

Laser Printer User Guide



[About This User Guide]

This user guide provides all kinds of information about Gustec laser printer so that you can have a correct knowledge and use it properly.

[Legal Explanation]

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[Laws and Regulations]



- This symbol indicates that the product cannot be carelessly discarded with other waste materials.
- As a better practice, you should send waste equipment to designated collection points so that waste electrical and electronic equipment can be recycled.



- This product is suitable for indoor use, not for outdoor use.



- This product is recommended for safe use in non-tropical areas.



- This product is recommended for safe use at an altitude of 2000 meters and below.

[Prompt Information]



Laser warning

- Do not operate or repair the printer with the protective cover of the laser/scanner assembly removed. While the reflected beam is not visible, it can harm your eyes.



Energy-saving

- This machine adopts advanced energy-saving technology, which can reduce energy consumption when it is in an inactive state. When the machine does not receive data for a period of time, the power consumption is automatically reduced.



Recycle

- Please recycle or dispose of the packaging materials of this product in an environmentally responsible manner.

[Statement]

- This is a Class A product, which may cause radio interference in living environments. In this case, it may be necessary for users to take practical measures against such interference.

[Important Preventive Measures and Safety Information]

When using this machine, be sure to follow the following basic safety precautions to reduce hazards such as fire, electric shock, and personal injury:

- 1** Read and understand all the instructions.
- 2** Understand common sense when operating electronic equipment.
- 3** Follow all warnings and instructions marked on the machine and on the accompanying text materials.
- 4** If the operation instructions conflict with the safety information, please pay attention to the safety information.
You may have misinterpreted the instructions. If you can't solve the conflict, please contact your sales representative or service representative for assistance.
- 5** Before cleaning, unplug the machine from the AC wall socket or phone jack. Do not use liquid or aerosol cleaners. You can only clean it with a damp cloth.
- 6** Do not place the machine on an unstable cart, shelf, or table. Otherwise, the machine can fall, which may cause serious damage.
- 7** Do not place the machine on or above or near radiators, heaters, air conditioners or ventilators.
- 8** Do not place anything on the power supply. Do not place the machine where the power cord will be stepped on.
- 9** Do not overload wall sockets and extended wires. Otherwise it can lower the performance and may even cause a fire or electric shock.
- 10** Do not let pets bite the power cord and PC interface cable.
- 11** Do not push anything into the machine through the enclosure or the opening of the enclosure. Because this may touch a position with a dangerous voltage, causing fire or electric shock. Do not spill any liquid on or inside the machine.
- 12** Machines may come with heavy cover plates, which are designed to provide the right amount of pressure when scanning/copying documents for best results (usually flat-panel machines). In this case, after placing the document on the scanning glass, hold the cover plate and lower it gently until the cover plate is back in place.
- 13** To avoid the danger of electric shock, do not disassemble the machine. If repairs are required, please contact professional technical service personnel. Opening or removing the cover plate can expose you to dangerous voltages or other hazards. If it is not properly assembled, it may cause electric shocks during subsequent use of the device.

14 Unplug the machine from the phone jack, PC, and AC wall socket and seek help from a service professional in any of the following cases:

- Damage or wear to any part of the power cord, plug, or connecting cable.
- Liquid is sprinkled into the machine.
- The machine gets wet in rain or water.
- The machine still does not work properly after operation according to the instructions.
- The machine falls to the ground or its body is damaged.
- A sudden and noticeable change in the performance of the machine occurs.

15 Please adjust only the controls mentioned in the operation instructions. If other controls are adjusted incorrectly, the machine may be damaged, and professional technical service personnel will need to work a lot to get it back to normal work.

16 Avoid using the machine during thunderstorms. Lightning can cause lightning strike hazards. If possible, unplug the power cord during a thunderstorm.

17 Due to the risk of damage to this product due to non-professional maintenance, Gustec strongly recommends that repairs should be carried out by technicians trained by Gustec. When repairing the product or parts specified in this user guide, the user must bear the risk of personal injury and damage to this product. Therefore, before repairing, this repair manual must be carefully read so that this product can be operated and maintained correctly.

18 Keep this user guide properly.

[Laser Safety Statement]

Class I laser products are not dangerous. Laser systems and printers are designed to be subject to laser radiation that does not exceed the standards specified in Class I under daily operation, user maintenance, or specified repair conditions.

Laser radiation is harmful to human body. In order to avoid laser radiation, please do not dismantle the machine at will!

The machine is equipped with **Class IIIB** laser diode, and there is no leakage of laser radiation in the laser module. The laser assembly inside the machine is labeled as follows:



[Radio Frequency Radiation]

What users should know about the FCC:

This machine has been tested, demonstrating its compliance with the limitations of Part 15 of the FCC Regulations for Class B digital equipment. These restrictions refer to the provision of reasonable protection against harmful interference when installed in a residential environment. This product generates, uses and radiates radio frequency energy that, if not installed and used as described in this manual, may cause harmful interference to radio communications. However, we do not guarantee that there will be no harmful interference under certain installation conditions. If this machine causes harmful interference to radio and television (which can be determined by switchgear), the user can take one or more of the following measures to eliminate the interference:

- Adjust or relocate the receiving antenna.
- Increase the distance between the machine and the receiver.
- Connect the machine to a power outlet different from the one used by receiver.
- Consult with dealers and professional TV technicians for help.

Note: Any changes or modifications made by the user to the equipment without the express approval of the manufacturer responsible for the conformity of the product will invalidate the equipment operation authorization. This digital device does not exceed the Class B limit for radio noise emissions from digital devices specified in the Jamming Equipment Standard entitled "**Digital Apparatus**" in the Canadian Industry and Science ICES-003 Standard.

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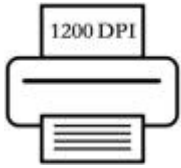
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1. Basic Product Information

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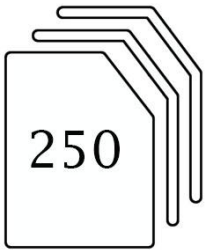
- [Special features](#)
- [Component locations](#)
- [Consumables information](#)

1.1. Special features



Excellent quality and extremely high speed printing

- Support 600DPI, 1200 DPI resolution printing
- Support single/double-sided printing



Flexible handling of paper

- The standard 250-page (70g/m²) tray can support standard types and sizes of paper. In addition, standard paper cassettes also support single sheets of special media
- The automatic paper cassette can also support single sheets of thick paper, tissue paper, recycled paper, etc.

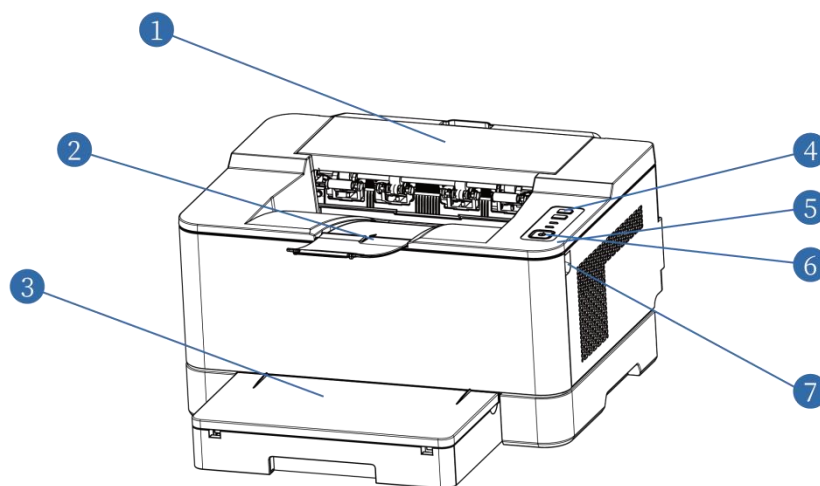


Capable of printing in various environments

- You can print using various operating systems such as **Windows XP**, **Windows 7**, **Windows 8**, and **Windows 10**, as well as systems such as **Linux**
- Native USB interface
- RJ45 interface (standard wired interface) (optional)
- WiFi (standard wireless interface) (optional)

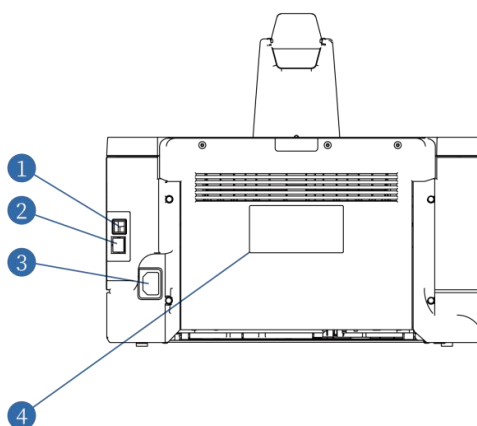
1.2. Component locations

Front view



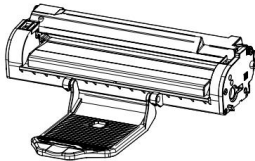
No.	Name
1	Paper discharge cover plate
2	Paper Output Extension Holder (Paper Output Tray)
3	Automatic feed tray
4	Function keys
5	LED indicator light
6	Power button
7	Front cover switch

Rear view



No.	Name
1	USB interface
2	RJ45 interface (standard wired network card interface) (optional)
3	Power cord interface
4	Nameplate

1.3. Consumables information

Picture	
Description	Toner cartridge for Gustec multi-functional laser machine
Print quantity standard	Reference International Standard Printing Volume ISO/IEC 19752

Notes:

- The toner cartridge for the Gustec laser machine is a drum-powder one-piece toner cartridge.
 - The Company does not recommend the use of non-Gustec original consumables.
 - Any damage caused by the use of non-Gustec original consumables is not covered by the warranty.
 - Models are subject to increase without prior notice.
-

2. Printer Installation Steps


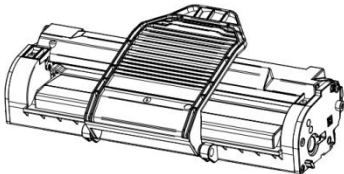




This chapter introduces the basic operations of the machine step by step.

This chapter contains:

- [Check the machine and its accessories](#)
- [Installation position](#)
- [Installing the toner cartridge](#)
- [Paper feeding](#)
- [Establishing a connection](#)
- [Power on](#)

2.1. Check the machine and its accessories

Remove the machine and all accessories from the box. Verify that the following items are included in the package:

Name	Picture
USB cable	
Toner cartridge	
Power cord	
CD-ROM	
Quick Installation Guide	
“Three Guarantees” Voucher	

The CD contains Gustec laser printer driver and user guide.

The appearance of a power cord may vary depending on the specifications in your area.

Note:

- The power cord must be plugged into a grounded socket.
 - Components may vary from region to region.
-

2.2. Confirm the installation location of the machine

1. Remove the packaging bag of the wrapping machine and choose the appropriate installation location according to the following criteria:

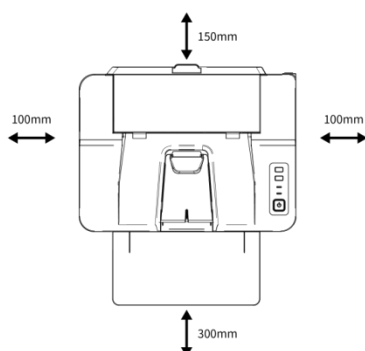
- Choose a position, such as a table top, that is level, firm, spacious, has good air circulation and is less prone to vibration and impact.
- Leave plenty of room for opening the front lid and feed tray.
- Installation location should be well ventilated and away from direct sunlight or heat, cold and moisture sources.
- Place the printer near a standard, grounded electrical outlet.
- Install the printer at a temperature between 10 °C and 32 °C and a relative humidity between 20% and 80%.

Note:

- Do not place the printer on the edge of your desk or workbench. Components may vary from region to region.
 - Do not place the printer near heaters, refrigerators, air conditioners, fluids, or chemicals.
 - Do not expose the printer to direct sunlight, overheating, humidity, or dusty places.
 - Do not connect the printer to an outlet controlled by a wall switch or automatic timer.
 - Do not connect the printer to an outlet that shares the same circuit as a high-powered home appliance or other device that may cause a power outage. Avoid sources of interference, such as speakers or cordless phone bases.
 - While using the printer for a long time or printing a large number of folders in a room with poor ventilation, please pay attention to maintaining indoor air circulation.
 - Please connect the printer to a stable power supply. If the power is cut off, the information in the device memory will be lost.
-

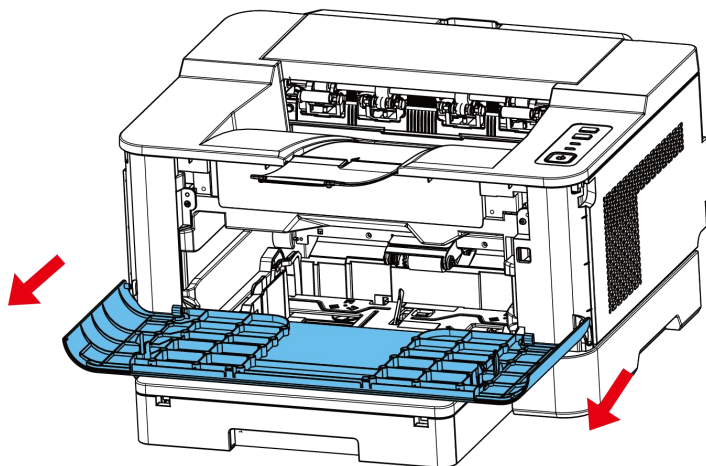
2. Leave clearance space

- **Front: 300 mm** (leaving plenty of room to open front lid and paper cassette)
- **Rear: 150 mm** (leaving enough room for connecting power and data cords, providing enough room for air circulation)
- **Left: 100 mm** (enough room for air circulation)
- **Right: 100 mm** (enough room for air circulation)

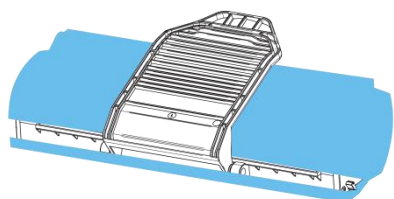


2.3. Installing the toner cartridge

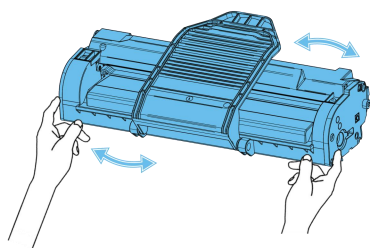
1. Open the front lid.



2. Remove the toner cartridge from the packaging bag, tear off the packaging tape and remove the wrapping paper used to protect the toner cartridge.



3. Gently shake the toner cartridge 5 to 6 times to distribute the toner evenly. Shaking the toner cartridge fully can ensure that the toner cartridge is used to the maximum extent.



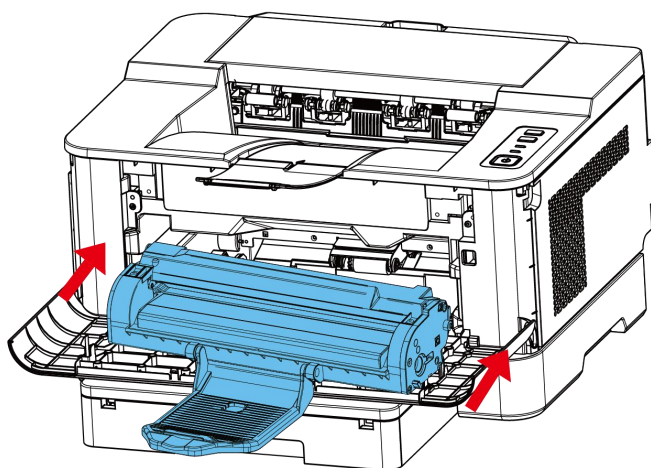
Note:

- To prevent damage, do not expose the toner cartridge to a bright environment for a long time.
 - Do not touch the green section under the toner cartridge. To avoid touching this area, use the handle on the toner cartridge.
 - If you accidentally get the toner on your laundry, wipe it with a dry cloth and wash it with cold water. Hot water can cause the toner to seep into the fabric of the garment.
-

4. Pull the toner cartridge handle and hold it. Insert the toner cartridge into the machine until it snaps into place.

A. If the machine display prompts "the **toner cartridge is not installed in place**", please open the front cover, hold the toner cartridge handle and take it out.

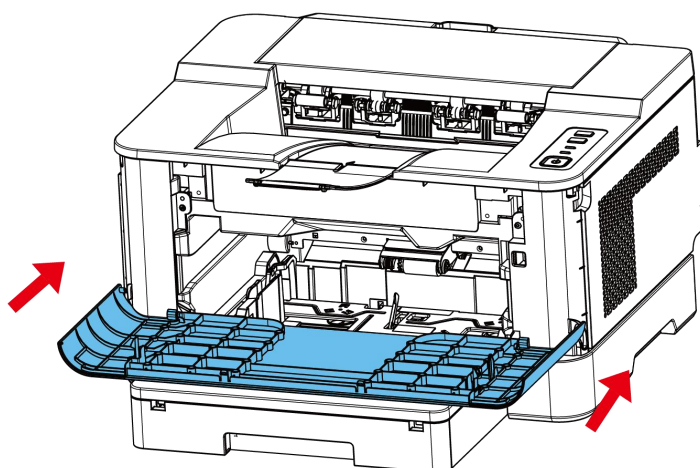
B. Reinsert the toner cartridge into the machine until snapped into place and press the toner cartridge handle down.



Caution:

Please be careful when inserting or pulling out the toner cartridge, do not scratch the printer.

5. Close the front cover. Make sure the front cover is closed tightly. There may be printing errors if the cover plate is not closed tightly.

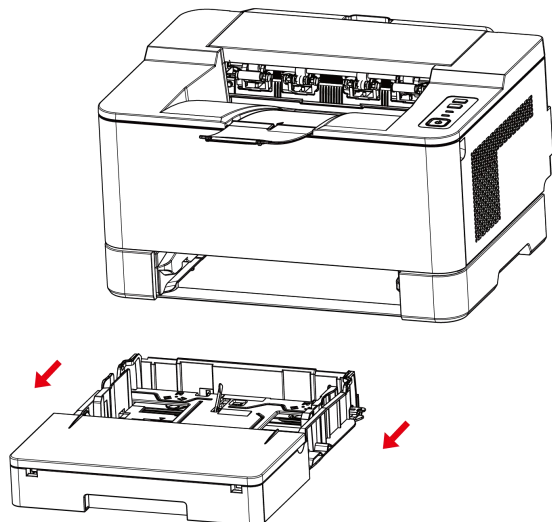


2.4. Put in print media

Note:

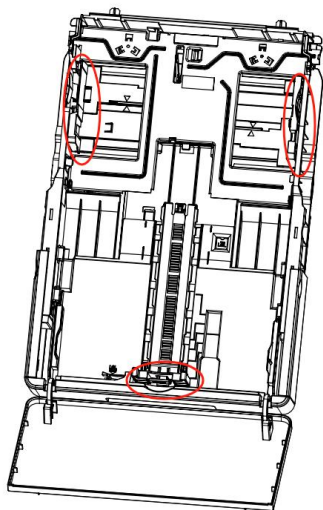
The paper cassette can accommodate up to 250 sheets of 70 g/m² ordinary paper.

1. Remove the auto-feed tray.

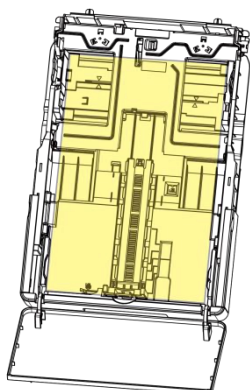


2. Adjust the printer's slider (default A4 width) according to **your paper size**.

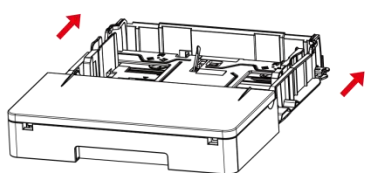
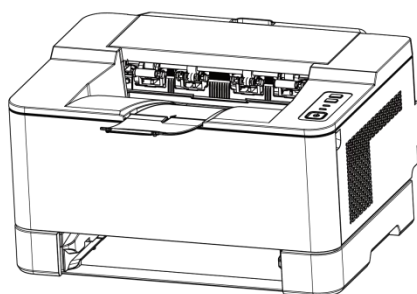
Pinch the paper guide and adjust to the edge of the paper width.



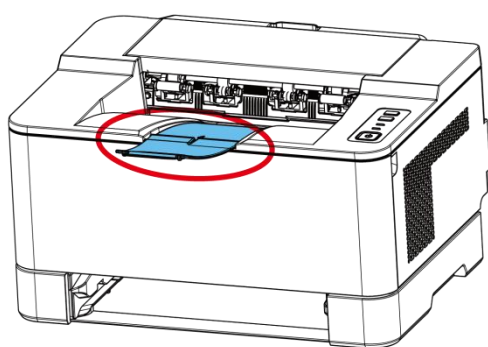
3. Load the paper with the printing side up.



4. Put in the auto-feed tray.



5. Pinch the paper output tray to pull it out to unfold (paper output extension holder).

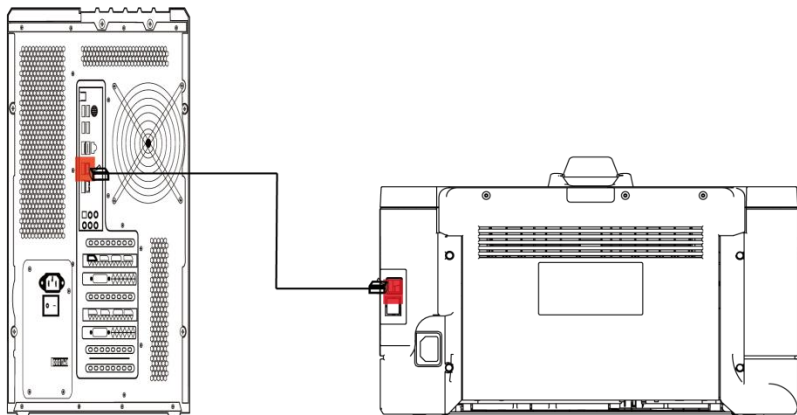


Note:

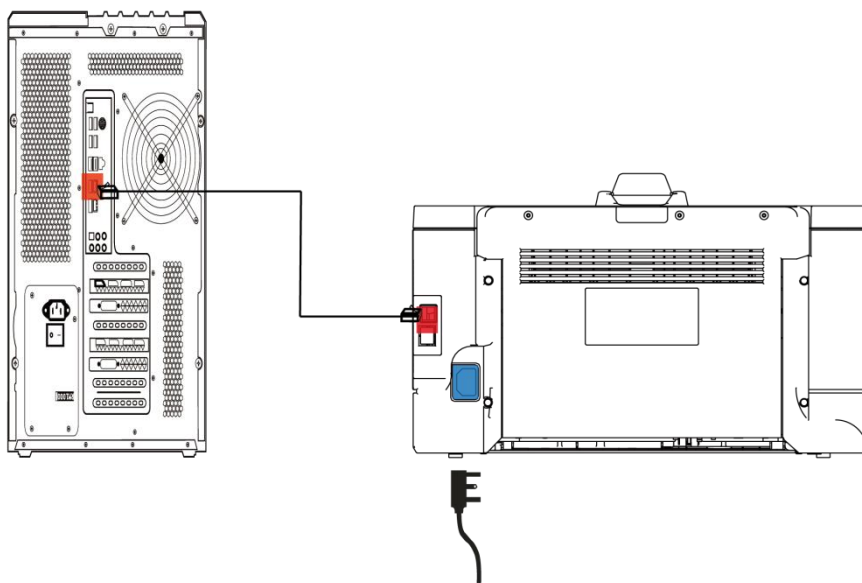
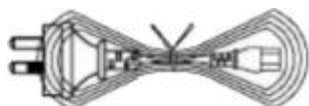
- Make sure all four corners of the paper in the tray are flat.
 - Be careful not to load too much paper. Too much paper will cause jams.
-

2.5. Establish a connection

1. Connect the USB cable to the USB interface of the printer.



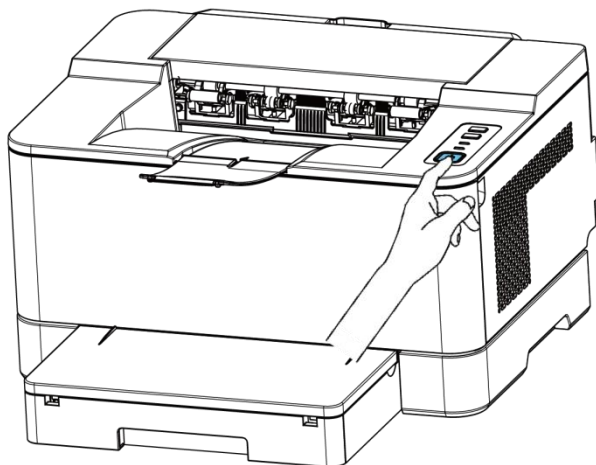
2. Plug one end of the power cord into the printer's AC socket and the other end into a well-grounded AC outlet.



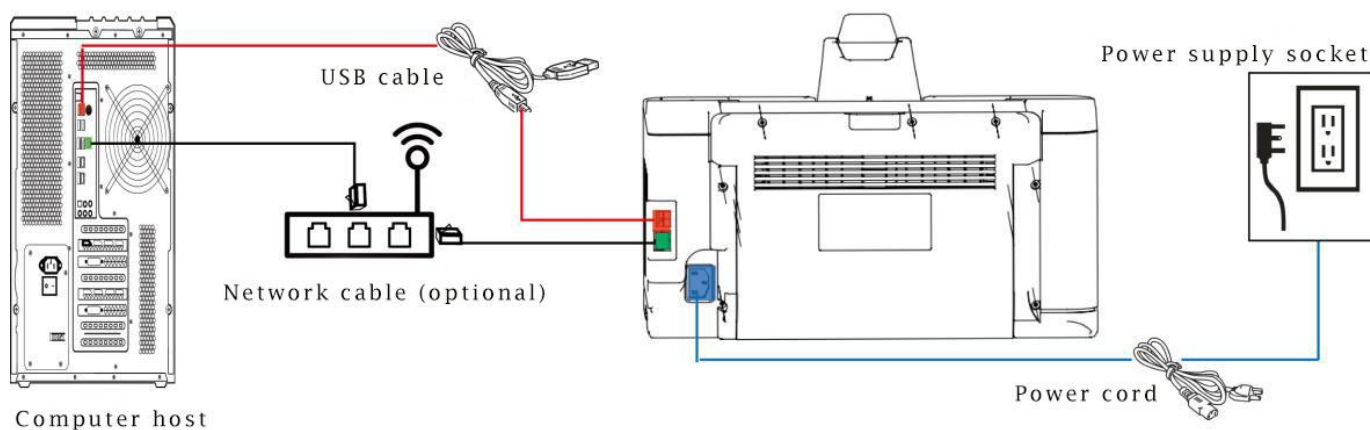
Connect to an AC socket (with grounding protection)

2.6. Start the laser printer

1. Press the power switch to turn on the printer. Approximately 5 seconds, the indicator light turns green and the machine has started.



2. The paper-moving motor of the printer will conduct self-inspection of paper-moving, and the scanner will conduct self-inspection of returning to its original position.



Note:

Please check that the cable has been connected correctly before turning on the machine.

















3. Keys and indicator lights

This chapter describes how to select a print medium.

This chapter contains:

- [Meaning of LED status indicator lights](#)
- [Function key usage](#)
- [Power button usage](#)

3.1. Meaning of LED status indicator lights

No.	Status	LED display	
1	Connect to 220V power supply		The status light is off
			The yellow power light is always on
2	Connect to 220V power supply, turn on the device		The status light is off
			The green power light is always on
3	Enter sleep mode		The status light is off
			The power light is flashing green
4	Cover opening/paper shortage/paper jam abnormal error		The status light is flashing yellow
			The green power light is always on
5	Printer temperature abnormality error		The status light is off
			The power light is flashing green
6	LSU exception error		The status light is flashing yellow
			The green power light is always on
7	Toner cartridge component lifespan end		The status light is flashing yellow
			The power light is flashing green
8	Toner cartridge component not installed		The yellow status light is always on
			The green power light is always on

3.2. Function key usage



No.	Function	Function Description
1	Clear out of paper error	When printing out of paper, install the paper and press the function key to continue suction printing.
2	Cancel printing	When printing, press the function key to cancel the host printing task.
3	Wake up sleep	After a period of inactivity, the printer enters sleep mode, When in sleep, press the function key to wake up sleep.
4	Print Configuration Page	When the printer is ready, press and hold the function key for 3 seconds before releasing it to print the configuration page.

3.3. Use of power button



No.	Function	Function Description
1	Power on	When turned off, press the power button to turn on the device, and the power indicator light (green light always on).
2	Shutdown	Press and hold the power button to turn off the device when it is turned on, and the power indicator light will turn off.

4. Paper and printing media

This chapter describes how to select a print medium.

This chapter contains:

- [How to choose a print medium](#)
- [Paper specifications](#)
- [Paper usage principles](#)
- [Paper capacity](#)
- [Paper storage environment](#)
- [Special paper](#)
 - [Heavy paper](#)
 - [Label paper](#)
 - [Sulfate paper](#)
 - [File paper](#)

4.1. How to choose a print medium

This printer supports many different types of printing media, such as ordinary paper, thick paper, tissue paper, recycled paper, etc. Factors such as paper production methods, weight, composition texture, and humidity are important factors that affect the machine's performance and output quality. Paper that does not conform to the principles outlined in this User Guide can lead to poor printing quality, an increase in the occurrence of paper jams, and premature wear and tear on the machine.

It may also occur that the paper meets all the specifications in this user guide, but the printing effect remains unsatisfactory. This may be the result of improper operation, temperature or humidity exceeding the allowable range, or other uncertain factors beyond our control. If you do not get the best results, use the paper and printing media supported by this product. For the best printing quality possible, use only high-quality copy paper.

Be sure to use print media conforming to the use of this machine.

Note:

- Contact a service representative before purchasing a large amount of paper.
 - The use of paper that does not meet the specifications may result in machine failures that are not covered by the warranty or service agreement of Gustec.
-

➤ When selecting materials to print, please note the following:

- Size: Use any size of paper that can easily fit into the tray paper adjustment guide.
- Weight: For multi-page feed printing: 70 to 90 g/m²
For single-sheet feed printing: 70 to 200g/m².
- Brightness: Some papers are whiter than others, resulting in clearer, brighter images.
- Surface smoothness: The smoothness of the paper will have an influence on the clarity of the printed content.

➤ **When selecting or packing paper, envelopes, or other special media, keep the following principles in mind:**

Be sure to use paper and other media that meet the specifications listed in "**Paper Specifications**" in Chapter 4.2.

- Trying to print on damp, curly, wrinkled, or torn paper can result in paper jams and suboptimal printing quality.
- For the best printing quality, use high-quality copy paper.
- Avoid using paper with bump text, punched holes, and too smooth or rough textures. Otherwise, paper jams may occur.
- Keep the paper in its original packaging until you use it. Place the box on a pallet or shelf, not on the ground. Do not place heavy objects on the paper, whether it has packaging or not. Keep the paper away from moisture or other environments that may cause wrinkles or curls of the paper.
- Store unused media in an environment with a temperature between 15 °C and 30 °C (59 ° F to 86 ° F). Relative humidity should be between 10% and 70%.
- Moisture-proof packaging (such as plastic bins or bags) should be used during storage to avoid dirt and moisture contamination of the paper.
- Fill a manual tray with a special type of paper one at a time to avoid jams.
- Use only media specifically recommended for laser printers.

To prevent special media (such as slides and label paper) from sticking together, they should be removed immediately after printing.

4.2. Paper specifications

This machine supports a wide range of media sizes. Capacity varies depending on media weight, thickness, and environmental conditions.

Paper	Dimensions	Weight	Capacity
A4	210*297mm	For multi-page feed: 70 to 90g/m²	For paper cassettes: 250 sheets 70g/m²
Executive	184*267mm		
A5	148*210mm		
JIS B5	182*257mm		
Envelope # 10	105×241mm		
Envelope B5	182×257mm		
Envelope C5	162×229mm		
Envelope Monarch	98×191mm		
Minimum size	76*127mm		
Maximum size	210*297mm	For single page feed: 70 to 200g/m²	For paper cassettes: 1 sheet of paper
Archival paper	Same as the minimum and maximum sheet sizes listed above		
Kraft paper	Same as the minimum and maximum sheet sizes listed above		
Label paper			
Sulfuric acid paper			

Note:

- It is recommended to use standard paper and recycled paper for this printer. It is not recommended to use a large amount of special paper, which may affect the printing life.
 - Weight, composition, texture, humidity and other attributes are important factors affecting the performance and output quality of the printer.
 - When selecting a print medium, note the following:
 1. Select the print medium according to the printing need.
 2. The smoothness of the printing medium will affect the clarity of the printed content.
 3. The use of printing media not meeting these specifications may cause damage to the printer.
 - Paper jams may occur when print materials that are less than 5in (127mm) in length are used. For optimal performance, make sure you store and manage your paper in the right way. See ["Paper Storage Environments"](#) in Chapter 4.5.
-

4.3. Paper usage principles

For best results, use ordinary 70 g/m² paper. Make sure the paper is of good quality, with no cuts, nicks, breakage, stains, loose particles, dust, wrinkles, spots, curls, or hems. If you don't know what type of paper you're loading, check the label on the package.

The following problems can lead to skewed printing quality, paper jams, and even damage to the machine:

Phenomenon	Problem of the paper	Solution
Poor printing quality or inability of the toner to adhere to the paper, and problems with paper feeding	Paper being too wet, rough, smooth, or bumpy;	Try other types of paper with humidity around 40-50%
Stripping, jamming, curling	Improper paper storage	Place the paper flat inside its moisture-proof package
Grayscale background deepening/printer wear	Overweight paper	Use lighter paper
Producing too much crimp during feeding	Paper being too wet, wrong texture orientation, or short texture structure	Use long textured paper
Paper jams, damages to the machine	Paper cut or pierced;	Cut or perforated paper should not be used
Paper feeding issues	Rough paper edges	Use good quality paper

Note:

- Do not use paper that needs to be printed with low-temperature inks, such as those used for hot melt printing.
 - The machine uses heat and pressure to hot melt the toner onto the paper. Ensure that the ink for the paper can withstand this thermal setting temperature (0.1 seconds at 200 °C or 392 ° F)
-

4.4. Paper capacity

Paper position	Capacity
Front facing downward feed tray	250 sheets of 70g/m ² paper

4.5. Paper storage environment

The storage environment of the paper will directly affect paper feeding. Ideally, the environment of the machine and the paper storage environment should be at or near room temperature, not too dry or too wet. Paper absorbs moisture easily, and it absorbs and dissipates moisture quickly.

When assessing the paper storage environment, the following principles should be considered:

1. The air should not be too dry or too damp, and the paper should be stored at or near room temperature.
2. Dampness and heat can damage paper.
3. High temperature will cause moisture in the paper to evaporate, while low temperature will cause moisture to condense on the paper.
4. A heating system and air conditioner can remove most of the moisture from your room.
5. When you open the packaging of the paper and use the paper, the moisture in it will emit, resulting in streaks and smudges.
6. A humid weather and water cooler can increase the moisture in your room. When the paper is unwrapped and used, it will absorb too much moisture, which will lead to a light print color or a word-stripping phenomenon. Moreover, the paper will be distorted and deformed by repeated moisture dissipation and moisture absorption. This can lead to paper jams.
7. Please be careful not to buy too much paper, just buy enough paper for a relatively short period of time (about 3 months).
8. Paper stored for a long time may encounter high temperature or high humidity, which will cause damage to it. Planning is important to prevent damage to a large number of paper sources.
9. Unopened paper in a sealed package that stays stable for months before use. Papers that open packages can be vulnerable to damage, especially if they're not wrapped with moisture-proof materials.
10. The paper storage environment should be properly maintained to ensure that the paper is in optimal condition. Generally, ambient temperatures of 20 to 24 °C (68 to 72.5 ° F) and relative humidity of 45 to 55% are required.
11. The best way to store unsealed paper is to repackage it with moisture-proof packaging. If the usage environment of the machine is not ideal, you only need to open the required amount of packaging during daily operation to avoid unnecessary changes in the humidity of the paper.

4.6. Special paper

This product supports printing on special media. Special paper includes: archival paper, thick paper, label paper, sulfuric acid paper, etc. When printing with special paper, be sure to set the type and size in the printer driver for the best printing results.

Note:

- When using special paper or print media, make sure you select the matching print type and size on the print settings for the best print.
 - When printing with special media, we recommend feeding in only one sheet at a time.
 - Do not use carbon-free paper and tracing paper. Using these types of paper creates a chemical odor and has the potential to damage the machine
 - Remove the paper immediately after printing on special paper. Stacked paper can cause jams or curls.
-

4.6.1. Thick paper

Different types of thick paper have different textures. For example, common kraft paper has the advantages of hard texture, good toughness, wear resistance, and not easy to tear and break. However, the color, smoothness, and flatness of kraft paper are much worse than those of offset paper, white plate paper, and coated paper, so the following problems should be paid attention to during the printing process.

Type	Specifications
Weight	The weight of heavy paper should not exceed 200g/m ² , otherwise it may cause paper jams.
Paper crimp	The flatness is 0.02 in (within 5mm).
Dimensions	Maximum size (210 * 279mm), minimum size (76 * 127mm)
Condition	Paper should not be wrinkled, chipped, or otherwise damaged.
Documentation	Do not use thick paper with a rough surface, shedding, or peeling powder.

Note:

Because thick paper is thick, in order to avoid serious paper jams, you should always load one sheet at a time when printing on heavy paper.

4.6.2. Label paper

To avoid damaging the machine, be sure to use the labels recommended for laser printers.

Type	Specifications
Acidity	A PH value of 5.5 or lower.
Dimensions	Maximum size (210 * 279mm), minimum size (76 * 127mm).
Paper thickness	3.0~7mils (0.094~0.18mm) 。
Paper crimp	The flatness is 0.02 in (within 5mm).
High temperature resistance	When heated to 200 °C (392 ° F) in 0.1 sec, it cannot burn, melt, shift, or release harmful substances.
Condition	Do not use labels that have wrinkles, bubbles, or other signs of backing paper disengaging.
Humidity	40% ~ 60 %.

Note:

- Never repeat printing on the same label, or in parts of the label.
 - If the label with the backing paper is not exposed between the labels, the blank space between the labels will cause the label to disengage, causing serious paper jams.
 - Labels should be placed flat when used, only the whole sheet of labels should be used.
 - Make sure there is no bare sticky material between the labels.
-

4.6.3. Sulfuric acid paper

Compared with other types of paper, sulfuric acid paper is drier and more prone to static electricity, and it is easy to have empty, double and multiple sheets when moving paper. In order to ensure the smooth running of paper, the temperature and humidity of sulfuric acid paper should be appropriate before printing. In addition, due to the firmness of sulfuric acid paper, the separation of paper is more difficult than ordinary paper with the same weight, so please put it in a well-ventilated place after printing.

Type	Specifications
Weight	The weight of sulfuric acid paper should exceed 45g/m ² , otherwise it may cause paper jams.
Paper crimp	Flatness in 0.02 in (within 5mm);
Dimensions	Maximum size (210 * 279mm) Minimum size (76 * 127mm)
High temperature resistance	When heated to 200 °C (392 ° F) in 0.1 sec, it cannot burn, melt, shift, or release harmful substances.
Condition	Paper should not be wrinkled, chipped, or otherwise damaged;
Humidity	Print in an environment with a relative humidity of 45% to 55%, otherwise it will roll on the toner cartridge due to static electricity. Sulfate paper is difficult to print in a dry environment.

Note:

Due to the poor ink absorption performance of sulfuric acid paper, one sheet should always be loaded at a time when printing on sulfuric acid paper, and each sheet needs to be dried separately.

4.6.4. Archival paper

The structure of different archival papers varies greatly, and the quality of paper varies greatly due to the different production processes of manufacturers. When selecting file paper, you should follow the following categories:

Type	Specifications
weight	The weight of file paper should not exceed 200g/ m ² , otherwise it may cause paper jams.
Paper crimp	The flatness is 0.02 in (within 5mm).
Dimensions	Max size (210 * 279mm) & min size (76 * 127mm).
Documentation	File paper that can withstand machine pressure should be used
Condition	Archival paper should not be wrinkled, chipped, or otherwise damaged;
High temperature resistance	When heated to 200 °C (392 ° F) in 0.1 sec, it cannot burn, melt, shift, or release harmful substances.

Note:

- Do not use archival paper with pins, snaps, windows, or coated linings.
 - Do not use self-adhesive adhesive or other synthetic materials for archival paper.
 - Make sure the envelope is undamaged and not glued together before loading it into the paper cassette.
 - Do not use envelopes with open windows, coated liners, self-adhesive strips, or other synthetic materials.
-

5. Install Driver Software for the Printer

This chapter describes step-by-step how to install driver software for the printer.

This chapter contains:

- [System requirements](#)
- [Install driver software for the printer with the Installation Tool](#)

5.1. System requirements

Before you install, make sure your Windows system meets the minimum requirements.

Operating system	CPU	RAM	Hard disk space
Windows 2000	Pentium II 400 MHz (Pentium III 933 MHz)	64 MB (128 MB)	600 MB
Windows XP	Pentium III 933 MHz (Pentium IV 1 GHz)	128 MB (256 MB)	1.5 GB
Windows 2003 Server	Pentium III 933 MHz (Pentium IV 1 GHz)	128 MB(512MB)	1.25 GB to 2GB
Windows 2008 Server	Pentium IV 1 GHz (Pentium IV 2 GHz)	512 MB(2048 MB)	10 GB
Windows Vista	Pentium IV 3 GHz	512 MB(1024 MB)	15 GB
Windows 7	Pentium IV 1 GHz 32-bit or 64-bit processor or higher Supports DirectX 9 graphics with 128 MB (to enable Aero themes)	1 GB (2 GB)	16 GB
Windows Server 2008 R2	Pentium IV 1 GHz (x86) or 1.4 GHz (x64) processor (2 GHz or faster)	512 MB(2048 MB)	10 GB
Windows 8	Pentium IV 1 GHz 32-bit or 64-bit processor or higher MicrosoftDirectX 9 Graphics Device with WDDM Driver	2 GB (or more memory)	20 GB
Windows 8.1	Pentium IV 1 GHz 32-bit or 64-bit processor or higher MicrosoftDirectX 9 Graphics Device with WDDM Driver	2 GB (or more memory)	20 GB
Windows 10	Pentium IV 1 GHz 32-bit or 64-bit processor or higher MicrosoftDirectX 9 Graphics Device with WDDM Driver	2 GB (or more memory)	20 GB

Note:

- For all **Windows** operating systems, the minimum requirement is **Internet Explorer 5.0** or a later version of the browser.
 - You must have administrator privileges to install software.
-

5.2. Installing Printer Driver and Scanning Software with the Installation Tool

To use this device as a printer on a computer device, a print driver must be installed.

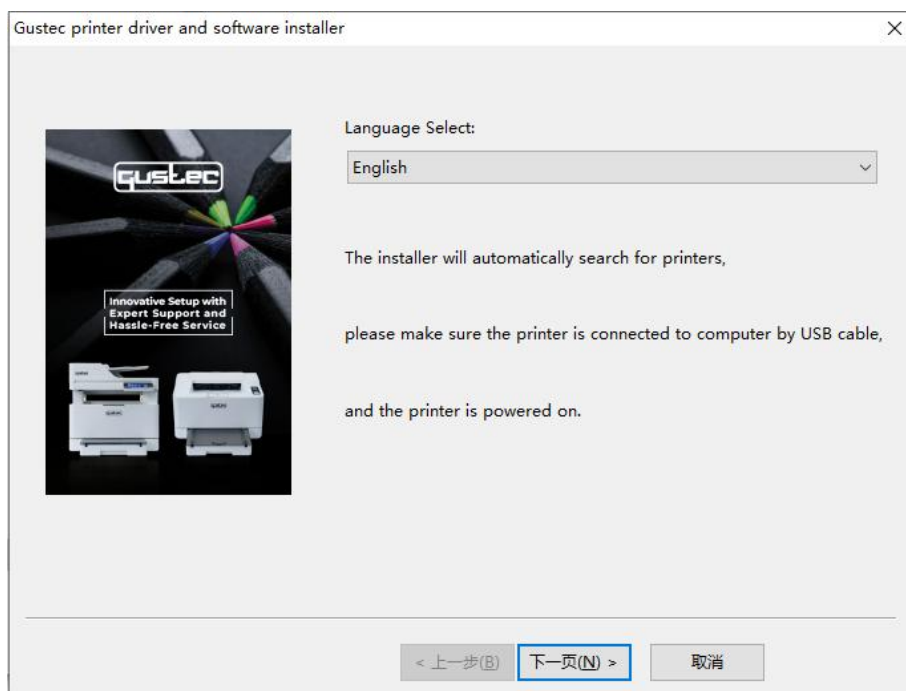
- **Printer driver:** Use this driver to make full use of the various functions of this printer.

Note:

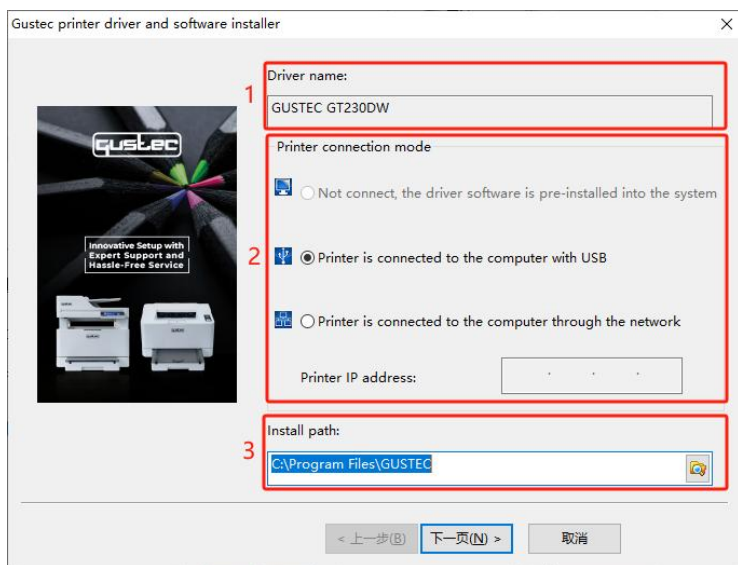
- If the "New Hardware Wizard" window appears during installation, click the × button in the upper right corner of the window to close the window, or click the **Cancel** button to exit the window.
 - If you are a user of the **Windows** operating system, install the software using the included CD.
-

➤ Installation steps:

1. Make sure the printer is connected to your computer via a USB cable and is powered on.
2. Insert the randomly provided optical disc into the optical disc drive, the optical disc should run automatically and the installation window will appear.
3. Click [Run SetupMain.exe], and the driver installation and loading interface will pop up.



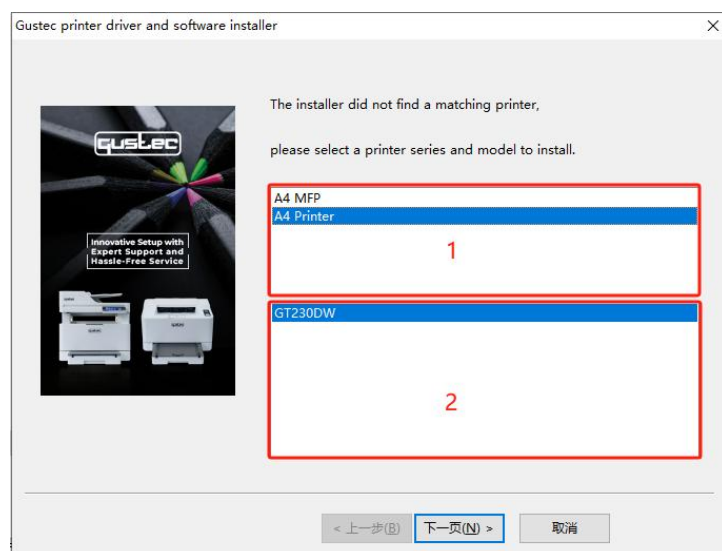
4. Click [Next], the installation tool will automatically detect the connected printer, and jump to the following interface



1) Driver Name:

The printer driver name that needs to be installed, this example automatically detects that the printer driver name is: GUSTEC GT230DW.

If the printer is not connected to the computer, you need to manually select the printer family and model, as shown in the figure below:



2) Printer connection method: Select the printer driver installation method.

No connection: The printer driver is pre-installed in the computer system, and it is automatically installed after the printer is connected to the computer.

USB connection: The printer is connected to the computer through a USB data cable.

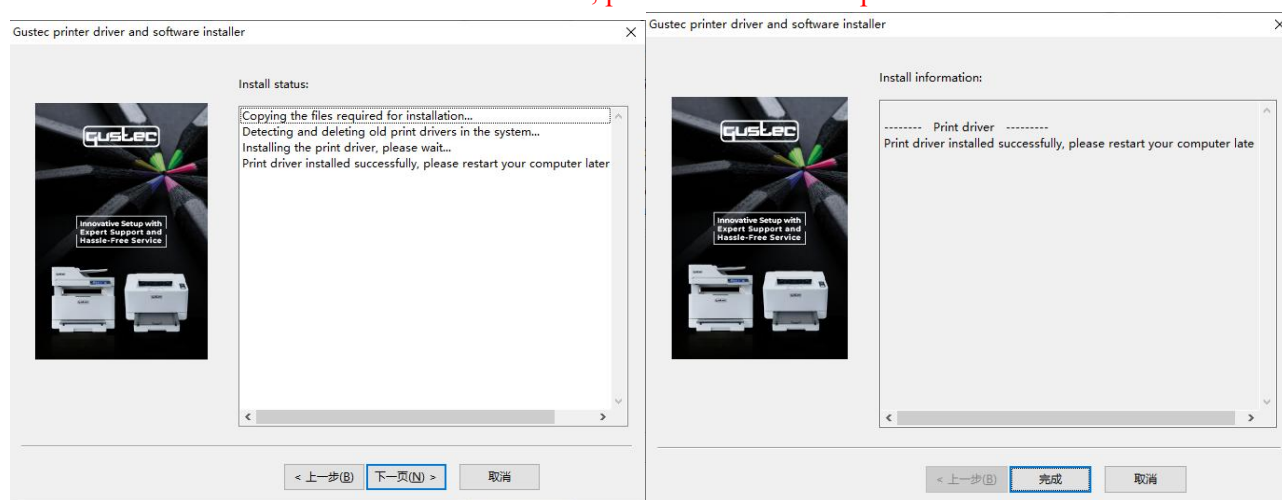
Network connection: The printer is connected through the network .

3) Installation path: Select the installation path, which can be modified. It is recommended to use the default option (default C:\Program Files\).

5. Click [Next], the installation tool will automatically install the printer driver and software.

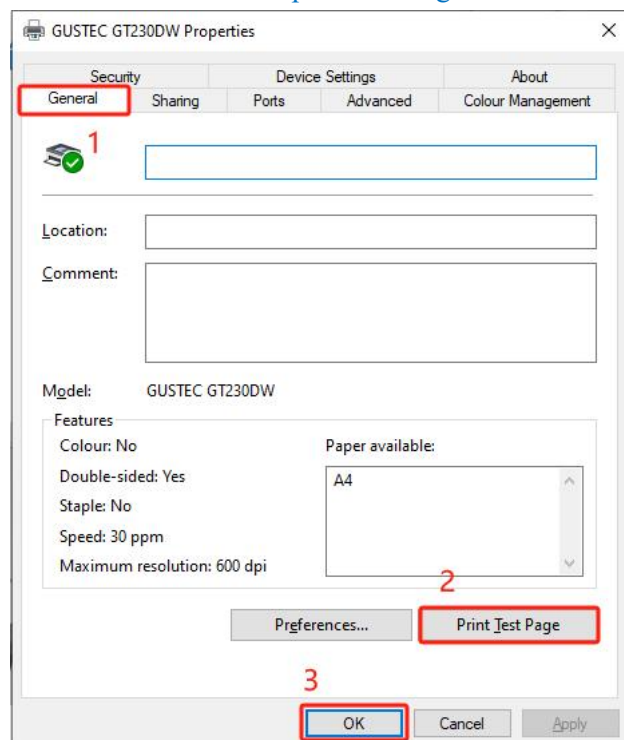
6. When installing drivers and software, the installation time may be slightly different due to the computer environment used, please wait patiently.

When the installation prompt information shows that the scanning driver, printing driver, and scanning software have been successfully installed, congratulations on using the scanning function and printing function. **Note: After the installation is successful, please restart the computer.**



7. After restarting the computer, please print the [Printer Test Page] to test whether the machine is available.

Refer to [7.4. Printer Properties dialog box for details.](#)



Note:

If a **Windows** security prompt pops up during installation, click **Always Install This Driver Software (I)** to continue installation.

Note:

- If your computer does not have a CD-ROM drive, please go to the official website to download the driver that matches your device.
 - Open the folder after the download is completed (laser all-in-one machine installation disc),
 - Considering the account permission factor, right-click the [**SetupMain.exe**] application, in the pop-up options menu,
 - Select [**Run as Administrator (A)**] to install the printer software.
-

6. Setting up and Querying Printer Information

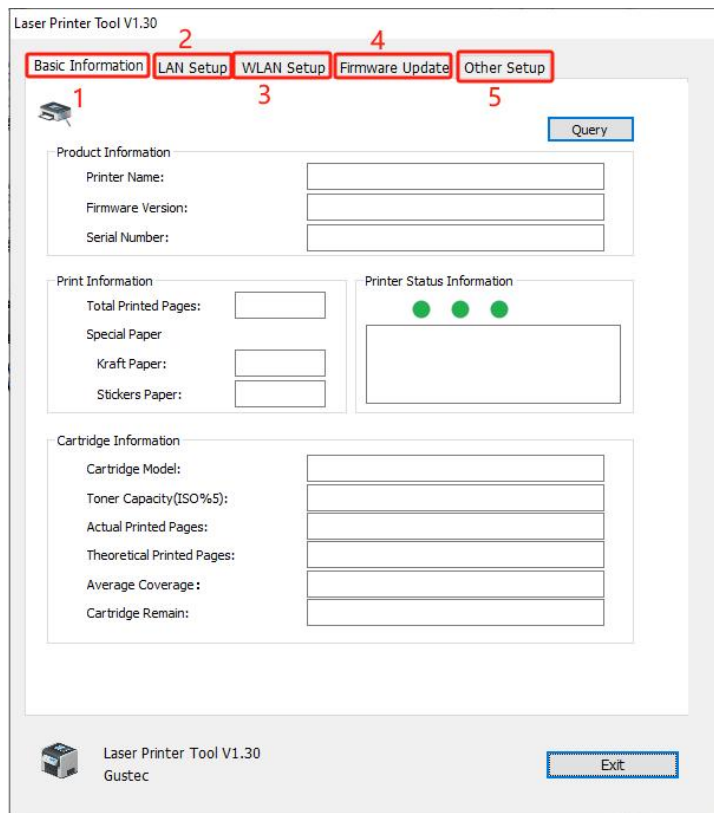
This chapter contains:

- [Use the Gustec Setup Tool](#)
 - [Basic information](#)
 - [Wired Network Settings](#)
 - [Wireless Network Settings](#)
 - [Other settings](#)

6.1. Use the Setup Tool

➤ Preparation before setting up and querying:

1. Verify that both the printer and computer are turned on and connected correctly.
2. After installing the Gustec Setting Tool, you will see the **[Gustec Printer Setting Tool]** icon on the desktop.
Double-click the icon.



1. Basic information
2. Wired network settings
3. Wireless network settings
4. Firmware update
5. Other settings

6.1.1. Basic information

➤ **Basic information provides various information about the printer.**

Basic information (product information, print information, printer status information, consumable information).

The screenshot shows the 'Laser Printer Tool V1.30' window. It has a menu bar with 'Basic Information', 'LAN Setup', 'WLAN Setup', 'Firmware Update', and 'Other Setup'. The 'Basic Information' tab is active. It contains four main sections, each with a red box and a red number:

- 1. Product Information:** Fields for 'Printer Name:', 'Firmware Version:', and 'Serial Number:'. A 'Query' button is to the right.
- 2. Print Information:** Fields for 'Total Printed Pages:', 'Special Paper:', 'Kraft Paper:', and 'Stickers Paper:'.
- 3. Printer Status Information:** Three green status dots and a large empty box.
- 4. Cartridge Information:** Fields for 'Cartridge Model:', 'Toner Capacity(ISO%5):', 'Actual Printed Pages:', 'Theoretical Printed Pages:', 'Average Coverage:', and 'Cartridge Remain:'.

At the bottom, there is a 'Gustec' logo, the text 'Laser Printer Tool V1.30', and an 'Exit' button.

1. Product information:

Used to display the printer's name, firmware version, serial number;

2. Print information:

Used to display the total number of pages printed by the printer and the number of pages printed on special paper;

3. Printer status information:

Used to display various states and error codes of the printer;

4. Consumable information:

Type of toner cartridge

Toner cartridge capacity

Actual number of pages printed

Theoretical number of pages printed

Average coverage

Remaining amount of toner cartridge.

6.1.2. Wired network settings

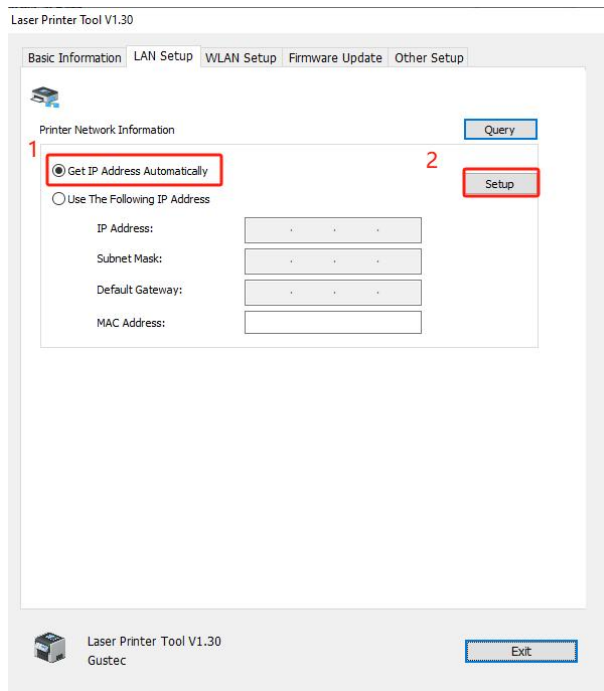
Note:

- Make sure your printer supports wired networking;
 - Please confirm that your printer and computer are connected to the same local area network;
 - Connect the printer to the computer through the USB data cable;
 - After the wired network setting is completed, it can be printed through the computer under the same local area network.
-

1. Please find [Gustec Printer Setup Tool] on the desktop.

2. After double-clicking to open the software, please click to enter the [Wired Network Settings] tab,

Select [Get IP Automatically] and click the [Settings] button, wait for a few seconds to perform the query operation, as shown in the figure below.



3. After successful setting, please click [Query].

After the query is complete, you can do wired network printing by adding a network port.

For specific methods, please refer to [7.4. 1 Printer Add IP Port](#).

Laser Printer Tool V1.30

Basic Information LAN Setup WLAN Setup Firmware Update Other Setup

Printer Network Information

☒ Get IP Address Automatically ☐ Use The Following IP Address

IP Address: . . .

Subnet Mask: . . .

Default Gateway: . . .

MAC Address:

Query Setup

Laser Printer Tool V1.30
Gustec

Exit

6.1.3. Wireless network settings

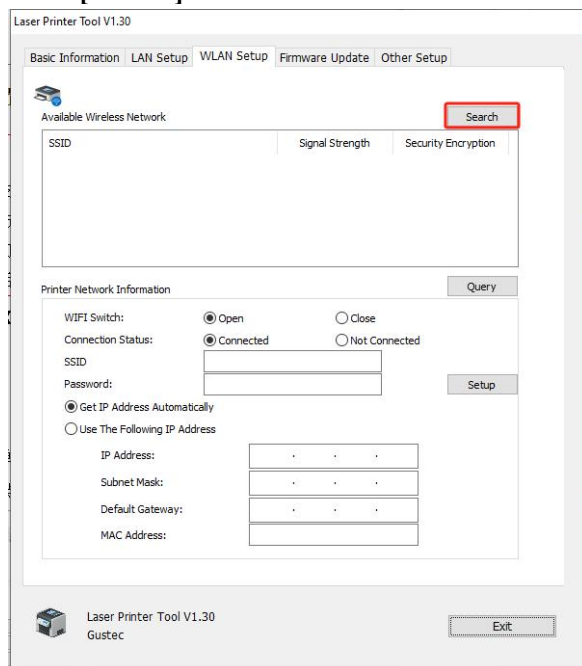
Note:

- Please confirm that your printer and computer support wireless network function;
 - Please confirm that your printer and computer are connected to the same local area network;
 - Connect the printer to the computer through the USB data cable;
 - After the wireless network setting is completed, it can be printed through the computer under the same local area network.
-

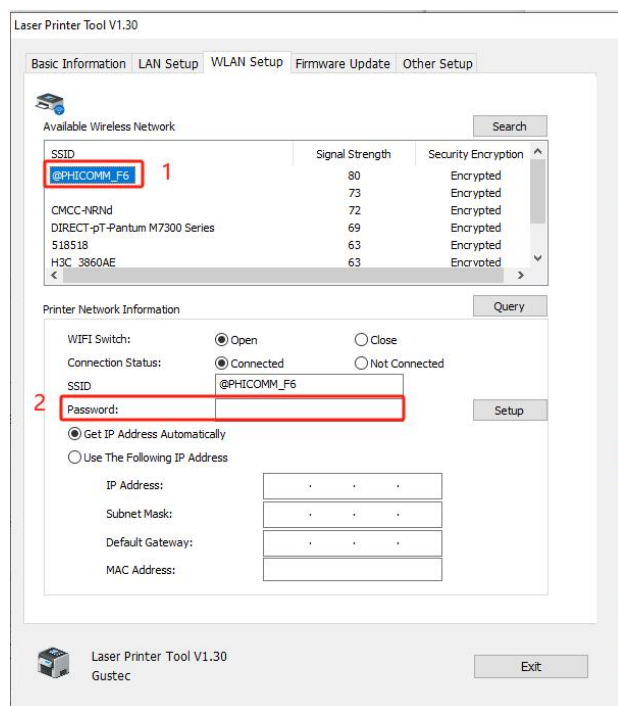
1. Please find [Gustec Printer Setup Tool] on the desktop.

2. After double-clicking to open the software, please click to enter the [Wireless Network Settings] tab,

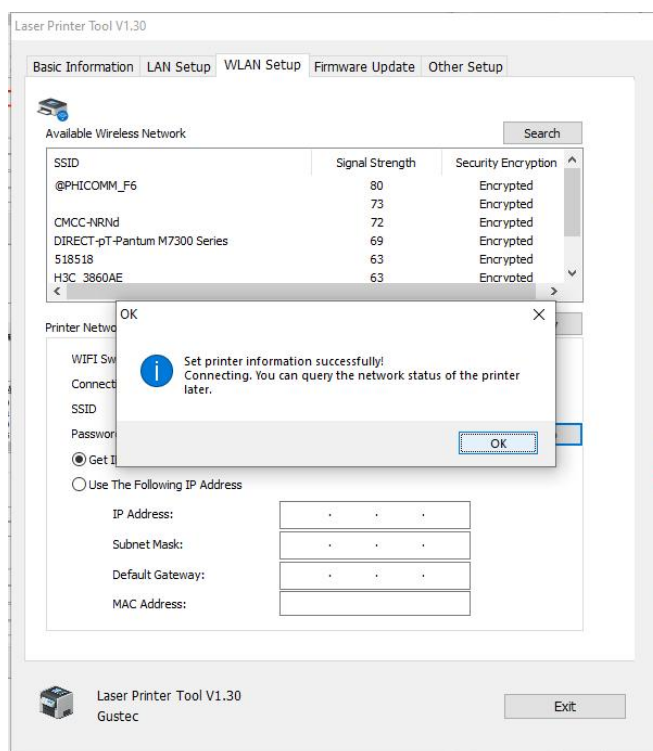
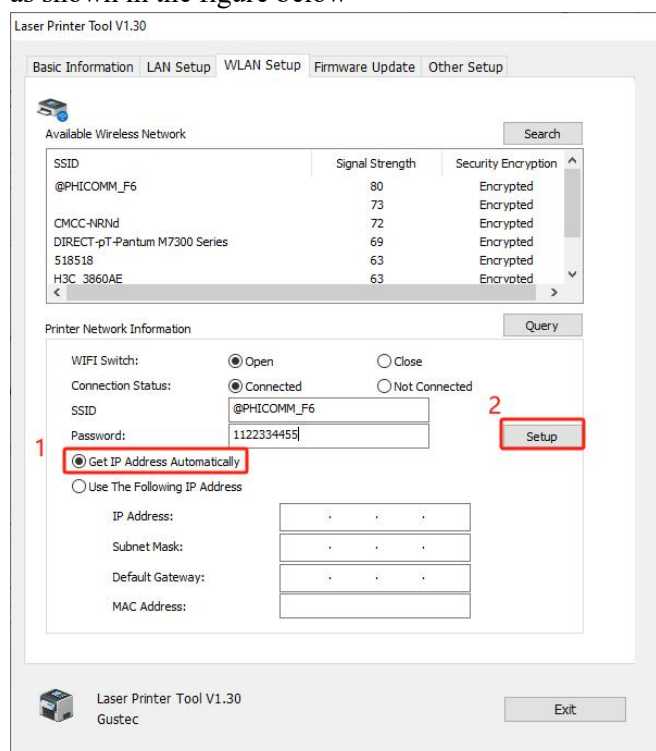
Click [Search] to find available wireless network devices, as shown in the figure below.



3. Click the name of the network you want to connect to and enter the password.



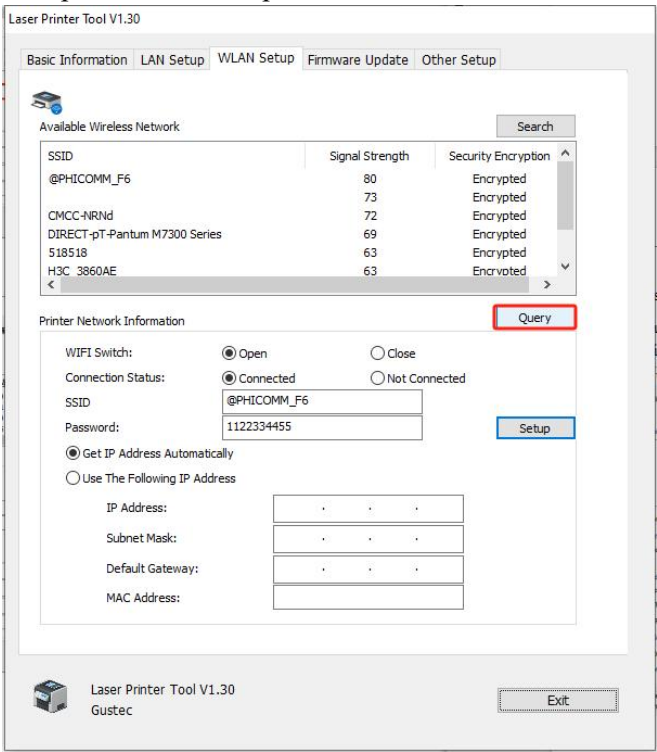
4. Select [Automatically obtain IP], and click [Settings], wait for a few seconds to perform the query operation, as shown in the figure below



5. After successful setting, please click [Query].

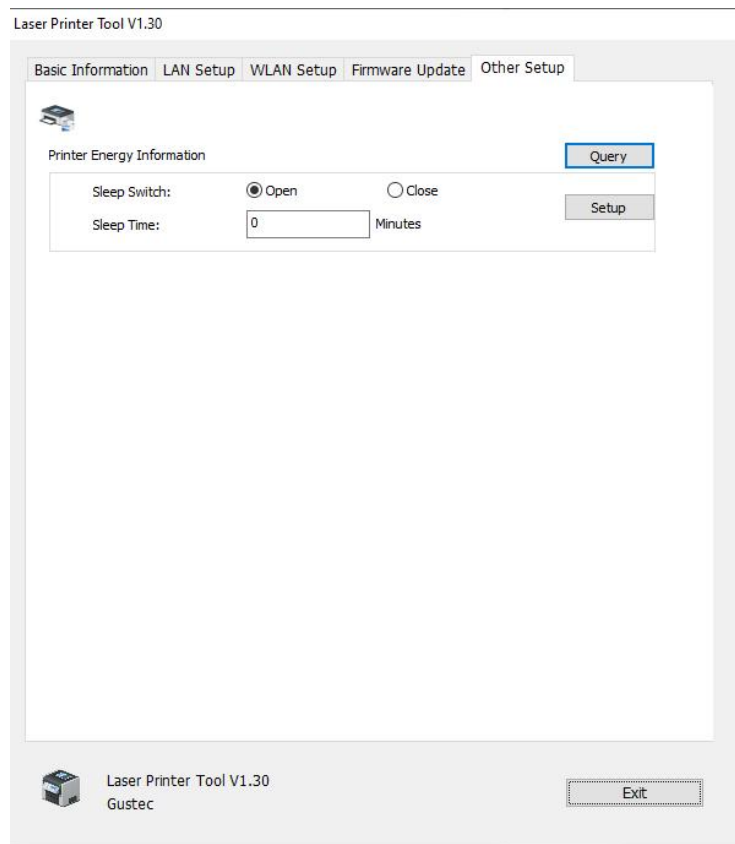
You can use WIFI printing by adding a network port once the query is complete.

For specific methods, please refer to [7.4. 1 Printer Add IP Port](#).



6.1.4. Other settings

Other settings: Used to set and query the printer's energy saving information.



- **Query:** Query for the sleep state and sleep time of the printer.
- **Settings:** Set printer hibernation on and off and hibernation time

7. Print function

This chapter describes printing options and common printing tasks in the **Windows** environment. The exact steps you take to print a document may vary depending on the application you use. The printer models described in the following example are for reference only and do not represent the actual installed printer model.

This chapter contains:

- [Print Document](#)
- [Print to File \(PRN\)](#)
- [Printer Settings](#)
 - Layout tab
 - About tab
 - Quick Settings Tabs
 - Advanced Settings
- [Printer Properties Dialog Box](#)
 - Printer Add IP Port
- [Print multiple pages on one page \(N-up print/all-in-one print\)](#)
- [View Print Queue](#)
- [Cancel printing task](#)
- [Drive single/double-sided switching](#)
- [File slip/double-sided switching](#)

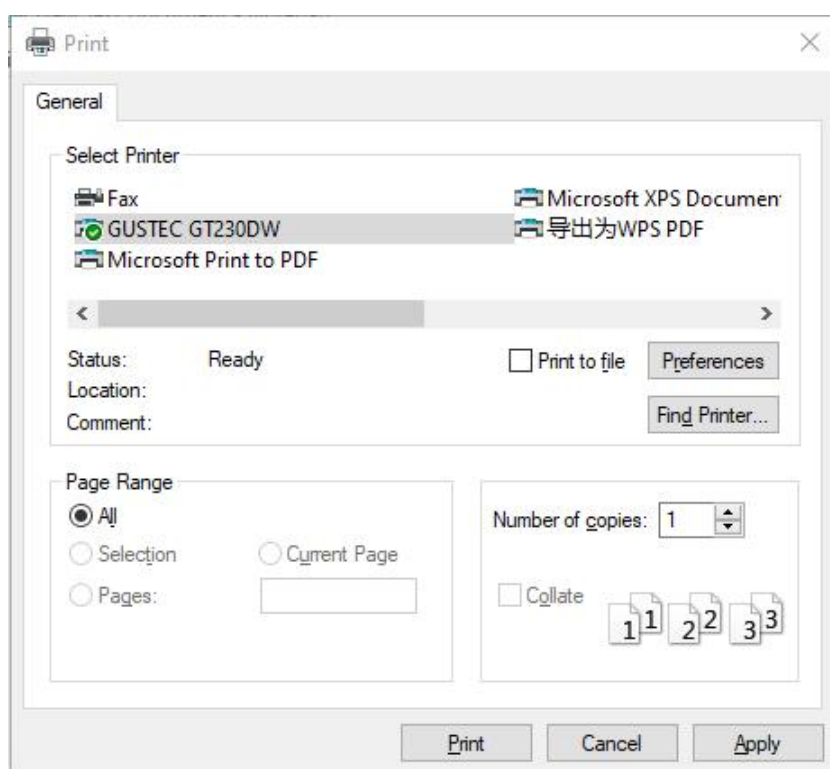
Note:

- The Printer Driver Properties window displayed in this User Guide may vary depending on the printer you are using.
 - Please check that the "operating system" is compatible with your printer. See Chapter 5.1. [System Requirements](#).
 - If you need to know the exact name of the printer, you can check the disc that is provided at random.
-

7.1. Print documents

Here are the basic steps required to print in a generic application.

1. Open the document that needs to be printed.
2. Select the **Print** option from the **File** menu. A print window is displayed, which may vary slightly from application to application.
3. Select the basic print settings in this print window, which include the number of copies and the print range.
4. Select your printer driver from the drop-down list (here select **GUSTEC GT230DW**).



5. In order to take full advantage of the various printer functions provided by the printer driver, in the print window of the application, Click the **Properties** or **Preferences** button. Then set the functional properties you need on the next screen, Click the OK button to save and close the Printer Properties window.

Note:

If the Print window displays the **Settings**, **Printer**, or **Options** buttons, click these item buttons instead to go to the Printer Properties window to set up the printer.

6. To start a printing task, click the OK or Print button in **the print** window.

7.2. Print to File (PRN)

Sometimes you need to save your print data as a file for your use, follow these steps:

1. Open the file that needs to be printed.
2. Select the **Print** option from the **File** menu. A print window is displayed, which may vary slightly from application to application.
3. You need to select the **[Print to File]** option box in the print window.
4. To start a printing task, click the OK or Print button in **the print** window.
5. Select the folder path and specify the file name.
6. Then click the OK button to save.

7.3. Printer settings

You can use the Printer Properties window to access all the printer options you need to use the printer. You can view and change the settings required for a printing task by displaying printer properties. The Printer Properties window varies depending on the operating system. This article shows the Properties window on Windows 10, and the Printer Driver Properties window in use may vary depending on the printer you are using.

In a **Windows** system, the **steps to open the** dialog box of **[Printer Preferences]** are:

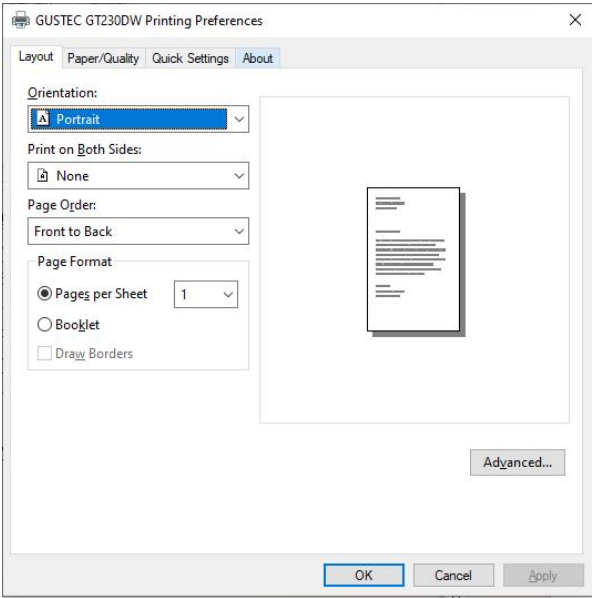
1. Click the Windows taskbar **[Start]** menu button
2. Select **[Control Panel]** Commands → **[Hardware and Sound]** Options → **[Devices and Printers]** Options.
3. In the Device and Printer dialog box, select your printer driver icon (here select **GUSTEC GT230DW**)
4. Right-click the printer driver icon here, pop-up menu and select **[Printer Preferences]**
5. Select the tab you want to change the settings, change its property settings, and then click the **[OK]** button

Note:

- Most Windows applications override the settings you specify in the printer driver. First change all the print settings available in the software application, and then use the printer driver to change the rest.
 - The settings you changed are only valid if you are using the current program. To make your changes permanent, go to **the Devices and Printers page** to make changes.
 - The following steps apply to Windows. For information about other Windows operating systems, see the appropriate Windows User Guide or Online Help.
-

7.3.1. Layout tab

➤ **The Layout tab** provides options for adjusting how the document is displayed on the printed page. Layout tabs (Paper Orientation, Duplex Printing, Page Order, Page Formatting).



- **Paper orientation (O):** Paper orientation can be used to select the direction in which information is printed onto the page.
- Portrait is printed in the width direction of the page, that is, the stationery style.
 - Landscape is printed along the length of the page, that is, form style.



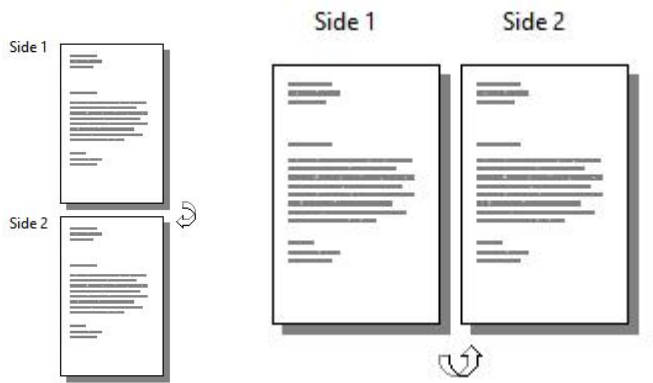
Landscape

Portrait

➤ **Duplex printing:** Used to set the print format of the paper.

Note: Confirm whether there is double-sided printing function according to the model you purchased!

- **Flip Direction (O):**



Short side flip

long side flip

-
- **Page Order (R):** Used to set the printing order of the page, select the printing order from the drop-down box.
 - From front to back: The printer prints all pages from the first page to the last page (if the number of pages is: 1, 2, 3).
 - From back to front: The printer prints all pages from the last page to the first page (if the number of pages is: 3, 2, 1).

➤ **Page Format (N-up print)**

Number of pages printed per sheet: drop-down list, select the number of pages you want to print on each sheet (1, 2, 4, 6, 9, or 16).

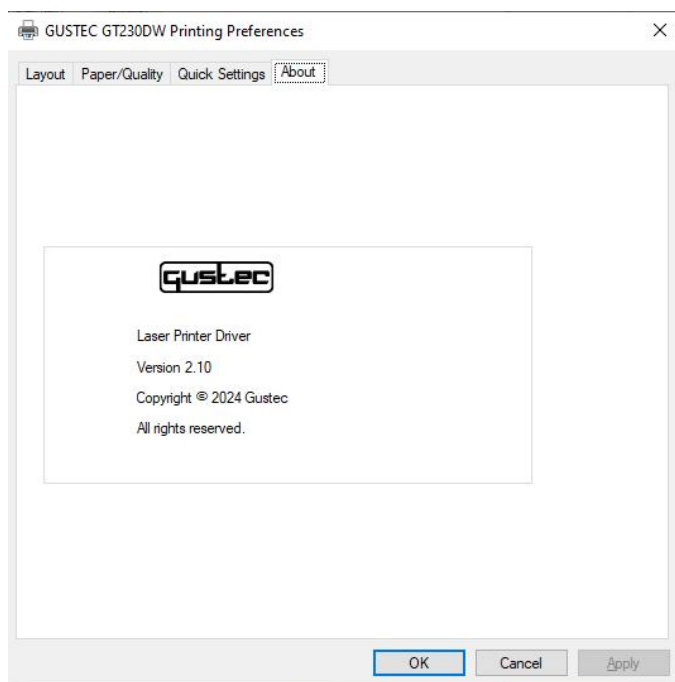
Draw Borders (W): Select Print Page Borders to print borders around each page on the paper if desired.

Note:

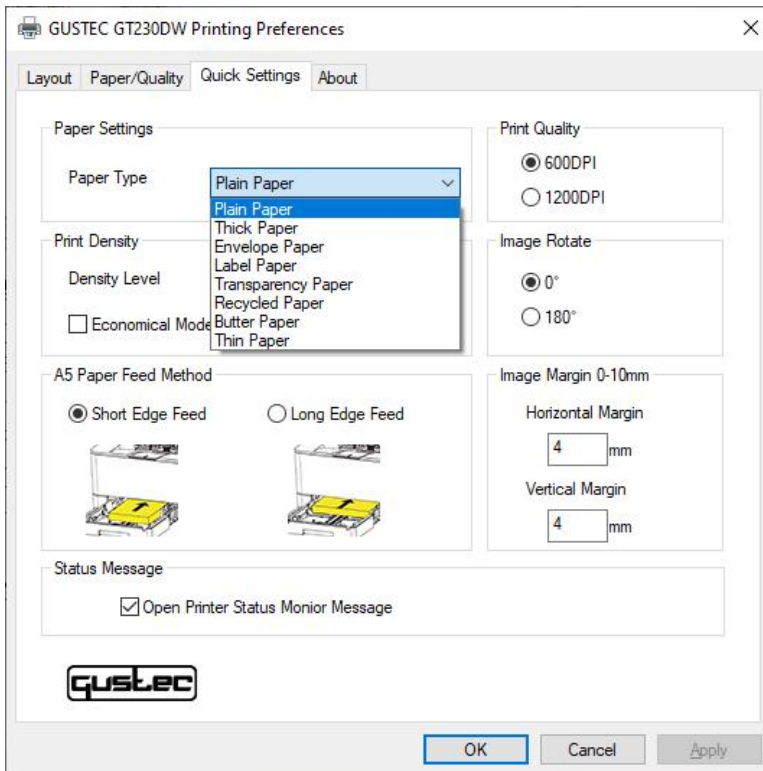
The **Draw Border** option is only valid if **the number of pages per sheet** is greater than 2.

7.3.2. About tab

The **About tab** is used to display copyright notices and driver version numbers.



7.3.3. Quick settings tab (Paper Type, Print Resolution)



- **Paper type:** Please choose the type of paper that matches the printing paper contained in the paper cassette to obtain the best printout effect,
Otherwise, the printing quality may not meet your requirements.
- **Print Quality (Resolution)**
 - 600 dots per inch
 - 1200 dots per inch

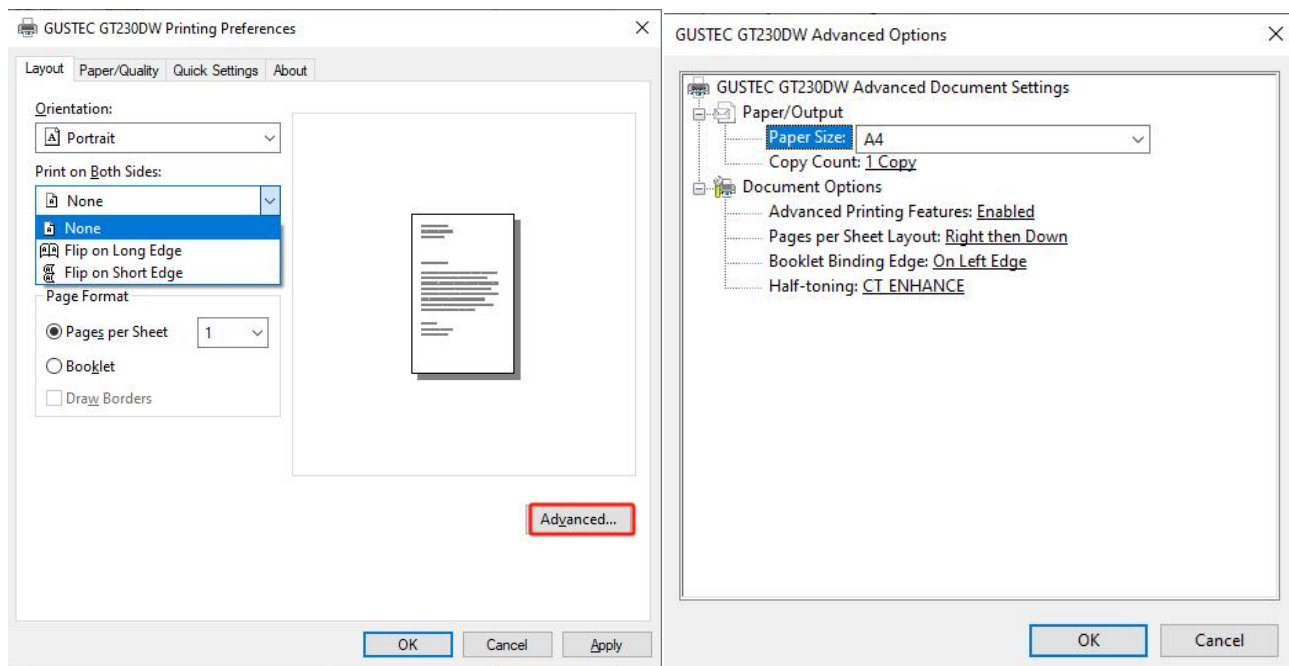
Depending on the printer model, the **[Resolution]** option that can be selected may also vary.

The higher the setting, the sharper the characters and images printed, and a higher setting also increases the time it takes to print the document.

7.3.4. Advanced settings (Paper Size, Copies)

In the **Windows** system, the **steps to open the printer advanced** settings dialog box:

1. Click the **Windows** taskbar **[Start]** menu button.
2. Select **[Control Panel]** Commands → **[Hardware and Sound]** Options → **[Devices and Printers]** Options.
3. In the Device and Printer dialog box, select your printer driver icon (here select **GUSTEC GT230DW**).
4. Right-click the printer driver icon here, pop-up menu and select **[Printer Preferences]**.
5. In the Printer Preferences dialog box, click the **[Advanced]** menu button to open the Advanced Options dialog box.
6. Select the option you want to change the settings, and then click the **[OK]** button.



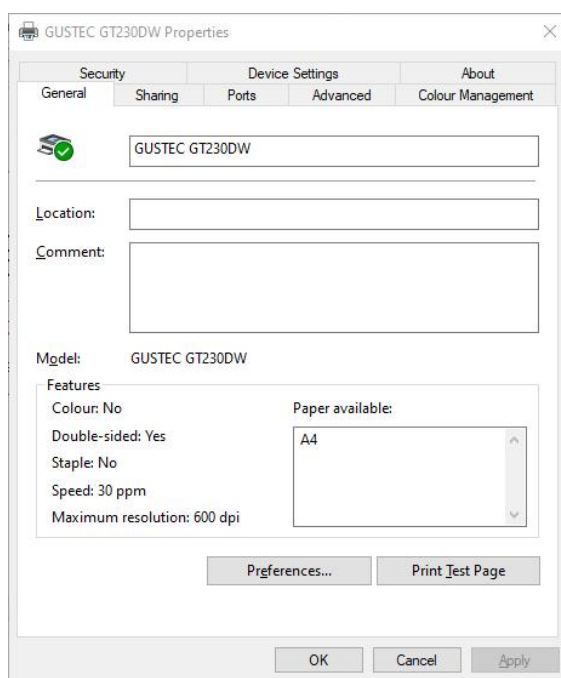
- **Paper Specification:** Used to set the size of the paper to be loaded in the tray.
- **Copies:** The number of copies used to set printing tasks.

7.4. Printer properties dialog box

The Printer Properties dialog box allows you to set the printer configuration.

The following steps are for Windows 10. For information about other Windows operating systems, refer to the appropriate Windows User Guide or Online Help.

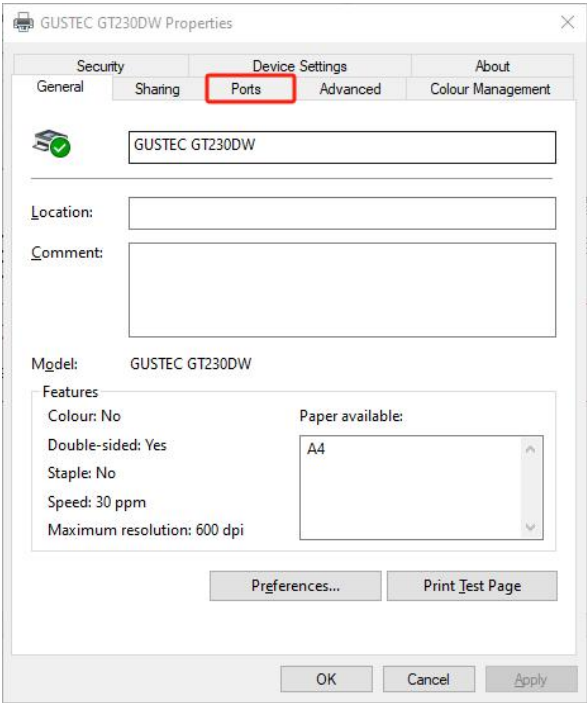
1. Click the Windows taskbar **[Start]** menu button.
2. Select **[Control Panel]** Commands → **[Hardware and Sound]** Options → **[Devices and Printers]** Options.
3. In the Device and Printer dialog box, select your printer driver icon (here select **GUSTEC GT230DW**).
4. Right-click the printer driver icon here, pop-up menu and select **[Printer Properties]**.
5. Click the Printer tab and set the options.



- **General tab:** Print test page, printer model display, printer feature introduction
- **Sharing tab:** After setting up your printer sharing, other computers can access your printer through the LAN
- **Ports:** Add ports, remove ports, configure ports
- **Security:** Set permissions on your printer
- **About:** Show copyright notice and driver version number

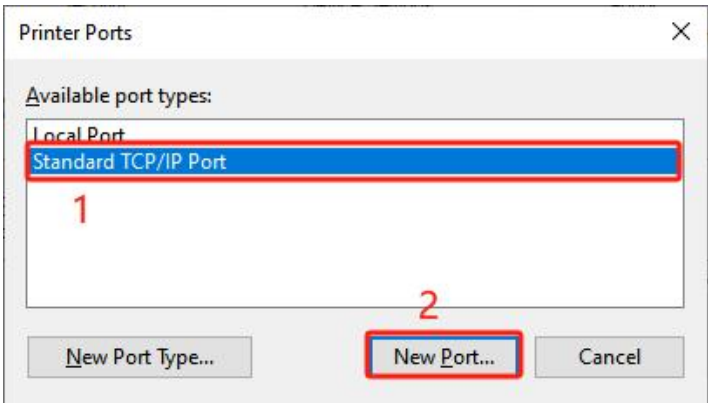
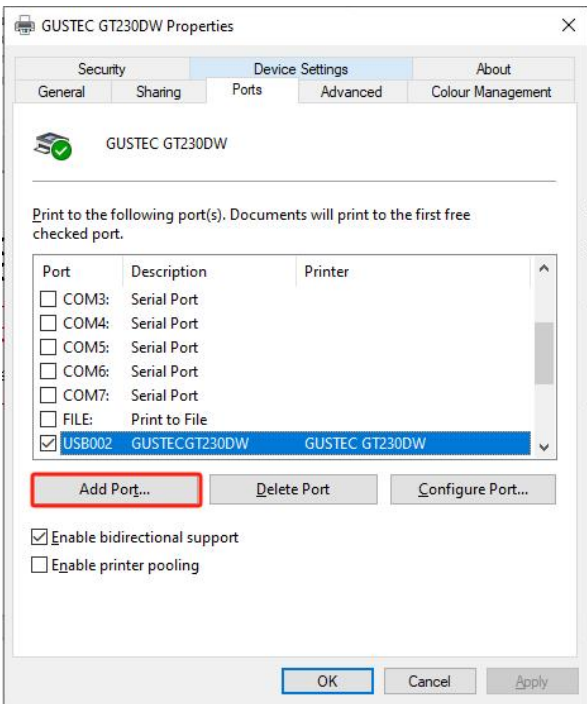
7.4.1. Add an IP Port for the printer

1. Open the [Printer Properties] dialog box and click the [Port] button, as shown in the legend below.

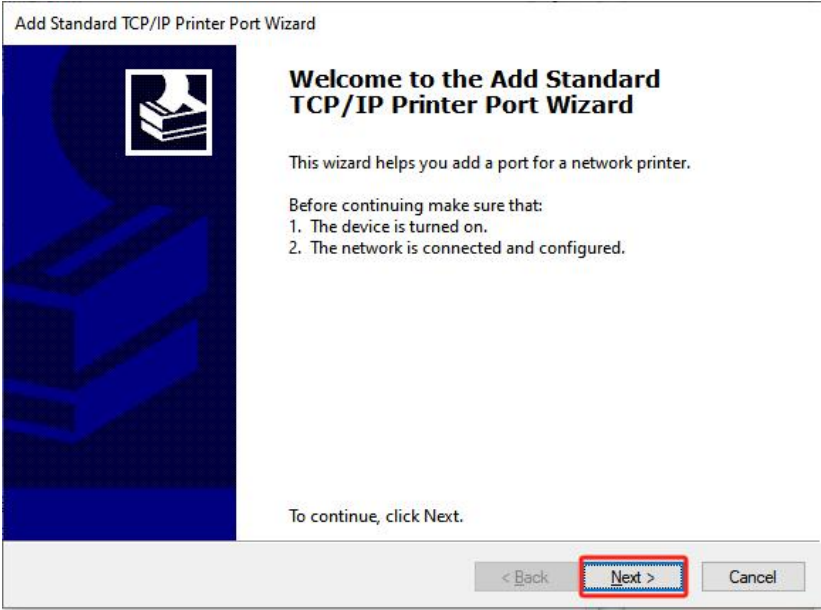


2. A. Click the [Add Port] button.

B. Select [Standard TCP/IP Port] and click the [New Port (P)] button.

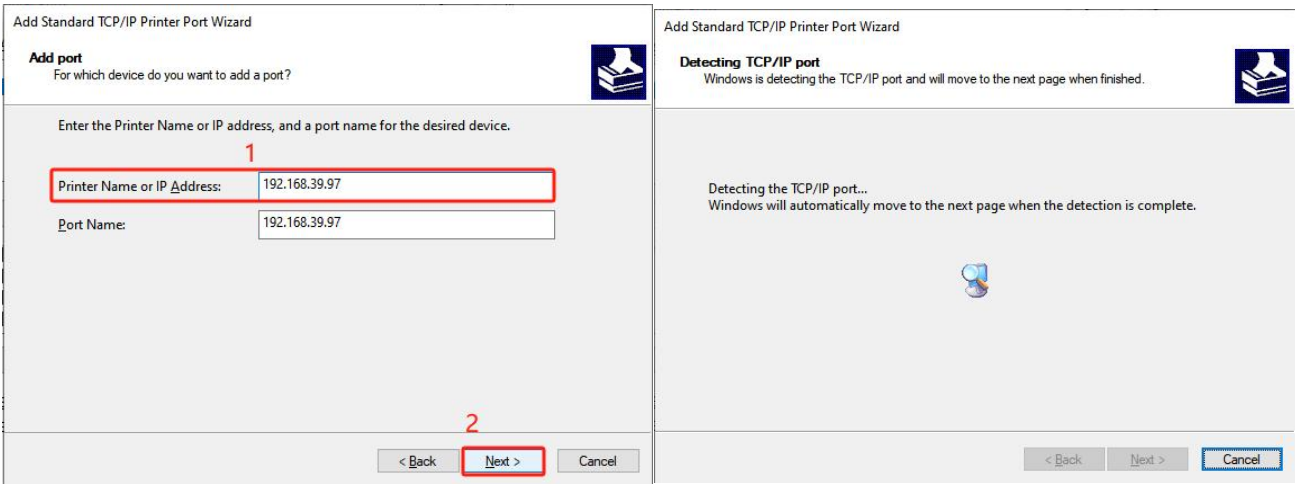


3. Click the [Next Page] button on the add port interface, as shown in the red box below.



4. Enter the corresponding IP address in the IP address bar, and then click the [Next Page] button, as shown in the red box below.

- Note:** 1. If you are a wired network model, check and set the network IP address of the printer:
For specific methods, please refer to [6.1. 2. Wired Network Settings](#).
2. If you are a wireless network model, check and set the network IP address of the printer:
For specific methods, please refer to [6.1. 3. Wireless Network Settings](#).



5. Click the [Next] button until the printer port is added.

Add Standard TCP/IP Printer Port Wizard

Additional port information required
The device could not be identified.

The detected device is of unknown type. Make sure that:
1. The device is properly configured.
2. The address on the previous page is correct.

Either correct the address and perform another search on the network by returning to the previous wizard page or select the device type if you are sure the address is correct.

Device Type

☒ Standard ☐ Custom

Axis Print Server (1 Port - Parallel)

Settings...

< Back **Next >** Cancel

Add Standard TCP/IP Printer Port Wizard

Completing the Add Standard TCP/IP Printer Port Wizard

You have selected a port with the following characteristics.

SNMP: No
Protocol: RAW, Port 9100
Device: 192.168.39.97
Port Name: 192.168.39.97
Adapter Type: Axis Print Server (1 Port - Parallel)

To complete this wizard, click Finish.

< Back **Finish** Cancel

6. Please print [Printer Test Page] to test whether the newly added port is available.

Refer to [7.4. Printer Properties dialog box for details](#).

7.5. Print multiple pages on one page (N-up print)

N-up printing is referred to as all-in-one printing, that is, printing multiple pages on one sheet of paper. You can choose how many pages you want to print on a sheet, and if you want to print multiple pages on each sheet, the pages will be scaled down and arranged in the specified order, up to 16 pages on a sheet.

1. To change print settings from a software application, visit Printer Properties. See Chapter [7.1, "Printing Documents."](#)

2. Select **Page Formatting** on the Layout tab.

3. In [Number of pages printed per sheet], select the number of pages to print on each sheet (1, 2, 4, 6, 9, or 16).

4. If you want to print a border around each page on the paper, you can select the Draw Border check box.

The **Draw Border** check box is only valid if the **number of pages printed per sheet** is greater than or equal to 2 pages.

5. Click the [OK] button to print the document.

7.6. View printing queue (tasks currently printing)

1. Click Windows' **Start** button.
2. Select **[Control Panel] Commands → [Hardware and Sound] Options → [Devices and Printers] Options**.
3. In the Device and Printer dialog box, select your printer driver icon (here select **GUSTEC GT230DW**).
4. Click **[View what is printing now]** to view the tasks that are currently printing

Note:

You can simply open this window by double-clicking the printer icon in the lower right corner of the Windows desktop.

7.7. Cancel printing tasks

If a printing task is waiting in the print queue or printer offline program, delete the tasks in the following way:

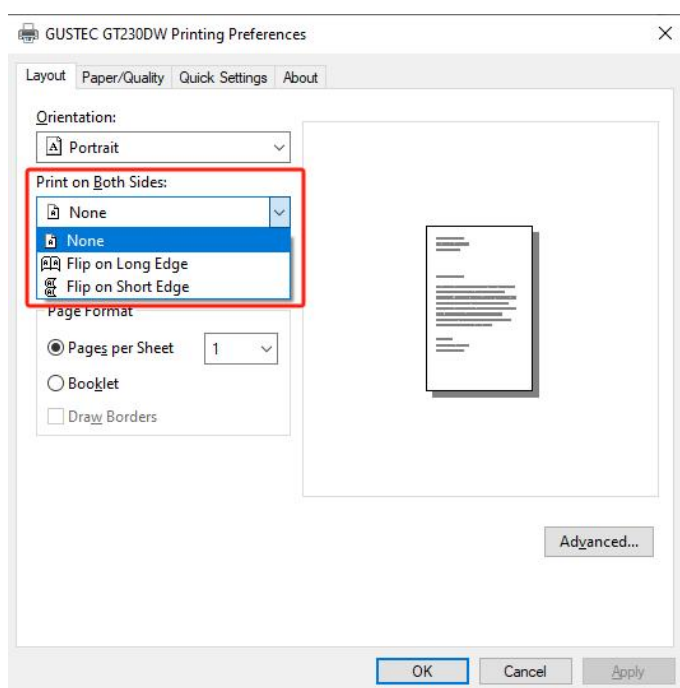
1. Click the **[Start]** button on the Windows taskbar.
2. Select **[Control Panel] Commands → [Hardware and Sound] Options → [Devices and Printers] Options**.
3. In the Device and Printer dialog box, select your printer driver icon (here select **GUSTEC GT230DW**).
4. Click **[View what is being printed now]**, and from the **[Document]** menu, select the **[Cancel]** option.

Note: You can also cancel a printing task with the following methods

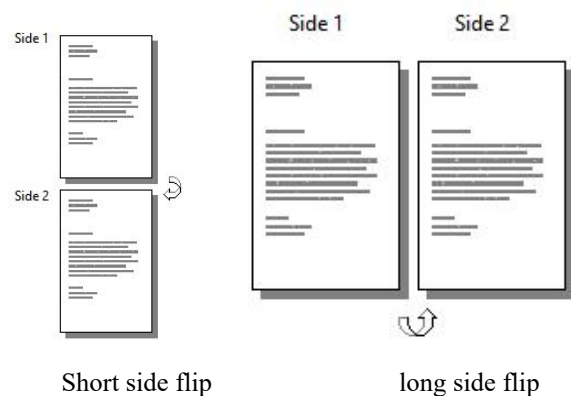
- In the Devices and Printers dialog box, double-click your printer with the mouse to see what is being printed.
 - Click the document that you want to cancel, and from the Document menu, select Cancel.
 - Right-click the document that you want to cancel, and from the shortcut menu, select Cancel.
 - You can cancel the current task by clicking the Cancel button on the printer control panel.
-

7.8. Drive single/double-sided switching

1. Click the Windows taskbar [Start] menu button.
2. Select [Control Panel] Commands → [Hardware and Sound] Options → [Devices and Printers] Options.
3. In the Device and Printer dialog box, select your printer driver icon (here select **GUSTEC GT230DW**).
4. Right-click the printer driver icon here, pop-up menu and select [Print Preferences].
5. Click Print Preferences and select Duplex Print in Layout



➤ Flip Direction (O):



6. Then click the OK button to save.

7.9. File slip/double-sided switching

1. Open the file that needs to be printed.
2. Select the **Print** option from the **File** menu. A print window is displayed, which may vary slightly from application to application.
3. You need to select the copy frame of **[Duplex Print]** in the print window.
4. To start a printing task, click the OK or Print button in **the print** window.

8. Maintenance

This chapter describes information about machine and toner cartridge maintenance.

This chapter contains:

- [Cleaning machines;](#)
 - Cleaning the exterior of machinery
 - Cleaning the interior of machinery
- [Maintaining Toner Cartridges](#)
 - Toner Cartridge Storage
 - Shaking toner cartridge
 - Replacement of toner cartridges
 - Cleaning toner cartridges

8.1. Cleaning the machine;

To maintain printing quality, follow these steps to clean the machine every time you change the toner cartridge or have printing quality issues.

Note:

Washing the machine shell with a cleaner that contains a lot of alcohol, solvents, or other strong substances may cause the shell to fade or crack.

When cleaning the inside of the machine, be careful not to touch the ink transfer roller under the toner cartridge. Grease on your fingers can affect printing quality.

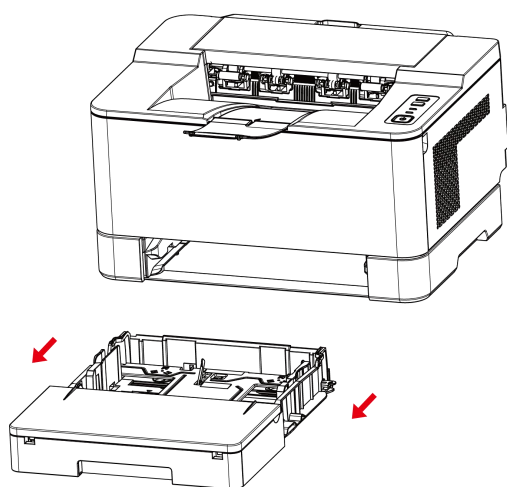
8.1.1. Cleaning the exterior of the machine

Clean the machine shell with a soft lint-free cloth. The soft cloth can be slightly dampened with water, but be careful not to let the water drip onto or into the machine.

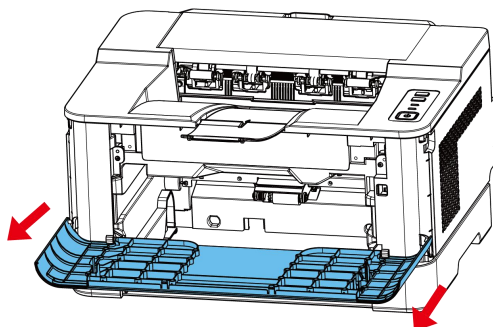
8.1.2. Clean the inside of the machine

Paper scraps, toner and dust particles can build up inside the machine during printing. This can cause printing quality issues, such as toner spots or stains. Cleaning the inside of the machine can eliminate or reduce such problems.

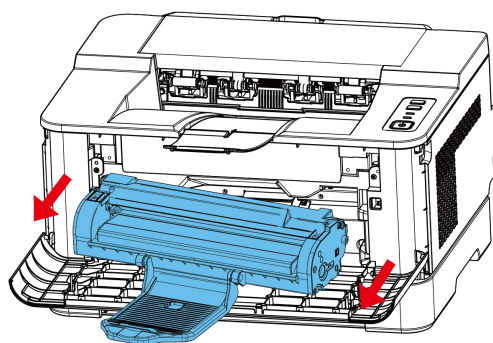
1. Turn off the machine, unplug the power cord, and wait for the machine to cool down.
2. Remove the auto-feed tray.



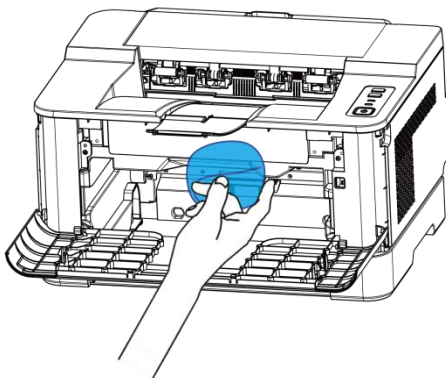
3. Open the front lid.



4. Pull out the toner cartridge and lower it gently. Place it on a clean, flat surface.



5. Wipe away the dust and spilled toner around and inside the carton with a lint-free cloth.



Note:

Do not touch the black ink transfer roller inside the machine.

6. Replace the toner cartridge and close the front cover.

7. Plug in the power cord and turn on the machine.

8.2. Maintain the toner cartridge

It is not recommended that you take out the toner cartridge frequently during normal use of the printer. If the toner cartridge needs to be maintained or replaced, please follow the following steps for reasonable operation.

8.2.1. Toner cartridge storage

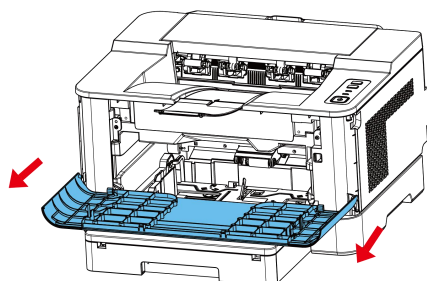
To maximize the utilization of toner cartridges, follow the following principles:

- Do not remove the toner cartridge from the package unless it is ready for use.
- Do not refill the toner cartridge. Damage caused by the use of refilled toner cartridges is not covered by the machine warranty.
- Store the toner cartridge in the same environment as the machine.
- In order to avoid damage, the toner cartridge should not be exposed to light for more than a few minutes.

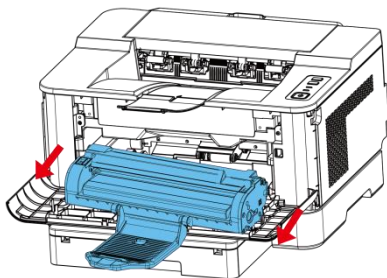
8.2.2. Shake the toner

When the toner cartridge reaches its service life, white stripes or fading writing will appear in the printed piece. By shaking the remaining toner in the toner cartridge. Print quality can be temporarily restored. In some cases, even after shaking the toner, white stripes or fading of the handwriting will still appear.

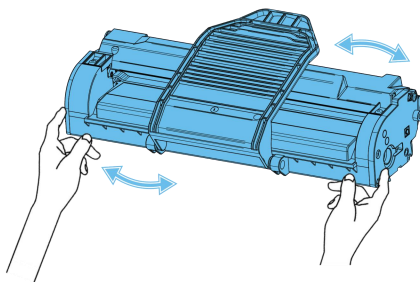
1. Open the front lid.



2. Pull the toner cartridge handle and hold it. Pull the toner cartridge out of the machine (pack the replaced toner cartridge in a packing bag).



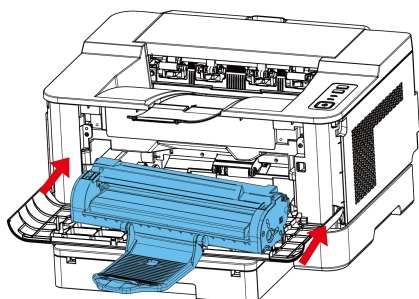
3 gently shake the toner cartridge 5 to 6 times to distribute the toner evenly.



Note:

- To prevent damage, the toner cartridge should not be exposed to light for more than a few minutes. If you need to leave it in light for a few minutes, cover it with paper.
 - Do not touch the green section under the toner cartridge. To avoid touching this area, use the handle on the toner cartridge.
 - If you accidentally get the toner on the clothes, wipe it with a dry cloth and wash it with cold water, which will allow the toner to seep into the fibers of the clothes.
-

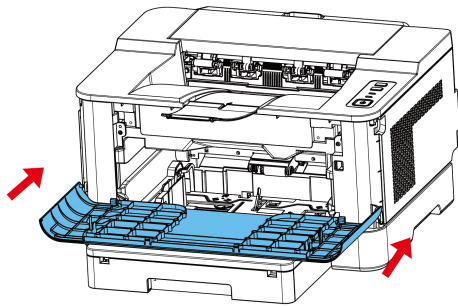
4. Pull the toner cartridge handle and hold it. Insert the toner cartridge into the machine until it snaps into place.



Caution:

Please be careful when inserting or pulling out the toner cartridge, do not scratch the printer.

5. Close the front cover. Make sure the front cover is closed tightly. You may make an error when printing if the cover plate is not closed tightly.



8.2.3. Replacement of toner cartridges

Remove the old toner cartridge and install the new one. See "[Installing toner cartridges](#)" in section 2.3.

8.2.4. Clean the toner cartridge

If the printed document has stripes or spots, the OPC drum of the toner cartridge may need to be cleaned. Wipe the OPC photosensitive drum (green part below the toner drum) with a lint-free soft cloth.

9. Troubleshooting

This chapter provides help information on any troubleshooting that occurs.

This chapter contains:

- [Remove Paper Jam](#)
 - [Near the tray](#)
 - [Near the toner cartridge](#)
 - [Near the paper output area](#)
 - [Near the hot melt zone](#)
 - [How to avoid paper jams](#)
- [Feeder failure](#)
- [Print failure](#)
- [Print quality issue](#)

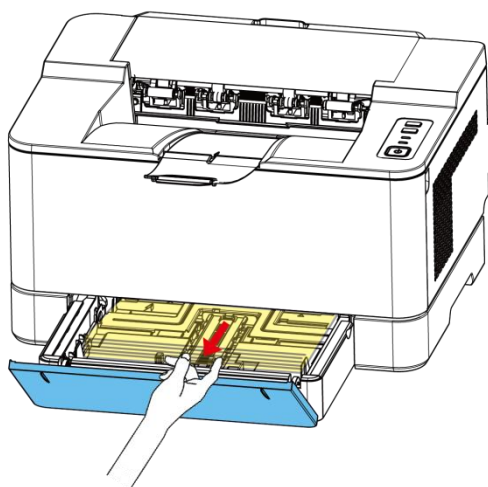
9.1. Remove paper jams

When there is a paper jam situation, the display screen appears **"Paper jam! ! ! Please open the face cover to clean..."**

Follow the instructions in the following section to remove jammed paper

9.1.1. Near the paper cassette

1. Gently pull the stuck paper outward to remove it.

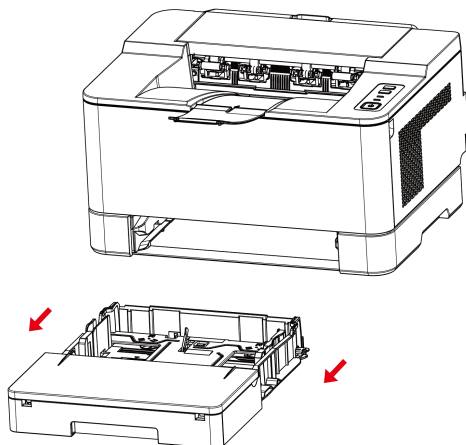


If there is resistance when pulling the paper and the paper does not move, or the paper cannot be seen in this area, remove the toner cartridge and check the hot melt zone near the toner cartridge.

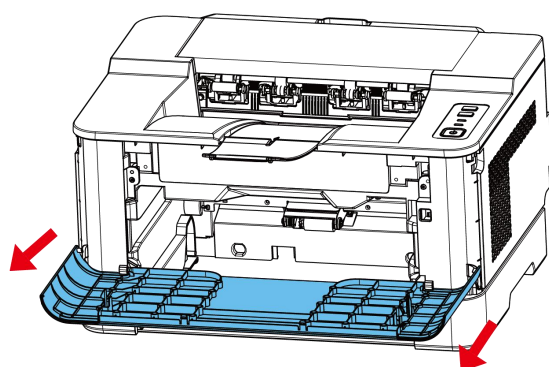
2. Switch the front cover once to resume printing.

9.1.2. Near the toner cartridge

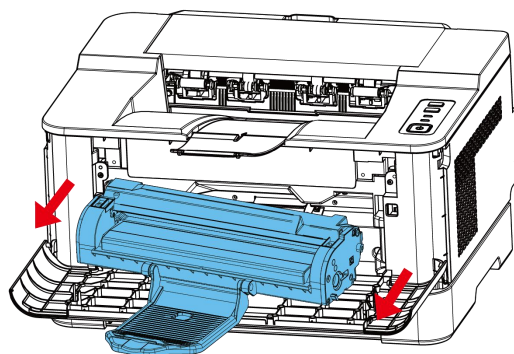
1. Remove the auto-feed tray.



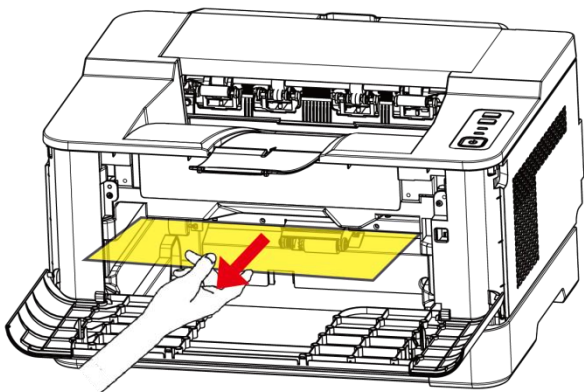
2. Open the front lid.



3. Pull the toner cartridge handle and hold it up gently to pull the toner cartridge out of the machine (the toner cartridge is packed in a packaging bag).



-
4. Pull the jammed paper out gently.



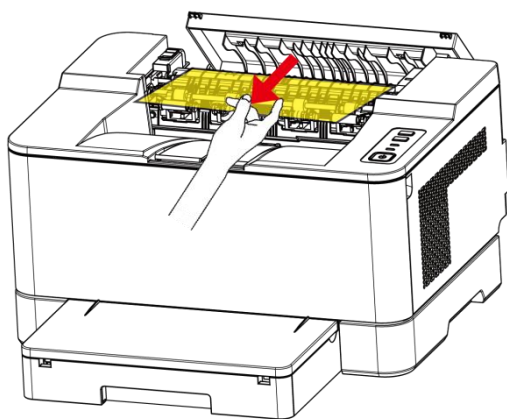
5. Reinstall the toner cartridge and close the front cover, and the printing work will resume automatically.

9.1.3. Near the output area

1. Switch the front cover once, and the jammed paper will automatically exit from the machine.

If you do not exit, continue with the step.

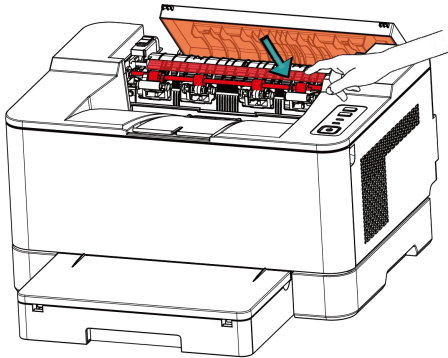
2. Gently pull the paper out of the tray.



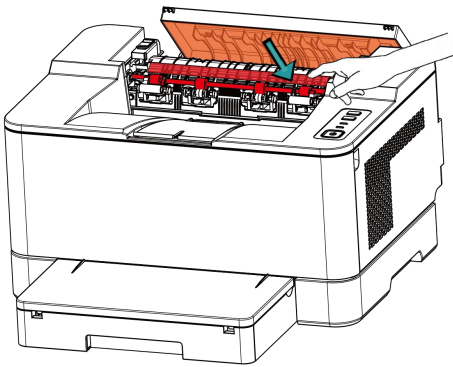
9.1.4. Near the hot melt zone

Note: The temperature near the hot melt zone is very high. Please operate the machine after cooling. Please be careful when taking paper from the machine.

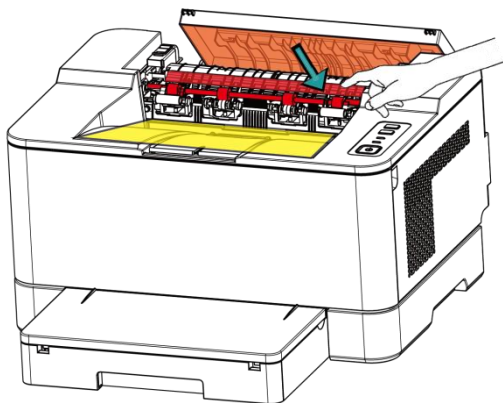
1. Open the **"orange position"** in the picture of the back cover, press the handle and push back slightly.
(Please operate after the machine is cooled)



2. Open the **"red position"** in the picture of the fixing cover, hold the handle and lift it up slightly. (Please operate after the machine is cooled)



-
- 3.** Pull the jammed paper out gently.



- 4.** After removing the jammed paper, close the back cover and fixing cover.
- 5.** Close the scanner component.
- 6.** Switch the front cover once to resume printing.

9.1.5. How to avoid paper jams

Choosing the right paper type can avoid most paper jams. When a paper jam occurs, follow the steps outlined in Chapter 9.1. ["Clear a Paper Jam."](#)

Follow the ["Put in Print Media"](#) procedure in Chapter 2.4. Make sure the adjustable guide is in the correct position.

- Please do not fill the tray with too much paper.
- Do not remove paper from the tray during printing.
- Do not use creased, damp, or crimped paper.
- Do not mix different types of paper in the paper cassette.
- Please use the recommended print medium. See ["Paper Specifications"](#) in Chapter 4.2.
- Make sure that the recommended print side of the print medium is tray-up.
- Make sure the laser toner cartridge is installed correctly.

9.2. Feeder failure

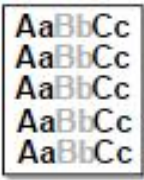
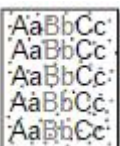
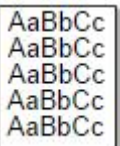

Symptoms	Solution
Paper jam during printing	Remove paper jams. See " Clearing Paper Jam " in Chapter 9.1.
Paper sticks together	<p>Please make sure that there is not too much paper in the tray. The tray can hold up to 250 pages (70g/m²) (depending on the type of paper used and thickness).</p> <p>Make sure you are using the correct type of paper. See "Paper Specifications" in Chapter 4.2.</p> <p>Remove the paper from the tray and unravel it by twisting or fanning.</p> <p>Moist conditions can make some papers stick together.</p>
No more than one sheet of paper	<p>Paper cassettes may be stacked with different types of paper. Be sure to load paper of the same type, size and weight.</p> <p>If a jam is caused by multiple sheets of paper, remove the jam, see "Removing Jam" in Chapter 9.1.</p>
No paper feed	<p>Remove obstructions from the machine.</p> <p>If the paper is not loaded correctly, take out the paper from the paper cassette, and then load it at the right angle.</p> <p>There is too much paper in the tray. Remove the excess paper from the tray.</p> <p>The paper is too thick, be sure to use paper that meets the specifications required by the machine, see "Paper Specifications" in Chapter 4.2, internal parts are faulty.</p>
Continuous paper jam	<p>There is too much paper in the tray. Remove the excess paper from the tray. If printing on a special medium, please load only one sheet at a time.</p> <p>Wrong type of paper used, be sure to use one that meets the required specifications of the machine.</p> <p>There may be debris inside the machine, please open the front lid to remove the debris.</p>
Overfeed	<p>The printing medium contains too much static electricity (re-separating the printing medium can eliminate part of the static electricity).</p> <p>The print media is damp or glued together (please reparate the print media or replace it with a new print media).</p> <p>Internal component failure (please reparate the print media or replace it with a new print media).</p>


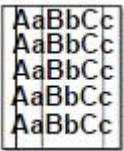
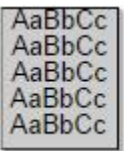

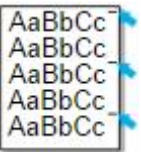
9.3. Print failure



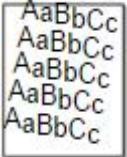




Symptoms	Possible reasons	Solution
Machine does not print	The machine is not powered on	Check power cord connections, check power switches and electrical outlets.
	Machine not set as default printer	Select your printer as the default printer in Windows.
	The front cover of the printer is not closed	Close the front cover.
	Printer jam	Remove paper jams. See "9.1. Clear Paper Jam."
	Printer not loaded with paper	Load the paper. See "2.4. Putting in Print Media."
	The connection cable between the computer and the machine is not connected correctly	Please reestablish the printer connection, see "2.5. Establishing a Connection"
	There is a problem with the cable connecting the computer to the machine	Please replace the cable.
	Port Setup Error	Check the Windows printer settings to ensure that the printing task is sent to the correct port. If your computer has more than one port, make sure the machine is connected to the correct port.
	Machine Configuration Error	Check the printer properties to ensure that the print settings are correct.
	Printer driver not installed correctly	To reinstall the printer software, see "5.2. Installing Printer Driver Software with Installation Tools" .
	The correct printer was not selected while printing	Select the correct printer when using an application to print
Machine selects print media from wrong paper source	Display prompts error message	Please review the error message and follow the screen prompts.
	Printer is faulty	Check the display message on the Control Panel to see if the machine is indicating a system error.
	Paper source may not be selected correctly in printer properties	Select the correct paper source on the Paper tab in Printer Properties.


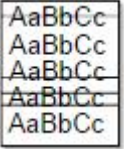

printing task is very slow	Host printing tasks are more	Please print the multitasking job in several times.
	Host is slow to transfer data	Connect the printer to a host with a fast transfer speed.
	Into overheat protection mode when printing, making printing slow	Please finish the printing task early and continue the printing task after the printer cools down.
Half of the printed page is blank	Paper Orientation Setting Error	Please change the paper orientation settings.
	The paper size actually used for printing does not match the set paper size	Make sure the paper size in the printer driver settings is the same as the paper size in the tray.
The machine can print, but there are text errors, garbled or incomplete.	Loose or faulty printer cable	Please disconnect the printer cable and reconnect; Or replace the printer cable.
	Printer Device Selection Error	Verify that you have selected the correct printer when printing.
	Software application faulty	Try printing the file through another application.
	Operating system faulty	Restart your computer, and then try printing again.
Print page, but all blank	Toner cartridge damaged or toner used up	Try shaking the toner. See " Shake Toner " in Chapter 8.2.2; Replace the toner cartridge if it is damaged.
	There may be blank pages in the file	Please check the file to see if there are any blank pages in the file.
	Failure of a device component (such as a controller or panel)	Please contact a service representative.

9.4. Printing quality issues

Symptoms	Suggested workarounds;
 <p>Print white or light</p>	<p>If white vertical bars or faded areas appear on the page:</p> <ul style="list-style-type: none"> ● With a low amount of toner, you may be able to temporarily extend the life of the toner cartridge. See "Shaking Toner" in Chapter 8.2.2. If you still cannot improve printing quality, install a new toner cartridge. ● Paper may not meet specifications, such as the paper being too damp or too rough. See "Paper Specifications" in Chapter 4.2. ● If the color of the entire page is light, the print resolution is set too low. ● If fading or smudging occurs at the same time, the toner cartridge needs to be cleaned, see "Cleaning the toner cartridge" in Chapter 8.2.4. ● The surface of the LSU parts inside the machine may be dirty. To clean the LSU, see "Cleaning the Inside of the Machine" in Chapter 8.1.2. ● If these steps still do not resolve the problem, contact a service representative.
 <p>Toner blotch</p>	<ul style="list-style-type: none"> ● Paper may not meet the requirements, such as being too damp or too rough, see "Paper Specifications" in Chapter 4.2. ● Laser toner cartridge dirty, powder leakage or laser toner cartridge damage. ● Ink transfer rollers may have stains to clean the inside of the machine, see "Cleaning the Inside of the Machine" in Chapter 8.1.2. ● Paper feed paths may need cleaning, see "Cleaning the Inside of a Machine" in Chapter 8.1.2. ● If there are toner spots in the copying operation, it may be that the glass of the manuscript table is dirty.
 <p>Lost word</p>	<ul style="list-style-type: none"> ● Uneven paper humidity or wet spots on the paper. Try using another brand of paper. See "Paper Specifications" in Chapter 4.2. ● There is a problem with the quality of the paper. Due to papermaking process problems, sometimes some parts of the paper may not absorb ink. Try using another type or brand of paper. ● The toner cartridge may be faulty, see "Replacing the toner cartridge" in Chapter 8.2.3. ● If these steps still do not resolve the problem, contact a service representative.
 <p>White spot</p>	<ul style="list-style-type: none"> ● Uneven paper humidity or wet spots on the paper. Try using another brand of paper. See "Paper Specifications" in Chapter 4.2. ● Laser toner cartridge damaged. ● The laser reflective glass inside the machine is dirty. ● If there are toner spots in the copying operation, it may be that the glass of the manuscript table is dirty.

 <p>Toner shedding</p>	<ul style="list-style-type: none"> ● Paper may not meet specifications. See "Paper Specifications" in Chapter 4.2. ● The inside of the machine is dirty, clean the inside of the machine. See "Cleaning Toner Cartridges" in Chapter 8.2.4. ● Laser toner cartridge damaged ● Damage to internal parts of machine
 <p>Black vertical bar</p>	<p>If a black vertical stripe appears on the page:</p> <ul style="list-style-type: none"> ● The OPC inside the toner cartridge may be scratched. Remove the toner cartridge and install a new one. <p>See "Replacing Toner Cartridges" in Chapter 8.2.3.</p> <p>If a white vertical stripe appears on the page:</p> <ul style="list-style-type: none"> ● The surface of the LSU component inside the machine may be dirty. Clean the LSU (see "Cleaning the Inside of the Machine" in Chapter 8.1.2) If this situation persists, contact a service representative. <p>If there are toner spots in the copying operation, it may be that the table glass is dirty or the scanning module is faulty.</p>
 <p>Black background (grey bottom)</p>	<ul style="list-style-type: none"> ● If the background coloring situation is not good: ● For a lighter sheet, see "Paper Specifications" in Chapter 4.2. ● Check the working environment of the machine: An environment that is too dry (less than 20% RH) or too wet (more than 80% RH) can aggravate background coloring. ● Remove the original toner cartridge and replace it with a new one, see "Replacing the Toner Cartridge" in Chapter 8.2.3. ● If there is a black background or gray background in the copying operation, it may be that the table glass is dirty or the upper cover of the scanner is not completely closed during scanning. ● Print internal transfer print abnormal. ● The feed channel is dirty, clean the inside of the machine. See "Cleaning the Inside of a Machine" in Chapter 8.1.2.
 <p>Toner trailing</p>	<ul style="list-style-type: none"> ● Clean the inside of the machine. See "Cleaning the Inside of a Machine" in Chapter 8.1.2. ● Check paper type and quality. See "Paper Specifications" in Chapter 4.2. ● Remove the toner cartridge and install a new toner cartridge. See "Replacing Toner Cartridges" in Chapter 8.2.3.
 <p>Periodic traces appear</p>	<p>If evenly spaced stains appear repeatedly on the print surface:</p> <ul style="list-style-type: none"> ● The toner cartridge may be damaged. Remove the toner cartridge and install a new one, see "Replacing the Toner Cartridge" in Chapter 8.2.3. ● Some parts of the machine may have toner stuck. If the stain appears on the back of the printed page, the problem may resolve itself after printing a few more sheets. ● Fixing assembly may be damaged, please contact a service representative. ● If the paper used is of poor quality, see Chapter 8.2.4 "Cleaning Toner Cartridges".

 <p>Background toner diffusion</p>	<ul style="list-style-type: none"> ● Background toner diffusion is formed by a small amount of toner randomly distributed on the printed page. ● Paper may be too damp. Try to switch to another batch of paper for printing. Do not unwrap the paper unless necessary, as it will absorb too much moisture in the air. ● If background toner spreads on the envelope, change the print layout to avoid printing where there are overlapping seams on the back, where printing on the seams can cause problems.
 <p>Character distortion</p>	<ul style="list-style-type: none"> ● If the characters are warped and a hollow image appears, it may be because the paper is too smooth. Try using another paper, see "Paper Specifications" in Chapter 4.2. ● If the characters are distorted and corrugated, it is possible that the scanner component needs repair. If repairs are required, contact a service representative.
 <p>Page skew</p>	<ul style="list-style-type: none"> ● Make sure the paper is loaded correctly. ● Check paper type and quality. See "Paper Specifications" in Chapter 4.2. ● Ensure that the paper or other printer media is properly loaded into the tray and that the guide board is not too tight or too loose in contact with the paper. ● The machine feed channel is dirty, clean the inside of the machine. See "Cleaning the Inside of a Machine" in Chapter 8.1.2.
 <p>Curly or wavy</p>	<ul style="list-style-type: none"> ● Make sure the paper is loaded correctly. ● Check the paper type and quality, high temperature and high humidity can cause paper to crimp. See "Paper Specifications" in Chapter 4.2. ● Turn over the stack of paper in the tray. Or rotate the paper in the carton 180 °.
 <p>Wrinkled paper</p>	<ul style="list-style-type: none"> ● Make sure the paper is loaded correctly. ● Check paper type and quality. See "Paper Specifications" in Chapter 4.2. ● Turn over the stack of paper in the tray or rotate the paper in the carton 180 °. ● Printing internal feed channel dirty. Clean the inside of the machine. See "Cleaning the Inside of a Machine" in Chapter 8.1.2.
 <p>Dirty back</p>	<ul style="list-style-type: none"> ● Check if the toner is leaking or the transfer roller inside the machine is dirty. Clean the inside of the machine. See "Cleaning the Inside of a Machine" in Chapter 8.1.2. ● The internal transfer voltage of the machine is abnormal, and the machine may need to be repaired. Please contact a service representative.
 <p>Page All Black</p>	<ul style="list-style-type: none"> ● The toner cartridge may be damaged and needs to be replaced. Remove the toner cartridge and install a new one. See "Replacing Toner Cartridges" in Chapter 8.2.3. ● The toner cartridge may not be installed correctly. Remove the toner cartridge and reinstall it. ● The internal charging of the machine is abnormal, the laser toner cartridge has not been charged, and the machine may need maintenance. Please contact a service representative. ● If the copy operation is all black, it may be a scanner component failure.

 <p>Toner blending</p>	<ul style="list-style-type: none"> ● Machine Inside Dirt Clean the inside of the machine. See "Cleaning the Inside of a Machine" in Chapter 8.1.2. ● Check paper type and quality for print media that does not meet the specifications for use. See "Paper Specifications" in Chapter 4.2. ● Remove the toner cartridge and install a new one. See "Replacing Toner Cartridges" in Chapter 8.2.3. ● If the problem persists and the internal parts of the machine are damaged, the machine may need to be repaired. Please contact a service representative.
 <p>Horizontal stripe</p>	<p>If there are horizontal streaks or stains of black lines:</p> <ul style="list-style-type: none"> ● It may be that the toner cartridge is not installed correctly. Remove the toner cartridge and reinstall it. ● The toner cartridge may be faulty. Remove the toner cartridge and install a new one. See "Replacing Toner Cartridges" in Chapter 8.2.3. <p>If the problem persists, the internal parts of the machine may be damaged and the machine may need to be repaired. Please contact a service representative.</p>
 <p>Crimp</p>	<ul style="list-style-type: none"> ● If the printed paper is crimped or the paper cannot be fed to the printer. ● Turn over the stack of paper on the tray, please. Or rotate the paper inside the carton 180 °.