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Funciones Según El Modelo 7 Acerca De Este Manual Del Usuario 14 Información Sobre Seguridad 15 Descripción General Del Equipo 21 Descripción General Del Panel De Control 25 Encendido De La Impresora 30 Instalación Del Controlador De Manera Local 31 Reinstalación Del Controlador 32 Descripción General De Los Menús Y Configuración Básica 33 Descripción General De Los Menús 34 Configuración Básica Del Dispositivo 39 En El Alimentador De Documentos 52 Copia Reducida O Ampliada 61 Pedido De Suministros Y Accesorios 71 Consumibles Disponibles 72 Piezas De Mantenimiento Disponibles 73 Almacenamiento Del Cartucho De Tóner 74 Distribución Del Tóner 76 Sustitución Del Cartucho De Tóner 78 Control De La Duración De Los Suministros 80 Ajuste De La Alerta De Tóner Bajo 81 Limpieza De La Impresora 82 Consejos Para Mover Y Guardar El Dispositivo 87 Consejos Para Evitar Atascos De Papel 89 Solución De Atascos De Documentos Originales 90 Solución De Atascos De Papel 94 Descripción Del Indicador LED De Estado 97 Entender Los Mensajes De Pantalla 100 Instalación Del Software 133 Instalación Para Macintosh 134 Reinstalación En Macintosh 135 Reinstalación En Linux 138 Utilización De Una Impresora Conectada En Red 139 Programas De Red Útiles 140 Configuración De Red Con Cable 141 Instalación Del Controlador a Través De La Red 144 Configuración De Ipv6 155 Configurar La Red Inalámbrica 158 Antes De Comenzar a Leer Un Capítulo 194 Configuración Del Sistema 209 Configuración Del Administrador 223 Configuración Personalizada 224 Almacenamiento De Direcciones De Correo Electrónico 227 Introducción De Varios Caracteres 229 Configuración De La Agenda De Fax 230 Registrar Usuarios Autorizados 234 Funciones De Impresión 235 Funciones De Digitalización 253 Uso De Funciones De Carpeta Compartida 277 En El Panel De Control 278 Uso De Syncthru™ Web Service 283 Uso De Samsung Easy Printer Manager 287 Uso De Estado De La Impresora Samsung 291 Uso De Linux Unified Driver Configurator De Linux 295 Problemas En La Alimentación De Papel 299 Problemas De Conexión De Alimentación Y El Cable 300 Problemas En La Impresión 301 Problemas En La Calidad De Impresión 306 Problemas De Escaneado 315 Problemas En El Envío De Faxes 317 Problemas En El Sistema Operativo 319 Contact Samsung Worldwide 325 Controlador De Impresora 337 Page 1 User’s Guide User’s Guide SCX-340x/340xW Series SCX-340xF/340xFW Series SCX-340xFH/340xHW Series BASIC BASIC This guide provides information concerning installation, basic operation and troubleshooting on windows. ADVANCED This guide provides information about installation, advanced configuration, operation and troubleshooting on various OS environments. Some features may not be available depending on models or countries. 1. Introduction Key benefits Features by models Useful to know About this user’s guide Safety information Machine overview Control panel overview Turning on the machine Installing the driver locally Reinstalling the driver 2. Menu Overview and Basic Setup Menu overview Machine’s basic settings Media and tray Basic printing... Page 3 5. Appendix Specifications Regulatory information Copyright... 1. Introduction This chapter provides information you need to know before using the machine. • Key benefits • Features by models • Useful to know • About this user’s guide • Safety information • Machine overview • Control panel overview •... Print Screen key on the keyboard (see "Easy Capture Manager" on page 268). • Samsung Easy Printer Manager and Printing Status (or Smart Panel) is a program that monitors and informs you of the machine’s status and allows you to customize the machine’s settings (see "Using Samsung Printer... Page 6 Key benefits Wide range of functionality and application support • Supports various paper sizes (see "Print media specifications" on page 109). • Print watermark: You can customize your documents with words, such as “Confidential” (see "Using advanced print features" on page 229). •... Features by models Some features and optional goods may not be available depending on model or country. Operating System SCX-340x Series Operating System SCX-340xW Series ● Windows ● Macintosh ● Linux Unix (●: Included, Blank: Not available) Software Software SPL printer driver PCL printer driver SCX-340xF Series SCX-340xFW Series... Page 8 Fax to PC settings Device Settings Samsung Printer Status Smart Panel AnyWeb Print SyncThru™ Web Service SyncThru Admin Web Service Easy Eco Driver Samsung Network PC Fax SCX-340xF Series SCX-340x Series SCX-340xFW Series SCX-340xW Series SCX-340xHW Series SCX-340xFH Series ●... Page 9 Twain scan driver WIA scan driver Samsung Scan Assistant SmarThru 4 SmarThru Office a. For XPS driver, it is only supported for Windows through the Samsung website (www.samsung.com) (●: Included, Blank: Not available) SCX-340xF Series SCX-340x Series SCX-340xFW Series SCX-340xW Series... Page 10 Features by models Variety feature Features Hi-Speed USB 2.0 Network Interface Ethernet 10/100 Base TX wired LAN Network Interface 802.11b/g/n wireless LAN Eco printing (Control panel) Duplex (2-sided) printing (Manual) USB memory interface Memory module Mass Storage Device (HDD) Duplex Automatic Document Feeder (DADF) Automatic Document Feeder (ADF) Handset SCX-340x Series... Page 11 Features by models Features Multi-send Delay send Priority send Duplex send Secure receive Duplex print Send/ Receive forward - fax Send/ Receive forward - email Send/ Receive forward - server Scan Scanning to email Scanning to SMB server Scanning to FTP server Duplex scan Scan to PC SCX-340xF Series... Page 12 Gray enhance Duplex copy a. Depending on your country, wireless LAN card may not be available. For some counties, only 802.11 b/g can be applied. Contact your local Samsung dealer or the retailer where you bought your machine. b. Windows only. (see "Setting your machine as a default machine" on page 228). Where can I purchase accessories or supplies? • Inquire at a Samsung distributor or your retailer. • Visit www.samsung.com/supplies. Select your country/region to view product service information. The status LED flashes or remains constantly on. About this user’s guide This user's guide provides information for your basic understanding of the machine as well as detailed steps to explain machine usage. • Read the safety information before using the machine. • If you have a problem using the machine, refer to the troubleshooting chapter. Safety information These warnings and precautions are included to prevent injury to you and others, and to prevent any potential damage to your machine. Be sure to read and understand all of these instructions before using the machine. After reading this section, keep it in a safe place for future reference. Safety information Caution During an electrical storm or for a period of non-operation, remove the power plug from the electrical outlet. This could result in electric shock or fire. Be careful, the paper output area is hot. Burns could occur. If the machine has been dropped, or if the cabinet appears damaged, unplug the machine from all interface connections and request assistance from qualified service personnel. Safety information Do not block or push objects into the ventilation opening. This could result in elevated component temperatures which can cause damage or fire. Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure. Safety information Use the power cord supplied with your machine for safe operation. If you are using a cord which is longer than 2 meters (6 feet) with a 110V machine, then the gauge should be 16 AWG or larger. Otherwise, it can cause damage to the machine, and could result in electric shock or fire. • Fuser units should only be repaired by a certified service technician. Repair by non-certified technicians could result in fire or electric shock. • The machine should only be repaired by a Samsung service technician. Supply usage Caution Do not disassemble the toner cartridge. Machine overview Accessories Power cord Quick installation guide Software CD Handset Misc. accessories a. The software CD contains the print drivers, user’s guide, and software applications. b. Handset model only (see "Features by models" on page 7). c. Miscellaneous accessories included with your machine may vary by country of purchase and specific model. 1. Machine overview Front view • This illustration may differ from your machine depending on your model. There are various types of machine. • Some features and optional goods may not be available depending on model or country (see "Features by models" on page 7). Type A Scanner lid Output tray... Page 22 Machine overview Type B 13 14 Document feeder cover 11 Scanner lid Document feeder guide cover Document feeder output tray Document feeder output support Control panel Handle Tray Tray handle Output support Output tray a. Handset model only (see "Features by models" on page 7). b. Machine overview Rear view • This illustration may differ from your machine depending on your model. There are various types of machine. • Some features and optional goods may not be available depending on model or country (see "Features by models" on page 7). Type A USB port Power receptacle... • You can only use this function if the machine’s Samsung Easy Printer Manager program is installed. If you are a Macintosh OS user, you need to enable Screen Print Settings from the Samsung Easy Printer Manager Screen feature. Page 25 Control panel overview Allows you to copy both sides of an ID card like a driver’s ID Copy license on a single side of paper (see "ID card copying" on page 61). Turns the power on or off, or wakes up the machine from Power the power save mode. Page 26 If you are a Macintosh OS user, you need to enable Screen Print Settings from the Samsung Easy Printer Manager to use the Print Screen feature. Allows you to copy both sides of an ID card like a driver’s ID Copy license on a single side of paper (see "ID card copying"... Page 27 Control panel overview Turns the power on or off, or wakes up the machine from Power the power save mode. If you need to turn the machine off, press this button for more than three seconds. Switches to Fax mode. Switches to Copy mode. Control panel overview Adjusting the control panel Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). 1. Introduction... Turning on the machine Connect the machine to the electricity supply first. Turn the switch on if the machine has a power switch. Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). Installing the driver locally A locally connected machine is a machine directly attached to your computer using the cable. If your machine is attached to a network, skip the following steps below and go on to installing a network connected machine’s driver (see "Installing driver over the network"... Windows Make sure that the machine is connected to your computer and powered on. From the Start menu, select Programs or All Programs > Samsung Printers > your printer driver name > Uninstall. Follow the instructions in the installation window. 2. Menu Overview and Basic Setup This chapter provides information about the overall menu structure and the basic setup options. • Menu overview • Machine’s basic settings • Media and tray • Basic printing • Basic copying • Basic scanning •... Menu overview The control panel provides access to various menus to set up the machine or use the machine’s functions. • This function is not supported for SCX-340x/SCX-340xW Series (see "Control panel overview" on page 24). • Some menus may not appear on the display depending on options or models. Page 34 Menu overview Items Options Fax Feature Priority Send (Continue) Forward Secure Receive Off Print Add Page Cancel Job Fax Setup Sending Redial Times Redial Term Prefix Dial ECM Mode Send Report Image TCR Dial Mode Items Fax Setup (Continue) Options Receiving Receive Mode Ring To Answer... Page 35 Menu overview Items Options Copy Feature Scan Size Reduce/Enlarge Darkness Normal Dark+1- Dark+5 Light+5- Light+1 Items Options Copy Feature Contrast Normal (Continue) Dark+1- Dark+5 Light+5- Light+1 Original Type Text Text/Photo Photo Layout Normal 2-Up 4-Up ID Copy Poster Copy Clone Copy Adjust Bkgd. Page 36 Menu overview Items Options Copy Setup Change Scan Size Default Copies Copy Collation Reduce/Enlarge Darkness Contrast Original Type Adjust Bkgd. Items Options System Setup Machine Setup Machine ID Fax Number Date & Time Clock Mode Language Power Save Wakeup Event System Timeout Altitude Adj. Page 37 Menu overview Items Options System Setup Sound/ Key Sound (Continue) Volume Alarm Sound Speaker Ringer Report All Report Configuration Supplies Info. Address Book Fax Send Fax Sent Fax Received Schedule Jobs Junk Fax Network Conf. Usage Counter Fax Options Maintenance CLR Empty Msg. Page 38 Menu overview Items Options Wireless Wi-Fi ON/OFF Network (Continue) Wi-Fi Direct WPS Setting WLAN Setting WLAN Default WLAN Signal Clear Setting Network Conf. a. This option may not be available depending on your country. b. This option only appears if Paper Mismatch is enabled. c. 24): You can set the machine’s settings by using the Device Settings in Samsung Easy Printer Manager program or Machine section in Printer Settings Utility program. • For Windows and Macintosh users, see "Device Settings" on page 276. Page 40 Machine’s basic settings • Power Save: When you are not using the machine for a while, use this feature to save power. • When you press the power button, start printing, or a fax is received, the product will wake up from the power saving mode. •... • Using print media that does not meet these specifications may cause problems or require repairs. Such repairs are not covered by Samsung’s warranty or service agreements. • Make sure not to use the inkjet photo paper with this machine. It could cause damage to the machine. Media and tray Loading paper in the tray Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). Open the tray. Then, adjust the tray size to the media size you are loading (see "Tray overview"... Page 43 Media and tray • Do not push the paper width guide too far causing the media to warp. • Do not use a paper with a leading-edge curl, it may cause a paper jam or the paper can be wrinkled. •... Media and tray Manual feeding in the tray The tray can hold special sizes and types of print material, such as postcards, note cards, and envelopes (see "Print media specifications" on page 109). To feed manually in the tray, click the below: See "Loading paper in the tray"... Page 45 Media and tray Types Tray ● Bond ● Color ● CardStock ● Labels ● Envelope ● Preprinted ● Cotton ● Recycled ● Archive a. The paper types available manual feeding in tray. (●: Included, Blank: Not available) Envelope Printing successfully on envelopes depends upon the quality of the envelopes. To print an envelope, place it as shown in the following figure. Page 46 Media and tray • Be sure the seam at both ends of the envelope extends all the way to the corner of the envelope. Acceptable Unacceptable • Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the machine’s fusing temperature for 0.1 second about 170°C (338 °F). Media and tray • Do not run a sheet of labels through the machine more than once. The adhesive backing is designed for only a single pass through the machine. • Do not use labels that are separating from the backing sheet or are wrinkled, bubbled, or otherwise damaged. 24): You can set the machine’s settings by using the Device Settings in Samsung Easy Printer Manager program or Machine section in Printer Settings Utility program. • For Windows and Macintosh users, see "Device Settings" on page 276. Media and tray Using the output support The surface of the output tray may become hot if you print a large number of pages at once. Make sure that you do not touch the surface, and do not allow children near it. The printed pages stack on the output support, and the output support will help the printed pages to align. Media and tray Loading originals You can use the scanner glass or the document feeder to load an original for copying, scanning, and sending a fax. Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). Media and tray Place the original face down on the scanner glass. Align it with the registration guide at the top left corner of the glass. Close the scanner lid. • Leaving the scanner lid open while copying may affect copy quality and toner consumption. Page 52 Media and tray Flex or fan the edge of the paper stack to separate the pages before loading originals. Load the original face up into the document feeder input tray. Make sure that the bottom of the original stack matches the paper size marked on the document input tray. Basic printing For special printing features, refer to the Advanced Guide (see "Using advanced print features" on page 229). Printing If you are a Macintosh or Linux operating systems user, refer to the Advanced Guide (see "Macintosh printing" on page 237 or "Linux printing" on page 238). Basic printing Canceling a print job If the print job is waiting in the print queue or print spooler, cancel the job as follows: • You can access this window by simply double-clicking the machine icon) in the Windows task bar. •... Select your machine from the Select Printer. Click Properties or Preferences. mark means you cannot You can check the machine’s current status pressing the Printer Status button (see "Using Samsung Printer Status" on page 277). 2. Menu Overview and Basic Setup... Using a favorite setting The Presets option, which is visible on each preferences tab except for the Samsung tab, allows you to save the current preferences for future use. To save a Presets item, follow these steps: Change the settings as needed on each tab. If you set the eco mode on with a password from the SyncThru™ Web Service (Settings tab > Machine Settings > System > Eco > Settings) or Samsung Easy Printer Manager (Device Settings > Eco), the On force message appears. You have to enter the password to change the eco mode status. Page 58 Samsung Easy Printer Manager. Before you select this item, you must set the eco function in SyncThru™ Web Service (Settings tab > Machine Settings > System > Eco > Settings) or Samsung Easy Printer Manager (Device Settings > Eco). Default Eco: The machine is set to Default Eco mode. Place a single original face down on the scanner glass. b If you want to customize the copy settings including darkness, original type and more by using the Device Settings in Samsung Easy Printer Manager program or Machine section in Printer Settings Utility program. Page 60 If your has machine for +/- buttons on the control panel: You can customize the copy settings such as darkness, original type and more by using the Device Settings in Samsung Easy Printer Manager program or the Machine section in Printer Settings Utility program. Basic copying Select (copy) > (Menu) > Copy Feature > Original Type on the control panel. Select the option you want and press OK. • Text: Use for originals containing mostly text. • Text/Photo: Use for originals with mixed text and photographs. If texts in the printout is blurry, select Text to get the clear texts. Page 62 Basic copying The machine prints one side of the original on the upper half of the paper and the other side on the lower half without reducing the size of the original. This feature is helpful for copying a small-sized item such as business card. •... Page 63 Basic copying • If you do not press the (Start) button, only the front side will be copied. • If the original is larger than the printable area, some portions may not be printed. 2. Menu Overview and Basic Setup... Press Scan to on the control panerl. If you see Not Available message, check the port connection, or select Enable Scan from Device Panel in Samsung Easy Printer Manager > Switch to advanced mode > Scan to PC Settings. Select the scan destination you want and press OK. Basic faxing • This function is not supported for SCX-340x/SCX-340xW Series (see "Control panel overview" on page 24). • For special faxing features, refer to the features" on page 254). • You cannot use this machine as a fax via the internet phone. For more information ask your internet service provider. Perform the following to send a fax using panel. If your machine is a handset model, you can send a fax using the handset (see "Variety feature" on page 10). Samsung (Stop/Clear) before the Sending a fax to multiple destinations (On Hook Dial) on the control You can use the multiple send feature, which allows you to send a fax to multiple locations. Basic faxing Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 50). Select (fax) on the control panel. Adjust the resolution and the darkness to suit your fax needs (see "Adjusting the document settings"... Page 68 Basic faxing Resolution The default document settings produce good results when using typical text- based originals. However, if you send originals that are of poor quality, or contain photographs, you can adjust the resolution to produce a higher quality fax. Select (fax) >... 3. Maintenance This chapter provides information about purchasing supplies, accessories and maintenance parts available for your machine. • Ordering supplies and accessories • Available supplies • Available maintenance parts • Storing the toner cartridge • Redistributing toner • Replacing the toner cartridge •... Available accessories may differ from country to country. Contact your sales representatives to obtain the list of available supplies, and maintenance parts. To order Samsung-authorized supplies, accessories, and maintenance parts, contact your local Samsung dealer or the retailer where you purchased your machine. Samsung does not recommend using non-genuine Samsung toner cartridge such as refilled or remanufactured toner. Samsung cannot guarantee non-genuine Samsung toner cartridge's quality. Service or repair required as a result of using non-genuine Samsung toner cartridges will not be covered under the machine’s warranty. Available maintenance parts To purchase maintenance parts, contact the source where you bought the machine. Replacing maintenance parts can be performed only by an authorized service provider, dealer, or the retailer where you bought the machine. The warranty does not cover the replacement of any maintenance parts once it has reached its “Average yield”. Never manually rotate the drum, especially in the reverse direction; this can cause internal damage and toner spillage. Toner cartridge usage Samsung Electronics does not recommend or approve the use of non-Samsung brand toner cartridges in your printer including generic, store brand, refilled, or remanufactured toner cartridges. Page 74 Storing the toner cartridge Estimated cartridge life Estimated cartridge life (the life of the toner cartridge yield) depends on the amount of toner that print jobs require. The actual print yield may vary depending on the print density of the pages you print on, operating environment, percentage of image area, printing interval, media type and/or media size. Redistributing toner When the toner cartridge is near the end of its life: • White streaks or light printing occurs and/or density variation side to side. • The Status LED blinks red. In the case of machine with a Toner LED, it blinks orange. If this happens, you can temporarily improve print quality by redistributing the remaining toner in the cartridge. Page 76 Redistributing toner 3. Maintenance... Replacing the toner cartridge • Shake the toner cartridge thoroughly, it will increase the initial print quality. • Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). •... Page 78 Replacing the toner cartridge 3. Maintenance... Monitoring the supplies life If you experience frequent paper jams or printing problems, check the number of pages the machine has printed or scanned. Replace the corresponding parts, if necessary. +/- buttons on the control panel (see • If your has machine for In ready mode, press and hold (Stop/Clear) button for about 6 seconds, then release. If your has machine for +/- buttons on the control panel (see "Control panel overview" on page 24): You can set the machine’s settings by using the Device Settings in Samsung Easy Printer Manager program or Machine section in Printer Settings Utility program. Cleaning the machine If printing quality problems occur or if you use your machine in a dusty environment, you need to clean your machine regularly to keep it in the best printing condition and use your machine longer. • Cleaning the cabinet of the machine with cleaning materials containing large amounts of alcohol, solvents, or other strong substances can discolor or distort the cabinet. Cleaning the machine Cleaning the inside During the printing process, paper, toner, and dust particles can accumulate inside the machine. This buildup can cause print quality problems, such as toner specks or smearing. Cleaning the inside of the machine clears and reduces these problems. •... Page 83 Cleaning the machine 3. Maintenance... Cleaning the machine Cleaning the pickup roller • Turn the machine off and unplug the power cord. Wait for the machine to cool down. If your machine has a power switch, turn the power switch off before cleaning the machine. •... Cleaning the machine Cleaning the scan unit Keeping the scan unit clean helps ensure the best possible copies. We suggest that you clean the scan unit at the start of each day and during the day as needed. • Turn the machine off and unplug the power cord. Wait for the machine to cool down. If your machine has a power switch, turn the power switch off before cleaning the machine. Page 86 Cleaning the machine Wipe the surface of the scanner until it is clean and dry. Scanner lid Scanner glass Document feeder glass White bar Close the scanner lid. 3. Maintenance... Tips for moving & storing your machine • When moving the machine, do not tilt or turn it upside down. Otherwise, the inside of the machine may be contaminated by toner, which can cause damage to the machine or reduce print quality. •... 4. Troubleshooting This chapter gives helpful information for what to do if you encounter an error. • Tips for avoiding paper jams • Clearing original document jams • Clearing paper jams • Understanding the status LED • Understanding display messages This chapter gives helpful information for what to do if you encounter an error. Tips for avoiding paper jams By selecting the correct media s, most paper jams can be avoided. To avoid paper jams, refer to the following guidelines: • Ensure that the adjustable guides are positioned correctly (see "Tray overview" on page 41). •... Clearing original document jams When an original document jams in the document feeder, a warning message appears on the display. To avoid tearing the document, remove the jammed document slowly and carefully. To prevent document jams, use the scanner glass for thick, thin or mixed paper- originals. 4. Clearing original document jams Original paper jam in front of scanner • Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). • This troubleshooting may not be available depending on model or optional goods (see "Variety feature" on page 10). 4. Clearing original document jams Original paper jam inside of scanner • Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). • This troubleshooting may not be available depending on model or optional goods (see "Variety feature" on page 10). 4. Page 93 Clearing original document jams 4. Troubleshooting... Clearing original document jams Original paper jam in exit area of scanner • Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). • This troubleshooting may not be available depending on model or optional goods (see "Front view" on page 21). Remove any remaining pages from the document feeder. Clearing paper jams To avoid tearing the paper, pull the jammed paper out slowly and gently. In tray Click this link to open an animation about clearing a jam. Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). 4. Clearing paper jams Inside the machine • The fuser area is hot. Take care when removing paper from the machine. • Illustrations on this user’s guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 21). 4. Page 97 Clearing paper jams 4. Troubleshooting... Page 98 Clearing paper jams If you do not see the paper in this area, stop and go to next step: 4. Troubleshooting... • The machine has stopped due to a major error. Check the display message (see "Understanding display messages" on page 101). • A paper jam has occurred (see "Clearing paper jams" on page 95). Samsung Printing Status or Smart Panel program window (see Description of toner is close. Page 100 Understanding the status LED Status Blinking The machine is connecting to a wireless network. Blue The machine is connected to a wireless network (see "Wireless network setup" on page 156). The machine is disconnected from a wireless network. The machine is in power save mode. Blue The machine is in ready mode or machine’s power is off. SCX-340x/SCX-340xW Series. You can resolve the error with the guideline from the computers’s Printing Status or Smart Panel program window (see "Using Samsung Printer Status" on page 277 • If a message is not in the table, reboot the power and try the printing job again. If the problem persists, call a service representative. Meaning Install a toner cartridge. Install a Samsung-genuine toner cartridge, designed for your machine. Prepare a new cartridge for a replacement. You may temporarily increase the printing quality by redistributing the toner (see "Redistributing toner"... Page 103 (see "Replacing the toner cartridge" on page 77). Samsung does not recommend using a non-genuine Samsung toner cartridge such as refilled or remanufactured. Samsung cannot guarantee a non-genuine Samsung toner cartridge's quality. Service or repair required as a result of using non-genuine Samsung toner cartridges will not be covered under the machine warranty. Understanding display messages Tray-related messages Message Jam or empty • Paper has jammed in the paper feed area. • There is no paper in tray. Door open&close Network-related messages Message Network Problem: The network IP address you have set is being used by someone else. Understanding display messages Misc. messages Message Door Open The cover is not securely latched. Close it Door of scanner is open. The document feeder cover is not securely latched. Error [error number] The machine unit cannot be controlled. Turn off then on Error [error number] Call for service Scanner Locked... Page 106 5. Appendix This chapter provides product specifications and information concerning applicable regulations. • Specifications • Regulatory information • Copyright... Specifications General specifications The specification values listed below are subject to change without notice. See www.samsung.com for possible changes in information. Items Dimension Width x Length x Height Weight Machine with consumables Ready mode Noise Level Print mode Copy mode... Page 108 Specifications Items Humidity Operation Storage (packed) 110 volt models Power rating 220 volt models Power consumption Average operating mode Ready mode Power save mode Power off mode Module Wireless a. Dimensions and weight are measured without a handset. b. Sound Pressure Level, ISO 7779. Configuration tested: basic machine installation, A4 paper, simplex printing. c. Specifications Print media specifications Type Size Letter 216 x 279 mm (8.5 x 11 inches) Legal 216 x 356 mm (8.5 x 14 inches) US Folio 216 x 330 mm (8.5 x 13 inches) 210 x 297 mm (8.27 x 11.69 inches) Plain paper Oficio 216 x 343 mm (8.5 x 13.5 inches) Page 110 Specifications Type Size Refer to the Plain paper section Refer to the Plain Thick paper paper section Refer to the Plain paper section Refer to the Plain Thin paper paper section Refer to the Plain paper section Refer to the Plain Cotton paper section Refer to the Plain paper section... Page 111 Specifications Type Size Refer to the Plain paper section Letter, Legal, US Folio, A4, JIS B5, ISO Labels B5, Executive, A5 Letter, Legal, US Refer to the Plain paper section Folio, A4, JIS B5, ISO Card stock B5, Executive, A5, Postcard 4x6 Refer to the Plain Refer to the Plain paper section... Specifications System requirements ® ® Microsoft Windows Operating system ® ® Windows 2000 Intel Pentium ® ® Windows Intel Pentium ® ® Windows Server 2003 Intel Pentium ® ® Windows Server 2008 Intel Pentium ® ® Windows Vista Intel Pentium ®... Page 113 Specifications • Windows Terminal Services is compatible with your machine. • For Windows 2000, Services Pack 4 Macintosh Operating system Mac OS X 10.4 ® • Intel processors • PowerPC G4/G5 Mac OS X 10.5 ® • Intel processors • 867 MHz or faster Power PC G4/G5 Mac OS X 10.6 ®... Page 114 Specifications Linux Items Operating system ® Redhat Enterprise Linux WS 4, 5 (32/64 bit) Fedora 5 ~ 13 (32/64 bit) SuSE Linux 10.1 (32 bit) ® OpenSuSE 10.2, 10.3, 11.0, 11.1, 11.2 (32/64 bit) Mandriva 2007, 2008, 2009, 2009.1, 2010 (32/64 bit) Ubuntu 6.06, 6.10, 7.04, 7.10, 8.04, 8.10, 9.04, 9.10, 10.04 (32/64 bit) SuSE Linux Enterprise Desktop 10, 11 (32/64 bit) Debian 4.0, 5.0 (32/64 bit) Specifications Network environment Network and wireless models only (see "Features by models" on page 7). You need to set up the network protocols on the machine to use it as your network machine. The following table shows the network environments supported by the machine. Regulatory information This machine is designed for a normal work environment and certified with several regulatory statements. Laser safety statement The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, chapter 1 Subchapter J for Class I(1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825- 1 : 2007. Regulatory information Ozone safety This product’s ozone emission rate is under 0.1 ppm. Because ozone is heavier than air, keep the product in a place with good ventilation. Mercury Safety Contains Mercury, Dispose According to Local, State or Federal Laws.(U.S.A. only) Power saver This printer contains advanced energy conservation technology that reduces power consumption when it is not in active use. Regulatory information China only Correct disposal of this product (Waste electrical & electronic equipment) (Applicable in the european union and other european countries with separate collection systems) This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. Page 119 Regulatory information (The United States of America only) Dispose unwanted electronics through an approved recycler. To find the nearest recycling location, go to our website: www.samsung.com/recyclingdirect Or call, (877) 278 - 0799 Taiwan only Radio frequency emissions FCC information to the user This device complies with Part 15 of the FCC Rules. Page 120 Regulatory information Canadian radio interference regulations This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled “Digital Apparatus”, ICES-003 of the Industry and Science Canada. Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: “Appareils Numériques”, ICES-003 édictée par l’Industrie et... Page 121 Regulatory information FCC Statement for Wireless LAN use: While installing and operating this transmitter and antenna combination the radio frequency exposure limit of 1m W/cm2 may be exceeded at distances close to the antenna installed. Therefore, the user must maintain a minimum distance of 20cm from the antenna at all times. Regulatory information The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five. Regulatory information The equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company. Page 124 You must have a 13 amp fuse in the plug, adaptor, or at the distribution board. Declaration of conformity (European countries) Approvals and Certifications Hereby, Samsung Electronics, declares that this [SCX-340x Series] is in compliance with the essential requirements and other relevant provisions of Low Voltage Directive (2006/95/EC), EMC Directive (2004/ 108/EC). Page 125 PSTNs and compatible PBXs of the European countries: In the event of problems, you should contact the Euro QA Lab of Samsung Electronics Co., Ltd. in the first instance. The product has been tested against TBR21. To assist in the use and application... Page 126 Regulatory information No limitations at this time Israel only Regulatory compliance statements Wireless guidance Low power, Radio LAN devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz/5 GHz Band, may be present (embedded) in your printer system. The following section is a general overview of considerations while operating a wireless device. Page 127 Regulatory information In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, Hospitals, and Oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. Page 128 Regulatory information China only 5. Appendix... This user’s guide is provided for information purposes only. All information included herein is subject to change without notice. Samsung Electronics is not responsible for any direct or indirect damages, arising from or related to use of this user’s guide. Page 130 User’s Guide User’s Guide SCX-340x/340xW Series SCX-340xF/340xFW Series SCX-340xFH/340xHW Series ADVANCED ADVANCED This guide provides information about installation, advanced configuration, operation and troubleshooting on various OS environments. Some features may not be available depending on models or countries. BASIC This guide provides information concerning installation, basic operation and troubleshooting on windows. Page 131 2. Using a Network-Connected Machine Useful network programs Wired network setup Installing driver over the network IPv6 configuration Wireless network setup Samsung MobilePrint 3. Useful Setting Menus Before you begin reading a chapter Print menu Copy menu Fax menu Scan menu... Page 132 5. Useful Management Tools Easy Capture Manager Samsung AnyWeb Print Easy Eco Driver Using SyncThru™ Web Service Using Samsung Easy Printer Manager Using Samsung Printer Status Using Smart Panel Using the Linux Unified Driver Configurator 6. Troubleshooting Paper feeding problems... 1. Software Installation This chapter provides instructions for installing essential and helpful software for use in an environment where the machine is connected via a cable. A locally connected machine is a machine directly attached to your computer using the cable. If your machine is attached to a network, skip the following steps below and go on to installing a network connected machine’s driver (see "Installing driver over the network"... Click Default Browser and find the USB connection. • For Mac OS X 10.5-10.7, click Default and find the USB connection. For Mac OS X 10.4, if Auto Select does not work properly, select Samsung in Print Using and your machine name in Model. •... Reinstallation for Macintosh If the printer driver does not work properly, uninstall the driver and reinstall it. Make sure that the machine is connected to your computer and powered on. Insert the supplied software CD into your CD-ROM drive. Double-click the CD-ROM icon that appears on your Macintosh desktop. Double-click the MAC_Installer folder >... Installation for Linux You need to download Linux software packages from the Samsung website to install the printer software (> find your product > Support or Downloads). Installing the Unified Linux Driver Make sure that the machine is connected to your computer and powered on. Page 137 You must log in as a super user (root) to install the machine software. If you are not a super user, ask your system administrator. From the Samsung website, download the Printer Settings Utility package to your computer. Right-click the Printer Settings Utility package and extract the package. You must log in as a super user (root) to uninstall the printer driver. If you are not a super user, ask your system administrator. Click the icon at the bottom of the desktop. When the Terminal screen appears, type in the following. [root@localhost root]#cd /opt/Samsung/mfp/uninstall/ [root@localhost uninstall]#./uninstall.sh Click Uninstall. Click Next. • Useful network programs • Wired network setup • Installing driver over the network • IPv6 configuration • Wireless network setup • Samsung MobilePrint Supported optional devices and features may differ according to your model (see "Features by models" on page 7). Useful network programs There are several programs available to setup the network settings easily in a network environment. For the network administrator especially, managing several machines on the network is possible. • Before using the programs below, set the IP address first. •... Follow the instructions in the installation window. Connect your machine to the network with a network cable. Turn on the machine. From the Windows Start menu, select All Programs > Samsung Printers > SetIP > SetIP. 2. Using a Network-Connected Machine... Page 142 Wired network setup Click the icon (third from left) in the SetIP window to open the TCP/ IP configuration window. Enter the machine’s new information into the configuration window as follows. In a corporate intranet, you may need to have this information assigned by a network manager before proceeding. Before using the SetIP program, disable the computer firewall from System Preferences or Administrator. The following instructions may vary from your model or operating systems. Open /opt/Samsung/mfp/share/utils/. Double-click the SetIPApplet.html file. Click to open the TCP/IP configuration window. Enter the machine’s new information into the configuration window. In a corporate intranet, you may need to have this information assigned by a network manager before proceeding. Installing driver over the network • Some features and optional goods may not be available depending on model or country (see "Features by models" on page 7). • The machine that does not support the network interface, it will not be able to use this feature (see "Rear view"... Page 145 Installing driver over the network If your machine is not found on the network or locally, an error message appears. Select the option you want and click Next. The searched machines will be shown on the screen. Select the one you wish to use and click OK. Page 146 Installing driver over the network Command- line Definition /a”” or Specifies destination path for installation. /A”” The destination path should be a fully qualified path. /i”” Specifies customized install script file for custom operation. /I”” The script filename should be a fully qualified filename. Page 147 Installing driver over the network Command- line Definition /up”” or printer instance and not the driver files. /UP”” /d or Uninstalls all device drivers and applications from your system. /v”” or Shares installed machine and add other available /V””... Page 148 Enter the queue name in the Queue input field. If you cannot determine the queue name for your machine server, try using the default queue first. For Mac OS X 10.4, if Auto Select does not work properly, select Samsung in Print Using and your machine name in Model. •... Installing driver over the network Linux You need to download Linux software packages from the Samsung website to install the printer software (> find your product > Support or Downloads). To install other software: • See "Installing the Smart Panel" on page 136. > Support or Downloads). Installing the UNIX printer driver package The installation procedure is common for all variants of UNIX OS mentioned. From the Samsung website, download and unpack the UNIX Printer Driver package to your computer. Acquire root privileges. Installing driver over the network On some UNIX OS, for example on Solaris 10, just added printers may not be enabled and/or may not accept jobs. In this case run the following two commands on the root terminal: “accept ” “enable ”... Page 152 Installing driver over the network Check the Make Default option to set this printer as default. Click OK to add the printer. 2. Using a Network-Connected Machine... IPv6 configuration IPv6 is supported properly only in Windows Vista or higher. • Some features and optional goods may not be available depending on model or country (see "Features by models" on page 7 overview" on page 33). • If the IPv6 network seems to not be working, set all the network setting to the factory defaults and try again using In the IPv6 network environment, follow the next procedure to use the IPv6 address. Page 154 IPv6

machine. To take advantage of the printer features provided by your printer driver, click Properties or Preferences in the application’s Print window to change the print settings. Page 231 Printing features Item Prints a single-page document onto 4 (Poster 2x2), 9 (Poster 3x3), or 16 (Poster 4x4) sheets of paper, for the purpose of pasting the sheets Poster Printing together to form one poster-size document. Select the Poster Overlap value. Specify Poster Overlap in millimeters or inches by selecting the radio button on the upper right of Basic tab to make it easier to paste the sheets together. Page 232 Printing features Item • Double-sided • Printer Default: If you select this option, this feature is determined by the settings you have selected on the control panel of the machine. Printing This option is available only when you use the PCL/XPS printer driver. •... Page 233 Printing features Item a To change the print settings from your software application, access Printing Preferences. Watermark b Click the Advanced tab, select Edit from the Watermark drop-down list. The Edit Watermarks window appears. (Creating a c Enter a text message in the Watermark Message box. watermark) You can enter up to 256 characters. Page 234 Printing features Item a To save the document as an overlay, access Printing Preferences. b Click the Advanced tab, and select Edit from the Text drop-down list. Edit Overlay window appears. c In the Edit Overlay window, click Create. Overlay d In the Save As window, type a name up to eight characters in the File name box. Page 235 Printing features Item • This feature is available only if you have installed the optional memory or mass storage device (HDD) (see "Variety feature" on page 10). • Some menus may not appear on the display depending on options or models. If so, it is not applicable to your machine. •... For higher versions, you must open the file to print it. Printing There are several ways you can print using the Direct Printing Utility. From the Start menu select Programs or All Programs > Samsung Printers > Direct Printing Utility > Direct Printing Utility. The Direct Printing Utility window appears. Printing features Click Print. The selected PDF file is sent to the machine. Macintosh printing Some features may not be available depending on models or options. It means that the features are not supported. Printing a document When you print with a Macintosh, you need to check the printer driver settings in each application you use. Printing features Printing on both sides of the paper Some features may not be available depending on models or options. It means that the features are not supported (see "Variety feature" on page 10). Before printing in the duplex mode, decide on which edge you will be binding your finished document. Printing features Printing from applications There are a lot of Linux applications that allow you to print using Common UNIX Printing System (CUPS). You can print on your machine from any such application. Open an application, and select Print from the File menu Select Print directly using lpr. Printing features Configuring Printer Properties Using the Printer Properties window provided by the Printers configuration, you can change the various properties for your machine as a printer. Open the Unified Driver Configurator. If necessary, switch to Printers configuration. Select your machine on the available printers list and click Properties. The Printer Properties window appears. Printing features To take advantage of the printer features provided by your printer driver, press Properties. Press OK to start the print job. Changing the machine settings The UNIX printer driver Print Job Manager in which the user can select various print options in printer Properties. Page 242 Printing features Margins tab • Use Margins: Set the margins for the document. By default, margins are not enabled. The user can change the margin settings by changing the values in the respective fields. Set by default, these values depend on the page size selected. (see "Scanning from image editing program" on page 247). • Samsung Scan Assistant/SmarThru 4/SmarThru Office: You can use this program to scan images or documents. See "Scanning with Samsung Scan Assistant" on page 248. See "Scanning with SmarThru 4" on page 249 See "Scanning with SmarThru Office"... This feature may not be available depending on model or optional goods (see "Features by models" on page 7). Open Samsung Easy Printer Manager (see "Using Samsung Easy Printer Manager" on page 274). Select the appropriate machine from the Printer List. Scan features • ID is the same ID as the registered scan ID for Samsung Easy Printer Manager > Switch to advanced mode > Scan to PC Settings. • Password is the 4 digit number registered password for Samsung Easy Printer Manager >... Scan features Scanning and sending an email Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 50). Select (scan) > Scan to Email on the control panel. Or select Scan >... Scan features Enter the path for saving the scanned image. • The folder to save the scanned image must be on the root. • The folder properties need to be setup as a share. • Your user name should have the rights to read and write the folder. Press Apply. Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 50). Click Start > All programs > Samsung Printers, and start Samsung Scan Assistant. Select the Help menu or click the button from the window and click on any option you want to know about. Page 249 Scan features Set the scan options. Click Scan. Scanning with SmarThru 4 • This feature may not be available depending on model or optional goods (see "Features by models" on page 7). • You can use the OCR (Optical Character Reader) feature from program. Scan features Make sure that the machine is connected to your computer and powered on. Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 50). Double-click the SmarThru Office icon. Scan features Scanning from network connected machine Network or wireless model only (see "Features by models" on page 7). Make sure that your machine is connected to a network. Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals"... Page 252 Scan features Select the scanner on the list. Click Properties. Place a single document face down on the document glass, or load the documents face up into the document feeder (see "Loading originals" on page 50). From the Scanner Properties window, click Preview. The document is scanned and the image preview appears in the Preview Pane. Page 253 Scan features Editing an image with Image Manager The Image Manager application provides you with menu commands and tools to edit your scanned image. 4. Special Features... Fax features • For basic faxing features, refer to the page 65). • This function is not supported for SCX-340x/SCX-340xW Series (see "Control panel overview" on page 24). Automatic redialing When the number you have dialed is busy or there is no answer when you send a fax, the machine automatically redials the number. (see "Features by models" on page 7). You can send a fax from your computer without going to the machine. To send a fax from your computer, the Samsung Network PC Fax program must be installed. This program will be installed when you installed the printer driver. Fax features Delaying a fax transmission You can set your machine to send a fax at a later time when you will not be present. You cannot send a color fax using this feature. Place a single document face down on the document glass, or load the documents face up into the document feeder. Fax features Press (Cancel or Stop/Clear) to return to ready mode. Canceling a reserved fax job Press (fax) > (Menu) > Fax Feature > Cancel Job on the control panel. Select the fax job you want and press OK. Press OK when Yes highlights. The selected fax is deleted from memory. Fax features • When you forward a fax by an email, you must first set the mail server and IP address in SyncThru™ Web Service (see "Using SyncThru™ Web Service" on page 271). • Though you sent or received a color fax, the data is forwarded in grayscale. Or select Setup > Machine Setup > Next > Fax Setup > Forward > PC > On on the touch screen. Open the Samsung Easy Printer Manager. Select the appropriate machine from the Printer List. Select Fax to PC Settings menu. Fax features • Print received fax: After receiving the fax, set prints information for the received fax. • Notify me when complete: Set to show the popup window to notify receiving a fax. • Open with default application: After receiving the fax, open it with default application. Page 261 Fax features Receiving manually in Tel mode You can receive a fax call by pressing (On Hook Dial) button and then pressing (Start) when you hear a fax tone. If your machine has a handset, you can answer calls using the handset (see "Features by models" on page 7). Receiving in Answering Machine/Fax mode To use this mode, you must attach an answering machine to the EXT socket on the back of your machine. Fax features This setting may not be available depending on your country. Select (fax) > (Menu) > Fax Setup > Receiving > DRPD Mode > Waiting Ring on the control panel. Or select Setup > Machine Setup > Next > Default Setting > Fax Default >... Fax features The machine prints all of the faxes stored in memory. Printing faxes on both sides of the paper • Some menus may not appear on the display depending on options or models. If so, it is not applicable to your machine. •... Fax features Printing sent fax report automatically You can set the machine to print a report with detailed information about the previous 50 communication operations, including time and dates. Press (fax) > (Menu) > Fax Setup > Auto Report > On on the control panel. Using shared folder features This feature allows you to use the machine’s memory as a shared folder. The advantage of this feature is that you can conveniently use the shared folder through your computer’s window. • This feature may not be available depending on model or optional goods (see "Features by models"... Using memory/hard drive features You can use this feature in the models that have a mass storage device (HDD) or memory (see "Variety feature" on page 10). Setting up the optional memory From the printer driver After installing the optional memory, you can use advanced printing features, such as proofing a job and specifying of printing a private job in the Print window. This chapter introduces management tools provided to help you make full use of your machine. • Easy Capture Manager • Samsung AnyWeb Print • Easy Eco Driver • Using SyncThru™ Web Service • Using Samsung Easy Printer Manager • Using Samsung Printer Status • Using Smart Panel • Using the Linux Unified Driver Configurator... Easy Capture Manager • This feature may not be available depending on model or optional goods (see "Software" on page 7). • Available for Windows OS users only (see "Software" on page 7). Capture your screen and launch Easy Capture Manager by simply pressing the Print Screen key. Now you can easily print your captured screen as captured or edited. 5. This tool helps you screen-capture, preview, scrap, and print Windows Internet Explorer pages more easily, than when you use an ordinary program. Click Start > All programs > Samsung Printers > Samsung AnyWeb Print > Download the latest version to link to the website where the tool is available for download. Easy Eco Driver • This feature may not be available depending on model or optional goods (see "Software" on page 7). • Available for Windows OS users only (see "Software" on page 7). With the Easy Eco Driver, you can apply Eco features to save paper and toner before printing. To use this application, Start Easy Eco Driver before printing job checkbox in the printer properties should be checked. Using SyncThru™ Web Service • Internet Explorer 6.0 or higher is the minimum requirement for SyncThru™ Web Service. • SyncThru™ Web Service explanation in this user’s guide may differ from your machine depending on its options or models. • Network model only (see "Software" on page 7). Accessing SyncThru™... This tab allows you to maintain your machine by upgrading firmware and setting contact information for sending emails. You can also connect to Samsung website or download drivers by selecting the Link menu. • Firmware Upgrade: Upgrade your machine’s firmware. Using SyncThru™ Web Service Some menus may not appear in the display depending on options or models. If so, it is not applicable to your machine. Start a web browser, such as Internet Explorer, from Windows. Enter the machine IP address ( ) in the address field and press the Enter key or click Go. Understanding Samsung Easy Printer Manager To open the program: For Windows, Select Start > Programs or All Programs > Samsung Printers > Samsung Easy Printer Manager > Samsung Easy Printer Manager. For Macintosh, Open the Applications folder > Samsung folder > Samsung Easy Printer Manager. Using Samsung Easy Printer Manager Printer This area gives you general information about your information machine. You can check information, such as the machine’s model name, IP address (or Port name), and machine status. You can view the online User’s Guide. Using Samsung Easy Printer Manager Some menus may not appear in the display depending on options or models. If so, it is not applicable to your machine. Device Settings You can configure various machine settings such as machine setup, paper, layout, emulation, network, and print information. Using Samsung Printer Status The Samsung Printer Status is a program that monitors and informs you of the machine status. • The Samsung Printer Status window and its contents shown in this user’s guide may differ depending on the machine or operating system in use. Using Samsung Printer Status Order Supplies You can order replacement toner cartridge(s) from online. User’s Guide You can view the online User’s Guide. This button opens the Troubleshooting Guide when an error occurs. You can directly open the troubleshooting section in the user’s guide. Smart Panel is a program that monitors and informs you of the machine’s status, and allows you to customize the machine’s settings. You can download Smart Panel from the Samsung website (see "Installing the Smart Panel" on page 136). • The Smart Panel window and its contents shown in this user’s guide may... Using Smart Panel Changing Smart Panel’s settings Right-click in Linux on the Smart Panel icon and select Configure smart panel. Select the settings you want from the Configure smart panel window. 5. Useful Management Tools... Opening Unified Driver Configurator Double-click the Unified Driver Configurator on the desktop. You can also click the Startup Menu icon and select Samsung Unified Driver > Unified Driver Configurator. Click each button on the left to switch to the corresponding configuration window. Using the Linux Unified Driver Configurator To use the on screen help, the Help or After changing the configurations, click Exit to close the Unified Driver Configurator. Printers configuration Printers configuration has the two tabs: Printers and Classes. Printers tab button from the window. Page 283 Using the Linux Unified Driver Configurator The printer control buttons are, as follows: • Refresh: Renews the available machines list. • Add Printer: Allows you to add a new machines. • Remove Printer: Removes the selected machine. • Set as Default: Sets the current selected machine as a default machine. •... Using the Linux Unified Driver Configurator Ports configuration In this window, you can view the list of available ports, check the status of each port and release a port that is stalled in a busy state when its owner has terminated the job for any reason. Page 285 6. Troubleshooting This chapter gives helpful information for what to do if you encounter an error. • Paper feeding problems • Power and cable connecting problems • Printing problems • Printing quality problems • Copying problems • Scanning problems • Faxing problems •... Paper feeding problems Condition Paper jams during printing. Paper sticks together. Multiple sheets of paper do not feed. Paper does not feed into the machine. The paper keeps jamming. Envelopes skew or fail to feed correctly. Clear the paper jam. •... Power and cable connecting problems Condition The machine is not receiving power, or the connection cable between the computer and the machine is not connected properly. • Connect the machine to the electricity supply first. If the machine has a •... Printing problems Condition The machine does not The machine is not receiving power. print. The machine is not selected as the default machine. Check the machine for the following: • The cover is not closed. Close the cover. • Paper is jammed. Clear the paper jam (see "Clearing paper jams" on page 95). •... Printing problems Condition The machine does not The machine may be configured incorrectly. print. The printer driver may be incorrectly installed. The machine is malfunctioning. The document size is so big that the hard disk space of the computer is insufficient to access the print job. Page 290 Printing problems Condition The wrong printer driver was selected. The software application is malfunctioning. The operating system is malfunctioning. Pages print, but they are The toner cartridge is defective or out of toner. blank. The file may have blank pages. Some parts, such as the controller or the board, may be defective. Page 291 Printing problems Condition The machine does not Paper size and paper size setting do not match. print special-sized paper, such as billing paper. The printed billing paper The paper type setting does not match. is curled. Possible cause Set the correct paper size in the Custom in Paper tab in Printing Preferences (see "Opening printing preferences"... Printing quality problems If the inside of the machine is dirty or paper has been loaded improperly, there might be a reduction in print quality. See the table below to clear the problem. Condition Light or faded print • If a vertical white streak or faded area appears on the page, the toner supply is low. Install a new toner cartridge (see "Replacing the toner cartridge"... Printing quality problems Condition Toner specks • The paper may not meet specifications; for example, the paper may be too moist or rough. • The transfer roller may be dirty. Clean the inside of your machine (see "Cleaning the machine" on page 81). •... Page 294 Printing quality problems Condition Vertical lines If black vertical streaks appear on the page: • The surface (drum part) of the toner cartridge inside the machine has probably been scratched. Remove the toner cartridge and install a new one (see "Replacing the toner cartridge" on page 77). If white vertical streaks appear on the page: •... Page 295 Printing quality problems Condition Vertical repetitive defects If marks repeatedly appear on the printed side of the page at even intervals: • The toner cartridge may be damaged. If you still have the same problem, remove the toner cartridge and, install a new one (see "Replacing the toner cartridge"... Page 296 Printing quality problems Condition Misformed characters • If characters are improperly formed and producing hollow images, the paper stock may be too slick. Try different paper. Page skew • Ensure that the paper is loaded properly. • Check the paper type and quality. •... Page 297 Printing quality problems Condition Wrinkles or creases • Ensure that the paper is loaded properly. • Check the paper type and quality. • Turn the stack of paper over in the tray. Also try rotating the paper 180° in the tray. Back of printouts are dirty •... Page 298 Printing quality problems Condition Loose toner • Clean the inside of the machine (see "Cleaning the machine" on page 81). • Check the paper type and quality. • Remove the toner cartridge and then, install a new one (see "Replacing the toner cartridge" on page 77). If the problem persists, the machine may require repair. Page 299 Printing quality problems Condition Curl If the printed paper is curled or paper does not feed into the machine: • Turn the stack of paper over in the tray. Also try rotating the paper 180° in the tray. • Change the printer’s paper option and try again. Go to Printing Preferences, click the Paper tab, and set type to Thin (see "Opening printing preferences"... Copying problems Condition Copies are too light or too dark. Adjust the darkness in copy feature to lighten or darken the backgrounds of copies (see "Changing the settings for each copy" on page 59). Smears, lines, marks, or spots • If the defects are on the original, adjust darkness in copy feature to lighten the background of your copies. appear on copies. Scanning problems Condition The scanner does not work. • Make sure that you place the original to be scanned face down on the scanner glass, or face up in the document feeder (see "Loading originals" on page 50). • There may not be enough available memory to hold the document you want to scan. Try the Prescan function to see if that works. Try lowering the scan resolution rate. Scanning problems Condition Message appears on your • There may be a copying or printing job in progress. Try your job again when that job is finished. computer screen: • The selected port is currently being used. Restart your computer and try again. •... Faxing problems Condition The machine is not working, • Unplug the power cord and plug it in again. there is no display, or the • Ensure that there is power being supplied to the electrical outlet. buttons are not working. •... Faxing problems Condition Some of the words on an The fax machine sending the fax had a temporary document jam. incoming fax are stretched. There are lines on the originals Check your scan unit for marks and clean it (see "Cleaning the scan unit" on page 85). you sent. Operating system problems Common Windows problems Condition “File in Use” message appears Exit all software applications. Remove all software from the startup group, then restart Windows. Reinstall the printer driver. during installation. “General Protection Fault”, Close all other applications, reboot Windows and try printing again. “Exception OE”, “Spool 32”, or “Illegal Operation”... Operating system problems Common Macintosh problems Condition The machine does not print PDF files correctly. Some parts of graphics, text, or illustrations are missing. Some letters are not displayed normally during cover page printing. When printing a document in Macintosh with Acrobat Reader 6.0 or higher, colors print incorrectly. Operating system problems Common Linux problems Condition The machine does not print. • Check if the printer driver is installed in your system. Open Unified Driver Configurator and switch to the Printers tab in the Printers configuration window to look at the list of available machines. Make sure that your machine is displayed on the list. If not, open Add new printer wizard to set up your device. Page 308 Operating system problems Condition I cannot scan via Gimp Front- Check if Gimp Front-end has Xsane:Device dialog. on the Acquire menu. If not, you should install Xsane plug-in for Gimp on the your end. computer. You can find Xsane plug-in package for Gimp on Linux distribution CD or Gimp home page. For the detailed information, refer to the Help for Linux distribution CD or Gimp Front-end application. Operating system problems Refer to the Linux User’s Guide that came with your computer for further information on Linux error messages. Common PostScript problems The following situations are PS language specific and may occur when several printer languages are used. Problem The PostScript file cannot be The PostScript driver may not be installed... Contact SAMSUNG worldwide If you have any comments or questions regarding Samsung products, contact the Samsung customer care center. Country/Region Customer Care Center ALBANIA 42 27 5755 ARGENTINE 0800-333-3733 ARMENIA 0-800-05-555 AUSTRALIA 1300 362 603 AUSTRIA 0810-SAMSUNG (7267864, € 0.07/min) Page 311 0818 717100 EL SALVADOR 800-6225 ESTONIA 800-7267 FINLAND 030-6227 515 FRANCE 01 48 63 00 00 GERMANY 01805 - SAMSUNG (726-7864 € 0,14/min) GEORGIA 8-800-555-555 GHANA 0800-10077 0302-200077 GREECE 80111-SAMSUNG (80111 726 7864) only from land line (+30) 210 6897691 from mobile... Page 312 MOLDOVA 00-800-500-55-500 MONGOLIA MONTENEGRO 020 405 888 MOROCCO 080 100 2255 NIGERIA 0800-726-7864 NETHERLANDS 0900-SAMSUNG (0900-7267864) (€ 0,10/min) NEW ZEALAND 0800 SAMSUNG (0800 726 786) NICARAGUA 00-1800-5077267 NORWAY 815-56 480 OMAN 800-SAMSUNG (726-7864) PANAMA 800-7267 PERU 0-800-777-08 Web Site Country/Region www.samsung.com... Page 313 Contact SAMSUNG worldwide Country/Region Customer Care Center SOUTH AFRICA 0860-SAMSUNG (726-7864) SPAIN 902-1-SAMSUNG(902 172 678) SWEDEN 0771 726 7864 (SAMSUNG) SWITZERLAND 0848-SAMSUNG (7267864, CHF 0.08/min) TADJIKISTAN 8-10-800-500-55-500 TAIWAN 0800-329-999 0266-026-066 TANZANIA 0685 88 99 00 THAILAND 1800-29-3232 02-689-3232 TRINIDAD &... Page 314 Glossary The following glossary helps you get familiar with the product by understanding the terminologies commonly used with printing as well as mentioned in this user’s guide. 802.11 802.11 is a set of standards for wireless local area network (WLAN) communication, developed by the IEEE LAN/MAN Standards Committee (IEEE 802). Glossary BOOTP Bootstrap Protocol. A network protocol used by a network client to obtain its IP address automatically. This is usually done in the bootstrap process of computers or operating systems running on them. The BOOTP servers assign the IP address from a pool of addresses to each client. BOOTP enables 'diskless workstation' computers to obtain an IP address prior to loading any advanced operating system. Page 316 Glossary DHCP A Dynamic Host Configuration Protocol (DHCP) is a client-server networking protocol. A DHCP server provides configuration parameters specific to the DHCP client host requesting, generally, information required by the client host to participate on an IP network. DHCP also provides a mechanism for allocation of IP addresses to client hosts. Glossary Duty Cycle Duty cycle is the page quantity which does not affect printer performance for a month. Generally the printer has the lifespan limitation such as pages per year. The lifespan means the average capacity of print-outs, usually within the warranty period. Glossary Fuser Unit The part of a laser printer that fuses the toner onto the print media. It consists of a heat roller and a pressure roller. After toner is transferred onto the paper, the fuser unit applies heat and pressure to ensure that the toner stays on the paper permanently, which is why paper is warm when it comes out of a laser printer. Page 319 Glossary IP address An Internet Protocol (IP) address is a unique number that devices use in order to identify and communicate with each other on a network utilizing the Internet Protocol standard. The Images Per Minute (IPM) is a way of measuring the speed of a printer. An IPM rate indicates the number of single-sided sheets a printer can complete within one minute. Glossary ITU-T No. 1 chart Standardized test chart published by ITU-T for document facsimile transmissions. JBIG Joint Bi-level Image Experts Group (JBIG) is an image compression standard with no loss of accuracy or quality, which was designed for compression of binary images, particularly for faxes, but can also be used on other images. Page 321 Glossary Modified Huffman (MH) is a compression method for decreasing the amount of data that needs to be transmitted between the fax machines to transfer the image recommended by ITU-T T.4. MH is a codebook-based run-length encoding scheme optimized to efficiently compress white space. As most faxes consist mostly of white space, this minimizes the transmission time of most faxes. Glossary Open Systems Interconnection (OSI) is a model developed by the International Organization for Standardization (ISO) for communications. OSI offers a standard, modular approach to network design that divides the required set of complex functions into manageable, self-contained, functional layers. The layers are, from top to bottom, Application, Presentation, Session, Transport, Network, Data Link and Physical. Page 323 Glossary PRN file An interface for a device driver, this allows software to interact with the device driver using standard input/output system calls, which simplifies many tasks. Protocol A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints. See PostScript. Glossary SMTP Simple Mail Transfer Protocol (SMTP) is the standard for e-mail transmissions across the Internet. SMTP is a relatively simple, text-based protocol, where one or more recipients of a message are specified, and then the message text is transferred. It is a client-server protocol, where the client transmits an email message to the server. Page 325 Glossary TWAIN An industry standard for scanners and software. By using a TWAIN-compliant scanner with a TWAIN-compliant program, a scan can be initiated from within the program. It is an image capture API for Microsoft Windows and Apple Macintosh operating systems. UNC Path Uniform Naming Convention (UNC) is a standard way to access network shares in Window NT and other Microsoft products. Page 326 Glossary WPA-PSK WPA-PSK (WPA Pre-Shared Key) is special mode of WPA for small business or home users. A shared key, or password, is configured in the wireless access point (WAP) and any wireless laptop or desktop devices. WPA-PSK generates a unique key for each session between a wireless client and the associated WAP for more advanced security. Page 327 Index address book editing general setup group editing group registering registering using address book setup administrator’s setup AnyWeb Print authorized users registering buttons id copy numeric keypad print screen scan to cleaning inside outside pickup roller scan unit cleaning a machine control panel convention copy... Page 328 Index destination forwarding a sent fax to another destination general setup printing faxes on both sides of the paper Printing sent fax report automatically 264 receiving a fax in the computer receiving faxes in memory receiving in Answering Machine mode 261 receiving in DRPD mode receiving in Fax mode receiving in secure mode... Page 329 Index common Macintosh problems driver installation for network connected driver installation for USB cable connected driver reinstallation for USB cable connected printing scanning system requirements using SetIP macintosh scanning maintenance parts manual feeding loading memory/hard drive feature menu overview multi-purpose tray tips on using using special media network... Page 330 Samsung Printer Status scan general setup Scan Assitant scan feature Scanning Scanning with Samsung Scan Assitant 248 Scanning with SmarThru 4 scanning basic information Linux scanning Macintosh scanning Scanning from image editing program 247 Scanning from network connected machine... Page 331 SyncThru Web Service general information SyncThru™ Web Service toner cartridge estimated life handling instructions non-Samsung and refilled redistributing toner replacing the cartridge storing tray adjusting the width and length changing the tray size manual feeding setting the paper size and type...