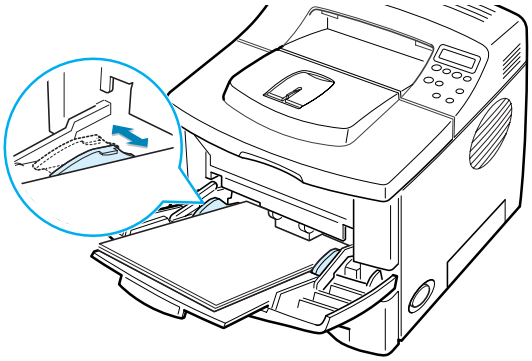
5 Slide the paper width guide and adjust it against the stack of print material without bending.



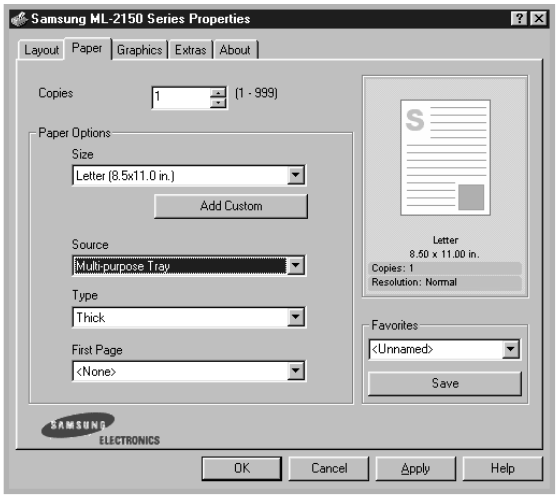
Now, the display on the front panel prompts you to confirm the paper size in the Multi-Purpose Tray.

**NOTE:** Your printer cannot automatically detect the size of paper loaded in the Multi-Purpose Tray. Configuring the Multi-Purpose Tray with the correct paper size allows you to select paper by size rather than paper source when you print from your software application. You do not have to check which paper is loaded in the Multi-purpose Tray before printing.

6 Press the scroll button (◀ or ▶) until the size of paper you loaded appears on the bottom line of the display.

7 Press the **Enter** button (✳). Now, you are ready to print.

8 When you print a document, configure the paper source and type in the software application.




For information about setting on the control panel, see page 3.5.

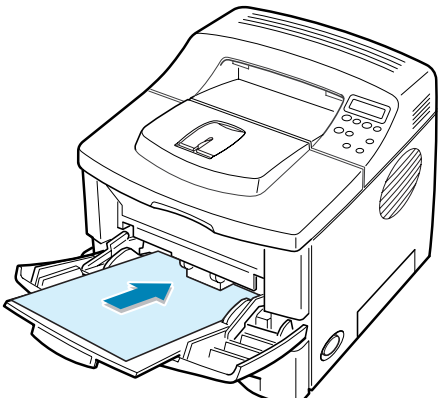
9 After printing, push the extender back to its place and close the Multi-Purpose Tray.

## Using the Manual Feed Mode

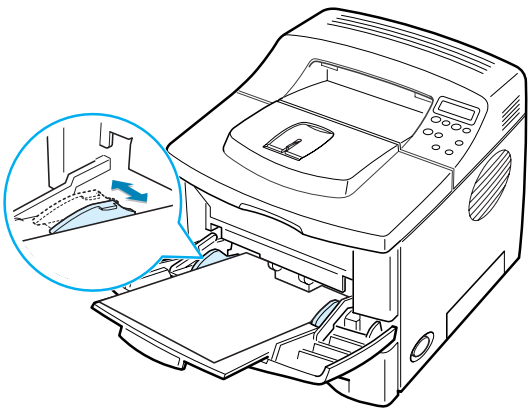
If you select **Manual Feed** in the **Source** option when changing print settings, you can manually load a sheet of print material in the Multi-Purpose Tray. Manually loading paper can be helpful when you want to check the print quality after each page is printed.

This loading procedure is almost the same as the procedure for loading in the Multi-Purpose Tray, except you load paper sheet-by-sheet in the Tray, send print data to print the first page, and press the **On-Line/Continue** button ( ) on the control panel to print each following page.

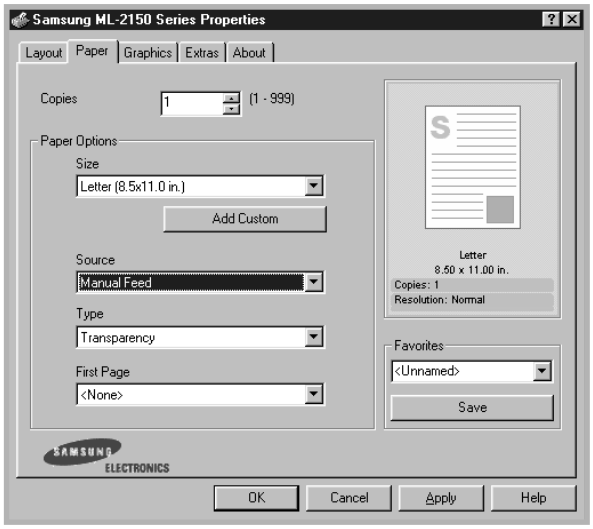
1 Load a sheet of print material on the centre of the Multi-Purpose Tray **with the print side up**.



2 Slide the paper width guide and adjust it against the material without bending.



3 When you print a document, you must select **Manual Feed** for **Source** from the software application, and then select the correct paper size and type.




4 Print a document.

The display shows a message prompting you to load paper and press the **On-Line/Continue** button ( ).

5 Press the **On-Line/Continue** button ( ).

The printer picks up the paper and prints. After one page is printed, the message appears again.

6 Insert the next sheet into the Multi-Purpose Tray and press the **On-Line/Continue** button ( ).

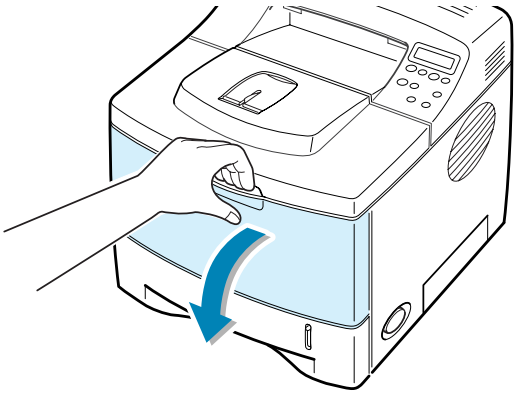
Repeat this step for every page to be printed.

# Printing on Envelopes

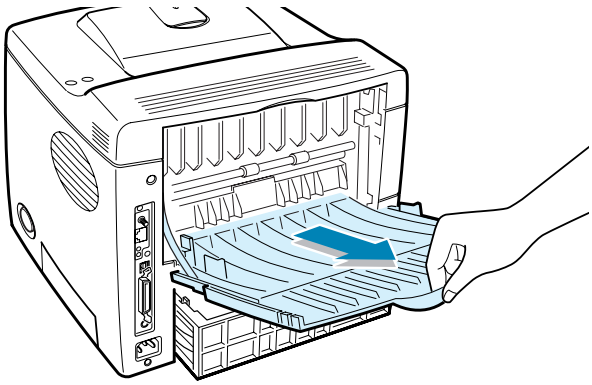
**Guidelines**

- Only use envelopes recommended for laser printers. Before loading envelopes in the Multi-Purpose Tray, make sure that they are undamaged and are not stuck together.
- Do not feed stamped envelopes.
- Never use envelopes with clasps, snaps, windows, coated lining, or self-stick adhesives. These envelopes may severely damage the printer.

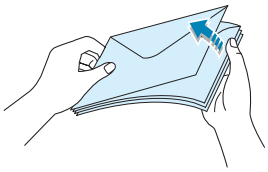
1 Open the Multi-Purpose Tray and slide the extender to its full-length position.



2 Open the rear output tray and pull the extender.

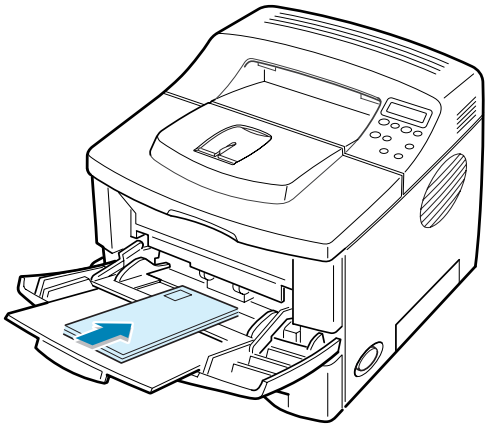


3 Flex or fan the edge of the envelope stack to separate the pages before loading.

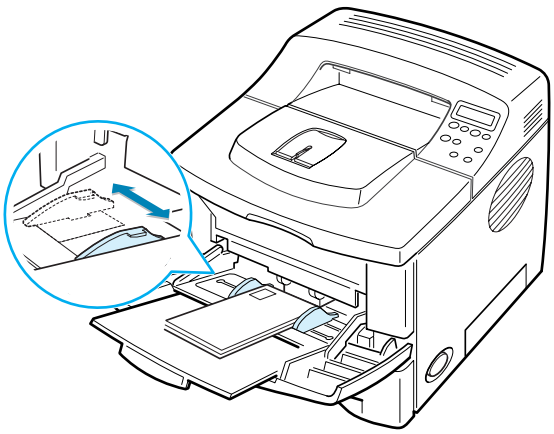


4 Load the envelopes onto the Multi-Purpose Tray **with the flap side down**.

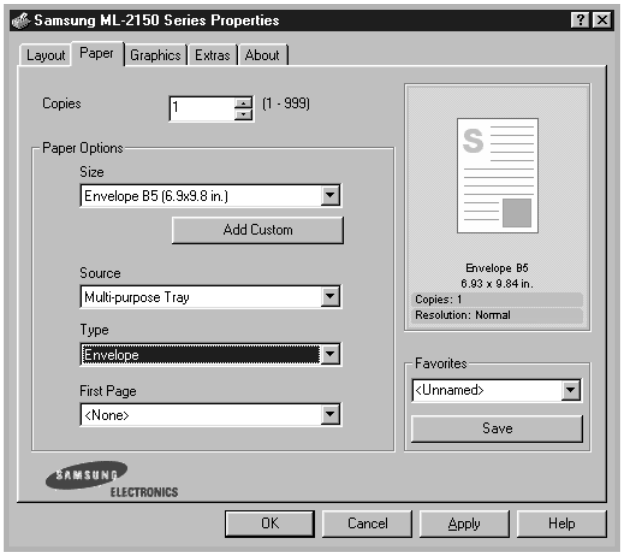
The stamp area is **on the left side** and the end of the envelope **with the stamp area enters the tray first**.



5 Adjust the guide to the edge of the envelope stack.

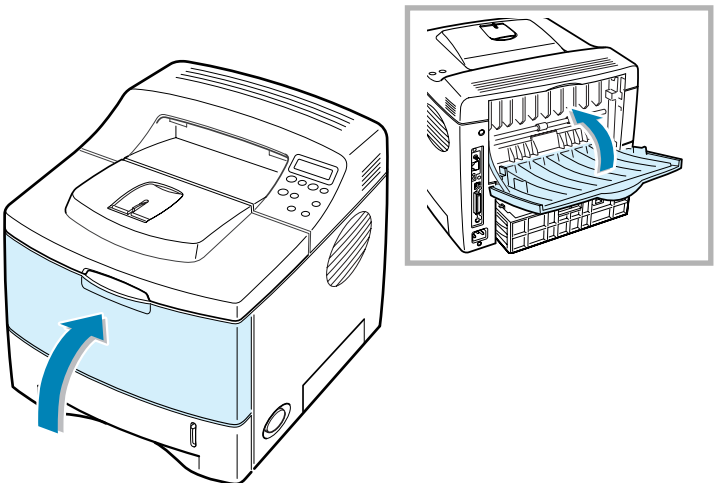


6 When you print on envelopes, configure the paper source, type and size properly in the software application. For details, see page 5.7.




For details about setting on the control panel, see page 3.5.

7 After printing, close the Multi-Purpose Tray and the rear output tray.



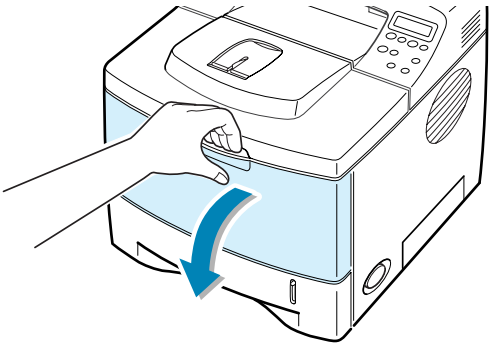
# Printing on Labels

**Guidelines**

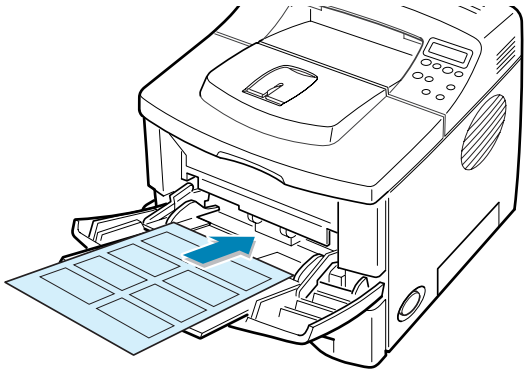
- Only use labels recommended for laser printers.
- Verify that the labels' adhesive material can tolerate fusing temperature of 200°C (392°F) for 0.1 second.
- Make sure that there is no exposed adhesive material between the labels. Exposed areas can cause labels to peel off during printing, which can cause paper jams. Exposed adhesive can also cause damage to printer components.
- Do not feed a sheet of label through the printer more than once. The adhesive backing is designed for one pass through the printer.
- Do not use labels that are separating from the backing sheet or are wrinkled, bubbled, or otherwise damaged.

4

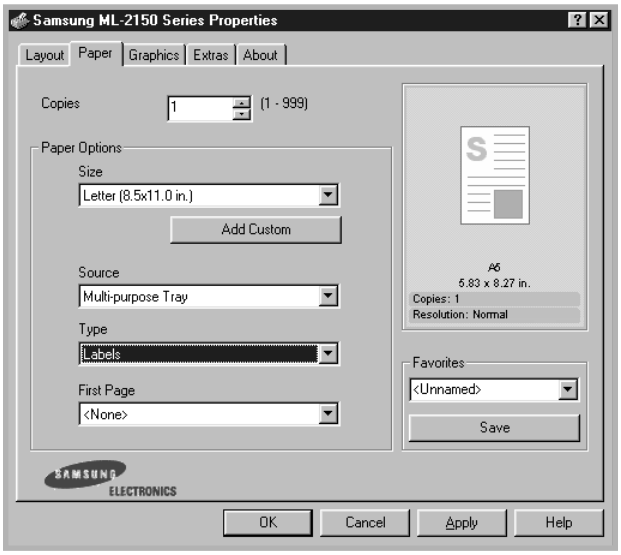
1 Open the Multi-Purpose Tray and the rear output tray.



2 Load labels **with the print side up**. Adjust the guide to fit the width of the labels.



3 When you print on labels, configure the paper source, type and size properly in the software application. For details, see page 5.7.




For details about setting on the control panel, see page 3.5.

4 After printing, close the Multi-Purpose Tray and the rear output tray.

**NOTE:** To prevent labels from sticking, do not let the printed label sheets stack up as they are printed out.

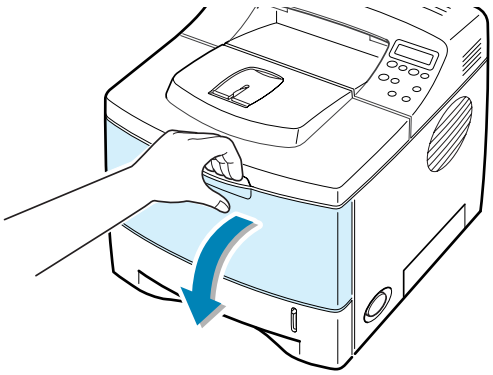
# Printing on Transparencies

**Guidelines**

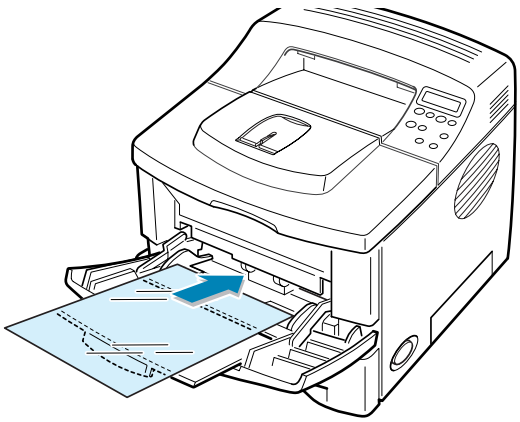
- Only use transparencies recommended for use in laser printers.
- Ensure that transparencies are not wrinkled, curled, or have any torn edges.
- Hold the transparencies by the edges and avoid touching the print side. Oils deposited on the transparency can cause print quality problems.
- Be careful not to scratch or leave fingerprints on the print side.

4

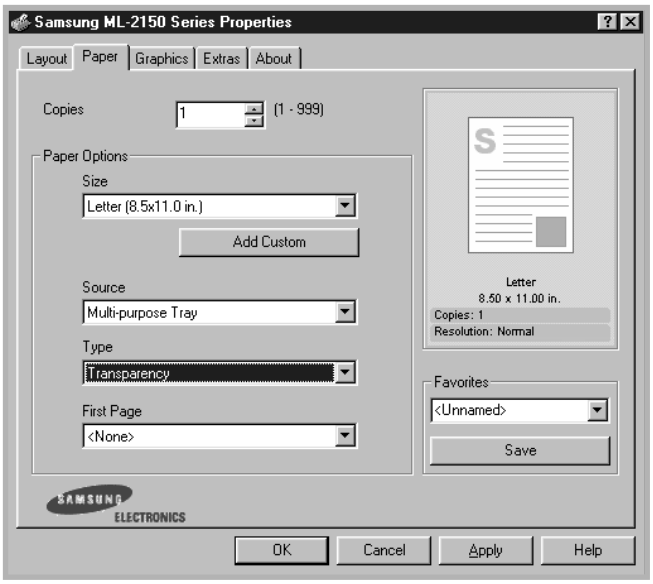
1 Open the Multi-Purpose Tray and the rear output tray.



2 Load transparencies **with the print side up**, and **the top with the adhesive strip entering the printer first**. Adjust the guide to fit the width of the transparencies.



3 When you print on transparencies, configure the paper source, type and size properly in the software application. For details, see page 5.7.




For details about setting on the control panel, see page 3.5.

4 After printing, close the Multi-Purpose Tray and the rear output tray.

**NOTES:**

- If you print on thin transparencies to the rear output tray, they can be curled. In this case, use the top output tray. If the problem persists, check if your transparencies meets the printer's specifications.
- To prevent transparencies from sticking, do not let the printed sheets stack up as they are printed out.
- Place transparencies on a flat surface after removing them from the printer.

# Printing on Preprinted Paper

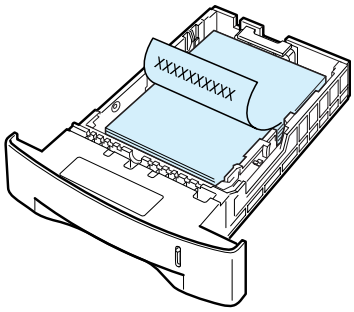
Preprinted paper is paper that has some type of printing placed on it before it is sent through the printer (paper that has a preprinted logo at the top of the page, for example).

**Guidelines**

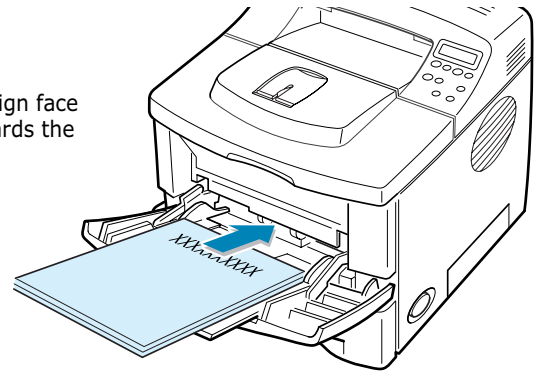
- Letterheads must be printed with heat-resistant ink that will not melt, vaporize, or release hazardous emissions when subjected to the printer's fusing temperature of 400 °F (205 °C) for 0.1 second.
- Ink on letterheads must be non-flammable and should not adversely affect any printer rollers.
- Forms and letterheads should be sealed in a moisture-proof wrapping to prevent changes during storage.
- Before you load preprinted paper as forms and letterheads, verify that the ink on the paper is dry. During the fusing process, wet ink can come off preprinted paper.

4

1 Load letterheads into the tray you want to use, as shown in the figures below. Adjust the guides to fit the width of the paper stack.

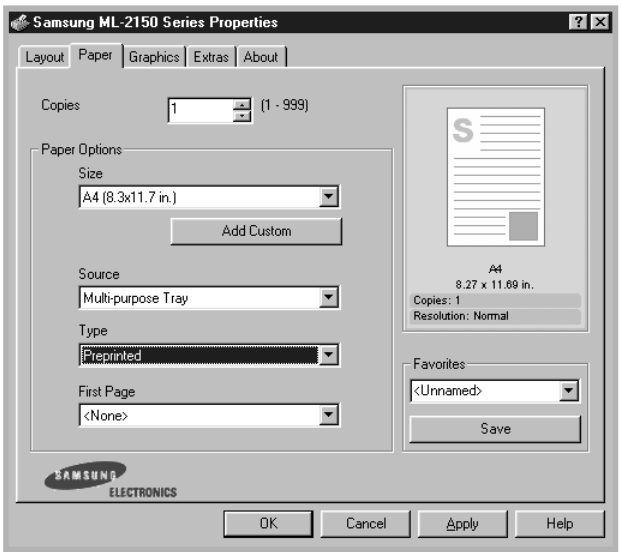



Load with the design face down, bottom edge towards the printer.




Load with the design face up, top edge towards the printer.

2 When you print, configure the paper source, type and size properly in the software application. For details, see page 5.7.




For details about setting on the control panel, see page 3.5.

# Printing on Card Stock or Custom-sized Materials

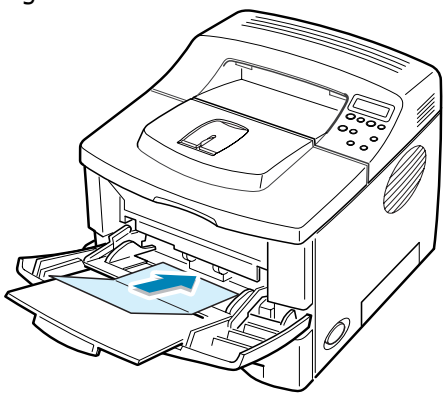
Postcards, 3.5 by 5.83 in. (index) cards and other custom-sized materials can be printed with your printer. The minimum size is 76 by 127 mm (3 by 5 in.) and the maximum size is 216 by 356 mm (8.5 by 14 in.).

**Guidelines**

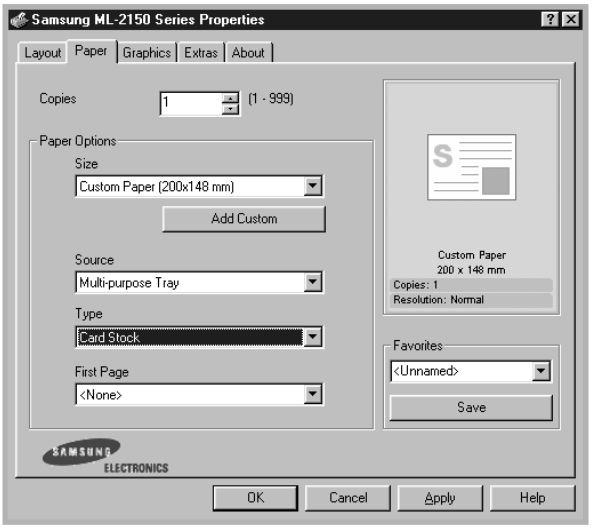
- Always insert the short-edge into the Multi-Purpose Tray first. If you want to print in landscape mode, make this selection through your software. Inserting paper long-edge first may cause a paper jam.
- Do not load more than 10 cards into the Multi-Purpose Tray at a time.
- Do not print on media smaller than 76 mm (3 in.) wide or 127 mm(5 in.) long.
- Set margins at least 6.4 mm (0.25 in.) away from the edges of the material in the software application

1 Open the Multi-Purpose Tray and the rear output tray.

2 Load print material with print side up and short edge first. Adjust the guide to fit the width of the material stack.



3 When you print, configure the paper source, type and size properly in the software application. For details, see page 5.7.




**NOTE:** If the size of your print material is not listed in the **Size** box in the **Paper** tab of the printer driver properties, click the **Add Custom** button and set the size manually. See page 5.7.

**CAUTIONS:** When you use 76 by 127 mm (3 by 5 in. )paper and it is too thin, a paper jam may occur. Use the card stock heavier than 105g/$m^2$

For details about setting on the control panel, see page page 3.5.

4 After printing, close the Multi-Purpose Tray and the rear output tray.

# MEMO

# 5 PRINTING TASKS

This chapter explains the printing options and common printing tasks.

This chapter includes:

- **Printing a Document**
- **Setting Paper Properties**
- **Using the Toner Save Mode**
- **Printing on Both Sides of Paper**
- **Printing Multiple Pages on One Sheet of Paper (N-Up Printing)**
- **Printing the Reduced or Enlarged Document**
- **Fitting Your Document to a Selected Paper Size**
- **Printing Posters**
- **Printing Booklets**
- **Using Watermarks**
- **Using Overlays**
- **Setting Graphic Properties**
- **Using Output Options**

# Printing a Document

The following procedure describes the general steps required for printing from various Windows applications. The exact steps for printing a document may vary depending on the application programme you are using. Refer to the User's Guide of your software application for the exact printing procedure.

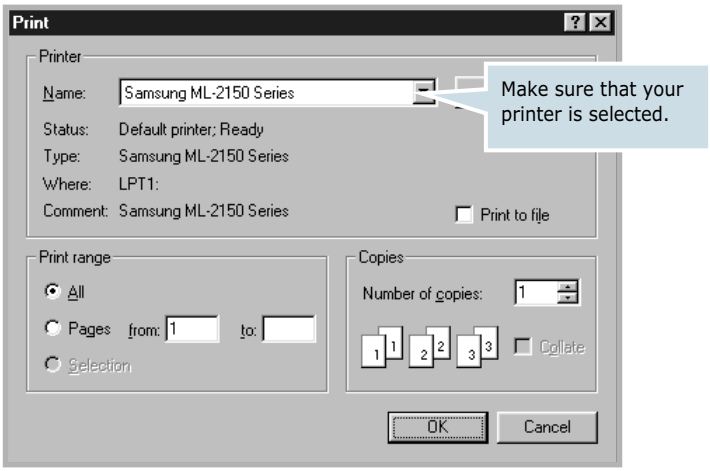
**NOTES:**

- For detailed information about printing from a Macintosh computer, see Appendix A, "Using Your Printer with a Macintosh."
- For detailed information about printing from a Linux system, Appendix C, "Using Your Printer in Linux."

1 Open the document you want to print.

2 Select **Print** from the **File** menu. The Print window is displayed (It may look slightly different depending on your application).

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



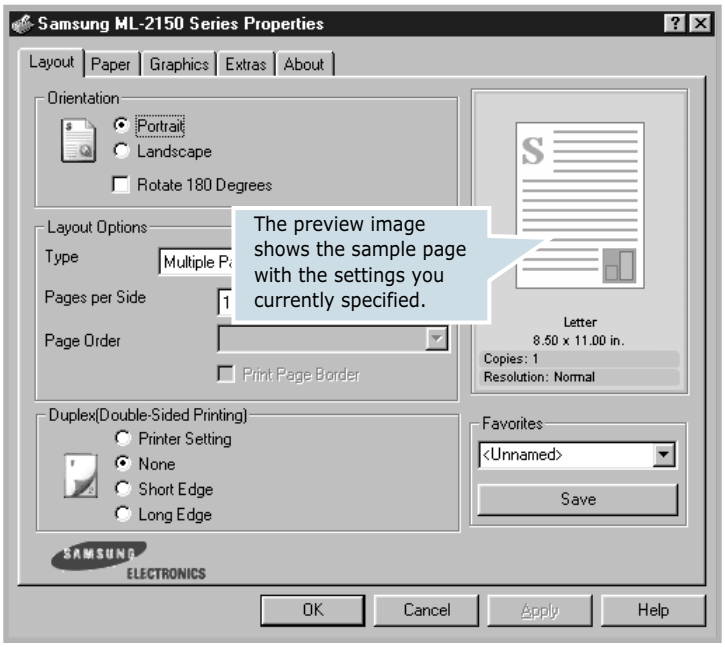

▲ Windows 98

3 To take advantage of the printer features provided by your printer, click **Properties** in the application's print window and go to Step 4.

If you see **Setup**, **Printer** or **Options**, click that button instead. Then click **Properties** in the next screen.

4 Now you see the Samsung ML-2550 Series Properties window, which allows you to access all the information you will need when using your printer.

The **Layout** tab is first displayed.

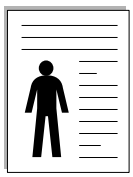



If necessary, select the **Orientation** option.

The **Orientation** option allows you to select the direction in which information is printed on a page.

- **Portrait** prints across the width of the page, letter style.
- **Landscape** prints across the length of the page, spreadsheet style.
- If you want to rotate the page in 180 degrees, select **Rotate 180 Degrees**.

▲ Landscape



▲ Portrait

5 From the **Paper** tab, select the paper source, size and type. For further details, see page 5.7.

6 Click other tabs on the top of the Samsung ML-2550 series Properties window to access other features, if needed.

7 When you complete setting the properties, click **OK** until the Print window is displayed.

8 Click **OK** to start printing.

**Notes:**

- Most Windows applications will override settings you specify in the printer driver. Change all print settings available in the software application first, and change any remaining settings using the printer driver.
- The settings you change remain in effect only while you are using the current programme. To make your changes permanent, make them in the **Printers** folder. Follows this procedure:
  1. Click the Windows **Start** menu.
  2. For Windows 95/98/Me/NT 4.0/2000, select **Settings** and then **Printers**.

     For Windows XP, select **Printers and Faxes**.
  3. Select the **Samsung ML-2550 Series** printer.
  4. Click the right mouse button on the printer icon and:
     - In Window 95/98/Me, select **Properties**.
     - In Windows 2000/XP, select **Print Setup** or select **Properties** and click **Printing Preferences**.
     - In Windows NT 4.0, select **Document Default**.
  5. Change the settings on each tab, and click **OK**.

## Cancelling a Print Job

There are two ways to cancel a print job.

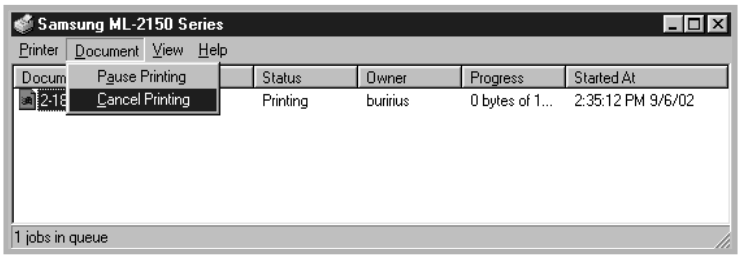
**To stop a print job from the control panel:**

Press the **Cancel** button (⊗).

The printer will finish printing the page that is moving through the printer and delete the rest of the print job. Pressing the button cancels only the current job in the printer. If more than one print job is in the printer memory, the button must be pressed once for each job.

**To stop a print job from the Printers folder:**

1. From the Windows **Start** menu, select **Settings**.
2. Select **Printers** to open the Printers window, and double-click the **Samsung ML-2550 Series** icon.
3. From the **Document** menu, select **Cancel Printing** (Windows 9x/Me) or **Cancel** (Windows NT 4.0/2000/XP).




▲ Windows 98

5

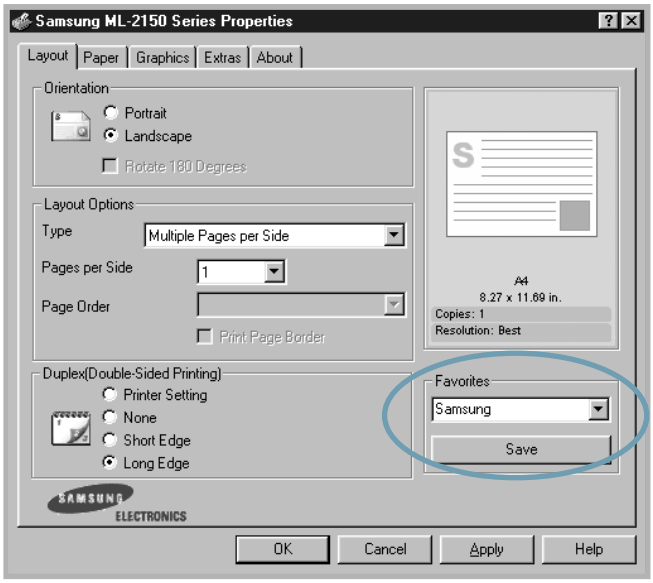
## Using a Favorite Setting

The **Favorites** option, which is visible on each properties tab, allows you to save the current properties settings for future use.

To save a Favorites item:

1 Change the settings as needed on each tab.

2 Enter a name for the item in the **Favorites** input box.




3 Click **Save**.

To use a saved setting, just select the item from the **Favorites** drop down list.

To delete a Favorites item, select it from the list and click **Delete**.

You can also restore the printer driver's default settings by selecting <**Printer Default>** from the list.

## Using Help

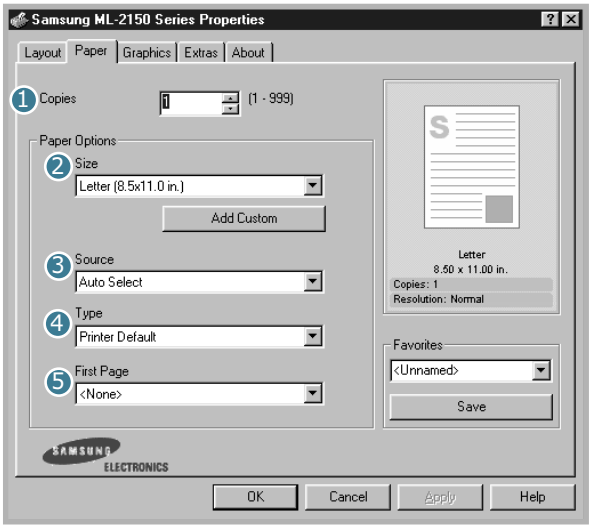
Your printer has a help screen that can be activated by the **Help** button in the printer's properties window. These help screens give detailed information about the printer features provided by the printer driver.

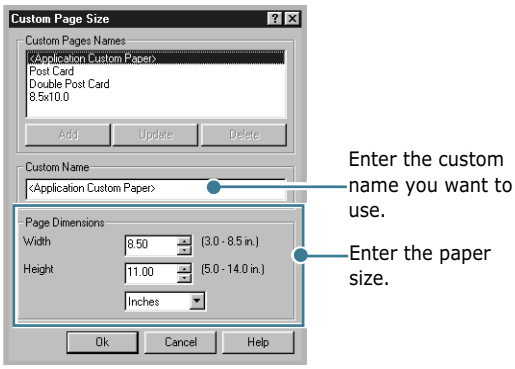
You can also click ? from the upper right hand corner, and then click on any setting.

# Setting Paper Properties

Use the following options to set the basic paper handling needs when you access the printer properties. See page 5.2 for more information about accessing printer properties.

Click the **Paper** tab to access various paper properties.




| Property | Description |
|---|---|
| ❶ **Copies** | **Copies** allows you to choose the number of copies to be printed. You can enter up to 999. |
| ❷ **Size** | The **Size** option allows you to choose the size of paper loaded in the tray.<br>If the required size is not listed in the **Size** box, click **Add Custom**. When the Custom Page Size window appears, set the paper and click **Ok**. The size setting appears in the **Size** list so that you can select it.<br>  <br> |

| Property | Description |
| --- | --- |
| ❸ **Source** | Make sure that **Source** is set to the corresponding paper tray.<br>The **Manual Feed** source is used when printing to special materials. You have to load one sheet at a time into the Multi-Purpose Tray. See page 4.12.<br>If the paper source is set to **Auto Select**, the printer automatically picks up print materials according to the following order: Multi-Purpose Tray, Tray1, Optional Tray2. |
| ❹ **Type** | Make sure that **Type** is set to **Printer Default**. If you load a different type of print materials, select the corresponding paper type. For more information on print materials, refer to Chapter 4, "Using Print Materials."<br>If you use cotton paper, set the paper type to **Thick** for the best printing.<br>To use recycled paper, which weights from 20lb to 24lb, or other colored paper, select **Color paper**. |
| ❺ **First Page** | This property allows you to print the first page using a different paper type from the rest of the document. You can select the paper source for the first page.<br>For example, load thick stock for the first page into the Multi-Purpose Tray, and plain paper into the Tray1. Then, select **Tray1** in the **Source** option and **Multi-purpose Tray** in the **First Page** option. |

# Using the Toner Save Mode

Toner Save mode allows the printer to use less toner on each page. Using this mode will extend the life of your toner cartridge and reduce your cost per page, but will reduce the print quality. This setting is not available with the 1200 dpi setting.

There are three ways to enable Toner Save mode:

## Using the control panel button

Press the **Toner Save** button ( ) on the control panel. The printer must be in ready mode; the **On-Line/Continue** button ( ) is on in green and "Ready" is shown on the display.

- If the button backlight is on, the mode is enabled and the printer uses less toner to print a page.
- If the button backlight is off, the mode is disabled and the printer prints in normal mode.

## Using the control panel menu

You can set the **Toner Save** item in the **Graphics** menu to turn the Toner Save mode on or off.

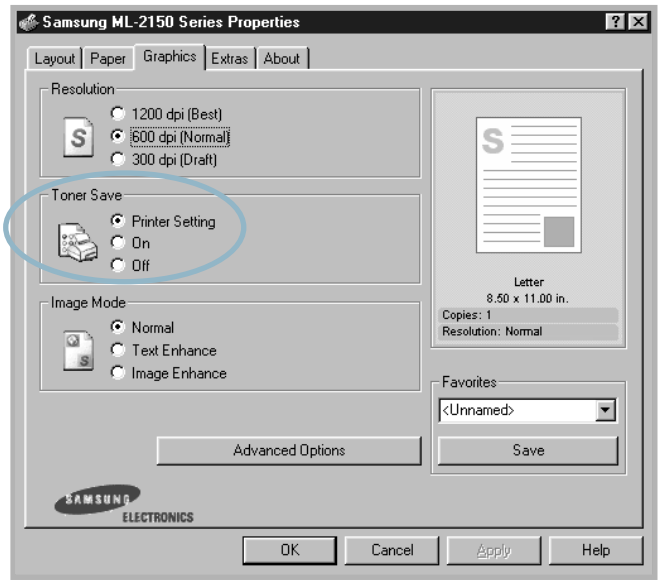
For further details about using the control panel menu, see page 3.5.

### From the software application

1 When you change the print settings from your software application, access the printer properties. See page 5.2.

2 Click the **Graphics** tab, and select the **Toner Save** option. You can select from:

- **Printer Setting**: If you select this option, the Toner Save feature is determined by the setting you've made on the control panel of the printer.
- **On**: Select this option to allow the printer to use less toner on each page.
- **Off**: If you don't need to save toner to print a document, select this option.



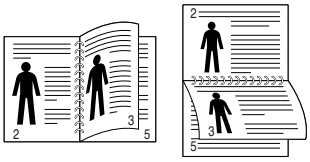

3 Click **OK**.

**NOTE:** The setting in the software application overrides that on the control panel.

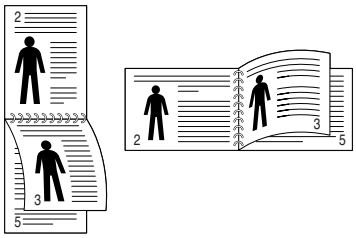
# Printing on Both Sides of Paper

You can print on both sides of paper. Before printing, decide on which edge you will be binding your finished document.
The binding options are:

- **Long Edge**, which is the conventional layout used in book binding.
- **Short Edge**, which is the type often used with calendars.



▲ Long Edge



▲ Short Edge



**NOTE:**

- Do not print on both sides of labels, transparencies, envelopes, or thick paper. Damage to the printer and paper jamming might result.
- To use the double-sided printing, you can use only the following paper size: A4, Letter, Legal and Folio.
- Paper jam occurs if duplexing with rear tray open.

There are three ways to enable or disable the double-sided printing:

## Using the control panel button

Press the **Duplex** button ( ) on the control panel.

- If the button backlight is on, the printer prints on both sides of paper with long edge binding by the default setting.
- If the button backlight is off, the printer prints on one side of paper.

## Using the control panel menu

You can use the **Duplex** item in the **Layout** menu for double-sided printing. After setting the item, set the **Duplex Margin** item in the same menu, if necessary.

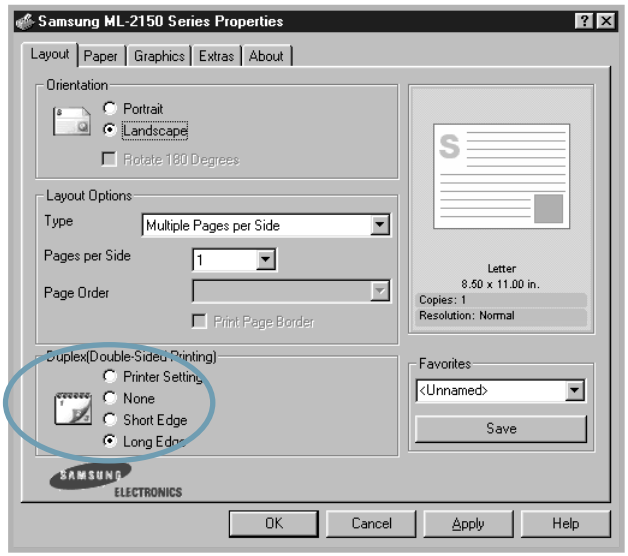
For further details about using the control panel menu, see page 3.5.

### From the software application

1 When you change the print settings from your software application, access the printer properties. See page 5.2.

2 From the **Layout** tab, select the paper orientation.

3 From the **Duplex(Double-sided Printing)** section, select the desired binding option.



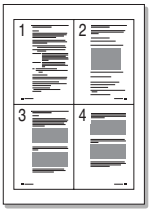

4 Click the **Paper** tab and select the paper source, size and type.

5 Click **OK** and print the document.

The printer prints on both sides of paper.

**NOTE:** The setting in the software application overrides that on the control panel.

# Printing Multiple Pages on One Sheet of Paper (N-Up Printing)

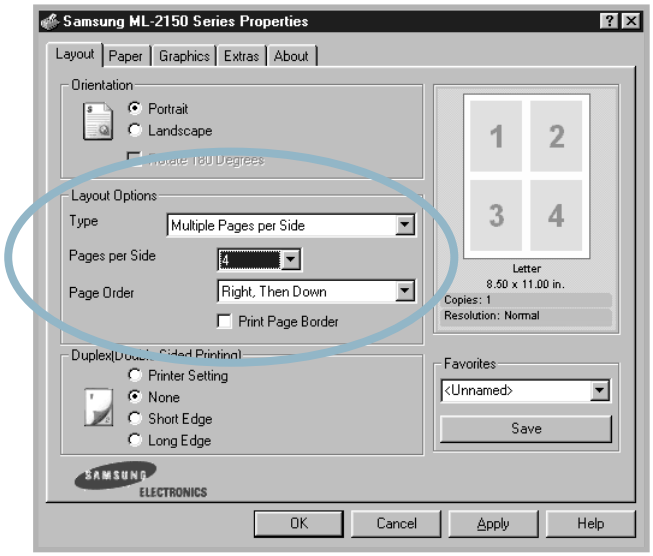



You can select the number of pages to print on a single sheet of paper. To print more than one page per sheet, the pages will appear decreased in size and arranged on the sheet. You can print up to 16 pages on one sheet.

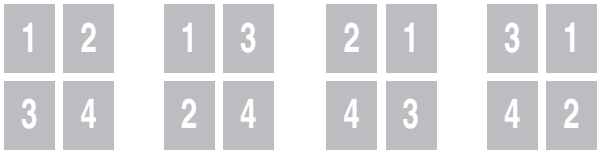
1 To change the print settings from your software application, access the printer properties. See page 5.2.

2 From the **Layout** tab, choose **Multiple Pages per Side** in the **Type** drop-down list.

3 Select the number of pages you want to print per sheet (1, 2, 4, 9 or 16) in the **Pages per Side** drop-down list.




4 Select the page order in the **Page Order** drop-down list, if necessary.

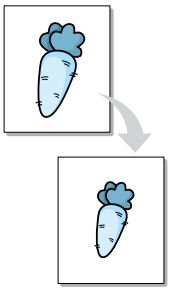



Check **Print Page Border** to print a border around each page on the sheet. **Print Page Border** is enabled only if the pages per sheet is 2, 4, 9, or 16.

5 Click the **Paper** tab and select the paper source, size and type.

6 Click **OK** and print the document.

## Printing the Reduced or Enlarged Document



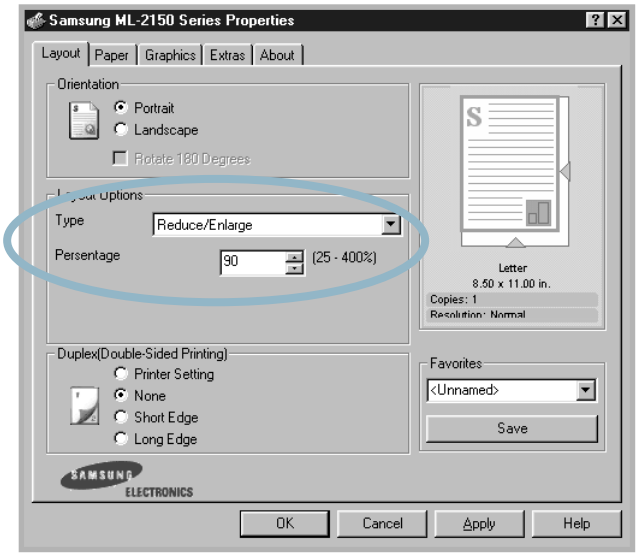
You can scale your print job on a page.

1 When you change the print settings from your software application, access the printer properties. See page 5.2.

2 From the **Layout** tab, select **Reduce/Enlarge** in the **Type** drop-down list.

3 Enter the desired scaling rate in the **Percentage** input box.

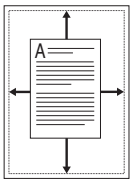
You can also click the ▲ or ▼ button.




4 Click the **Paper** tab and select the paper source, size and type.

5 Click **OK** and print the document.

# Fitting Your Document to a Selected Paper Size

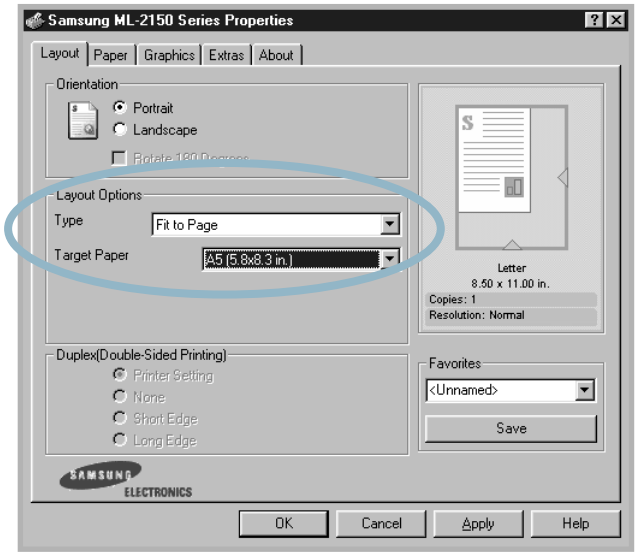



This printer feature allows you to scale your print job to any selected paper size regardless of the digital document size. This can be useful when you want to check fine details on a small document.

1 When you change the print settings from your software application, access the printer properties. See page 5.2.

2 From the **Layout** tab, select **Fit to Page** in the **Type** drop-down list.

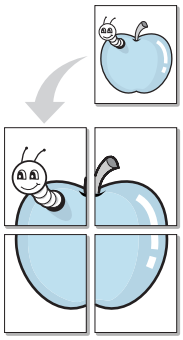
3 Select the correct size from the **Target Paper** drop-down list.




4 Click the **Paper** tab and select the paper source, size and type.

5 Click **OK** and print the document.

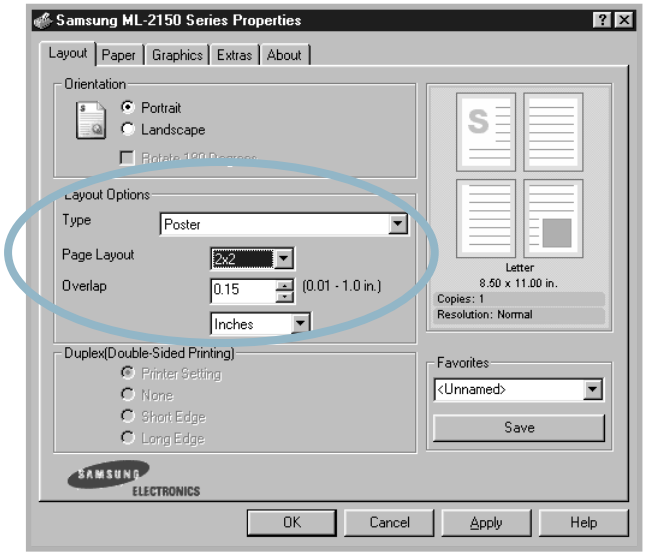
# Printing Posters



This feature allows you to print a single-page document onto 4, 9 or 16 sheets of paper, for the purpose of pasting the sheets together to form one poster-size document.

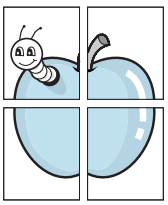
1 When you change the print settings from your software application, access the printer properties. See page page 5.2.

2 From the **Layout** tab, select **Poster** in the **Type** drop-down list.

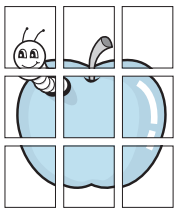



3 Configure the poster option:

You can select the page layout from 2x2, 3x3 or 4x4. If you select 2x2, the output will be automatically stretched to cover 4 physical pages.

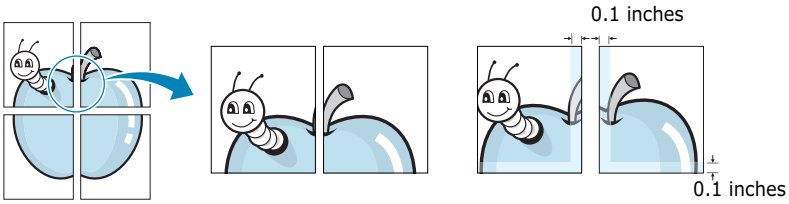


▲ 2 x 2



▲ 3 x 3

Specify an overlap in millimeters or inches to make it easier to reconstruct the resulting poster.




4 Click the **Paper** tab and select the paper source, size and type.

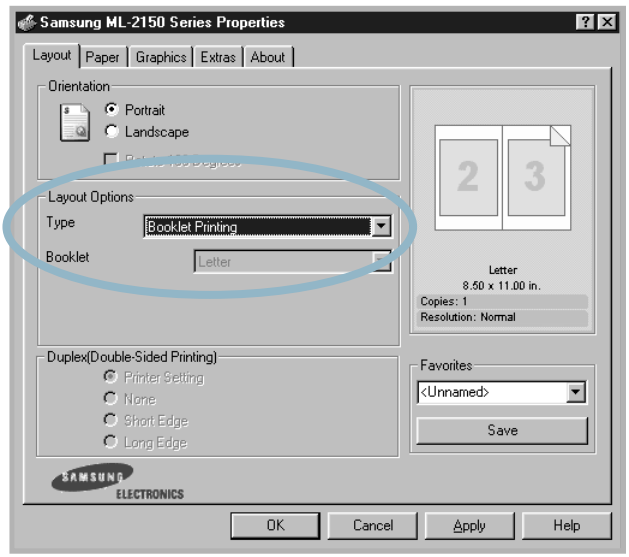
5 Click **OK** and print the document. You can complete the poster by reconstructing the results.

## Printing Booklets

Booklet printing feature allows you to print your document a double-sided job and arrange the pages so that the paper can be folded in half after printing to produce a booklet.

1 When you change the print settings from your software application, access the printer properties. See page 5.2.

2 From the **Layout** tab, choose **Booklet Printing** in the **Type** drop-down list.

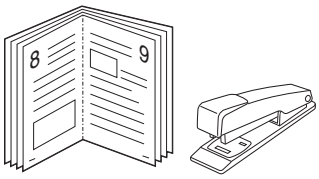



**NOTE:** The booklet printing option is available when the A4, Letter, Legal or Folio size is selected.

3 Click the **Paper** tab, and select the paper source, size and type.

4 Click **OK** and print the document.

5 After printing, fold and staple the pages.




# Using Watermarks

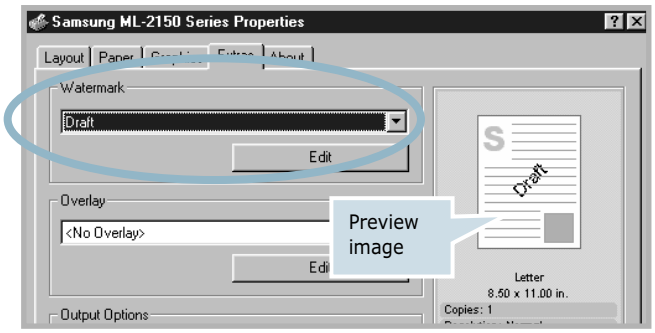
The Watermark option allows you to print text over an existing document. For example, you may want to have large gray letters reading "DRAFT" or "CONFIDENTIAL" printed diagonally across the first page or all pages of a document.

There are several predefined watermarks that come with your printer, and they can be modified or you can add new ones to the list.

## Using an Existing Watermark

1 When you change the print settings from your software application, access the printer properties. See page 5.2.

2 Click the **Extras** tab, and select the desired watermark in the **Watermark** drop-down list. You will see the selected watermark in the preview image.

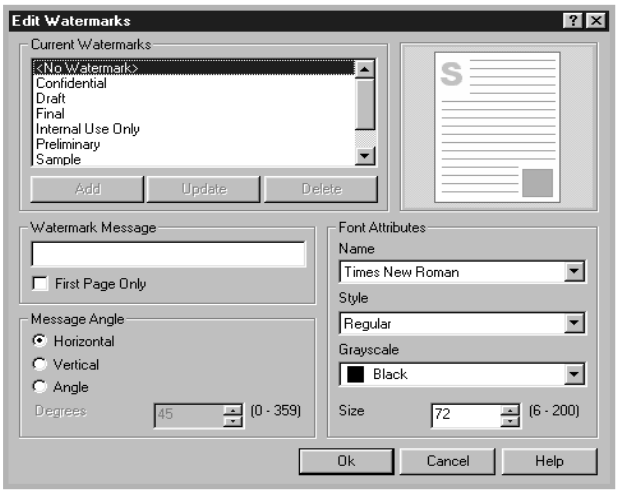



3 Click **OK** and start printing.

## Creating a Watermark

1 When you change the print settings from your software application, access the printer properties. See page 5.2.

2 Click the **Extras** tab, and click the **Edit** button in the **Watermark** section. The Edit Watermarks window appears.




3 Enter the desired text message in the **Watermark Message** box.

This will be displayed in the preview window. The preview image is provided so that you can see how the watermark will appear on the printed page.

If the **First Page Only** box is checked, the watermark will be printed on the first page only.

4 Select the desired watermark options.

You can select the font name, style and size and grayscale level from the **Font Attributes** section and set the angle of the watermark from the **Message Angle** section.

5 Click **Add** to add a new watermark to the list.

6 When you finish editing, click **Ok** and start printing.

To stop printing the watermark, select **<No Watermark>** in the **Watermark** drop-down list.

## Editing a Watermark

1. When you change the print settings from your software application, access the printer properties. See page 5.2.

2. Click the **Extras** tab, and click the **Edit** button in the **Watermark** section. The Edit Watermarks window appears.

3. Select the watermark you want to edit in the **Current Watermarks** list, and change the watermark message and the options. Refer to "Creating a Watermark" on page 5.19.

4. Click **Update** to save the changes.

5. Click **Ok**.

## Deleting a Watermark

1. When you change the print settings from your software application, access the printer properties. See page 5.2.

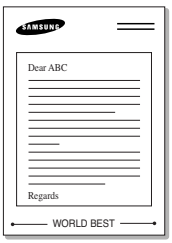
2. From the **Extras** tab, click the **Edit** button in the **Watermark** section. The Edit Watermarks window appears.

3. Select the watermark you want to delete in the **Current Watermarks** list and click **Delete**.

4. Click **Ok**.

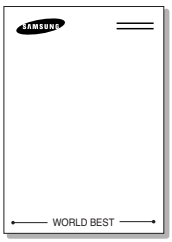
# Using Overlays

## What is an Overlay?




An overlay is text and/or images stored in the computer hard disk drive (HDD) as a special file format that can be printed on any document. Overlays are often used to take the place of preprinted forms and letterhead paper. Rather than using preprinted letterhead, you can create an overlay containing the exact same information that is currently on your letterhead. To print a letter with your company's letterhead, you do not need to load preprinted letterhead paper in the printer. You need only tell the printer to print the letterhead overlay on your document.

## Creating a New Page Overlay

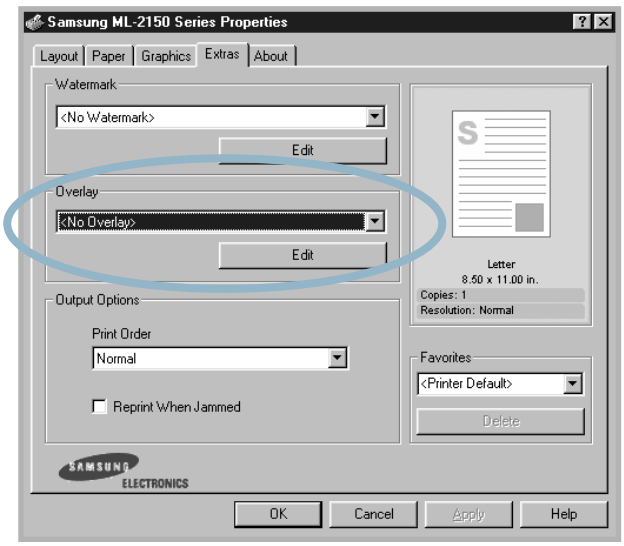



To use a page overlay, you must create a new page overlay containing your logo or image.

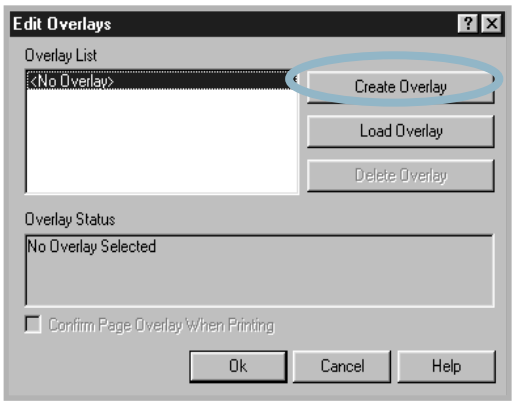
1 Create or open a document containing text or an image for use in a new page overlay. Position the items exactly as you wish them to appear when printed as an overlay. If needed, save the file for later use.

2 When you change the print settings from your software application, access the printer properties. See page 5.2.

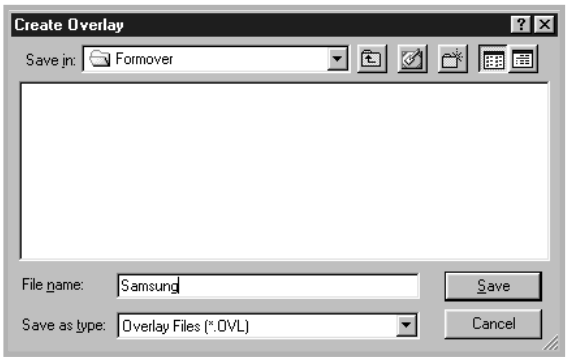
3 Click the **Extras** tab, and click **Edit** button in the **Overlay** section.



4 In the Edit Overlays window, click **Create Overlay**.




5 In the Create Overlay window, type a name of up to eight characters in the **File name** box. Select the destination path, if necessary. (The default is C:\Formover).




6 Click **Save**. You will see the name in **Overlay List**.

7 Click **OK** or **Yes** until you complete creating.

The file is not printed out. Instead it will be stored on your computer HDD disk.

**Note:** The overlay document size must be the same as documents you will print with the overlay. Do not create an overlay with a watermark.

## Using a Page Overlay

After an overlay has been created, it is ready to be printed with your document. To print an overlay with a document:

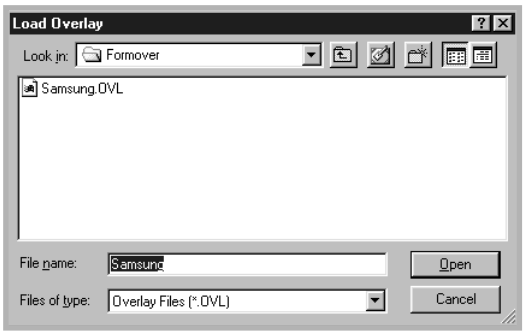
1. Create or open the document you want to print.

2. When you change the print settings from your software application, access the printer properties. See page 5.2.

3. Click the **Extras** tab.

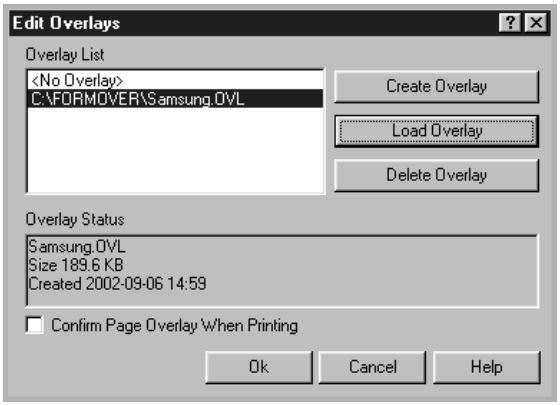
4. Select the desired overlay from the **Overlay** drop-down list box.

5. If the desired overlay file does not appear in the **Overlay** list, click the **Edit** button and **Load Overlay**, and select the overlay file.




If you have stored the overlay file you want to use into an external source, you can also load the file when you access this Load Overlay window.

After you select the file, click **Open**. The file is now shown in the **Overlay List** box and is available for printing. Select the overlay from the **Overlay List** box.



6 If necessary, click **Confirm Page Overlay When Printing**. If this box is checked, a message window will appear each time you submit a document for printing, asking you to confirm your wish to print an overlay on your document.

Answering **Yes** to the window means that the selected overlay will be printed with your document. Answering **No** to the window cancels overlay printing.

If this box is empty and an overlay has been selected, the overlay will be automatically printed with your document.

7 Click **OK** or **Yes** until the printing starts.

The selected overlay will be downloaded with your print job and printed on your document.

**Note:** The resolution of the overlay document must be the same as that of the document you will print with the overlay.

## Deleting a Page Overlay

You can delete page overlays that are no longer used.

1 In the printer properties window, click the **Extras** tab.

2 Click **Edit** in the **Overlay** section.

3 Select the overlay you want to delete from the **Overlay List** box.

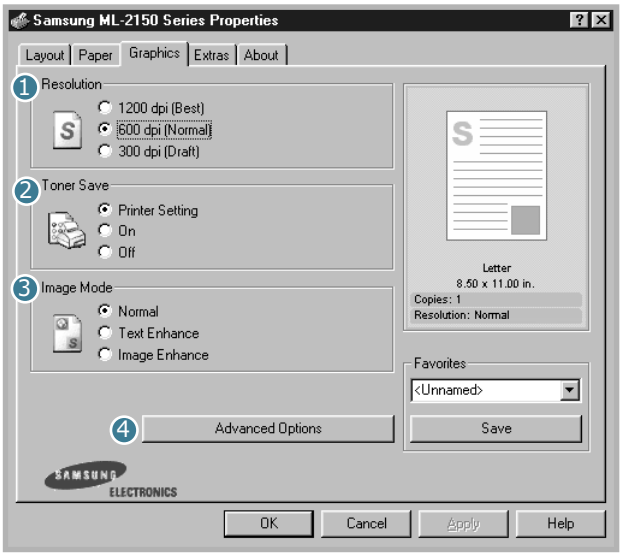
4 Click **Delete Overlay**.

5 Click **OK** until you exit the Print window.

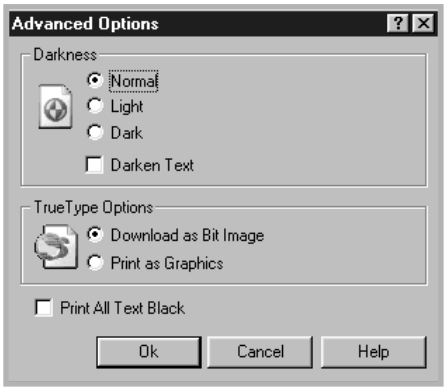
# Setting Graphic Properties

Use the following graphic options to adjust the print quality for your specific printing needs. See page 5.2 for more information about accessing printer properties.

Click the **Graphics** tab to display the properties shown below.




| Property | Description |
|---|---|
| ❶ **Resolution** | You can select the printing resolution by choosing from **1200 dpi (Best)**, **600 dpi (Normal)** or **300 dpi (Draft)**. The higher the setting, the sharper the clarity of printed characters and graphics. Higher settings may increase time it takes to print a document. |
| ❷ **Toner Save** | Selecting this option will extend the life of your toner cartridge and reduce your cost per page without a significant reduction in the print quality. For detailed information about this mode, see page 5.9. |

| Property | Description |
|---|---|
| ❸ **Image Mode** | Some printed characters or images appear to have jagged or uneven edges. Set this **Image Mode** option to improve the print quality of your text and image, and make the characters and images appear smoother.<br><br>The **Image Mode** option is only available when you select **600 dpi (Normal)** in the **Resolution** option.<br><br>• **Normal**: This setting prints images in the normal mode.<br>• **Text Enhance**: This setting refines the print quality of characters by smoothing out jagged edges that can occur on the angles and curves of each character.<br>• **Image Enhance**: This setting refines the print quality of photo images. |
| ❹ **Advanced Options** | You can set advanced settings by clicking the **Advanced Options** button.<br><br>  <br><br><br>**Darkness**<br><br>Use this option to lighten or darken the image appearance in your print.<br><br>• **Normal**: This setting is for normal documents.<br>• **Light**: This setting is for bolder line widths or darker gray-scale images.<br>• **Dark**: This setting is for finer line width, higher definition in graphics, and lighter gray-scale images.<br><br>When the **Darken Text** option is checked, all text in your document is allowed to print darker than a normal document. |

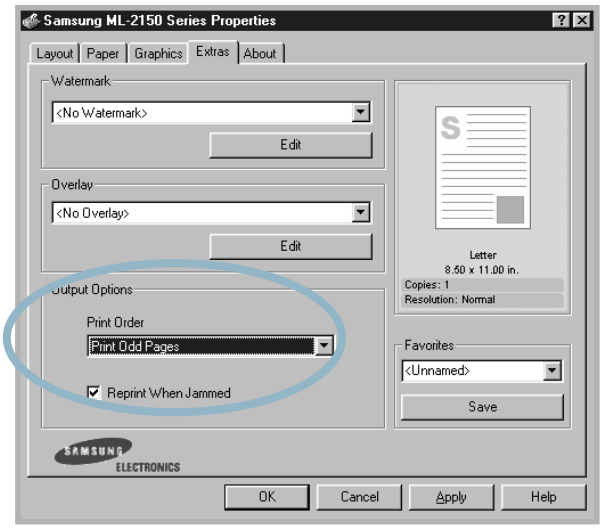
| Property | Description |
| --- | --- |
| ❹ **Advanced Options** | **True-Type Options**<br>This option determines what the driver tells the printer about how to image the text in your document. Select the appropriate setting according to the status of your document.<br>• **Download as Bit Image**: When this option is selected, the driver will download the font data as bitmap images. Documents with complicated fonts, such as Korean or Chinese, or various types of fonts will print faster in this setting.<br>• **Print as Graphics**: When this option is selected, the driver will download any fonts as graphics. When printing documents with high graphic content and relatively few TrueType fonts, printing performance (speed) may be enhanced in this setting.<br><br>**Print All Text Black**<br>When the **Print All Text Black** option is checked, all text in your document is allowed to print solid black, regardless of the colour it appears on the screen. When it is not checked, coloured text is allowed to print in shades of gray. |

# Using Output Options

You can use the options for output of your document.

See page 5.2 for more information about accessing printer properties.

Click the **Extras** tab to access the **Output Options** feature.




| Option | Description |
|---|---|
| **Print Order** | You can set in what sequence the pages will be printed. Select the required print order from the drop-down list.<br>• **Normal**:Your printer prints in normal order.<br>• **Reverse All Pages**:Your printer prints all pages in reversed order. This setting is helpful when you are using the rear output tray.<br>• **Print Odd Pages**:Your printer prints only the odd pages of the document.<br>• **Print Even Pages**:Your printer prints only the even pages of the document. |
| **Reprint When Jammed** | When this option is checked, the printer keeps the image for a printed page until the printer signals that the page has successfully exited the printer. When a paper jam occurs, the printer reprints the last page after you clear the jam. |

# 6 MAINTAINING YOUR PRINTER

This chapter provides suggestions for high-quality and economical printing and information for maintaining the toner cartridge and the printer.

This chapter includes:

- **Printing a Configuration Page**
- **Maintaining the Toner Cartridge**
- **Cleaning the Printer**
- **Consumables and Replacement Parts**

# Printing a Configuration Page

From the printer's control panel, you can print a Configuration page. Use the configuration page to view current printer settings, to help troubleshoot printer problems, or to verify installation of optional accessories, such as memory, optional tray and printer languages.

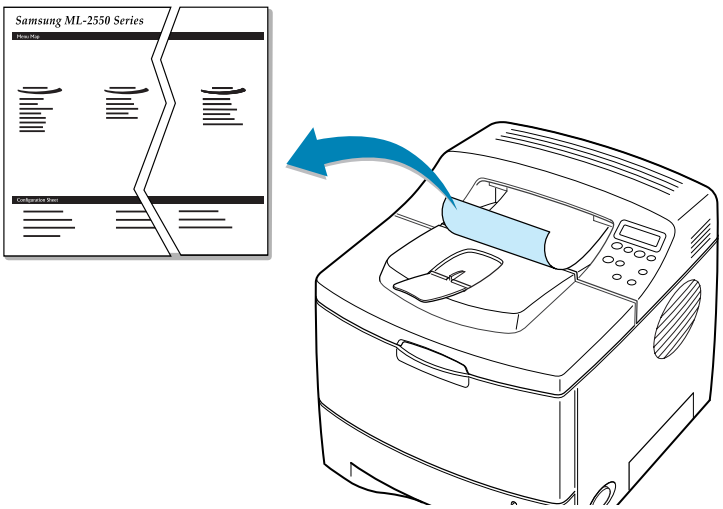
To print a configuration page:

1. Press the **Menu** button ( ) on the control panel until you see "Information" on the bottom line of the display.

2. Press the **Enter** button ( ) to access the menu.

3. Press the **Enter** button ( ) when "Configuration" displays on the bottom line.

   A Configuration page prints out.



# Maintaining the Toner Cartridge

## Toner cartridge storage

To get the maximum results from the toner cartridge, keep the following guidelines in mind:

- Do not remove the toner cartridge from its package until ready for use.
- Do not refill the toner cartridge. **The printer warranty does not cover damage caused by using a refilled cartridge.**
- Store toner cartridges in the same environment as the printer.
- To prevent damage to the toner cartridge, do not expose it to light for more than a few minute.

## Toner cartridge life expectancy

The life of the toner cartridge depends on the amount of toner that print jobs require. When printing text at 5% coverage, a new toner cartridge lasts an average of 10,000 pages. (The original toner cartridge supplied with the printer lasts an average of 5,000 pages.)

## Saving toner

To save toner, press the **Toner Save** button on the printer control panel. The button backlight will be lit. You can also enable Toner Save mode in the printer properties or from the control panel menu. Refer to "Using the Toner Save Mode" on page 5.9 and "Using Control Panel Menus" on page 3.5.

Selecting this option will extend the life of the toner cartridge and reduce your cost per page, but it will reduce the print quality.

## Checking the Toner Remains

You can check the level of toner currently left in the cartridge.

1 Press the **Menu** button ( ) on the control panel until you see "Setup" on the bottom line of the display.

2 Press the **Enter** button ( ) to access the menu.

3 Press the scroll button ( or ) until "Maintenance" displays on the bottom line and press the **Enter** button ( ).

4 Press the scroll button ( or ) to select the required option, "Remain Toner".

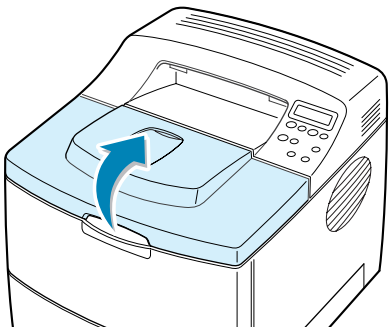
5 Press the **Enter** button ( ).

The display shows the percentage of the toner remains.

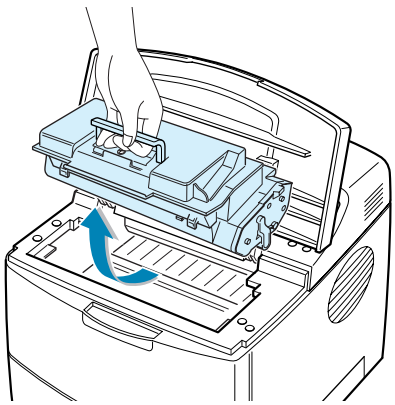
## Redistributing Toner

When the toner cartridge is nearly empty, "Low Toner" appears on the display and faded or light areas may appear on a printed page. You may be able to temporarily improve the print quality by redistributing the toner.

1 Open the top cover.



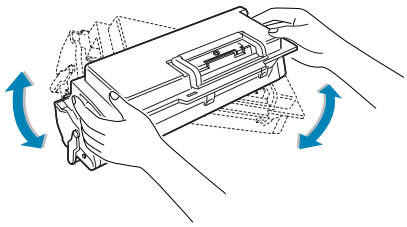
2 Remove the toner cartridge from the printer.



**CAUTIONS:**

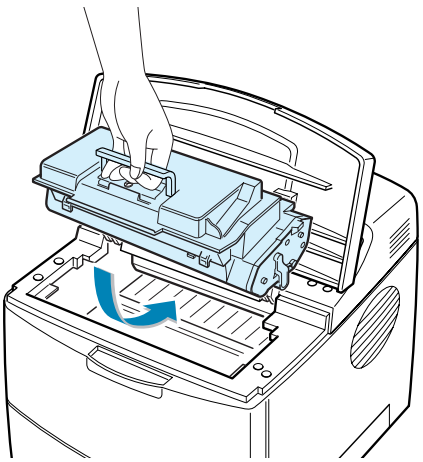
- Avoid reaching too far into the printer. The fusing area may be hot.
- To prevent damage, do not expose the toner cartridge to light for more than a few minutes.

3 Gently shake the toner cartridge from side to side 5 for 6 times to redistribute the toner evenly.



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

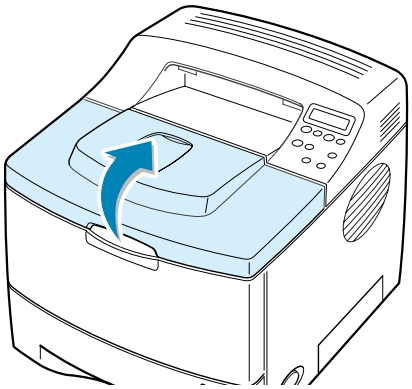
4 Reinstall the cartridge and close the cover.



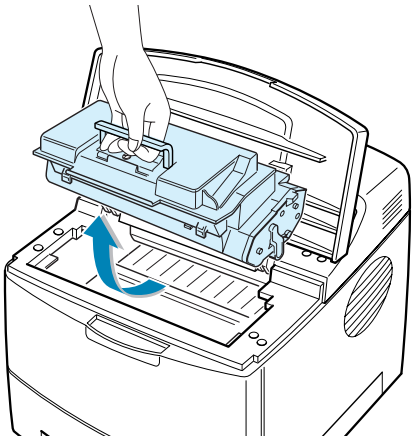
When "Ready  Replace Cart" appears on the display, you need to replace the toner cartridge. Refer to the procedures under "Replacing the Toner Cartridge" on the next page.

## Replacing the Toner Cartridge

1 Open the top cover.



2 Remove the old cartridge.



3 Install a new toner cartridge. See page 2.4.

# Cleaning the Printer

To maintain the print quality, follow the cleaning procedures below each time the toner cartridge is replaced or if print quality problems occur.

**NOTES:**

- Do not use ammonia-based cleaners or volatile solvents, such as thinner, on or around the printer. These can damage the printer.
- While cleaning the inside of the printer, be careful not to touch the transfer roller (located underneath the toner cartridge). Oil from your fingers can cause print quality problems.

**CAUTIONS:** Cleaning the cabinet of the printer with surfactants containing large amounts of alcohol, solvent or other strong substances can discolor or crack the cabinet .

## Cleaning the Outside

Clean the cabinet of the printer with a soft, lint-free cloth, You can dampen the cloth slightly with water, but be careful not to be let any water drip onto the printer or inside of it.

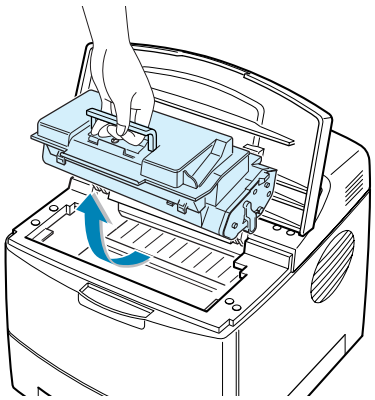
## Cleaning the Inside

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

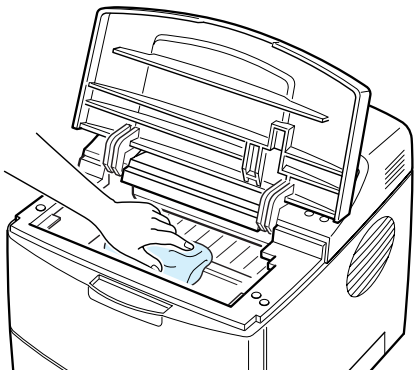
### Cleaning inside the printer

1. Turn the printer off and unplug the power cord, then wait for the printer to cool.

2. Open the top cover and remove the toner cartridge.

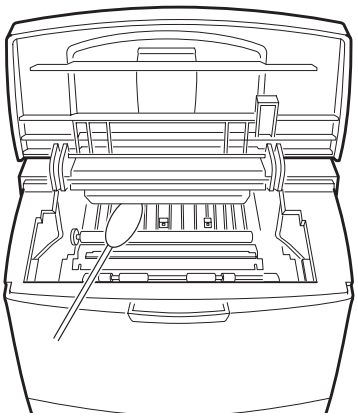


3 With a dry and lint-free cloth, wipe away any dust and spilled toner from the toner cartridge area and the toner cartridge cavity.



**CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minute. Cover it with a piece of paper, if necessary. Also, do not touch the black transfer roller inside the printer.

4 Locate the long strip of glass (LSU) inside the top of the cartridge compartment, and gently swab the glass to see if dirt turns the white cotton black.



5 Reinsert the toner cartridge and close the cover.

6 Plug in the power cord and turn the printer on.

## Printing a cleaning sheet

If you are experiencing blurred, faded or smeared printouts, you can clear the problem by printing a cleaning sheet, provided by your printer. You can print:

- OPC Cleaning sheet: cleans the OPC drum of the toner cartridge.
- Fuser Cleaning sheet: cleans the fuser unit inside the printer.

This process will produce a page with toner debris, which should be discarded.

1. Ensure that the printer is turned on and in ready mode with paper loaded in the tray.
2. Press the **Menu** button ( ) on the control panel until you see "Setup" on the bottom line of the display.
3. Press the **Enter** button ( ) to access the menu.
4. Press the scroll button ( or ) until "Maintenance" displays on the bottom line and press the **Enter** button ( ).
5. Press the scroll button ( or ) to select the required option, "OPC Cleaning" or "Fuser Cleaning."
6. Press the **Enter** button ( ).

   Your printer automatically picks up a sheet of paper from the tray and prints out a cleaning sheet with dust or toner particles on it.

# Consumables and Replacement Parts

From time to time, you will need to replace the toner cartridge, roller, and fuser unit to maintain top performance and avoid print quality problems and paper feed problems resulting from worn parts.

The following items should be replaced after you have printed a specified number of pages. See the table below.

| Items | Yield (Average) |
|---|---|
| Regi. roller | 100,000 |
| Transfer roller | 100,000 |
| Pick-up roller | 100,000 |
| Fuser unit | 100,000 |
| Retard roller | 100,000 |

To purchase the consumables and replacement parts, contact your Samsung dealer or the retailer where you bought your machine. We strongly recommend that items be installed by a trained service professional, except for the toner cartridge.

# 7 SOLVING PROBLEMS

This chapter provides helpful information for what to do if you encounter an error while using your printer.

This chapter includes:

- **Troubleshooting Checklist**
- **Solving General Printing Problems**
- **Clearing Paper Jams**
- **Solving Print Quality Problems**
- **Understanding Display Messages**
- **Common Windows Problems**
- **Common Macintosh Problems**
- **Troubleshooting PS Errors**
- **Common Linux Problems**
- **Common DOS Problem**

# Troubleshooting Checklist

If the printer is not working properly, consult the following checklist. If the printer does not pass a step, follow the corresponding troubleshooting suggestions.

| Check | Solution |
|---|---|
| Make sure that the **On-Line/Continue** button on the control panel is on in green and "Ready" is shown on the display. | • If the button backlight are off, check the power cord connection. Check the power switch. Check the power source by plugging into another outlet.<br>• If the button backlight are on in orange, check the display message and go to "Understanding Display Messages" on page 7.20. |
| Print a demo page to verify that the printer is feeding paper correctly. See page 2.14. | • If a demo page does not print, check the paper supply in the paper tray.<br>• If the paper jams in the printer, go to "Clearing Paper Jams" on page 7.7.<br>• If an error message appears on the display, go to "Understanding Display Messages" on page 7.20. |
| Check the demo page to see if it is printed correctly. | If there is a print quality problem, go to "Solving Print Quality Problems" on page 7.15. |
| Print a short document from a software application to verify that the computer and printer are connected and are communicating correctly. | • If the page does not print, check the cable connection between the printer and the computer.<br>• Check the print queue or print spooler to see if the printer has been paused.<br>• Check the software application to ensure that you are using the proper printer driver and communication port. If the page is interrupted during printing, go to "Solving General Printing Problems" on page 7.3. |
| If completing the checklist does not resolve the printer problem, check the following troubleshooting sections. | • "Solving General Printing Problems" on page 7.3.<br>• "Understanding Display Messages" on page 7.20.<br>• "Common Windows Problems" on page 7.22.<br>• "Common Macintosh Problems" on page 7.23.<br>• "Troubleshooting PS Errors" on page 7.24.<br>• "Common Linux Problems" on page 7.25.<br>• "Common DOS Problem" on page 7.27. |

# Solving General Printing Problems

For problems with the operation of your printer, refer to the table for suggested solutions.

| Problem | Possible Cause | Solution |
|---|---|---|
| The printer does not print. | The printer is not receiving power. | Check the power cord connections. Check the power switch and the power source. |
| | The printer is not selected as the default printer. | Select **Samsung ML-2550 Series** or **Samsung ML-2550 Series PS** as your default printer. |
| | Check the printer for the following: | • The printer cover is not closed.<br>• Paper is jammed.<br>• No paper is loaded.<br>• The toner cartridge is not installed.<br><br>If a printer system error occurs, contact your service representative. |
| | The printer may be in manual feed mode and out of paper. | Check the display message, add paper to the Multi-Purpose Tray and press the **On-Line/Continue** button on the printer's control panel. |
| | The connection cable between the computer and the printer is not connected properly. | Disconnect the printer cable and reconnect it. |
| | The connection cable between the computer and the printer is defective. | If possible, attach the cable to another computer that is working properly and print a job. You can also try using a different printer cable. |
| | The port setting is incorrect. | Check the Windows printer setting to make sure that the print job is sent to the correct port, for example, LPT1. If the computer has more than one port, make sure that the printer is attached to the correct one. |
| | The printer may be configured incorrectly. | Check the printer properties to ensure that all of the print settings are correct. |

| Problem | Possible Cause | Solution |
|---|---|---|
| The printer does not print. *(continued)* | The printer driver may be incorrectly installed. | Reinstall the printer driver; see page 2.19. Try printing a demo page. |
| | The printer is malfunctioning. | Check the display message on the control panel to determine if the printer is indicating a system error. |
| Printer selects print materials from the wrong paper source. | The paper source selection in the printer properties may be incorrect. | For many software applications, the paper source selection is found under the **Paper** tab within the printer properties. Select the correct paper source. See page 5.7. |
| Paper does not feed into the printer. | Paper has not been loaded correctly. | Remove paper from the tray and reload it correctly. |
| | There is too much paper in the paper tray. | Remove excess paper from the tray. |
| | The paper is too thick. | Use only paper that meets the specifications required by the printer. |
| Print job is extremely slow. | The job may be very complex. | Reduce the complexity of the page or try adjusting the print quality settings.<br><br>The maximum print speed of your printer is 20 PPM (pages per minute) for A4-sized paper or 21 PPM for Letter-sized paper. |
| | If using Windows 9x/ Me, the Spooling Setting may be set incorrectly. | From the **Start** menu, choose **Settings** and **Printers**. Right-click the **Samsung ML-2550 Series** printer icon, choose **Properties**, click the **Details** tab, and then choose the **Spool Settings** button. Select the desired spool setting. |
| | The computer may have insufficient random-access memory (RAM). | Install more memory in your printer. See "Installing Memory and PostScript DIMMs" on page F.3. |

| Problem | Possible Cause | Solution |
|---|---|---|
| Half the page is blank. | The page layout is too complex. | Simplify the page layout and remove any unnecessary graphics from the document. Install more memory in your printer. See "Installing Memory and PostScript DIMMs" on page F.3. |
| | The page orientation setting may be incorrect. | Change the page orientation in your application. See page 5.3. |
| | The paper size and the paper size settings do not match. | Ensure that the paper size in the printer driver settings matches the paper in the tray. |
| The paper keeps jamming. | There is too much paper in the paper tray. | Remove excess paper from the tray.<br><br>If printing on special materials, use the Multi-Purpose Tray. |
| | An incorrect type of paper is being used. | Use only paper that meets the specifications required by the printer. |
| | An incorrect output method is being used. | Special print materials, such as thick paper, should not be printed using the top output tray (face-down). Use the rear output tray (face-up) instead. |
| | There may be debris inside the machine. | Open the top cover and remove the debris. |
| The printer prints, but the text is wrong, garbled, or incomplete. | The printer cable is loose or defective. | Disconnect the printer cable and reconnect. Try a print job that you have already printed successfully. If possible, attach the cable and printer to another computer and try a print job that you know works. Finally, try a new printer cable. |
| | The wrong printer driver was selected. | Check the application's printer selection menu to ensure that your printer is selected. |
| | The software application is malfunctioning. | Try printing a job from another application. |
| | The operating system is malfunctioning. | If printing from Windows (any version), exit to a DOS prompt and verify functionality with the following command: At a **C:** prompt, type **Dir LPT1**, and press **Enter**. (This assumes you are connected to LPT1.) Exit Windows and reboot the computer. Turn the printer off and then back on again. |

| Problem | Possible Cause | Solution |
|---|---|---|
| Pages print, but are blank. | The toner cartridge is defective or out of toner. | Redistribute the toner. if necessary. See page 6.4.<br><br>If necessary, replace the toner cartridge. |
| | The file may have blank pages. | Check the file to ensure that it does not contain blank pages. |
| | Some parts, such as the controller or the board, may be defective. | Contact a service representative. |
| The illustrations print incorrectly in Adobe Illustrator. | The setting in the software application is wrong. | Print the document with selecting **Download as Bit Image** in the **Advanced Options** window of the graphic properties. |

**ATTENTION:**
If you have any printing problem after your printer prints about 100,000 pages, you must contact the customer service to replace the transfer roller.

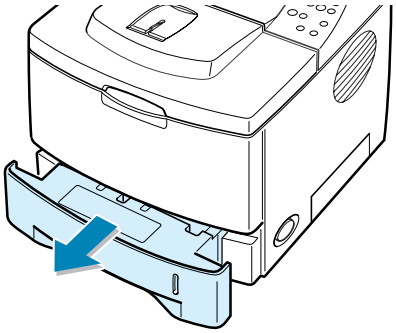
# Clearing Paper Jams

When a paper jam occurs, the display on the control panel shows the message indicating the corresponding location of the paper jam. Refer to the table below to locate the paper jam and to clear it.

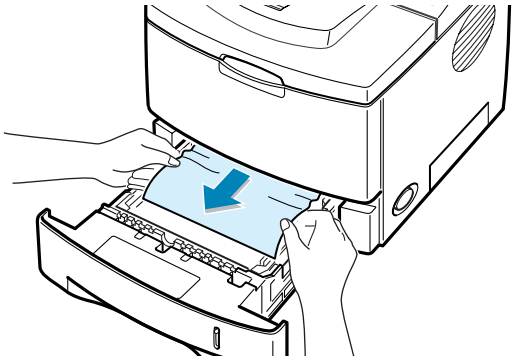
| Message | Location of Jam | Go to... |
|---|---|---|
| Jam0 | In the paper feed area | below |
| Jam1 | Around the toner cartridge | page 7.10 |
| Jam2 | In the paper exit area | page 7.12 |
| Jam Duplex1/2 | In the duplex area | page 7.13 |

## In the Paper Feed Area

1 Slide out the Tray1 to expose the jammed paper.

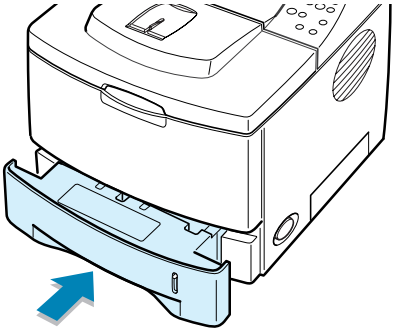


2 Remove any misfed paper by pulling it out by the visible edge from the tray. Make sure that all of the paper is properly aligned in the tray.



**NOTE:** If the jammed paper is not invisible or if there is resistance when you pull the paper, remove the tray from the printer and carefully pull the jammed paper free from the printer.

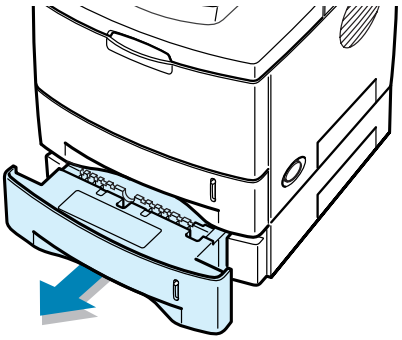
3 Slide the tray back into the printer.



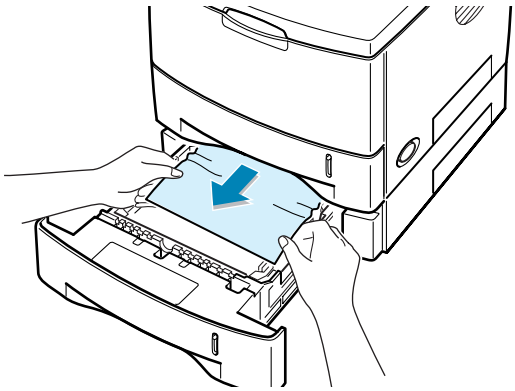
4 Open and close the top cover to resume printing.

### In the Optional Tray2

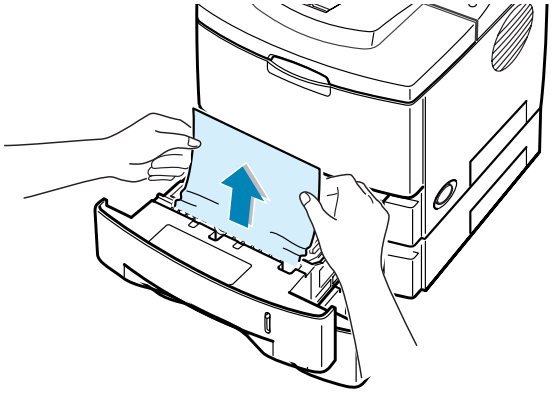
1 Pull the optional Tray2 out of the printer.



2 If you see the jammed paper, remove the paper from the tray.



3 If you cannot find the jammed paper in the Tray2, pull the Tray1 half way out of the printer, and remove the paper.

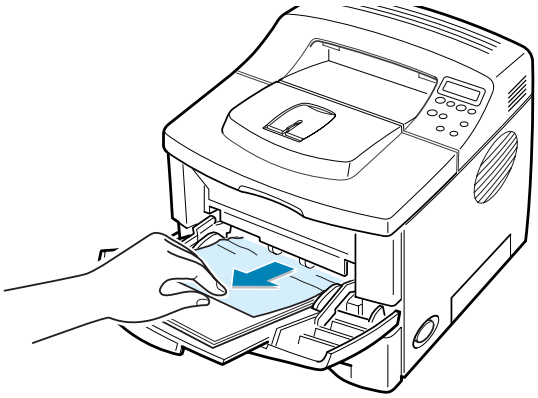


4 Slide the trays back into the printer. Open and close the top cover. Printing can be resumed.

### In the Multi-Purpose Tray

1 Open the Multi-Purpose Tray.

2 Carefully remove the jammed paper from the tray.



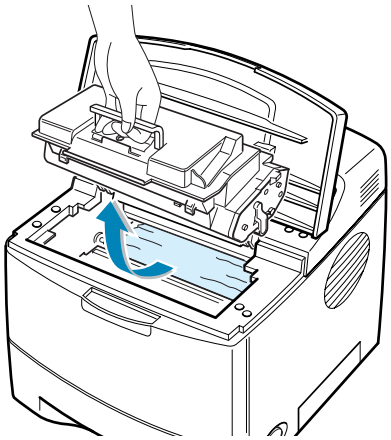
3 Open and close the top cover. Printing can be resumed.

## Around the Toner Cartridge

1 Open and close the top cover, and the jammed paper is automatically exits the printer.

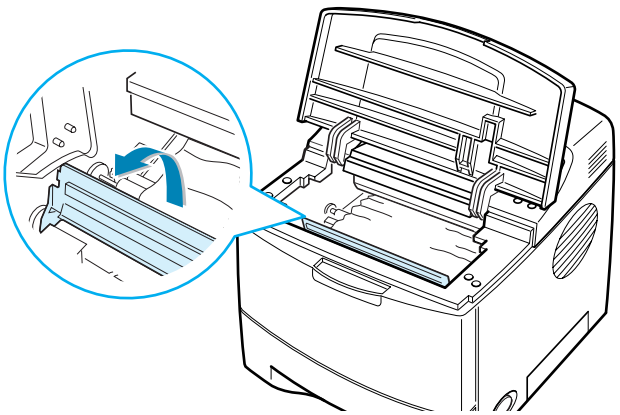
If not, continue to Step 2.

2 Open the top cover and remove the toner cartridge.

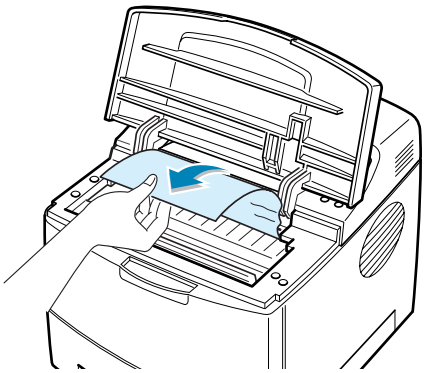


**CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Place a piece of paper over the top of the toner cartridge to shield it while it is out of the printer.

3 Carefully lift up the guide feed.

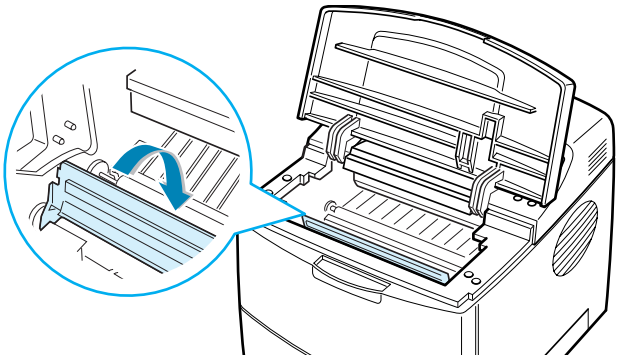


4 Gently pull the jammed paper towards you to remove it from the printer.



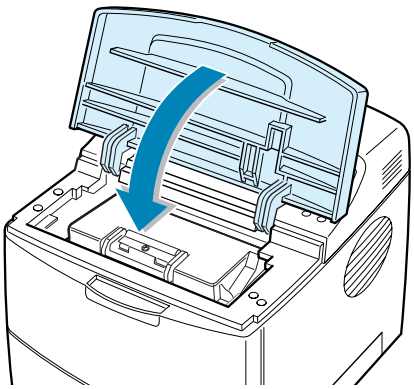
If the jammed paper is not visible or there is resistance when you pull the paper, go to "In the Paper Exit Area" on page 7.12.

5 Flip down the guide feed and reinstall the toner cartridge.



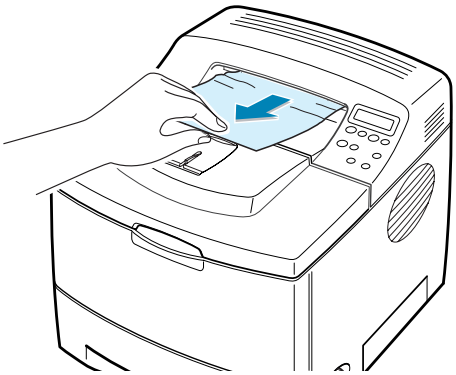
**NOTE:** If the toner cartridge is difficult to reinstall, make sure that the guide feed has been flipped back down into position.

6 Close the top cover. Printing can be resumed.

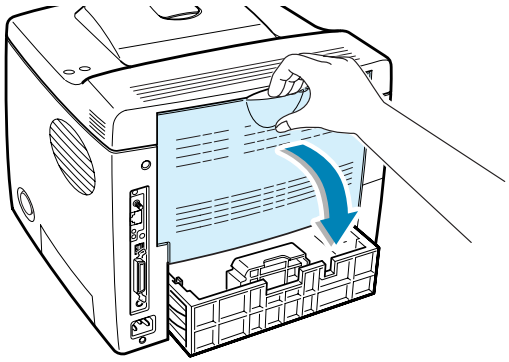


## In the Paper Exit Area

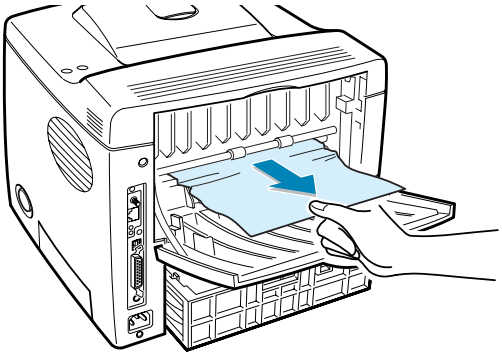
1 If a long portion of the paper is visible, pull it straight out. If not, continue to Step 2.



2 Open the rear output tray.



3 Loosen the paper if it is caught in the feed rollers. Then gently pull the paper out.



4 Close the rear output tray.

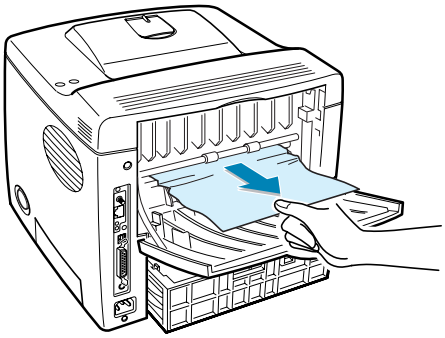
5 Open and close the top cover. Printing can be resumed.

## In the Duplex Area

### Jam Duplex1

1 Open the rear output tray.

2 Remove the jammed paper.



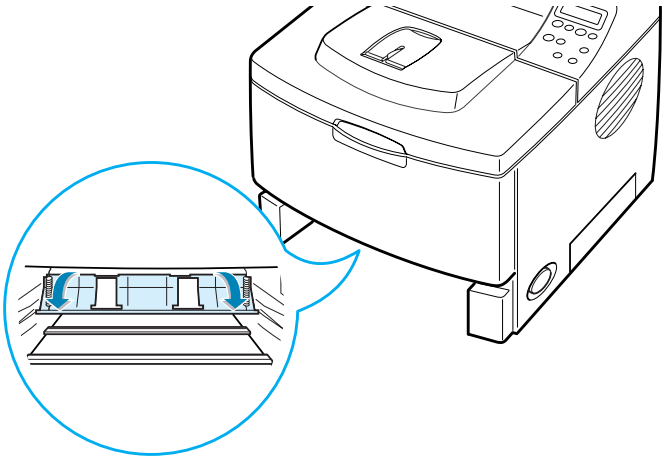
3 Close the rear output cover.

4 Open and close the top cover. Printing can be resumed.

### Jam Duplex2

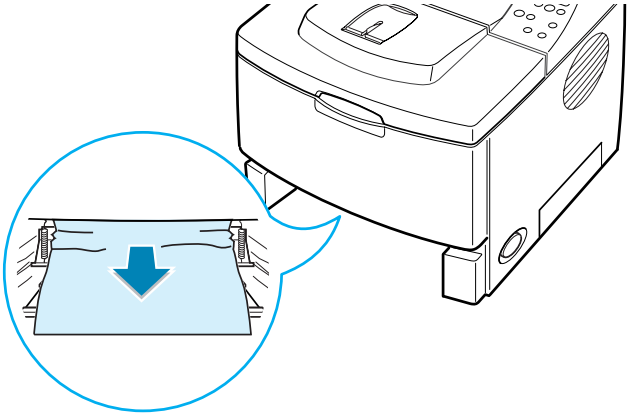
1 Pull the paper tray out of the printer.

2 Pull down the metal plate inside of the printer.



**CAUTION:** Pulling the plate may do you an injury. Use the lever on the left.

3 Remove the jammed paper.



4 Slide the tray back into the printer.

5 Open and close the top cover. Printing can be resumed.

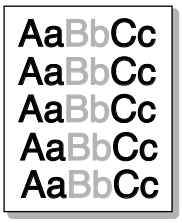
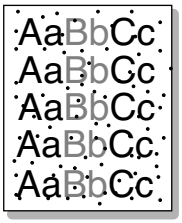
## Tips for Avoiding Paper Jams

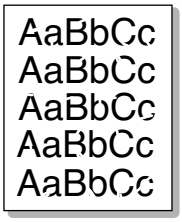
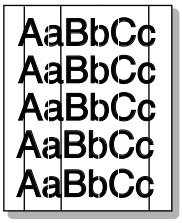
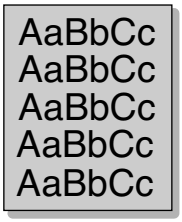
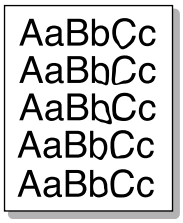
By selecting the correct paper types, most paper jams can be avoided. If a paper jam occurs, follow the steps outlined in "Clearing Paper Jams" on page 7.7.

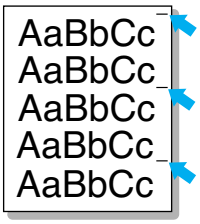
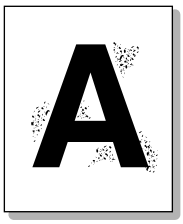
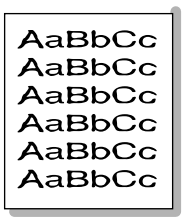
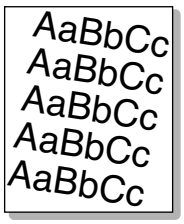
- Follow the procedures in "Loading Paper" on page 2.6. Ensure that the adjustable guides are positioned correctly.
- Do not overload the paper tray. Ensure that the paper is below the paper limit mark on the inside wall of the tray.
- Do not remove the paper from the tray while printing.
- Flex, fan and straighten the paper before loading.
- Do not use creased, damp or highly curled paper.
- Do not mix paper types in the tray.
- Use only recommended print materials. See "Paper Specifications" on page G.3.
- Ensure that the recommended print side is facing down when loading paper in the tray and facing up in the Multi-Purpose Tray.

# Solving Print Quality Problems

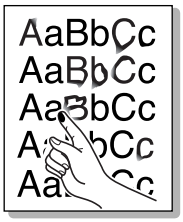
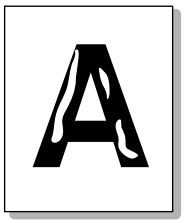
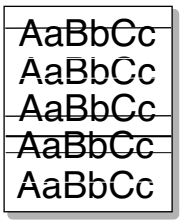
The dirty inside of the printer or improper paper loading may reduce the print quality. See the table below to troubleshoot the problem.

| Problem | Solution |
|---|---|
| **Light or faded print**<br>  <br> | If a vertical white streak or faded area appears on the page:<br>• The toner supply is low. You may be able to temporarily extend the toner cartridge life. See "Redistributing Toner" on page 6.4. If this does not improve the print quality, install a new toner cartridge.<br>• The paper may not meet paper specifications (for example, the paper is too moist or too rough). See "Paper Specifications" on page G.3.<br>• If the entire page is light, the print resolution setting is too light or Toner Save Mode is on. Adjust the print resolution and Toner Save Mode in the printer properties. See page 5.25 and page 5.9 respectively.<br>• A combination of faded or smeared defects may indicate that the toner cartridge needs cleaning. See "Cleaning the Inside" on page 6.7.<br>• The surface of LSU may be dirty. Clean the LSU. See "Cleaning the Inside" on page 6.7. |
| **Toner specs**<br>  <br> | • The paper may not meet specifications (for example, the paper is too moist or too rough). See "Paper Specifications" on page G.3.<br>• The transfer roller may be dirty. See "Cleaning the Inside" on page 6.7.<br>• The paper path may need cleaning. See "Cleaning the Inside" on page 6.7. |

| Problem | Solution |
|---|---|
| **Dropouts**<br>  <br> | If faded areas, generally rounded, occur randomly on the page:<br>• A single sheet of paper may be defective. Try reprinting the job.<br>• The moisture content of the paper is uneven or the paper has moist spots on its surface. Try a different brand of paper. See "Paper Specifications" on page G.3.<br>• The paper lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different kind or brand of paper.<br>• The toner cartridge may be defective. See "Vertical repetitive defects" on the next page.<br>• If these steps do not correct the problems, contact a service representative. |
| **Vertical lines**<br>  <br> | If black vertical streaks appear on the page:<br>• The drum inside the toner cartridge has probably been scratched. Install a new toner cartridge. |
| **Gray background**<br>  <br> | If the amount of background shading becomes unacceptable, the procedures below may fix the problem.<br>• Change to a lighter weight pages. See "Paper Specifications" on page G.3.<br>• Check the printer's environment; very dry (low humidity) or high humidity (higher than 80% RH) conditions can increase the amount of background shading.<br>• Remove the old toner cartridge and install a new one. See "Installing the Toner Cartridge" on page 2.4. |
| **Toner smear**<br>  <br> | • Clean the inside of the printer. See "Cleaning the Inside" on page 6.7.<br>• Check the paper type and quality. See "Paper Specifications" on page G.3.<br>• Remove the toner cartridge and install a new one. See "Installing the Toner Cartridge" on page 2.4. |

| Problem | Solution |
|---|---|
| **Vertical repetitive defects**<br>  <br> | If marks repeatedly appear on the printed side of the page at even intervals:<br>• The toner cartridge may be damaged. If a repetitive mark occurs on the page, print a cleaning sheet several times to clean the cartridge; see page 6.9. After the printout, if you still have the same problems, install a new toner cartridge. See "Installing the Toner Cartridge" on page 2.4.<br>• Parts of the printer may have toner on them. If the defects occur on the back of the page, the problem will likely correct itself after a few more pages.<br>• The fusing assembly may be damaged. Contact a service representative. |
| **Background scatter**<br>  <br> | Background scatter results from bits of toner distributed on the printed page.<br>• The paper may be too damp. Try printing with a different batch of paper. Do not open packages of paper until necessary so that the paper does not absorb too much moisture.<br>• If background scatter occurs on an envelope, change the printing layout to avoid printing over areas that have overlapping seams on the reverse side. Printing on seams can cause problems.<br>• If background scatter covers the entire surface area of a printed page, adjust the print resolution through your software application or the printer properties. |
| **Misformed characters**<br>  <br> | • If characters are improperly formed and producing hollow images, the paper stock may be too slick. Try a different paper. See "Paper Specifications" on page G.3.<br>• If characters are improperly formed and producing a wavy effect, the scanner unit may need service. Verify that it also occurs on a demo page (see page 2.14). For service, contact a service representative. |
| **Page skew**<br>  <br> | • Check the paper type and quality. See "Paper Specifications" on page G.3.<br>• Ensure that the paper or other material is loaded correctly and the guides are not too tight or too loose against the paper stack. |

| Problem | Solution |
|---|---|
| **Curl or wave** | • Check the paper type and quality. Both high temperature and humidity can cause paper curl. See "Paper Specifications" on page G.3.<br>• Turn over the stack of paper in the tray. Also try rotating the paper 180° in the tray.<br>• Try printing to the face up output slot. |
| **Wrinkles or creases** | Ensure that the paper is loaded properly.<br>• Check the paper type and quality. See "Paper Specifications" on page G.3.<br>• Open the rear cover and try printing to the rear output tray (face-up).<br>• Turn over the stack of paper in the paper tray. Also try rotating the paper 180° in the tray. |
| **Back of printouts are dirty** | • The transfer roller may be dirty. "Cleaning the Inside" on page 6.7.<br>• Check for leaking toner. Clean the inside of the printer. |
| **Black pages** | • The toner cartridge may not be installed properly. Remove the cartridge and reinsert.<br>• The toner cartridge may be defective and need replacing. Install a new toner cartridge.<br>• The printer may require repair. Contact a service representative. |

| Problem | Solution |
|---|---|
| **Loose toner**<br>  | Clean the inside of the printer.<br>• Check the paper type and quality. See "Paper Specifications" on page G.3.<br>• Install a new toner cartridge. See "Installing the Toner Cartridge" on page 2.4.<br>• If the problem persists, the printer may require repair. Contact a service representative. |
| **Character Voids**<br>  | Character voids are white areas within the parts of characters that should be solid black:<br>• If you are using transparencies, try another type of transparency. Because of the composition of the transparency, some character voids are normal.<br>• You may be printing on the wrong surface on the paper. Remove the paper and turn it around.<br>• The paper may not meet paper specifications. See "Paper Specifications" on page G.3. |
| **Horizontal stripes**<br>  | If horizontally aligned black streaks or smears appear:<br>• The toner cartridge may be installed improperly. Remove the cartridge and reinsert.<br>• The toner cartridge may be defective. Install a new toner cartridge. See "Installing the Toner Cartridge" on page 2.4.<br>• If the problem persists, the printer may require repair. Contact a service representative. |

# Understanding Display Messages

The display on the front panel shows the messages to indicate the printer's status or errors. Refer to the tables below to understand the message's meaning and clear the problem if necessary. Messages and their meanings are listed in alphabetical order.

**NOTE:** When you call for service, it is very convenient to tell the specified message.

| Message | Status | Do this... |
|---|---|---|
| Cover Open/No Toner Cartridge | A cover is open/There is no toner cartridge installed in your printer | Close the top cover firmly/Install the cartridge. |
| Invalid Toner | Your toner cartridge is not for your printer. | Install a Samsung-approved toner cartridge, designed for your printer. |
| Jam 0 | A paper jam occurs in the paper feed area. | Remove the jammed paper from the tray in use, referring to page 7.7. |
| Jam 1 | A paper jam occurs around the toner cartridge. | Remove the jammed paper from the printer, referring to page 7.10. |
| Jam 2 | A paper jam occurs in the paper exit area. | Remove the jammed paper from the output tray, referring to page 7.12. |
| JAM Duplex1/2 | A paper jam occurs while printing on both sides of paper. | Remove the jammed paper from the printer, referring to page 7.13. |
| Load Manual Press Cont Key | The Multi-Purpose Tray is empty in manual feed mode. | Load a sheet of print material and press the **On-Line/ Continue** button. You need to press the button each page to be printed. |
| Memory Overflow | The printer does not have enough memory to print the current job. | The job will be automatically cleared and the printer will return to ready mode.<br>• Expand the memory in your printer. See"Installing Memory and PostScript DIMMs" on page F.3. |

| Message | Status | Do this... |
|---|---|---|
| Page Too Complex | Too complicated data was sent to the printer. | Simplify the page layout and remove unnecessary graphics from your document.<br>If the message persists, expand the memory in your printer. See "Installing Memory and PostScript DIMMs" on page F.3. |
| Paper Empty<br>[Size]In[Tray] | The displayed tray is empty. | Load the corresponding size of paper into the tray. |
| Ready<br>Low Toner | The toner cartridge in your printer is nearly empty. | Redistribute the toner, referring to page 6.4. |
| Serial Error<br>** may be shown only if you installed the optional serial interface card.* | The printer detects a serial interface error. | Set the baud rate the same as the setting on your computer. |
| Ready<br>Replace Cart | The life of some parts on the toner cartridge ends | The overflow of the waste toner contaminates the inside of the machine.<br>Regardless of the remaining toner, this is warning message showing that The toner cartridge replacement is needed as the parts life there of is exhausted. the toner cartridge is at the end of its life and the print quality lowers, You need to replace the cartridge to new one. to continue printing, press **On-Line/ Continue** each time you print a page. |
| Wait Image | The firmware programme in the printer has been damaged. | You need to download the programme to the printer again. Contact your local Samsung dealer. |

# Common Windows Problems

| Problem | Possible Cause and Solution |
|---|---|
| "File in Use" message appears during installation. | Exit all software applications. Remove all software from the StartUp Group, then restart Windows. Reinstall the printer driver. |
| "Error Writing to LPTx" message appears. | • Ensure that the cables are connected correctly, the printer is on.<br>• If bi-directional communication is not turned on in the driver, it will also cause this message. |
| "General Protection Fault", "Exception OE", "Spool32", or "Illegal Operation" messages appear. | Close all other applications, reboot Windows and try printing again. |

**NOTE:** Refer to Microsoft Windows 9x/Me/NT 4.0/2000/XP User's Guide that came with your PC for further information on Windows error messages.

# Common Macintosh Problems

## Problems in the Chooser

| Problem | Possible Cause and Solution |
|---|---|
| The printer driver icon does not appear in Chooser. | Software is not installed correctly.<br>• The LaserWriter driver should be present as a part of the Macintosh OS. Make sure that the LaserWriter driver is in the **Extensions** folder within the **Systems** folder. If not, install the LaserWriter driver component from the Macintosh OS CD.<br>• Make sure that you are using a high-quality cable.<br>• Make sure that the printer is on the correct network. Select **Network** or **AppleTalk Control Panel** from **Control Panels** in the **Apple** menu and then choose the correct network. |
| The printer name does not appear in the **Select a PostScript Printer** box in the Chooser. | • Make sure that the cables are connected correctly and the printer is turned on.<br>• Check if "Ready" appears on the display of the control panel. If not, press the **On-Line/Continue** button to switch your printer to on-line.<br>• Make sure that the correct printer driver has been selected in Chooser.<br>• If the printer resides on a network with multiple zones, make sure that the correct zone is selected in the AppleTalk Zones box in Chooser.<br>• Make sure that AppleTalk is on; the button next to **Active** is selected in Chooser. You may need to restart the computer to activate the change. |

## Printing Errors

| Problem | Possible Cause and Solution |
|---|---|
| You cannot use the computer while the printer is printing. | Background Printing has not been selected.<br>• For LaserWriter 8.3, turn **Background Printing** on in the Chooser. Status messages will now be redirected to the Print Monitor allowing you to continue working while the computer is processing data to be sent to the printer.<br>• For LaserWriter 8.4 or higher, turn **Background Printing** on at the Print window. |