

Quick Reference

September 2025

Print

Printing from a computer

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

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

Printing from a mobile device

Printing from a mobile device using Mopria™ Print Service

Mopria Print Service is a mobile printing solution for mobile devices running on the Android™ platform version 5.0 or later. It lets you print directly to any Mopria™ certified printer.

Note: Make sure that you download Mopria Print Service from the Google Play™ store and enable it on your mobile device.

1. From your mobile device, launch a compatible application or select a document from the file manager.
2. Tap  > **Print**.
3. Select a printer, and then adjust the settings, if necessary.
4. Tap .

Printing from a mobile device using AirPrint

The AirPrint software feature is a mobile printing solution that lets you print directly from Apple devices to an AirPrint-certified printer.

Notes

- Make sure that the Apple device and the printer are connected to the same network. If the network has multiple wireless hubs, then make sure that both devices are connected to the same subnet.

1. From your mobile device, select a document from your file manager or launch a compatible application.
2. Tap  > **Print**.
3. Select a printer, and then adjust the settings, if necessary.
4. Print the document.

Printing from a mobile device using Wi-Fi Direct®

Wi-Fi Direct® is a printing service that lets you print to any Wi-Fi Direct-ready printer.

Note: Make sure that the mobile device is connected to the printer wireless network. For more information, see the *User's Guide*.

1. From your mobile device, launch a compatible application or select a document from your file manager.
2. Depending on your mobile device, do one of the following:
 - Tap  > **Print**.
 - Tap  > **Print**.
 - Tap  > **Print**.
3. Select a printer, and then adjust the settings, if necessary.
4. Print the document.

Printing confidential and other held jobs

Note: Held jobs may get deleted before they expire or without any intervention if memory resources become low. If your printer supports a storage drive, then install a hard disk or an intelligent storage drive to increase its storage for held jobs.

For Windows users

1. With a document open, click **File > Print**.
2. Select a printer, and then click **Properties, Preferences, Options, or Setup**.
3. Click **Print and Hold**.
4. Click **Use Print and Hold**, and then assign a username.
5. Select from any of the following print job types:
 - **Confidential print**—The printer asks for a personal identification number before letting you print the job.
 - **Verify print**—The printer prints one copy and holds the remaining copies that you requested from the driver in printer memory.
 - **Reserve print**—The printer stores the job in memory so that you can print the job later.
 - **Repeat print**—The printer prints all requested copies of the job and stores the job in memory so you can print additional copies later.
6. Click **OK**.
7. Click **Print**.
8. From the printer control panel, release the print job.
 - a. Select **Print**.
 - b. Select **Held jobs**, and then select your username.

Note: For confidential print jobs, select **Confidential**, enter the PIN, and then select **OK**.

- c. Select the print job, and then select **Print**.

For Macintosh users

1. With a document open, choose **File > Print**.
2. Select a printer.
3. From the **Print Job Security** drop-down menu, enable **Print with PIN**, and then enter a four-digit PIN.
4. Click **Print**.
5. From the printer control panel, release the print job.
 - a. Select **Held jobs**, and then select the computer name.
 - b. Select **Confidential**, and then enter the PIN.

c. Select the print job, and then select **Print**.

Canceling a print job

1. From the home screen, touch .
2. Select the job to cancel.

Note: You can also cancel a job by touching **Job Queue**.

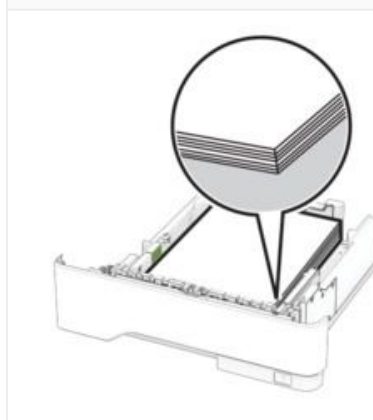
Clearing jams

Avoiding jams

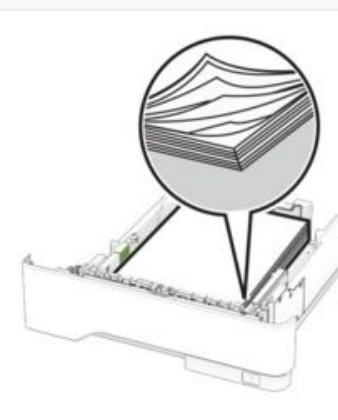
Load paper properly

- Make sure that the paper lies flat in the tray.

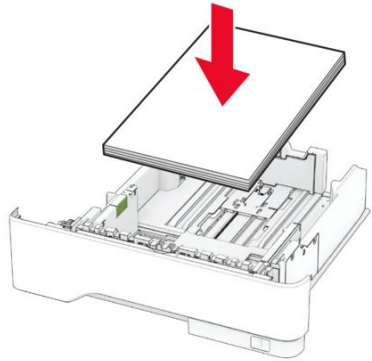
Correct loading of paper



Incorrect loading of paper



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum fill line.
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty paper.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.

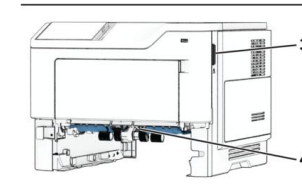
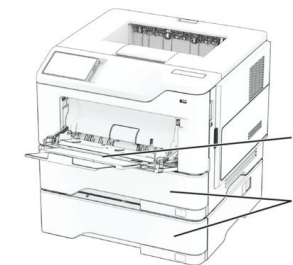


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes

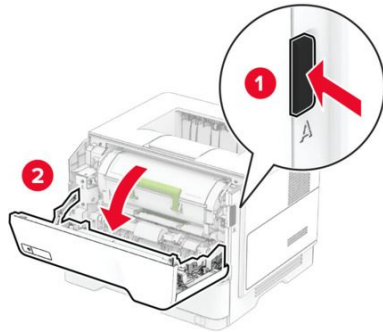
- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



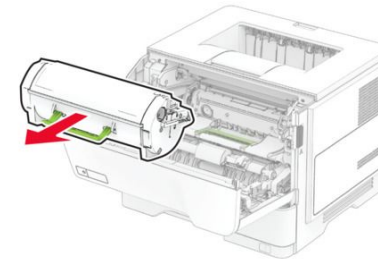
	Jam locations
1	Multipurpose feeder
2	Trays
3	Door A
4	Duplex unit
5	Door B

Paper jam in door A

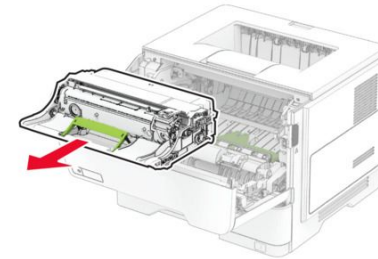
1. Open door A.



2. Remove the toner cartridge.



3. Remove the imaging unit.



Warning—Potential Damage

Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



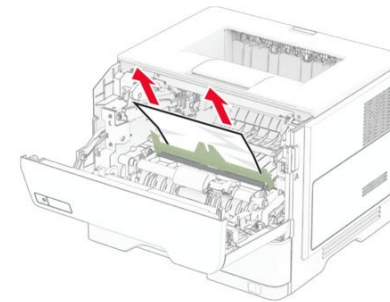
4. Remove the jammed paper.



CAUTION—HOT SURFACE

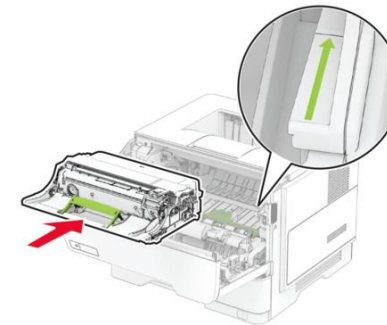
The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Note: Make sure that all paper fragments are removed.



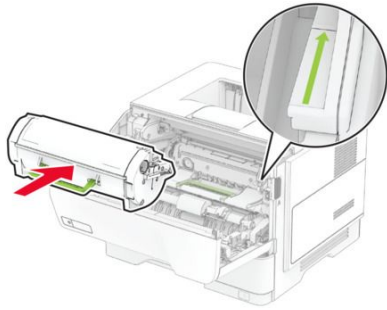
5. Insert the imaging unit.

Note: Use the arrows inside the printer as guides.



6. Insert the toner cartridge.

Note: Use the arrows inside the printer as guides.



7. Close door A.

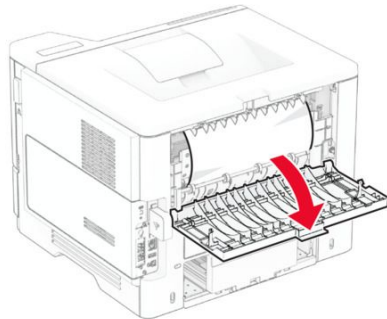
Paper jam in door B

1. Open door B.



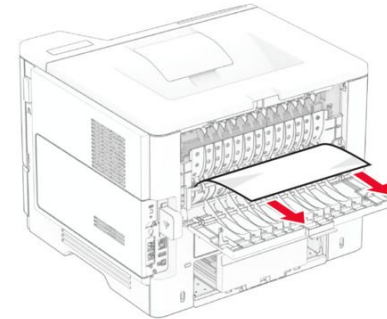
CAUTION—HOT SURFACE

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



2. Remove the jammed paper.

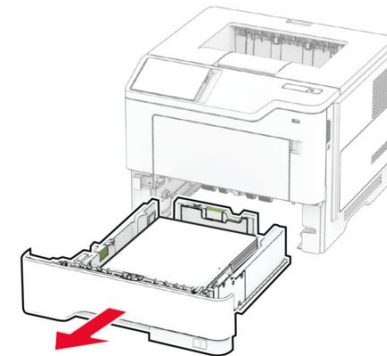
Note: Make sure that all paper fragments are removed.



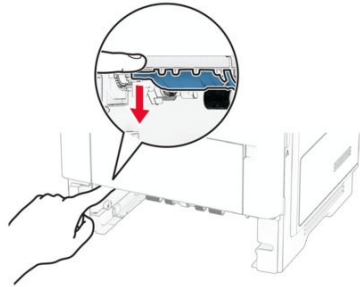
3. Close door B.

Paper jam in the duplex unit

1. Remove the tray.

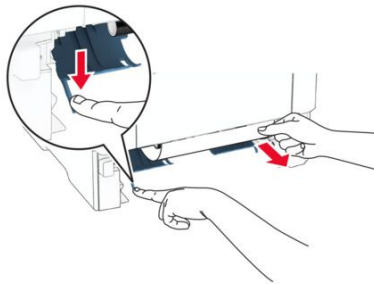


2. Push the duplex unit latch to open the duplex unit.



3. Remove the jammed paper.

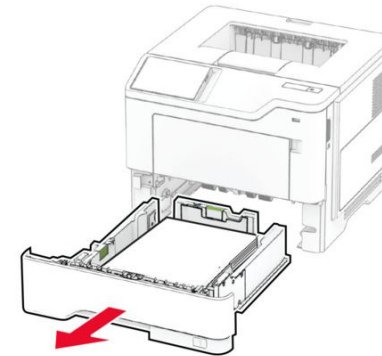
Note: Make sure that all paper fragments are removed.



4. Insert the tray.

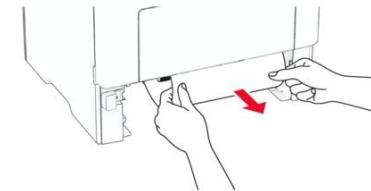
Paper jam in trays

1. Remove the tray.



2. Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

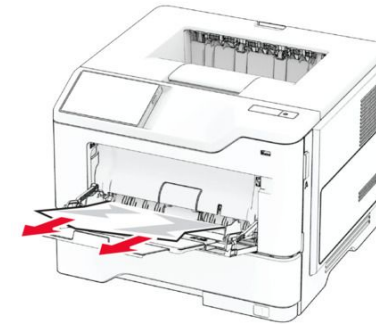


3. Insert the tray.

Paper jam in the multipurpose feeder

1. Remove paper from the multipurpose feeder.
2. Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3. Reload paper, and then adjust the paper guide.

Loading paper and specialty media

Loading trays

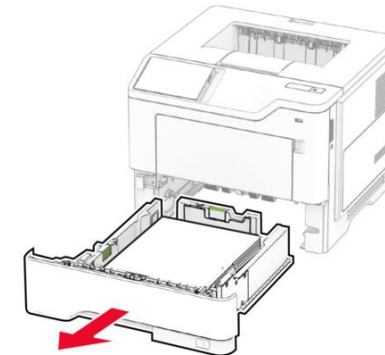


CAUTION—TIPPING HAZARD

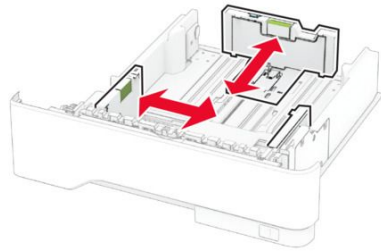
To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

1. Remove the tray.

Note: To avoid paper jams, do not remove the tray while the printer is busy.



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



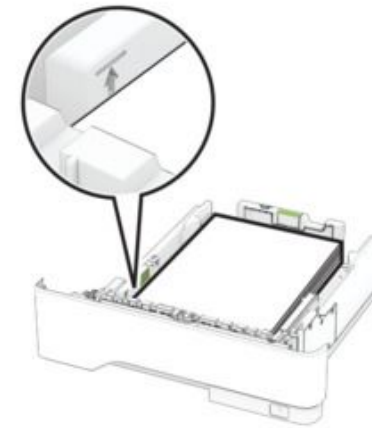
3. Flex, fan, and align the paper edges before loading.



4. Load the paper stack with the printable side facedown, and then make sure that the guides fit snugly against the paper.

Notes

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

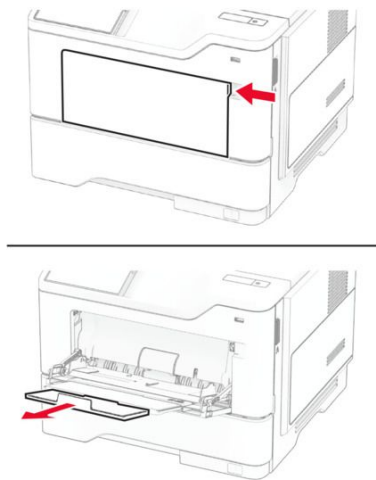


5. Insert the tray.

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

Loading the multipurpose feeder

1. Open the multipurpose feeder.



2. Flex, fan, and align the paper edges before loading.



3. Load paper with the printable side faceup.

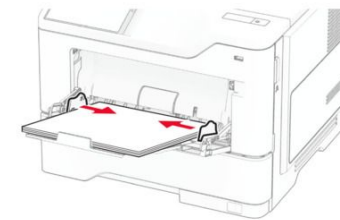
Notes

- Load letterhead faceup with the header toward the rear of the printer for one-sided printing.
- Load letterhead facedown with the header toward the front of the printer for two-sided printing.
- Load envelopes with the flap facedown on the left side.

Warning—Potential Damage

Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

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



5. From the control panel, set the paper size and paper type to match the paper loaded.

Using the automatic document feeder and scanner glass

Automatic document feeder (ADF)	Scanner glass
• Use the ADF for multiple-page or two-sided documents. • Load an original document faceup. For multiple-page documents, make sure to align the leading edge before loading.	• Use the scanner glass for single-page documents, book pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings).

Automatic document feeder (ADF)	Scanner glass
• Make sure to adjust the ADF guides to match the width of the paper that you are loading.	• Place the document facedown in the corner with the arrow.

Setting the size and type of the specialty media

The trays automatically detect the size of plain paper. For specialty media like labels, card stock, or envelopes, do the following:

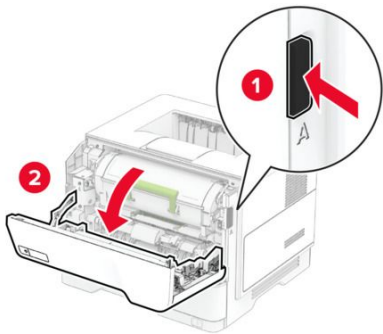
1. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type** > select a paper source.
2. Set the size and type of the specialty media.

Maintain the printer

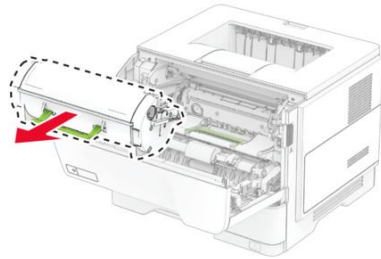
Replacing parts and supplies

Replacing the toner cartridge

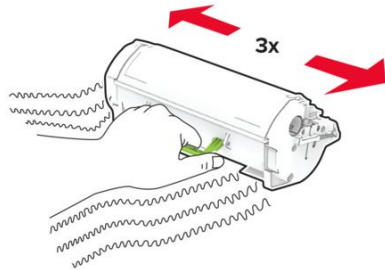
1. Open door A.



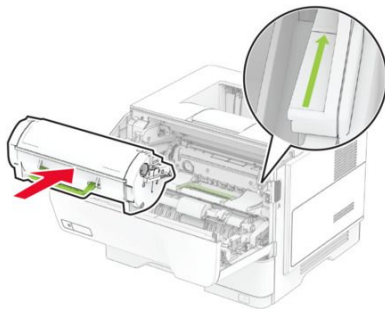
2. Remove the used toner cartridge.



3. Unpack the new toner cartridge.
4. Shake the toner cartridge to redistribute the toner.



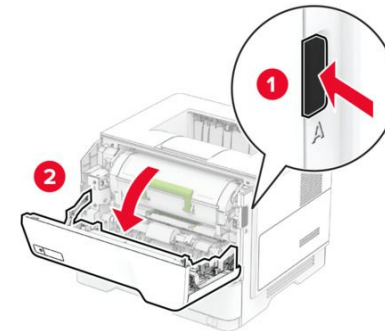
5. Insert the new toner cartridge.



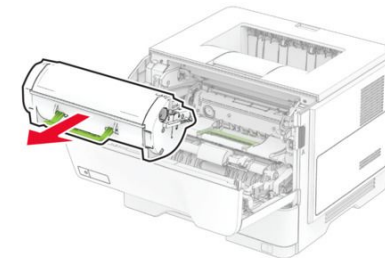
6. Close door A.

Replacing the imaging unit

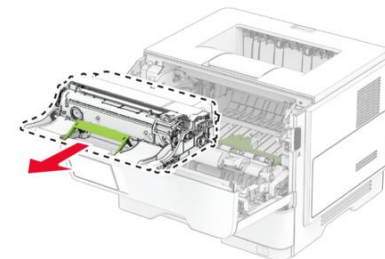
1. Open door A.



2. Remove the toner cartridge.

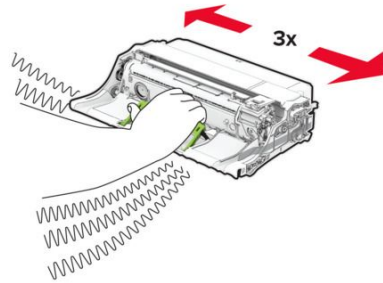


3. Remove the used imaging unit.



4. Unpack the new imaging unit.

5. Shake the imaging unit to redistribute the toner.



Warning—Potential Damage

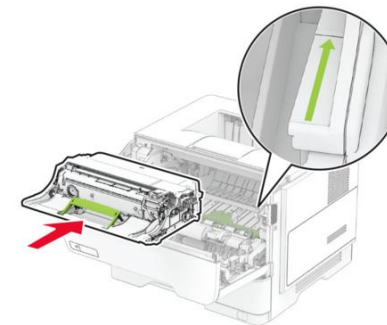
Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

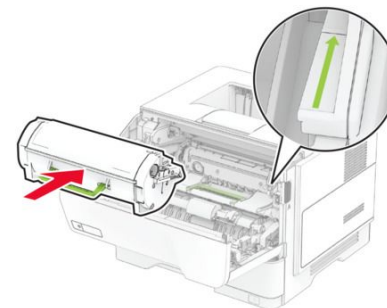
Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



6. Insert the new imaging unit.



7. Insert the toner cartridge.



8. Close door A.