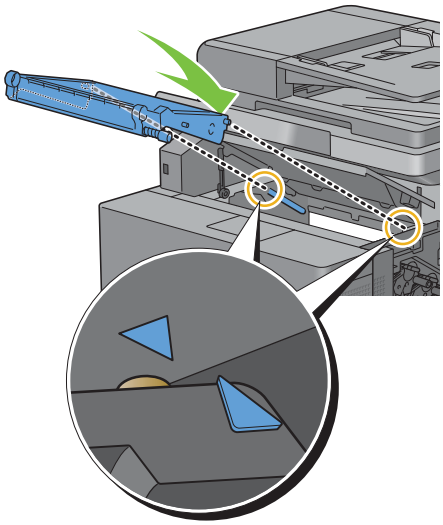
9 Put your fingers through the loops on both sides of the transfer belt unit, and then pull it out.



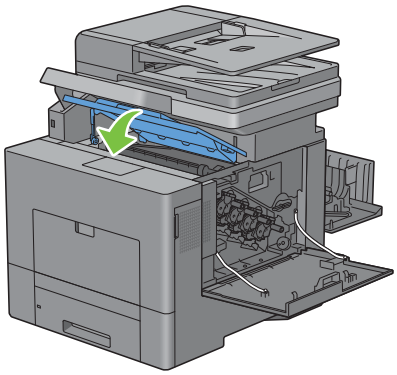
10 Clean the CTD sensor (as shown) with a clean, dry cotton swab.



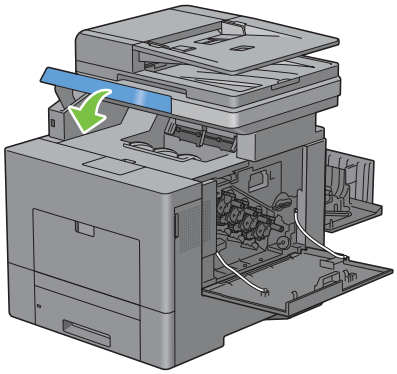
11 Make sure that the arrow marks on the transfer belt unit and the printer face each other, and then insert the unit into the printer until it clicks.



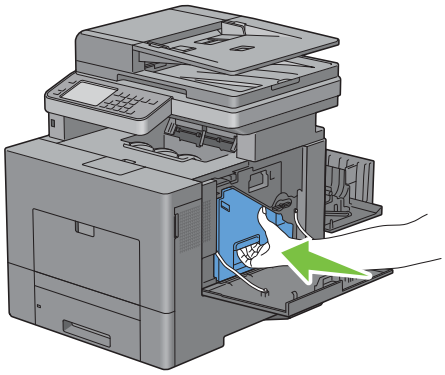
12 Close the top cover.



13 Lower the operator panel back in place.

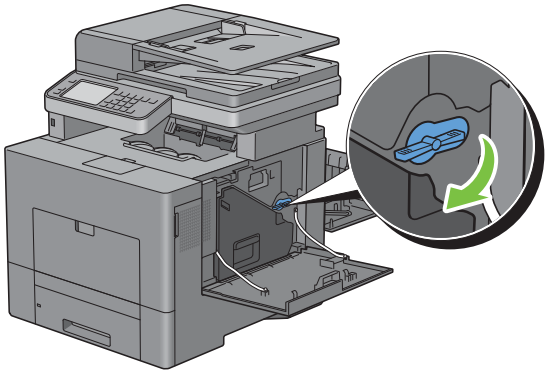


14 Reinsert the removed waste toner box.

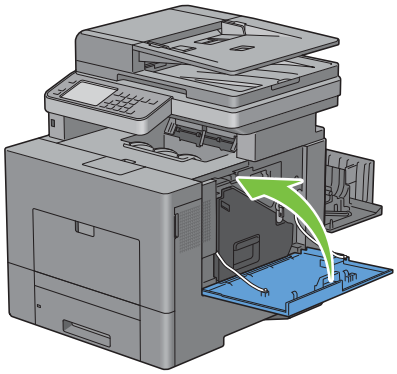


CAUTION: If the waste toner box does not fit into place properly, make sure that the transfer belt unit is fully inserted.

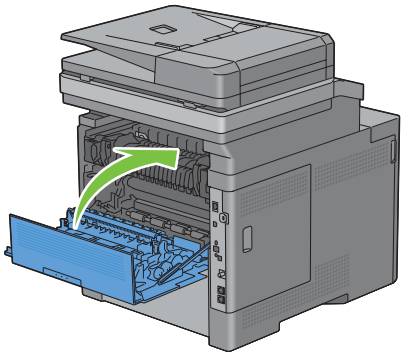
15 Turn the waste toner box lock lever 90-degrees clockwise to lock the waste toner box.



16 Close the right side cover.



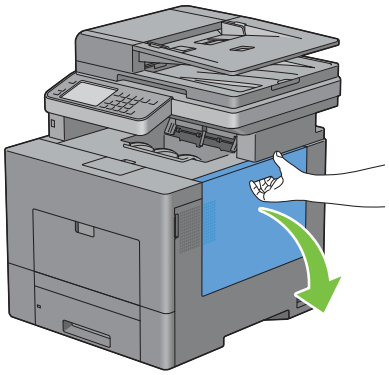
17 Close the rear cover.



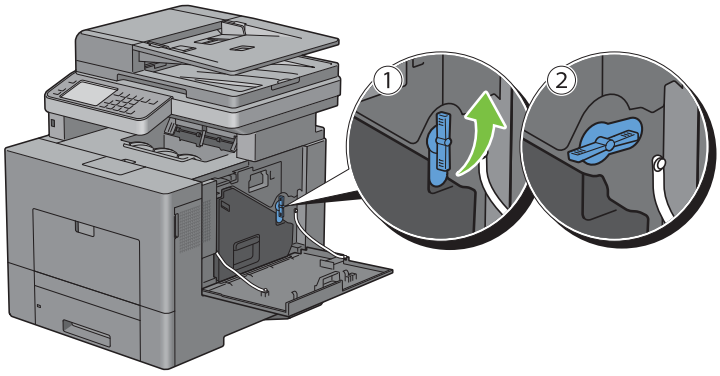
Cleaning the Raster Optical Scanner (ROS) Window

To prevent deterioration of printing quality due to stains inside the printer, clean inside the printer regularly by using the cleaning rod whenever you replace drum cartridges.

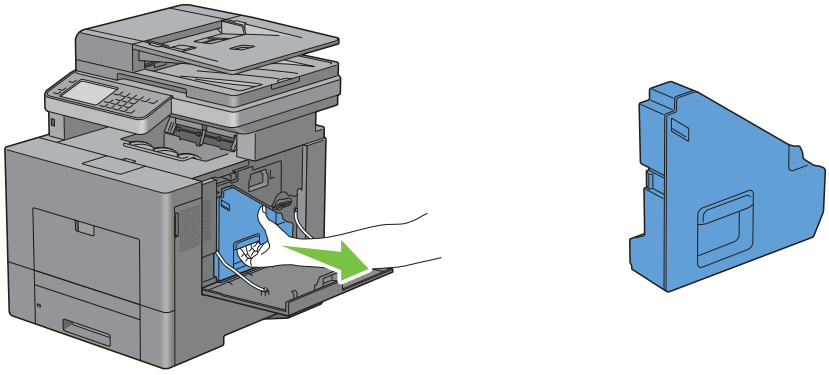
1 Open the right side cover.



2 Turn the waste toner box lock lever 90-degrees counterclockwise to unlock the waste toner box.

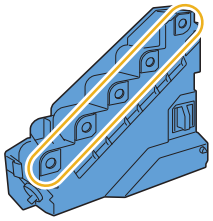


3 Grasp the handle on the waste toner box and pull it out making sure to hold it upright so that the waste toner does not spill out.

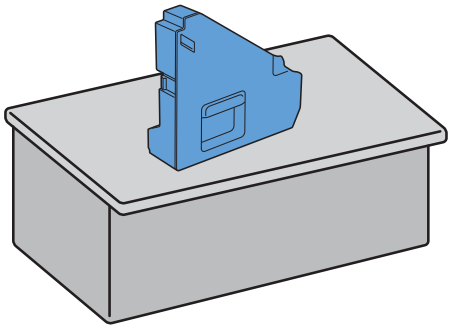


CAUTION: Take care not to drop the waste toner box while you are removing it.

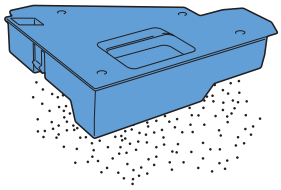
CAUTION: After removing the waste toner box, do not touch the parts shown in the illustration. Toner can dirty or stain your hands.



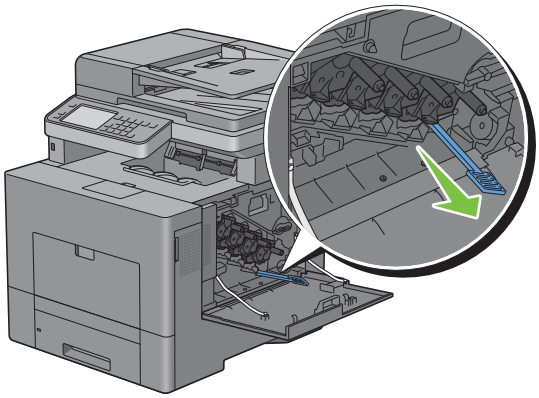
4 Stand the removed waste toner box upright on a level surface.



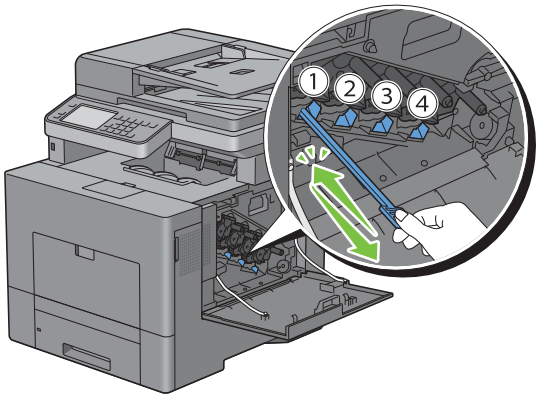
WARNING: Never lay the waste toner box on its side as this may cause its malfunction or toner spills.



5 Remove the cleaning rod from inside the printer.

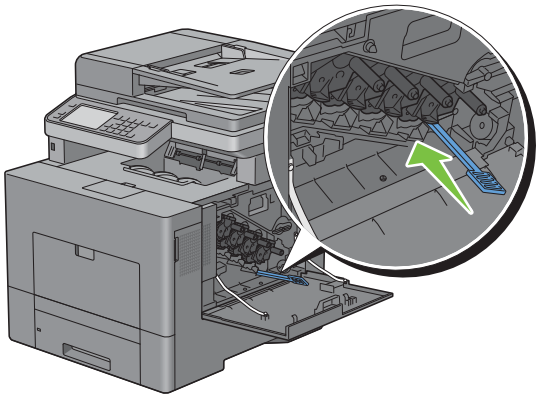


6 Insert the cleaning rod fully into one of the four holes until it clicks into the interior of the printer as illustrated below, and then pull it out.

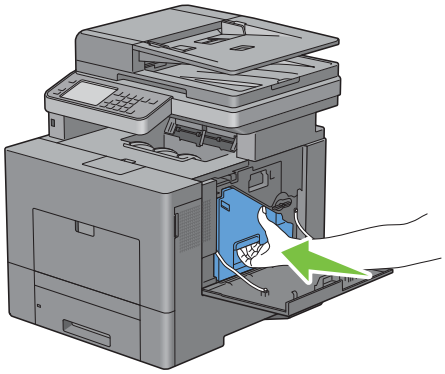


7 Repeat step 6 also on the other three holes. One time insertion is enough for each hole.

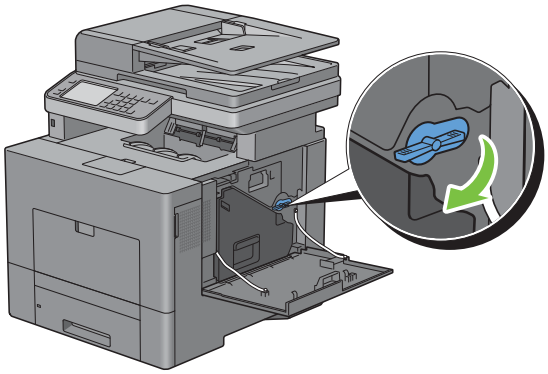
8 Return the cleaning rod to its original location.



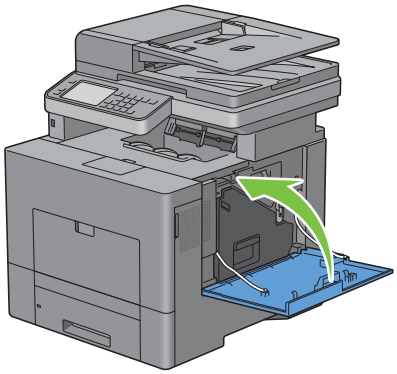
9 Reinsert the removed waste toner box.



10 Turn the waste toner box lock lever 90-degrees clockwise to lock the waste toner box.



11 Close the right side cover.

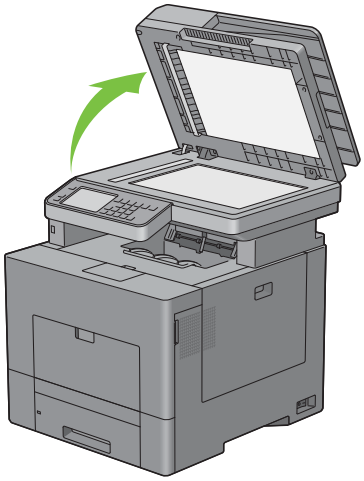


Cleaning the Scanner

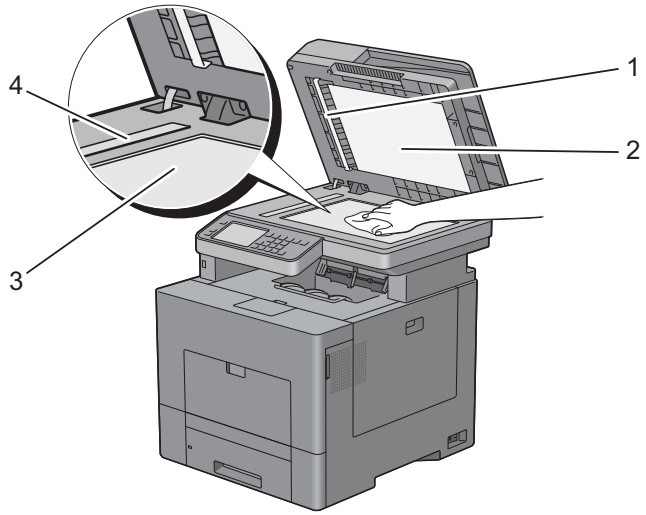
Keeping the scanner clean helps ensure the best possible copies. It is recommended to clean the scanner at the start of each day and during the day, as needed.

1 Slightly dampen a soft lint-free cloth or paper towel with water.

2 Open the document cover.



3 Wipe the surface of the document glass and DADF glass until it is clean and dry.



1	White Sheet **NOTE:** Handle with care.
2	White Document Cover
3	Document Glass
4	DADF Glass

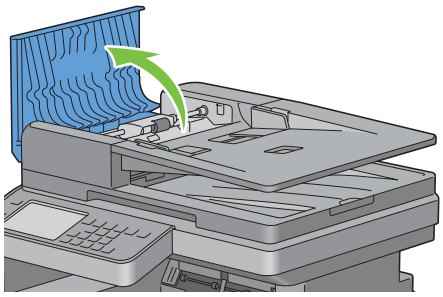
4 Wipe the underside of the white document cover and white sheet until it is clean and dry.

5 Close the document cover.

Cleaning the DADF Feed Roller

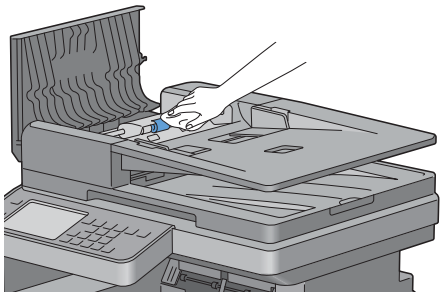
Keeping the DADF feed roller clean helps ensure the best possible copies. It is recommended to clean the DADF feed roller at regular intervals.

1 Open the DADF cover.



2 Wipe the DADF feed roller with a dry soft lint-free cloth or paper towel until it is clean.

If the DADF feed roller gets soiled with ink stains, paper from the DADF may also be soiled. In this case, slightly dampen a soft lint-free cloth or paper towel with a neutral detergent or water, and then remove the contamination from the DADF feed roller until it is clean and dry.



Adjusting Color Registration

To adjust the color registration when you first install the printer or after moving it to a new location, follow the procedure below.

- Printing the Color Registration Chart
- Determining Values
- Entering Values

NOTE: If the `Panel Lock Control` is set to `Enable`, you need to enter the four digit password to enter the `Admin Settings` menu.

Printing the Color Registration Chart

When Using the Operator Panel

1 Press the (**Information**) button.

2 Tap the `Tools` tab, and then tap `Admin Settings`.

3 Tap `Maintenance`.

4 Tap ▼ until `Color Reg Adjust` appears, and then tap `Color Reg Adjust`.

5 Tap `Color Regi Chart`.

6 Tap `Print`.

The color registration chart is printed.

When Using the Tool Box

1 Click **Start**→ **All Programs**→ **Dell Printers**→ **Dell C2665dnf Color Laser Multifunction Printer** → **Tool Box**.

NOTE: For details about starting the **Tool Box**, see "Starting the Tool Box."

The **Tool Box** opens.

2 Click the **Printer Maintenance** tab.

3 Select **Service Tools** from the list at the left side of the page.

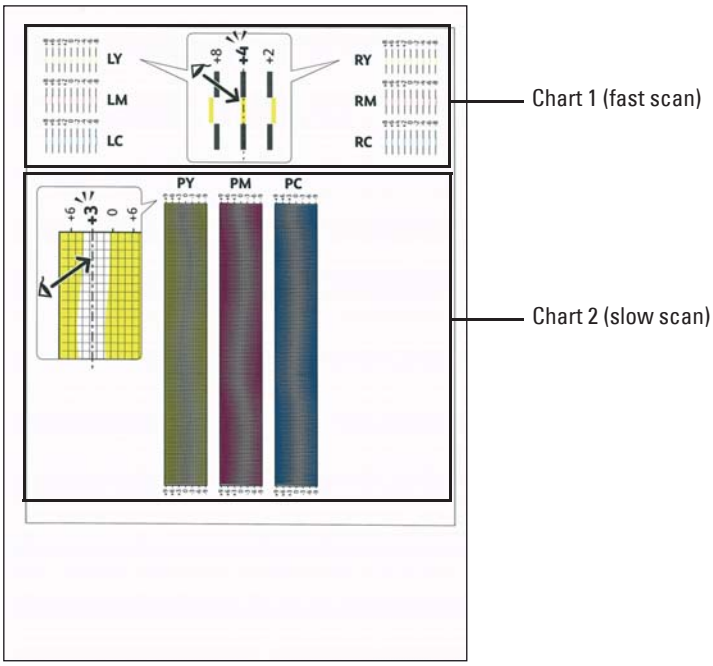
The **Service Tools** page is displayed.

4 Click **Start** next to **Color Regi Chart** under **Color Registration Adjustments**.

The color registration chart is printed.

Determining Values

On the color registration chart, there are two types of charts: Chart 1 (fast scan) and Chart 2 (slow scan).



The Chart 1 is used to adjust the color registration for the fast scan direction, which is vertical to paper feed direction. The Chart 2 is used to adjust the color registration for the slow scan direction, which is horizontal to paper feed direction.

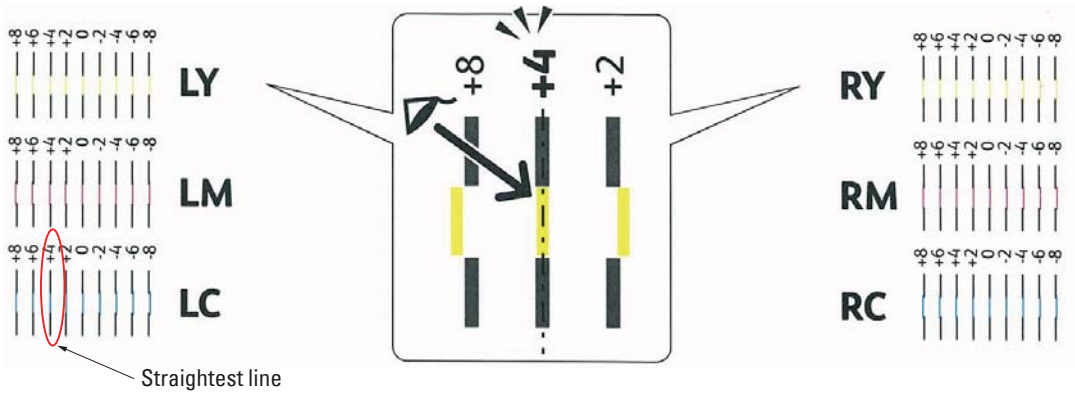
The following sections explain how to determine the adjustment values for the fast scan and the slow scan using Chart 1 and Chart 2.

Fast Scan

On the Chart 1 of the color registration chart, find the straightest lines where the two black lines and the colored line are most closely aligned for each color (**LY**, **LM**, **LC**, **RY**, **RM**, and **RC**). If you find the straightest line, make a note of the value (**-8** to **+8**) indicated by the straightest line for each color.

When the value is **0** for each color, you do not need to adjust the color registration for the fast scan.

When the value is not **0**, enter the value using the procedure in "Entering Values."



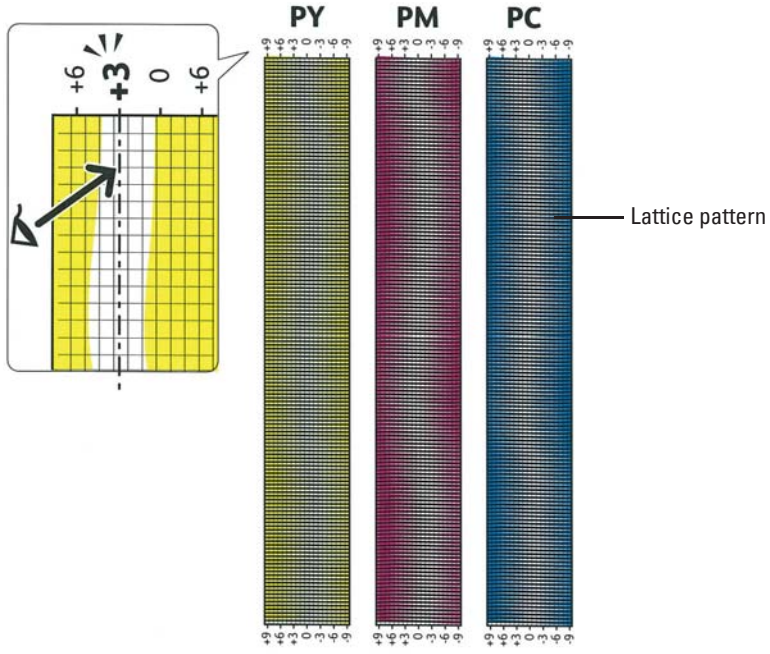
NOTE: If it is difficult to choose only one value, as in the case that there seem to be two values closest to a straight line, take the value between the two. For example, in the figure above, -6 and -8 are the values closest to a straight line, so you would enter the value -7.

Slow Scan

On the Chart 2 of the color registration chart, find the medium line within the range of white area for each color pattern (**PY**, **PM**, and **PC**). If you find the medium line, make a note of the value (**-9** to **+9**) indicated by the medium line for each color.

When the value is **0** for each color, you do not need to adjust the color registration for the slow scan.

When the value is not **0**, enter the value using the procedure in "Entering Values."



Entering Values

When Using the Operator Panel

Using the operator panel, enter the values found in the color registration chart to make adjustments.

1. Press the (**Information**) button.
2. Tap the `Tools` tab, and then tap `Admin Settings`.
3. Tap `Maintenance`.
4. Tap ▾ until `Color Reg Adjust` appears, and then tap `Color Reg Adjust`.
5. Tap `Enter Number`.
6. Tap – or + to specify the values for left colors (`LY`, `LM`, and `LC`), and then tap `Next`.
7. Tap – or + to specify the values for right colors (`RY`, `RM`, and `RC`), and then tap `Next`.
8. Tap – or + to specify the values for process colors (`PY`, `PM`, and `PC`), and then tap `OK`.

NOTE: The registration values are always shown as 0 the next time you enter the menu.

9. Tap `Color Regi Chart`.
10. Tap `Print`.

    The color registration chart with the new values is printed.

    If the straightest line is not at the value of 0, adjust the values again. Checking the charts before and after the adjustments will help you to determine the values to enter.

When Using the Tool Box

Using the **Tool Box**, enter the values that you found in the color registration chart to make adjustments.

1. Click **Start**→ **All Programs**→ **Dell Printers**→ **Dell C2665dnf Color Laser Multifunction Printer**→ **Tool Box**.

   NOTE: For details about starting the **Tool Box**, see "Starting the Tool Box."

   The **Tool Box** opens.
2. Click the **Printer Maintenance** tab.
3. Select **Service Tools** from the list at the left side of the page.

   The **Service Tools** page is displayed.
4. Specify each value for process, left, and right colors in **Enter Number** under **Color Registration Adjustments**, and then click **Apply New Settings**.
5. Click **Start** next to **Color Regi Chart** under **Color Registration Adjustments**.

   The color registration chart is printed with the new values.
6. Adjust till all straight lines are at the value of 0. Show image of before and after adjustment will help.

After printing the color registration chart, do not turn off the printer until the printer motor has stopped running.

NOTE: If `0` is not next to the straightest lines, determine the values and adjust the printer again.