

# Troubleshooting

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# Troubleshooting Guide

## Basic Printer Problems

Some printer problems can be easily resolved. If a problem occurs with your printer, check each of the following:

- The power cable is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned on.
- The electrical outlet is not turned off at any switch or breaker.
- Other electrical equipment plugged into the outlet is working.
- All options are properly installed.


If you have checked all of the above and still have a problem, turn off the printer, wait for 10 seconds, and then turn on the printer. This often fixes the problem.



 **NOTE:** If error messages are displayed on the touch panel or on your computer screen, follow the on-screen instructions to resolve the printer problems. For details about error messages and error codes, see "Understanding Printer Messages."

## Display Problems

Problem	Action
Menu settings changed from the operator panel have no effect.	Settings in the software program, the printer driver, or the printer utilities are overriding the settings made on the operator panel.

## Printing Problems

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

Problem	Action
Job did not print or incorrect characters printed.	Ensure that the top menu appears on the touch panel before you send a job to print. Press the  (Home) button to return to the top menu.
	Ensure that the print media is loaded in the printer. Press the  (Home) button to return to the top menu.
	Verify that the printer is using the correct Page Description Language (PDL).
	Verify that you are using the correct printer driver.
	Ensure that the correct USB or Ethernet cable is securely connected to the printer.
	Verify that the correct print media size is selected.
	If you are using a print spooler, verify that the spooler has not stalled.
Check the printer's interface from the Admin Settings.	
Determine the host interface you are using. Print a panel settings report to verify that the current interface settings are correct.	

<b>Problem</b>	<b>Action</b>
Print media misfeeds or multiple feeds occur.	<p>Ensure that the print media you are using meets the specifications for your printer. See "Supported Paper Types" for more information.</p> <p>Fan the print media before loading it.</p> <p>Ensure that the print media is loaded correctly.</p> <p>Ensure that the width and length guides of the print media sources are adjusted correctly.</p> <p>Ensure that tray1, the optional 550-sheet feeder (tray2), or the multi-purpose feeder (MPF) unit is securely inserted.</p> <p>Do not overload tray1, the optional 550-sheet feeder, or the MPF.</p> <p>Do not force print media into the MPF when you load it; otherwise, it may skew or buckle.</p> <p>Ensure that the print media is not curled.</p> <p>Face the recommended print side up. See "Loading Print Media in Tray1 and the Optional 550-Sheet Feeder" for more information.</p> <p>Turn the print media over or around and try printing again to see if feeding improves.</p> <p>Do not mix print media types.</p> <p>Do not mix reams of print media.</p> <p>Remove the top and bottom curled sheets of a ream before loading the print media.</p> <p>Load print media only when tray1, the optional 550-sheet feeder, or the MPF is empty.</p> <p>Wipe the retard rollers in tray1, the optional 550-sheet feeder, or the MPF with a cloth moistened with water.</p>
The envelope is creased after printed.	Make sure that the envelope is loaded in the MPF as instructed in "Loading an Envelope in the MPF."
Page breaks in unexpected places.	Increase the value for <b>Time-Out</b> using the operator panel, the <b>Tool Box</b> , or <b>Dell™ Printer Configuration Web Tool</b> .
Print media does not stack neatly in the output tray.	Turn the print media stack over in tray1 or the MPF.
Printing takes time when printing from the Dell Document Hub.	Set <b>Print Mode</b> to <b>High Speed</b> in the printer menu. See "Print Mode" for more information.
Cannot print from tray1 or the optional 550-sheet feeder because the print media in tray1 or the optional 550-sheet feeder is curled.	Load the print media into the MPF.

## Print Quality Problems



**NOTE:** Some of the following procedures that use the **Tool Box** can also be performed using the operator panel or **Dell Printer Configuration Web Tool**. For information on how to use the operator panel and **Dell Printer Configuration Web Tool**, see "Understanding the Printer Menus" and "Dell™ Printer Configuration Web Tool."

- The output is too light
- Toner smears or print comes off
- Random spots/Blurred images
- The entire output is blank

- Streaks appear on the output
- Part or the entire output is black
- Pitched color dots
- Vertical blanks
- Ghosting
- Light-induced fatigue
- Fog
- Bead-Carry-Out (BCO)
- Jagged characters
- Banding
- Auger mark
- Wrinkled/Stained paper
- Damage on the leading edge of paper

### The output is too light



Action	Yes	No
<p>1 The toner cartridges may be low or need to be replaced. Confirm the amount of toner left in each toner cartridge.</p> <ul style="list-style-type: none"> <li>a Check the toner level in the <b>Status</b> tab in the Status Monitor.</li> <li>b Replace the toner cartridges as necessary.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 If you are using non-Dell brand toner cartridges, enable the <b>Non-Dell Toner</b> option.</p> <ul style="list-style-type: none"> <li>a Launch the <b>Tool Box</b>, and click <b>Service Tools</b> on the <b>Printer Maintenance</b> tab.</li> <li>b Ensure that the <b>On</b> check box under <b>Non-Dell Toner</b> is selected.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Disable the <b>Toner Saver</b> in the printer driver.</p> <ul style="list-style-type: none"> <li>a On the <b>Others</b> tab, ensure that <b>Off</b> is selected in the <b>Toner Saver</b> drop-down menu.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 4.

Action	Yes	No
<p>4 The print media surface may be uneven. Try changing the <b>Paper Type</b> setting in the printer driver. For example, change the plain paper to thick.</p> <p><b>a</b> On the <b>General</b> tab, change the <b>Paper Type</b> setting.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 5.
<p>5 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 6.
<p>6 Clean inside the printer by using the cleaning rod. See "Cleaning the Raster Optical Scanner (ROS) Window."</p> <p><b>a</b> After the cleaning is completed, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>b</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 7.
<p>7 Replace the drum cartridges.</p> <p><b>a</b> Replace the drum cartridges. See "Replacing the Drum Cartridges."</p> <p><b>b</b> After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>c</b> Click <b>4 Colors Configuration Chart</b>.</p> <p>The 4 Colors Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

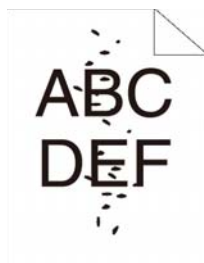
### Toner smears or print comes off



Action	Yes	No
<p>1 The print media surface may be uneven. Try changing the <b>Paper Type</b> setting in the printer driver. For example, change the plain paper to thick.</p> <p><b>a</b> On the <b>General</b> tab, change the <b>Paper Type</b> setting.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.

<b>Action</b>	<b>Yes</b>	<b>No</b>
<p>3 Replace the drum cartridges.</p> <ul style="list-style-type: none"> <li>a Replace the drum cartridges. See "Replacing the Drum Cartridges."</li> <li>b After you replace the drum cartridges, test print your document again.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 4.
<p>4 Replace the fusing unit.</p> <ul style="list-style-type: none"> <li>a Replace the fusing unit. See "Replacing the Fusing Unit."</li> <li>b After you replace the fusing unit, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Pitch Configuration Chart</b>.</li> </ul> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 5.
<p>5 Replace the transfer belt unit, the 2nd Belt Transfer Roller (2nd BTR), and the retard roller.</p> <ul style="list-style-type: none"> <li>a Replace the transfer belt unit, the 2nd BTR, and the retard roller. See "Replacing the Transfer Belt Unit, the 2nd Belt Transfer Roller (2nd BTR), and the Retard Roller."</li> <li>b After you replace the transfer belt unit, the 2nd BTR, and the retard roller, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Pitch Configuration Chart</b>.</li> </ul> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

### Random spots/Blurred images



<b>Action</b>	<b>Yes</b>	<b>No</b>
<p>1 Ensure that the toner cartridges are installed correctly. See "Installing a Toner Cartridge."</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 Ensure that the drum cartridges are installed correctly. See "Installing a Drum Cartridge."</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.

Action	Yes	No
<p>3 Replace the drum cartridges.</p> <ul style="list-style-type: none"> <li>a Replace the drum cartridges. See "Replacing the Drum Cartridges."</li> <li>b After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Pitch Configuration Chart</b>.</li> </ul> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

### The entire output is blank

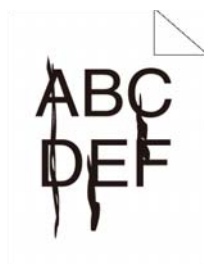


Action	Yes	No
<p>1 The toner cartridges may be low or need to be replaced. Confirm the amount of toner left in each toner cartridge.</p> <ul style="list-style-type: none"> <li>a Check the toner level in the <b>Status</b> tab in the Status Monitor.</li> <li>b Replace the toner cartridges as necessary.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 If you are using non-Dell brand toner cartridges, enable the <b>Non-Dell Toner</b> option.</p> <ul style="list-style-type: none"> <li>a Launch the <b>Tool Box</b>, and click <b>Service Tools</b> on the <b>Printer Maintenance</b> tab.</li> <li>b Ensure that the <b>On</b> check box under <b>Non-Dell Toner</b> is selected.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Disable the <b>Toner Saver</b> in the printer driver.</p> <ul style="list-style-type: none"> <li>a On the <b>Others</b> tab, ensure that <b>Off</b> is selected in the <b>Toner Saver</b> drop-down menu.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 4.
<p>4 The print media surface may be uneven. Try changing the <b>Paper Type</b> setting in the printer driver. For example, change the plain paper to thick.</p> <ul style="list-style-type: none"> <li>a On the <b>General</b> tab, change the <b>Paper Type</b> setting.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 5.
<p>5 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 6.



Action	Yes	No
<p>6 Replace the drum cartridges.</p> <ul style="list-style-type: none"> <li>a Replace the drum cartridges. See "Replacing the Drum Cartridges."</li> <li>b After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>4 Colors Configuration Chart</b>.</li> </ul> <p>The 4 Colors Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

### Streaks appear on the output



Action	Yes	No
<p>1 The toner cartridges may be low or need to be replaced. Confirm the amount of toner left in each toner cartridge.</p> <ul style="list-style-type: none"> <li>a Check the toner level in the <b>Status</b> tab in the Status Monitor.</li> <li>b Replace the toner cartridges as necessary.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 If you are using non-Dell brand toner cartridges, enable the <b>Non-Dell Toner</b> option.</p> <ul style="list-style-type: none"> <li>a Launch the <b>Tool Box</b>, and click <b>Service Tools</b> on the <b>Printer Maintenance</b> tab.</li> <li>b Ensure that the <b>On</b> check box under <b>Non-Dell Toner</b> is selected.</li> </ul> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Replace the drum cartridges.</p> <ul style="list-style-type: none"> <li>a Replace the drum cartridges. See "Replacing the Drum Cartridges."</li> <li>b After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>4 Colors Configuration Chart</b>.</li> </ul> <p>The 4 Colors Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

## Part or the entire output is black



Action	Yes	No
<p>1 Ensure that the drum cartridges are installed correctly. See "Installing a Drum Cartridge."</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 Ensure <b>Output Color</b> is set to <b>Color</b> in the printer driver.</p> <p><b>a</b> On the <b>Graphics</b> tab, ensure that <b>Output Color</b> is set to <b>Color</b>.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Replace the drum cartridges.</p> <p><b>a</b> Replace the drum cartridges. See "Replacing the Drum Cartridges."</p> <p><b>b</b> After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>c</b> Click <b>4 Colors Configuration Chart</b>.</p> <p>The 4 Colors Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

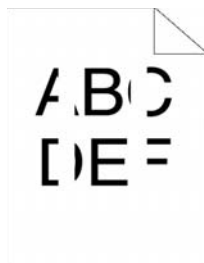
## Pitched color dots



Action	Yes	No
<p>1 Locate the cause of the problem using the Pitch Configuration Chart.</p> <p><b>a</b> Launch the <b>Tool Box</b>, and click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>b</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p><b>c</b> Compare the pitch of the color spots on your output with that on the Pitch Configuration Chart, and locate the cause of the problem.</p> <p>Is the cause of the problem located?</p>	<p>Proceed to the action corresponding to the location of the problem:</p> <ul style="list-style-type: none"> <li>• Drum cartridge - 2</li> <li>• Fusing unit - 3</li> <li>• Transfer belt unit - 4</li> </ul>	Contact Dell.

<b>Action</b>	<b>Yes</b>	<b>No</b>
<p>2 Replace the drum cartridges.</p> <p><b>a</b> Replace the drum cartridges. See "Replacing the Drum Cartridges."</p> <p><b>b</b> After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>c</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.
<p>3 Replace the fusing unit.</p> <p><b>a</b> Replace the fusing unit. See "Replacing the Fusing Unit."</p> <p><b>b</b> After you replace the fusing unit, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>c</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.
<p>4 Replace the transfer belt unit, the 2nd BTR, and the retard roller.</p> <p><b>a</b> Replace the transfer belt unit, the 2nd BTR, and the retard roller. See "Replacing the Transfer Belt Unit, the 2nd Belt Transfer Roller (2nd BTR), and the Retard Roller."</p> <p><b>b</b> After you replace the transfer belt unit, the 2nd BTR, and the retard roller, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>c</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

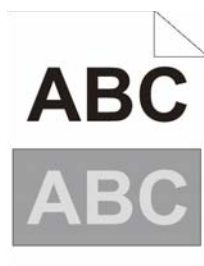
## Vertical blanks



<b>Action</b>	<b>Yes</b>	<b>No</b>
<p>1 Clean inside the printer by using the cleaning rod. See "Cleaning the Raster Optical Scanner (ROS) Window."</p> <p><b>a</b> After the cleaning is completed, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>b</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.

Action	Yes	No
<p>2 Ensure the light path is not covered.</p> <ul style="list-style-type: none"> <li>a Remove the drum cartridges, and keep them in the dark place. See "Removing the Drum Cartridge."</li> <li>b Check the light path, and then remove the shielding.</li> <li>c Re-install the drum cartridges. See "Installing a Drum Cartridge."</li> <li>d Launch the <b>Tool Box</b>, and click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>e Click <b>Pitch Configuration Chart</b>.</li> </ul> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Replace the drum cartridges.</p> <ul style="list-style-type: none"> <li>a Replace the drum cartridges. See "Replacing the Drum Cartridges."</li> <li>b After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Pitch Configuration Chart</b>.</li> </ul> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

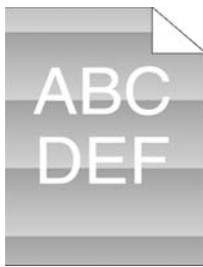
## Ghosting



Action	Yes	No
<p>1 Locate the cause of the problem using the Ghost Configuration Chart.</p> <ul style="list-style-type: none"> <li>a Launch the <b>Tool Box</b>, and click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>b Click <b>Ghost Configuration Chart</b>.</li> </ul> <p>The Ghost Configuration Chart is printed.</p> <p>Is the type of the problem identified?</p>	<p>Proceed to the action corresponding to the type of ghosting.</p> <p>Positive ghost - 2a</p> <p>Negative ghost - 2b</p>	Contact Dell.
<p>2a Replace the drum cartridges.</p> <ul style="list-style-type: none"> <li>a Replace the drum cartridges. See "Replacing the Drum Cartridges."</li> <li>b After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Ghost Configuration Chart</b>.</li> </ul> <p>The Ghost Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.
<p>2b If you are using non-recommended print media, use the print media recommended for the printer.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.

Action	Yes	No
<p>3 Adjust the transfer bias.</p> <p><b>a</b> On the operator panel, press the <b>i</b> (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Adjust Transfer Belt Unit.</p> <p><b>b</b> Tap K Offset or YMC Offset, and then decrease the value.</p> <p><b>c</b> Launch the Tool Box, and click Chart Print on the Diagnosis tab.</p> <p><b>d</b> Click Ghost Configuration Chart.</p> <p>The Ghost Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

### Light-induced fatigue



Action	Yes	No
<p>1 Check the light fatigue pattern using the Pitch Configuration Chart.</p> <p><b>a</b> Launch the Tool Box, and click Chart Print on the Diagnosis tab.</p> <p><b>b</b> Click Pitch Configuration Chart.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does the pattern on the output match with that on the Pitch Configuration Chart?</p>	Go to action 2.	Contact Dell.
<p>2 Replace the drum cartridges. See "Replacing the Drum Cartridges."</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

## Fog



Action	Yes	No
1 Replace the drum cartridges. <b>a</b> Replace the drum cartridges. See "Replacing the Drum Cartridges." <b>b</b> After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab. <b>c</b> Click <b>4 Colors Configuration Chart</b> . The 4 Colors Configuration Chart is printed. Does this solve your problem?	The task is complete.	Contact Dell.

## Bead-Carry-Out (BCO)



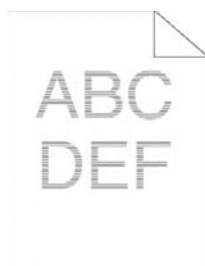
Action	Yes	No
1 If the printer is installed in a high altitude location, set the altitude of the location. <b>a</b> Launch the <b>Tool Box</b> , and click <b>Service Tools</b> on the <b>Printer Maintenance</b> tab. <b>b</b> Under <b>Adjust Altitude</b> , select the value close to the altitude of the location where the printer is installed. Does this solve your problem?	The task is complete.	Go to action 2.
2 Replace the drum cartridges. See "Replacing the Drum Cartridges." Does this solve your problem?	The task is complete.	Contact Dell.

## Jagged characters



Action	Yes	No
<p>1 Set <b>Screen</b> to <b>Fineness</b> in the printer driver.</p> <p><b>a</b> On the <b>Others</b> tab, set <b>Screen</b> under <b>Items</b>: to <b>Fineness</b>.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.
<p>2 Set <b>Print Mode</b> to <b>High Quality</b> in the printer driver.</p> <p><b>a</b> On the <b>Graphics</b> tab, select <b>High Quality</b> from <b>Print Mode</b>.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Enable <b>Bitmap Smoothing</b> in the printer driver.</p> <p><b>a</b> On the <b>Others</b> tab, set <b>Bitmap Smoothing</b> under <b>Items</b>: to <b>On</b>.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 4.
<p>4 Enable <b>Print Page Mode</b> in the printer driver.</p> <p><b>a</b> On the <b>Others</b> tab, set <b>Print Page Mode</b> under <b>Items</b>: to <b>On</b>.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 5.
<p>5 If using a downloaded font, ensure that the font is recommended for the printer, operating system, and the application being used.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

## Banding



Action	Yes	No
<p>1 Locate the cause of the problem using the Pitch Configuration Chart.</p> <p><b>a</b> Launch the <b>Tool Box</b>, and click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>b</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Is the cause of the problem located?</p>	<p>Proceed to the action corresponding to the location of the problem:</p> <ul style="list-style-type: none"> <li>• Drum cartridge - 2</li> <li>• Fusing unit - 3</li> <li>• Transfer belt unit - 4</li> </ul>	Contact Dell.

Action	Yes	No
<p>2 Replace the drum cartridges.</p> <p><b>a</b> Replace the drum cartridges. See "Replacing the Drum Cartridges."</p> <p><b>b</b> After you replace the drum cartridges, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>c</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.
<p>3 Replace the fusing unit.</p> <p><b>a</b> Replace the fusing unit. See "Replacing the Fusing Unit."</p> <p><b>b</b> After you replace the fusing unit, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>c</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.
<p>4 Replace the transfer belt unit, the 2nd BTR, and the retard roller.</p> <p><b>a</b> Replace the transfer belt unit, the 2nd BTR, and the retard roller. See "Replacing the Transfer Belt Unit, the 2nd Belt Transfer Roller (2nd BTR), and the Retard Roller."</p> <p><b>b</b> After you replace the transfer belt unit, the 2nd BTR, and the retard roller, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>c</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

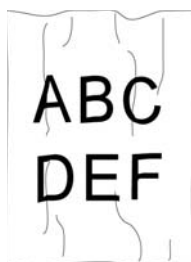
## Auger mark



Action	Yes	No
<p>1 Locate the cause of the problem using the Pitch Configuration Chart.</p> <p><b>a</b> Launch the <b>Tool Box</b>, and click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</p> <p><b>b</b> Click <b>Pitch Configuration Chart</b>.</p> <p>The Pitch Configuration Chart is printed.</p> <p>Does the output match with the pattern for auger mark?</p>	Go to action 2.	Contact Dell.
<p>2 Replace the drum cartridges. See "Replacing the Drum Cartridges."</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.



## Wrinkled/Stained paper




Action	Yes	No
1 Verify that the correct print media is being used. See "Supported Paper Types." If not, use the print media recommended for the printer. Does this solve your problem?	The task is complete.	If printing on an envelope, go to action 2.  If printing on print media other than envelopes, contact Dell.
2 Check the wrinkle. Is the wrinkle within 30 mm of the four edges of the envelope?	This type of wrinkle is considered normal. Your printer is not at fault.	Go to action 3.
3 Load the envelopes in the MPF properly. For details, see "Loading an Envelope in the MPF." Does this solve your problem?	The task is complete.	Contact Dell.

## Damage on the leading edge of paper



Action	Yes	No
1 When you use the MPF, reverse the paper and then try again. When you use any of the trays, change the paper and then try again. Does this solve your problem?	The task is complete.	(MPF) Go to action 2.  (trays) Contact Dell.
2 Change the paper with another one and then try again. Does this solve your problem?	The task is complete.	Go to action 3.
3 Use any of the trays in place of the MPF. Does this solve your problem?	The task is complete.	Contact Dell.

## Jam/Alignment Problems

 **NOTE:** Some of the following procedures that use the **Tool Box** can also be performed using the operator panel or **Dell Printer Configuration Web Tool**. For information on how to use the operator panel and **Dell Printer Configuration Web Tool**, see "Understanding the Printer Menus" and "Dell™ Printer Configuration Web Tool."

- The top and side margins are incorrect
- Color registration is out of alignment
- Images are skewed
- Tray1/Optional 550-Sheet Feeder Misfeed Jam
- MPF Misfeed Jam
- Regi Jam (Exit Sensor On JAM)
- Exit Jam (Exit Sensor Off JAM)
- Tray1/Optional 550-Sheet Feeder Multi-feed Jam
- MPF Multi-feed Jam

### The top and side margins are incorrect



Action	Yes	No
1 Ensure that the margins are set correctly on the application being used. Does this solve your problem?	The task is complete.	Contact Dell.

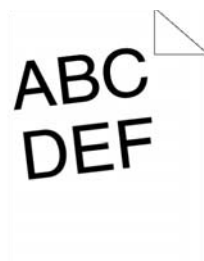
### Color registration is out of alignment



Action	Yes	No
1 Adjust the settings of the paper type on the printer driver to those of the tray. Does this solve your problem?	The task is complete.	Go to action 2.

Action	Yes	No
<p>2 Execute auto color registration adjustment.</p> <p><b>a</b> On the operator panel, press the <b>i</b> (Information) button and tap the Tools tab → tap Admin Settings → Maintenance → Color Reg Adjust → Auto Correct → Start.</p> <p>OR</p> <p><b>a</b> Launch the Tool Box, and click Service Tools on the Printer Maintenance tab.</p> <p><b>b</b> Click Start under Auto Correct in Color Registration Adjustments.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 3.
<p>3 Do you have spare drum cartridges?</p>	Go to action 4a.	Go to action 4b.
<p>4a Replace the drum cartridges.</p> <p><b>a</b> Replace the drum cartridges. See "Replacing the Drum Cartridges."</p> <p><b>b</b> Launch the Tool Box, and click Service Tools on the Printer Maintenance tab.</p> <p><b>c</b> Click Start under Color Regi Chart in Color Registration Adjustments.</p> <p>The Color Regi Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.
<p>4b Print the Color Regi Configuration Chart and manually correct the color registration.</p> <p><b>a</b> Launch the Tool Box, and click Service Tools on the Printer Maintenance tab.</p> <p><b>b</b> Click Start under Color Regi Chart in Color Registration Adjustments.</p> <p>The Color Regi Configuration Chart is printed.</p> <p><b>c</b> Identify the offset values from the chart and specify each value for process, left, and right colors in Enter Number. See "Adjusting Color Registration" for details.</p> <p><b>d</b> Click Apply New Settings.</p> <p><b>e</b> Click Start under Color Regi Chart to print the Color Regi Configuration Chart again.</p> <p>Does this solve your problem?</p>	The task is complete.	Contact Dell.

### Images are skewed



Action	Yes	No
<p>1 Adjust the paper guides properly.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 2.

Action	Yes	No
2	Install the transfer belt unit according to an appropriate procedure. See "Installing a Transfer Belt Unit." Does this solve your problem?	The task is complete. Contact Dell.

### Tray1/Optional 550-Sheet Feeder Misfeed Jam

Action	Yes	No
1	Ensure that tray1 or the optional 550-sheet feeder is properly inserted. Does this solve your problem?	The task is complete. Proceed to the action corresponding to the type of the print media being used: <ul style="list-style-type: none"> <li>• Thick - 2a</li> <li>• Thin - 2b</li> <li>• Coated - 2c</li> </ul> If using paper other than the above, go to action 2d.
2a	Use thick paper that is 216 g/m <sup>2</sup> or less. Does this solve your problem?	The task is complete. Go to action 3a.
2b	Use thin paper that is 60 g/m <sup>2</sup> or more. Does this solve your problem?	The task is complete. Go to action 3a.
2c	Load coated paper one sheet at a time. Does this solve your problem?	The task is complete. Go to action 3b.
2d	Ensure that the print media is not curled. Does this solve your problem?	The task is complete. Go to action 3a.
2e	Is the print media damp?	Go to action 3c. Go to action 3a.
3a	Fan the print media. Does this solve your problem?	The task is complete. Go to action 3b.
3b	Wipe the retard roller in tray1 or the optional 550-sheet feeder with a cloth moistened with water. Does this solve your problem?	The task is complete. Go to action 4b.
3c	Turn over the print media. Does this solve your problem?	The task is complete. Go to action 4a.
4a	Use print media that is not damp. Does this solve your problem?	The task is complete. Go to action 3a.
4b	Replace the drum cartridges. Does this solve your problem?	The task is complete. Contact Dell.

## MPF Misfeed Jam

Action	Yes	No
1 Ensure that the MPF is properly inserted. Does this solve your problem?	The task is complete.	Proceed to the action corresponding to the type of the print media being used: <ul style="list-style-type: none"> <li>• Thick - 2a</li> <li>• Thin - 2b</li> <li>• Coated - 2c</li> <li>• Envelope - 2d</li> </ul> If using paper other than the above, go to action 2e.
2a Use thick paper that is 216 g/m <sup>2</sup> or less. Does this solve your problem?	The task is complete.	Go to action 3a.
2b Use thin paper that is 60 g/m <sup>2</sup> or more. Does this solve your problem?	The task is complete.	Go to action 3a.
2c Load coated paper one sheet at a time. Does this solve your problem?	The task is complete.	Go to action 3b.
2d Ensure that the envelope is properly loaded in the MPF as instructed in "Loading an Envelope in the MPF." Does this solve your problem?	The task is complete.	Go to action 3c.
2e Is the print media damp?	Go to action 3d.	Go to action 3a.
3a Fan the print media. Does this solve your problem?	The task is complete.	Go to action 3b.
3b Wipe the retard roller in the MPF with a cloth moistened with water. Does this solve your problem?	The task is complete.	Go to action 4b.
3c If the envelope is deformed, correct it or use another envelope. Does this solve your problem?	The task is complete.	Go to action 3a.
3d Turn over the print media. Does this solve your problem?	The task is complete.	Go to action 4a.
4a Use print media that is not damp. Does this solve your problem?	The task is complete.	Go to action 3a.
4b Replace the drum cartridges. Does this solve your problem?	The task is complete.	Contact Dell.

## Regi Jam (Exit Sensor On JAM)

Action	Yes	No
1 Ensure that the drum cartridges are installed correctly. Does this solve your problem?	The task is complete.	Go to action 2.
2 Replace the drum cartridges. See "Replacing the Drum Cartridges." Does this solve your problem?	The task is complete.	Go to action 3.

<b>Action</b>	<b>Yes</b>	<b>No</b>
3 Ensure that the fusing unit is set properly. Does this solve your problem?	The task is complete.	Go to action 4.
4 Replace the fusing unit. <ul style="list-style-type: none"> <li>a Replace the fusing unit. See "Removing the Fusing Unit."</li> <li>b After you replace the fusing unit, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Pitch Configuration Chart</b>.</li> </ul> The Pitch Configuration Chart is printed. Does this solve your problem?	The task is complete.	Go to action 5.
5 Ensure that the transfer belt unit is installed correctly. Does this solve your problem?	The task is complete.	Go to action 6.
6 Replace the transfer belt unit, the 2nd BTR, and the retard roller. <ul style="list-style-type: none"> <li>a Replace the transfer belt unit, the 2nd BTR, and the retard roller. See "Replacing the Transfer Belt Unit, the 2nd Belt Transfer Roller (2nd BTR), and the Retard Roller."</li> <li>b After you replace the transfer belt unit, the 2nd BTR, and the retard roller, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Pitch Configuration Chart</b>.</li> </ul> The Pitch Configuration Chart is printed. Does this solve your problem?	The task is complete.	Contact Dell.

### Exit Jam (Exit Sensor Off JAM)

<b>Action</b>	<b>Yes</b>	<b>No</b>
1 Ensure the fusing unit is installed correctly. Does this solve your problem?	The task is complete.	Go to action 2.
2 Replace the fusing unit. <ul style="list-style-type: none"> <li>a Replace the fusing unit. See "Replacing the Fusing Unit."</li> <li>b After you replace the fusing unit, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Pitch Configuration Chart</b>.</li> </ul> The Pitch Configuration Chart is printed. Does this solve your problem?	The task is complete.	Contact Dell.

### Tray1/Optional 550-Sheet Feeder Multi-feed Jam

<b>Action</b>	<b>Yes</b>	<b>No</b>
1 Ensure that tray1 or the optional 550-sheet feeder is properly inserted. Does this solve your problem?	The task is complete.	If using coated paper, go to action 2.  If using other type of print media, go to action 3.
2 Load coated paper one sheet at a time. Does this solve your problem?	The task is complete.	Go to action 4.

Action	Yes	No
3 Use print media that is not damp. Does this solve your problem?	The task is complete.	Go to action 4.
4 Fan the print media. Does this solve your problem?	The task is complete.	Go to action 5.
5 Wipe the retard roller in tray1 or the optional 550-sheet feeder where the multi-feed occurred with a cloth moistened with water. Does this solve your problem?	The task is complete.	Contact Dell.

## MPF Multi-feed Jam

1 Ensure the media type you are using. If using coated paper, go to action 2. If using other type of print media, go to action 3.	-	-
2 Load coated paper one sheet at a time. Does this solve your problem?	The task is complete.	Go to action 4.
3 Use print media that is not damp. Does this solve your problem?	The task is complete.	Go to action 4.
4 Fan the print media. Does this solve your problem?	The task is complete.	Go to action 5.
5 Wipe the retard roller in the MPF where the multi-feed occurred with a cloth moistened with water. Does this solve your problem?	The task is complete.	Contact Dell.

## Noise

Action	Yes	No
1 To specify the cause of the noise, perform the Auto Registration Adjustment. Does this solve your problem?	The task is complete.	Go to action 2.
2 Replace the transfer belt unit, the 2nd BTR, and the retard roller. <ul style="list-style-type: none"> <li>a Replace the transfer belt unit, the 2nd BTR, and the retard roller. See "Replacing the Transfer Belt Unit, the 2nd Belt Transfer Roller (2nd BTR), and the Retard Roller."</li> <li>b After you replace the transfer belt unit, the 2nd BTR, and the retard roller, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>c Click <b>Pitch Configuration Chart</b>.</li> </ul> The Pitch Configuration Chart is printed. Does this solve your problem?	The task is complete.	Go to action 3.

3	<p>Replace the fusing unit.</p> <ul style="list-style-type: none"> <li><b>a</b> Replace the fusing unit. See "Replacing the Fusing Unit."</li> <li><b>b</b> After you replace the fusing unit, click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li><b>c</b> Click <b>Pitch Configuration Chart</b>.</li> </ul> <p>The Pitch Configuration Chart is printed.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 4.
4	<p>Replace the waste toner box.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 5.
5	<p>Replace the drum cartridges.</p> <p>Does this solve your problem?</p>	The task is complete.	Go to action 6.
6	<p>Replace the toner cartridge (K). See "Replacing the Toner Cartridges."</p>	The task is complete. (The toner cartridge (K) you are using has been damaged. Replace it with a new one.)	Go to action 7.
7	<p>Replace the toner cartridge (Y). See "Replacing the Toner Cartridges."</p>	The task is complete. (The toner cartridge (Y) you are using has been damaged. Replace it with a new one.)	Go to action 8.
8	<p>Replace the toner cartridge (M). See "Replacing the Toner Cartridges."</p>	The task is complete. (The toner cartridge (M) you are using has been damaged. Replace it with a new one.)	Go to action 9.
9	<p>Replace the toner cartridge (C). See "Replacing the Toner Cartridges."</p>	The task is complete. (The toner cartridge (C) you are using has been damaged. Replace it with a new one.)	Contact Dell.

## Copy Problems

Problem	Action
A document loaded in the DADF cannot be copied.	<p>Ensure that the DADF cover is firmly closed.</p> <p>Ensure that the release lever is properly positioned.</p>



Vertical blanks or streaks appear on the output when scanned using the DADF.	Clean the DADF glass. Clean inside the printer by using the cleaning rod. See "Cleaning the Raster Optical Scanner (ROS) Window."
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## Fax Problems

Problem	Action
The printer is not working, there is no display and the buttons are not working.	Unplug the power cord and plug it in again. Ensure that there is power to the electrical receptacle.
No dial tone sounds.	Check that the phone line is connected properly. See "Connecting the Telephone Line." Check that the phone socket in the wall is working by plugging in another phone. Diagnose the fax connection. See "Diagnosing the Fax Connection."
The numbers stored in the memory do not dial correctly.	Ensure that the numbers are stored in the memory correctly. Print a Phone Book list.
The document does not feed into the printer.	Ensure that the document is not wrinkled and you are putting it in correctly. Check that the document is of the right size, not too thick or thin. Ensure that the DADF cover is firmly closed.
Faxes are not received automatically.	The FAX mode should be selected. Ensure that there is paper in the paper tray. Check to see if the display shows MFP Memory Full. If the time interval specified for the following features is too long, change the time interval shorter such as 30 seconds. <ul style="list-style-type: none"> <li>• Auto Rec Fax</li> <li>• Auto Rec TEL/FAX</li> <li>• Auto Rec Ans/FAX</li> </ul> Diagnose the fax connection. See "Diagnosing the Fax Connection."
The printer does not send faxes.	Sending Fax should show up on the display. Check the other fax machine you are sending to, to see if it can receive your fax. Check the dialing type for Tone or Pulse. Ensure that the document is loaded in the DADF or on the document glass. Diagnose the fax connection. See "Diagnosing the Fax Connection."
The incoming fax has blank spaces or is received in poor quality.	Check your printer by making a copy. The toner cartridge may be empty. Replace the toner cartridge. See "Replacing the Toner Cartridges." A noisy phone line can cause line errors. Set the fax modem speed to a slower speed. The fax machine sending you the fax may be faulty.
Some of the words on an incoming fax are stretched.	The fax machine sending you the fax had a temporary document jam.
There are lines on the documents you send.	Check the surface of the document glass and DADF glass for marks and clean it. See "Cleaning the Scanner."

The printer dials a number, but the connection with another fax machine fails.	The other fax machine may be turned off, out of paper, or cannot answer incoming calls. Speak with the other machine operator and ask her/him to sort out the problem.
Documents are not stored in the memory.	There may not be enough memory to store the document. If the display shows a MFP Memory Full message, delete any documents you no longer need from the memory and then restore the document, or wait for the job in progress (e.g., a fax transmission or reception) to complete.
Blank areas appear at the bottom of each page or on other pages, with a small strip of text at the top.	You may have chosen the wrong paper settings in the user option setting. See "Print Media Guidelines."
The printer will not send or receive faxes.	<p>Ensure that the country code is set correctly. Press the <b>i</b> (Information) button and tap the Tools tab→tap Admin Settings→Fax Settings→Fax Line Settings→Country.</p> <p>Check the dialing type for Tone or Pulse.</p> <p>Check that the cables are connected properly.</p> <p>If the telephone line cord is connected to the printer via any device such as an answering machine and a computer, remove the device and directly connect the telephone line cord to the printer.</p> <p>Ensure that Junk Fax Setup is set to off.</p>
An error often occurs during a fax transmission or reception.	Reduce the modem speed. Press the <b>i</b> (Information) button and tap the Tools tab→tap Admin Settings→Fax Settings→Transmission Defaults→Modem Speed.
The printer receive faxes, but it does not print.	<p>Check the toner level.</p> <p>Ensure that there is paper in the paper tray.</p> <p>Ensure that Sent Fax Forward is set to off.</p> <p>Check whether the printer is in the secure receiving mode. If this mode is turned on, enter the correct password or turn off this mode to print faxes in memory.</p>

## Scanning Problems

Problem	Action
The scanner does not work.	<p>Ensure that you place the document to be scanned facing down from the document glass, or facing up in the DADF.</p> <p>There may not be enough available memory to hold the document you want to scan. Lower the scan resolution rate and then try scanning again.</p> <p>Check that the USB or Ethernet cable is connected properly.</p> <p>Ensure that the USB or Ethernet cable is not defective. Switch the cable with a known good cable. If necessary, replace the cable.</p> <p>If using the network TWAIN or Windows Image Acquisition (WIA) driver, check that the Ethernet cable is connected properly and the IP address of the printer is set correctly. To check the IP address, see "Verifying the IP Settings."</p> <p>Check that the scanner is configured correctly. Check the application you want to use to make certain that the scanner job is being sent to the correct port.</p> <p>Ensure that the scanner sharing feature is disabled when you use Mac OS X before you scan documents via an ICA compatible application such as Image Capture. The printer does not support the scanner sharing feature of Mac OS X. Select a printer which is directly connected to the computer via USB or wired /wireless LAN and scan documents.</p>

The printer scans very slowly.	<p>Graphics are scanned more slowly than text when using the <b>Scan to E-mail</b> or <b>Scan to Network</b> feature.</p> <p>Communication speed becomes slow in scan mode because of the large amount of memory required to analyze and reproduce the scanned image.</p> <p>Scanning images at a high resolution takes more time than scanning at a low resolution.</p>
Document misfeeds or multiple feeds occur in the DADF.	<p>Check whether the DADF roller assembly is installed properly.</p> <p>Ensure the document's paper type meets the specifications for the printer. See "Supported Paper Types" for more information.</p> <p>Check whether the document is properly loaded in the DADF.</p> <p>Ensure that the document guides are adjusted properly.</p> <p>Ensure that the number of document sheets do not exceed the maximum capacity of the DADF.</p> <p>Ensure that the document is not curled.</p> <p>Fan the document well before loading it in the DADF.</p>
Vertical blanks or streaks appear on the output when scanned using the DADF.	<p>Clean the DADF glass.</p> <p>Clean inside the printer by using the cleaning rod. See "Cleaning the Raster Optical Scanner (ROS) Window."</p>
A smear appears at the same location on the output when scanned using the document glass.	<p>Clean the document glass.</p>
Images are skewed.	<p>Ensure that the document is loaded straight in the DADF or on the document glass.</p>
Diagonal lines appear jagged when scanned using the DADF.	<p>If the document uses thick media, try scanning it from the document glass.</p>
<p>Message appears on your computer screen:</p> <ul style="list-style-type: none"> <li>• "Device can't be set to the H/W mode you want."</li> <li>• "Port is being used by another program."</li> <li>• "Port is Disabled."</li> <li>• "Scanner is busy receiving or printing data. When the current job is completed, try again."</li> <li>• "Invalid handle."</li> <li>• "Scanning has failed."</li> </ul>	<p>There may be a copying or printing job in progress. When the current job is complete, try the job again.</p> <p>The selected port is currently being used. Restart your computer and try again.</p> <p>The cable may be improperly connected or the printer may be turned off.</p> <p>The scanner driver is not installed or an operating environment is not set up properly.</p> <p>Ensure that the port is properly connected and the printer is turned on. Then restart your computer.</p> <p>Check that the USB or Ethernet cable is connected properly.</p>

<p>The printer does not properly transfer scan data to a specified destination via the <b>Scan to E-mail</b> or <b>Scan to Network</b> feature.</p>	<p>Check if the following settings have been set correctly on the <b>Dell Printer Configuration Web Tool</b>.</p> <p><b>Scan to Network</b></p> <p>Check the following settings under <b>Address Book</b>→ <b>Server Address</b>:</p> <ul style="list-style-type: none"> <li>• <b>Server Address</b></li> <li>• <b>Share Name</b></li> <li>• <b>Server Path</b></li> <li>• <b>Login Name</b></li> <li>• <b>Login Password</b></li> </ul> <p><b>Scan to E-mail</b></p> <p>Check the following setting under <b>Address Book</b>→ <b>E-Mail Address</b>:</p> <ul style="list-style-type: none"> <li>• <b>Address</b></li> </ul>
<p>Cannot scan using WIA on a Microsoft® Windows Server® 2003 computer.</p>	<p>Enable WIA on the computer.</p> <p>To enable WIA:</p> <ol style="list-style-type: none"> <li><b>1</b> Click <b>Start</b>, point to <b>Administrative Tools</b>, and then click <b>Services</b>.</li> <li><b>2</b> Right-click <b>Windows Image Acquisition (WIA)</b>, and then click <b>Start</b>.</li> </ol>
<p>Cannot scan using TWAIN or WIA on a Windows Server 2008 or Windows Server 2008 R2 computer.</p>	<p>Install the Desktop Experience feature on the computer.</p> <p>To install Desktop Experience:</p> <ol style="list-style-type: none"> <li><b>1</b> Click <b>Start</b>, point to <b>Administrative Tools</b>, and then click <b>Server Manager</b>.</li> <li><b>2</b> Under <b>Features Summary</b>, click <b>Add Features</b>.</li> <li><b>3</b> Select the <b>Desktop Experience</b> check box, click <b>Next</b>, and then click <b>Install</b>.</li> <li><b>4</b> Restart the computer.</li> </ol>
<p>Cannot scan using TWAIN or WIA on a Windows Server 2012 computer.</p>	<p>Install the Desktop Experience feature on the computer.</p> <p>To install Desktop Experience:</p> <ol style="list-style-type: none"> <li><b>1</b> Click <b>Server Manager</b> from the <b>Start</b> screen. The <b>Server Manager</b> screen appears.</li> <li><b>2</b> Under <b>Manage</b>, click <b>Add Roles and Features</b>. <b>Add Roles and Features Wizard</b> appears.</li> <li><b>3</b> Click <b>Next</b> to skip the <b>Before you begin</b> page.</li> <li><b>4</b> Ensure that <b>Role-based or feature-based installation</b> is selected, and then click <b>Next</b>.</li> <li><b>5</b> Ensure that <b>Select a server from the server pool</b> is selected, select the server under <b>Server Pool</b>, and then click <b>Next</b>.</li> <li><b>6</b> Click <b>Next</b> to skip the <b>Select server roles</b> page.</li> <li><b>7</b> Select the <b>Desktop Experience</b> check box under <b>User Interfaces and Infrastructure</b>, and then click <b>Next</b>.</li> <li><b>8</b> Click <b>Confirmation</b> from the list on the left.</li> <li><b>9</b> Select the <b>Restart the destination server automatically if required</b> check box, and then click <b>Install</b>.</li> <li><b>10</b> Restart the computer.</li> </ol>

## Digital Certificate Problems

Symptom	Cause	Action
The certificate import button is disabled.	SSL communication is disabled.	Create a self-signed certificate and enable SSL.
The certificate details button is disabled.		
The certificate cannot be imported.	The time setting is incorrect.	Confirm validity period of the certificate as well as the time setting of the device.
	The certificate file is incorrect.	Confirm whether the password is correct.
		Confirm whether the file type is PKCS#7/#12 or x509CACert (extension: p7b/p12/pfx/cer/crt).
		Confirm whether the attribute information (key Usage/Extended key usage) of the certificate to be imported is set correctly.
	The browser is incorrect.	Use Internet Explorer.
016-404 is displayed when trying to use security functions that require certificates.	The certificate data stored in internal memory is either deleted, corrupt, or is not readable.	Import the certificate and enable the security settings again.
A certificate cannot be set with "Certificate Details".	The validity period is invalid.	The validity period of the certificate is invalid. Confirm whether the time setting of the machine is correct, and whether the validity period of the certificate has expired.
	The certificate path is invalid.	The certificate chain (path validation) of the imported certificate may not be correctly validated. Confirm whether all of the high-level certificates (Trusted/Intermediate) have been imported and are not deleted, and whether the validity period has expired.
Although a certificate was imported, it is not displayed when selecting with "Local Device".	The type of the certificate is incorrect.	To import a certificate for use with the device (own device), import the secret key and a certificate of the PKCS#12 (p12/pfx) format as a pair.
Server validation is not operating correctly.	The certificate chain is incorrect when importing.	Although importing a root certificate (Trusted) to use for server authentication, an Intermediate certificate may be required when validating the path.  When executing a certificate file with the certification authority, create the certificate with a format including all paths and then import that certificate.
Digital Signature cannot be selected with the IPsec setting.	The certificate cannot be associated.	Either the certificate has not been imported or the certificate has not been associated for use with Digital Signature of IPsec. Refer to "Setting the Certificate in the IPsec Digital Signature Mode" to set a certificate of IPsec.

## Problems With Installed Optional Accessories

If an option does not operate correctly following installation or stops working:

- Turn off the printer, wait for 10 seconds, and then turn on the printer. If this does not fix the problem, unplug the printer, and check the connection between the option and the printer.
- Print the system settings report to see if the option is listed in the Installed Options list. If the option is not listed, re-install it. See "Report / List."
- Ensure the option is selected in the printer driver you are using.

The following table lists printer's option and corrective action for related problem. If the suggested corrective action does not correct the problem, call customer service.

<b>Problem</b>	<b>Action</b>
550-sheet feeder	<ul style="list-style-type: none"><li>• Ensure the 550-sheet feeder is correctly installed on the printer. Re-install the feeder. See "Removing the Optional 550-Sheet Feeder" and "Installing the Optional 550-Sheet Feeder."</li><li>• Ensure the print media is loaded correctly. See "Loading Print Media in Tray1 and the Optional 550-Sheet Feeder" for more information.</li></ul>
Wireless adapter	<ul style="list-style-type: none"><li>• Ensure the wireless adapter is securely inserted to the correct slot.</li></ul>

## Wi-Fi Direct Problems

<b>Problem</b>	<b>Action</b>
The device cannot discover the printer.	The printer may be connected to another device via Wi-Fi Direct. Disconnect the printer and the device. See "Disconnecting Wi-Fi Direct Network."
The printer cannot disconnect from the device even when the procedure in "Disconnecting Wi-Fi Direct Network" has been performed.	The device may be automatically reconnecting to the printer. Reset the passphrase for Wi-Fi Direct and disconnect the device. See "Resetting the Passphrase."
The network mode of the printer cannot be set to Ad-hoc mode.	Ensure that <b>Wi-Fi Direct</b> is set to <b>Disable</b> .
Wi-Fi Direct cannot be set to <b>Enable</b> .	Ensure that the network mode is set to <b>Infrastructure</b> mode.

## Scanner Driver/Printer Utility Problems

<b>Problem</b>	<b>Action</b>
Unable to retrieve the Address Book data from the printer on the Address Book Editor.	<ul style="list-style-type: none"><li>Check that the USB or Ethernet cable is connected properly.</li><li>Ensure that the printer is turned on.</li><li>Ensure that the scanner driver is installed on your computer. (The Address Book Editor retrieves the Address Book data via the scanner driver when the printer is connected using a USB cable.)</li></ul>

<b>Problem</b>	<b>Action</b>
The TWAIN driver cannot connect to the printer.	<p>Check that the USB or Ethernet cable is connected properly.</p> <p>If using the network connection, check that IP address of the printer is set correctly. To check the IP address, see "Scanning Using the TWAIN Driver."</p> <p>Check whether the printer is turned on. If the printer is turned on, reboot it by turning off the printer and then on again.</p> <p>If a scan application is running, close the application once, restart the application, and then try scanning again.</p>
The scanner driver has not been registered on your computer and cannot be accessed from ScanButton Manager.	Install the scanner driver. If the scanner driver is installed, uninstall it and then re-install it again. After the installation of the scanner driver is completed, re-install the ScanButton Manager.
Failed to scan your document on the printer via ScanButton Manager.	<p>Ensure that your computer and the printer is properly connected with the USB cable.</p> <p>Check whether the printer is turned on. If the printer is turned on, reboot it by turning off the printer and then on again.</p> <p>If a scan application is running, close the application once, restart the application, and then try scanning again.</p> <p>Network connection cannot be used. Connect with the USB cable.</p> <p>Uninstall ScanButton Manager from <b>Control Panel</b>→ <b>Add or Remove Programs (Programs and Features in Windows Vista® and Windows® 7)</b> on your computer and then re-install it again.</p>
Failed to create an image file via ScanButton Manager.	Uninstall ScanButton Manager from <b>Control Panel</b> → <b>Add or Remove Programs</b> on your computer and then re-install it again.
Failed to initialize ScanButton Manager.	Uninstall ScanButton Manager from <b>Control Panel</b> → <b>Add or Remove Programs</b> on your computer and then re-install it again.
Failed to execute ScanButton Manager.	Uninstall ScanButton Manager from <b>Control Panel</b> → <b>Add or Remove Programs</b> on your computer and then re-install it again.
An unexpected error occurred on ScanButton Manager.	Uninstall ScanButton Manager from <b>Control Panel</b> → <b>Add or Remove Programs</b> on your computer and then re-install it again.

## Other Problems

<b>Problem</b>	<b>Action</b>
Condensation has occurred inside the printer.	This usually occurs within several hours after you heat the room in winter. This also occurs when the printer is operating in a location where relative humidity reaches 85% or more. Adjust the humidity or relocate the printer to an appropriate environment.

## Contacting Service

When you call for printer service, be prepared to describe the problem you are experiencing or the error message that appears.

You need to know the model type and service tag of your printer. See the label located inside the front cover of your printer.





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# Appendix

## Dell™ Technical Support Policy

Technician-assisted technical support requires the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the operating system, software program and hardware drivers to the original default configuration as shipped from Dell, as well as the verification of appropriate functionality of the printer and all Dell-installed hardware. In addition to this technician assisted technical support, online technical support is available at Dell Support. Additional technical support options may be available for purchase.

Dell provides limited technical support for the printer and any Dell-installed software and peripherals. Support for third-party software and peripherals is provided by the original manufacturer, including those purchased and/or installed through Software & Peripherals (DellWare), ReadyWare, and Custom Factory Integration (CFI/DellPlus).

### Online Services

You can learn about Dell products and services on the following websites:

[www.dell.com](http://www.dell.com)

[www.dell.com/ap](http://www.dell.com/ap) (Asian/Pacific countries only)

[www.dell.com/jp](http://www.dell.com/jp) (Japan only)

[www.euro.dell.com](http://www.euro.dell.com) (Europe only)

[www.dell.com/la](http://www.dell.com/la) (Latin American and Caribbean countries)

[www.dell.ca](http://www.dell.ca) (Canada only)

You can access Dell Support through the following websites and e-mail addresses:

- Dell Support websites

[dell.com/support](http://dell.com/support)

[support.jp.dell.com](http://support.jp.dell.com) (Japan only)

[support.euro.dell.com](http://support.euro.dell.com) (Europe only)

- Dell Support e-mail addresses

[mobile\\_support@us.dell.com](mailto:mobile_support@us.dell.com)

[support@us.dell.com](mailto:support@us.dell.com)

[la-techsupport@dell.com](mailto:la-techsupport@dell.com) (Latin America and Caribbean countries only)

[apsupport@dell.com](mailto:apsupport@dell.com) (Asian/Pacific countries only)

- Dell Marketing and Sales e-mail addresses

[apmarketing@dell.com](mailto:apmarketing@dell.com) (Asian/Pacific countries only)

[sales\\_canada@dell.com](mailto:sales_canada@dell.com) (Canada only)

- Anonymous file transfer protocol (FTP)

[ftp.dell.com](ftp://ftp.dell.com)

Log in as user: `anonymous`, and use your e-mail address as your password.

## Warranty and Return Policy

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. For information about the Dell warranty for your printer, see [dell.com/support](http://dell.com/support).

### Recycling Information

It is recommended that customers dispose of their used computer hardware, monitors, printers, and other peripherals in an environmentally sound manner. Potential methods include reuse of parts or whole products and recycling of products, components, and/or materials.

For specific information on Dell's worldwide recycling programs, see [www.dell.com/recyclingworldwide](http://www.dell.com/recyclingworldwide).

## Contacting Dell

You can access Support for Home at [dell.com/support](http://dell.com/support). Select your region, enter the Service Tag of your printer and click Submit to access help tools and information.

You can contact Dell electronically using the following addresses:

- World Wide Web  
[www.dell.com](http://www.dell.com)  
[www.dell.com/ap](http://www.dell.com/ap) (Asian/Pacific countries only)  
[www.dell.com/jp](http://www.dell.com/jp) (Japan only)  
[www.euro.dell.com](http://www.euro.dell.com) (Europe only)  
[www.dell.com/la](http://www.dell.com/la) (Latin American and Caribbean countries)  
[www.dell.ca](http://www.dell.ca) (Canada only)
- Anonymous file transfer protocol (FTP)  
[ftp.dell.com](ftp://ftp.dell.com)  
Log in as user: anonymous, and use your email address as your password.
- Electronic Support Service  
[mobile\\_support@us.dell.com](mailto:mobile_support@us.dell.com)  
[support@us.dell.com](mailto:support@us.dell.com)  
[la-techsupport@dell.com](mailto:la-techsupport@dell.com) (Latin America and Caribbean countries only)  
[apsupport@dell.com](mailto:apsupport@dell.com) (Asian/Pacific countries only)  
[support.jp.dell.com](mailto:support.jp.dell.com) (Japan only)  
[support.euro.dell.com](mailto:support.euro.dell.com) (Europe only)
- Electronic Quote Service  
[apmarketing@dell.com](mailto:apmarketing@dell.com) (Asian/Pacific countries only)  
[sales\\_canada@dell.com](mailto:sales_canada@dell.com) (Canada only)

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